

**REPORT FOR ACTION****Amendment to Purchase Order No. 6047367 with Deloitte LLP.**

**Date:** February 19, 2019

**To:** General Government and Licensing Committee

**From:** Chief Information Officer and Chief Purchasing Officer

**Wards:** All

**SUMMARY**

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The purpose of this report is to seek authority to amend and increase the existing Purchase Order No. 6047367, with Deloitte LLP ("Deloitte"), by the amount of \$1,526,400 net of HST recoveries, increasing the total contract amount from \$587,969 to \$2,144,369 net of HST recoveries, as it relates to the Phase 1 implementation services of the Enterprise Customer Relationship Management (CRM) solution.

Purchase Order 6047367 was awarded under Request for Proposal RFP No. 3407-17-0066 to implement Enterprise CRM Phase 1. Phase 1 which launched in December 2018, enabled customers to book appointments for select residential and non-residential Toronto Water services via the City's online self-serve portal or by calling Toronto 311 improving the overall customer experience. Included in this phase was the intake of noise complaints from citizens through online and 311 Toronto as part of the Municipal Licensing & Standards (MLS) integrated online service strategy.

During the CRM Phase 1 discovery and scoping exercise, the project team identified opportunities to realize operational efficiencies and solution rationalization, by further implementing not only the intake of complaints, but the entire end to end noise complaint service request process on the City's enterprise CRM (Salesforce) platform. This approach accelerates the rationalization of MLS's current back-end systems to improve citizens' customer experience and remove existing business continuity risks related to outdated and aging legacy applications while it also allows the city to validate solution benefits for the back-office before making further investments related to overall licensing and enforcement needs. Additionally, the movement to a single platform provides a more comprehensive end to end view of service requests related to Noise Complaints including investigation and violation history, location information, and overall progress status. It also provides more flexibility and can easily accommodate changes in short order, such as by-law changes and notification template updates.

## RECOMMENDATIONS

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### **The Chief Information Officer and the Chief Purchasing Officer recommend that:**

1. The General Government and Licensing Committee, in accordance with Section 71-11.1C of the City of Toronto Municipal Code Chapter 71 (Financial Control Bylaw) grant authority to amend Purchase Order 6047367 and, authorize to the Chief Information Officer to negotiate and execute an amending agreement with Deloitte LLP and increase the value of the contract by \$1,500,000, net of all taxes and applicable charges (\$1,526,400 net of HST recoveries) revising the Purchase Order from \$587,969 to \$2,087,969 excluding all taxes and charges, under the same pricing, terms and conditions of the existing agreement and in a form satisfactory to the City Solicitor.

## FINANCIAL IMPACT

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It is expected that the extension cost will require additional funding of up to \$1,500,000, net of all taxes and applicable charges or \$1,695,000 including HST and all applicable charges (\$1,526,400 net of HST recoveries). The current contract will increase from \$577,800 to \$2,077,800, net of all taxes. Funding for this requirement is available in the 2019 Staff Recommended Capital Budget for Information & Technology Division in the MLS Modernization account (CIT045-25-02).

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

## DECISION HISTORY

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On June 14, 2017, The Bid Award Panel granted the authority to award a contract for RFP No. 3407-17-0066 to Salesforce.com Canada Corporation (SFDC) for the Phase 1 implementation of an Enterprise Customer Relationship Management (CRM) solution to support the City's Customer Service Strategy. The Bid Award Panel award document can be viewed at:

(<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.BA27.3#>.)

Following the award, the City negotiated and executed two agreements, a Master Subscription Agreement (MSA) for the license subscription and Professional Services Agreement (PSA) for implementation services with SFDC.

Subsequent to the execution of the MSA and PSA, SFDC through a contract assignment, assigned the PSA to Deloitte, the named subcontract in SFDC's proposal submission as the system integrator for their proposed solution. SFDC, Deloitte and City of Toronto ("City") consented to the assignment.

## COMMENTS

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MLS will be leveraging the City's enterprise CRM (Salesforce) platform to support their integrated online service strategy, which includes the rationalization of MLS's current back end systems. This approach eliminates the need for integration into existing back-end systems allowing for a consolidated service delivery model for Noise complaints within one platform.

The scope of work to be delivered by Deloitte will take into consideration the support for 6 different categories of noise and approximately 39 respective sub-categories and includes the following:

- Define and develop Solution Architecture and Technical Requirements
- Conduct functional requirement gathering workshops
- Conduct iterative design and build sessions
- Develop Testing and Training strategies
- Assist and guide the City Team during the different testing phases
- Training delivery to City Team
- Deploy the Solution to Production
- Post go-live support / warranty

The outcome of this engagement will allow for end to end management of noise complaints within Salesforce, removing the dependencies of integration with existing back-end systems and laying the foundation for continued transformations to come with the MLS Modernization Program. This will both simplify and improve the citizen experience associated with noise complaints through 311 in support of the City's Customer Service Strategy and will realize opportunities for efficiencies in the systems and processes for City staff to address these matters.

An amendment of Purchase Order No. 6047367 with Deloitte LLP is required to support not only the intake of noise complaints, but also the entire end to end noise complaint service implementation on the City's enterprise CRM (Salesforce) platform.

## CONTACT

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**SIGNATURE**

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Rob Meikle  
Chief Information Officer

Michael Pacholok  
Chief Purchasing Officer