



BID AWARD PANEL CONTRACT AWARD

Award of Doc No. 2115727879 for the Provisioning of 311 Toronto CRM Solution for 311 Toronto CRM Solutions

Date: March 5, 2020
To: Bid Award Panel
From: Chief Purchasing Officer
Wards: All

RECOMMENDATIONS

The Chief Purchasing Officer recommends that the Bid Award Panel grant authority to award the following contract:

Call Number:
Doc Number 2115727879

Description:
For RFP 3405-19-0301 for the provisioning of a 311 Toronto CRM Solution

Recommended Proponent:
Catalyst Consulting Group Inc.

Contract Award Value:
\$4,888,840 net of all applicable taxes and charges
\$5,524,389 including all taxes
\$4,974,884 net of HST recoveries

Contract is expected to start on April 6th, 2020 and end on August 31st, 2021.

FINANCIAL IMPACT

The total potential contract award identified in this report is \$5,524,389 including all applicable taxes and charges. The total potential cost to the City is \$4,974,884 net of HST recoveries.

Funding is available in the 2020 Approved Capital Budget and 2021-2029 Approved Capital Plan for Corporate Real Estate Management. Additional funding details are provided in Table 1.

Table 1: Financial Impact Summary of Recommended Contract

Cost Centre/WBS	Date of Award to Dec. 31, 2020	2021	Total
New - To be created	\$1,989,953	\$2,984,930	\$4,974,884

CALL SUMMARY

Call Issued: November 27, 2019

Call Closed: January 06, 2020

Number of Addenda Issued: 1

Number of Bids: (3) Three

Table 1: Summary of Proposals Received

Proponent Name	
Acumen Solutions Inc	Minimum threshold not met
Deloitte Inc	Minimum threshold not met
Catalyst Consulting Group Inc	Successful

DIVISION CONTACTS

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COMMENTS

For the recommended contract award, the following requirements have been met:

- a. The firm recommended for award is the lowest bidder meeting specifications or to the highest scoring proponent based on the evaluation criteria included in the call and meeting the requirements of the call;
- b. the appropriate Division has reviewed submissions and found the price to be reasonable, within available budget and concurs with the recommendation;
- c. the total contract value is less than \$20 million dollars (excluding applicable taxes) and the contract term is:

1. for a contract funded by the operating budget, 5 years or less including any option years; or

2. for a contract funded by the capital budget, within the projected term of the capital funding for the project as set out in the capital budget,

being within the authority of the Bid Award Panel;

d. there are no material written objections to the award;

e. the call document was advertised on the City's internet website and bids or proposals were opened publicly; and

f. the Fair Wage Office confirms the recommended firm understands the Fair Wage Policy and Labour Trades requirements and has agreed to comply fully.

Additional details and information for the above calls are on the file in the Purchasing and Materials Management Division.

SIGNATURE

Michael Pacholok
Chief Purchasing officer