



October 21st, 2016

Michael Pacholok
Director
Purchasing and Materials Management Division
City Hall, 18th Floor, West Tower
100 Queen Street West
Toronto, Ontario M5H 2N2

Dear Mr. Pacholok:

Re: Final Attest Report - RFP No. 3401-16-3008 – Payment Processing Services Provider for the City of Toronto

Knowles Consultancy Services Inc. was retained to act as Fairness Monitor for the captioned procurement in April 2015. Our responsibilities included but were not limited to the following:

- Review of drafts of the RFP to identify inconsistencies and lack of clarity
- Review of the evaluation criteria and evaluation materials (including score sheets, and guidance materials) with respect to clarity, consistency, and transparency
- Oversight of communications during the RFP open period, including addenda
- Ensuring that the selection committee members (evaluators) were briefed on best practices with respect to principles and duties of fairness; confidentiality of Proponent proposals; conflict of interest; undue influence; scoring procedures; and, the retention of documents.
- Attendance at all selection committee consensus evaluation sessions
- Monitoring and reporting of any deviations from the process established in the RFP, conflicts of interest or the exercise of undue influence over the process etc.
- Assessment of the procurement evaluation process and adherence to procedural fairness in accordance with the procurement documents issued to market.

The RFP was issued on July 8th, 2016. Two (2) addenda were issued no less than two weeks prior to closing. The evaluation process indicated in the RFP was as follows:

1. Review of each proposal by procurement staff to determine whether it met the mandatory requirements process and the technical rated requirements set out in the RFP.
2. Evaluation of the proposals against scored evaluation criteria set out in the RFP, except price.
3. Evaluation of price.

The RFP closed on August 5th, 2016. Two (2) proposals were received before the closing time and both Proposals successfully passed the Mandatory Requirements review conducted by the Purchasing Materials Management Divisions (PMMD). Both proposals proceeded to the Technical Rated Requirements stage of the evaluation and only one proposal successfully satisfied all technical minimum scoring thresholds applicable, and proceeded to the pricing evaluation. This proposal is being recommended for contract award which we deem was assessed through a fair and competitive process.

As Fairness Monitor, we can attest to the following:

- The Project Manager (whom we reported to), Accounting Services business team, and the Contract Management Office (CMO) took care to develop detailed selection criteria that objectively reflected the legitimate needs of the City and to produce an RFP that was clear and consistent.
- Time and consideration to ensure that the response market had sufficient time to respond to this RFP was consciously taken and incorporated into the overall timeline. No closing extensions were requested from the response market and none was provided by the City.
- Diligent effort was taken to effectively manage potential incumbent advantage or disadvantages in this process and both Proponents A & B were treated consistently during the evaluation process.
- Communications and clarifications during the RFP open period and after closing were conducted through a single point of contact and in accordance with the RFP. One clarification was issued.
- The Selection committee was qualified to evaluate the proposals.
- The selection committee were briefed on best practices with respect to principles and duties of fairness; confidentiality of vendor submissions; conflict of interest; undue influence; scoring procedures; and, the retention of documents. The City's CMO staff provided an evaluation process workbook to each evaluator to guide their conduct during the evaluation, which was easy to follow and supported the evaluation process and records management requirements of the City.
- The evaluators performed their work diligently.
- The scored evaluation was performed in a two-step process: first, each evaluator, working alone, reviewed and scored each proposal in its entirety; second, the evaluators met as a group to discuss their findings and arrive at a consensus score for each criterion. Evaluators reviewed the proposal objectively and adhered to the criteria established in the RFP as well as the detailed scoring guide developed for the purpose.
- Discussion during consensus scoring sessions was fulsome and a free exchange of views took place.
- No evaluator or other individual exerted undue influence over the process.
- The procurement and evaluation processes was conducted in accordance with the RFP.
- We are not aware of the existence of any conflict of interest or breach of confidentiality.
- At the time this report was drafted debriefs had not been provided but we understand that they will be offered following acceptance of the recommended award.

In conclusion, we can attest that, RFP, and Evaluation Framework established by the RFP, that the evaluation process was conducted in a procedurally fair, open and transparent manner and we certify that the final recommendation of the selection committee was generated through a well-documented evaluation process that we witnessed and have no reasons nor objections to the result produced.

Sincerely,

Knowles Consultancy Services Inc.



Andrea Robinson, B.A, LL.M., PMP.
Senior Fairness Consultant
Knowles Consultancy Services Inc. (Knowles Canada)