



BID AWARD PANEL CONTRACT AWARD

Award of Doc3912436267 to FrontDesk Queue Management Systems Inc. for the Appointment Booking SAAS Platform Subscription and Associated Optional Hardware for Technology Services

Date: June 13, 2024
To: Bid Award Panel
From: Chief Procurement Officer
Wards: All

RECOMMENDATIONS

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

Solicitation Number: Request for Proposal Doc3912436267

Description:

For procurement of Appointment Booking SAAS Platform Subscription and Associated Optional Hardware Such As Smart Kiosks, Media PCs and Monitors for the term of five years.

Recommended Supplier:

FrontDesk Queue Management Systems Inc.

Contract Award Value:

\$1,130,223 net of all applicable taxes and charges
\$1,277,152 including HST and all applicable charges
\$1,150,115 net of HST recoveries

Contract is expected to start on September 1, 2024 and end on August 31, 2029

FINANCIAL IMPACT

The total contract award identified in this report is \$1,130,223 net of all applicable taxes and charges, \$1,277,152 including HST and all applicable charges. The total cost to the City is \$1,150,115 net of HST recoveries.

Funding for the project term is available in the 2024 Operating Budget for Technology Services Division. Funding for future years will be included in the Technology Services Division Operating Budget Submissions respectively. Additional funding details are summarized in Table 1 as follows:

Table 1: Financial Impact Summary of Recommended Contract (net of HST Recoveries)

Cost Centre	Sep 1, 2024 to Dec 31, 2024	Jan 1, 2025 to Dec 31, 2025	Jan 1, 2026 to Dec 31, 2026	Jan 1, 2027 to Dec 31, 2027	Jan 1, 2028 to Dec 31, 2028	Jan 1, 2029 to Sep 1, 2028	Total (net of HST Recoveries)
IT2176 - Product & License/ Service	\$76,674	\$230,023	\$230,023	\$230,023	\$230,023	\$153,349	\$1,150,115

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the information included in the Financial Impact section.

SOLICITATION SUMMARY

Solicitation Issued: September 8, 2023

Solicitation Closed: October 13, 2023

Number of Addenda Issued: Three (3)

Number of Bids: Three (3)

Table 2: Summary of Bids Received.

Supplier Name
FRONTDESK QUEUE MANAGEMENT SYSTEMS INC
J S BROD PRIVATE LIMITED
W3CARE TECHNOLOGIES PRIVATE LIMITED

Range of Scores:

97 to 45

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 Supplier meeting specifications or to the highest scoring Supplier based on the evaluation criteria included in the Solicitation and meeting the requirements of the solicitation;

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. the Solicitation document was advertised on the City's internet website and bids or proposals were submitted electronically in Ariba; and

e. 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 Solicitations are on the file in the Purchasing and Materials Management Division.

SIGNATURE

Geneviève Sharkey
Chief Procurement Officer