

NO: **R036**

COUNCIL DATE: **March 9, 2020**

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **March 3, 2020**

FROM: **General Manager, Corporate Services**

FILE: **1345-20**

SUBJECT: **Award of Contract No. 1220-030-2019-009 for a Labour Scheduling Software System**

RECOMMENDATION

The Corporate Services Department recommends that Council:

1. Award Contract No. 1220-030-2019-009 to Workforce Software for a three-year initial term in the amount of \$1,403,785.60, including GST & PST for a Labour Scheduling Software System;
2. Set the expenditure authorization limit for the initial three-year term at \$1,544,164.16 (including GST & PST and contingency);
3. Approve the option to extend Contract No. 1220-030-2019-009 for up to three additional two-year terms at the City's discretion to a maximum amount of \$429,763.84 per year, including GST & PST, Consumer Price Index increases, and contingency; and
4. Authorize the General Manager, Corporate Services to execute Contract No. 1220-030-2019-009 and approve all extensions related to Contract No. 1220-030-2019-009 within the approved annual expenditure authorization limit.

INTENT

The purpose of this report is to obtain Council's approval to award Contract No. 1220-030-2019-009 (the "Contract") for a Labour Scheduling Software System ("Scheduling System") for a three-year term with the option to extend for up to three additional two-year terms.

SCOPE OF WORK

The City relies on disparate systems, spreadsheets and other manually maintained sources to create and manage labour scheduling for the City employees that serve the community. In the City's organizational pursuit of continuous improvement and increasing excellence in service delivery for the benefit of our customers, the City requires a sophisticated Scheduling System. To this end, staff anticipates utilizing the Labour Scheduling Software System to address time intensive manual processes associated with roster development, leave management, shift trades, overtime management and call-out notification to improve service delivery to the public and reduce labour

costs associated with managing disparate schedules. It is expected that the capabilities of the Scheduling System will be used to schedule over 1,000 staff across several departments.

PROPOSAL RESULTS

In April 2019, the City initiated Request for Proposals (“RFP”) 1220-030-2019-009 for a Labour Scheduling Software System.

RFP 1220-030-2019-009 was publicly advertised on the City of Surrey and BC Bid websites and closed on May 31, 2019. A total of four responses were received as follows:

Proponent	Proposed Amount (Three-Year Cost), including GST & PST	Corrected Amount
Global Consumer Services Inc.	\$695,408.00	No Change
Workforce Software	\$1,403,785.60	No Change
Kronos	\$1,900,572.80	No Change
IntelliTime Systems Corporation	\$2,319,294.88	No Change

All four proponents proceeded to the evaluation process to present their respective proposals including demonstrations of their solutions and associated costs.

EVALUATION

Given the complexity of this project, and for the purpose of selecting a preferred vendor, the following groups were involved in the selection process:

1. A Steering Committee, which is responsible for the vendor selection, overall management of the project, the timeline, the resources, costs, and deliverables. The Steering Committee included:
 - Director, Administrative Services, Surrey Libraries;
 - Director, Human Resources;
 - Director, Information Technology;
 - IT Manager of Business Applications;
 - Manager, Community and Recreation Services;
 - Manager Public Safety; and
 - Bylaws Services Manager.
2. An Evaluation Team which included ten individuals from the City’s major business stakeholders. The Evaluation Team was involved in the development of the Proposal requirements, the development of the demonstration scripts and the evaluation of vendor presentations. The Evaluation Team consisted of subject matter experts from:
 - Corporate Services (Bylaws, IT & HR);

- Finance (Payroll);
- PRC;
- Engineering;
- Planning & Development;
- Public Safety; and
- Libraries.

All submissions were evaluated through the work of the Evaluation Team, facilitated by the Purchasing Section, consistent with the criteria stipulated in the solicitation document as follows:

- a) Experience, Reputation and Resources;
- b) Technical;
- c) Approach and Methodology, including Time Schedule; and
- d) Financial.

All proponents were deemed to be reputable and experienced in the realm of labour scheduling solutions. The technical solutions offered by each proponent were deemed to be satisfactory. However, an in-depth assessment of each proponent's price, approach and methodology, demonstration of their respective solution, and level of resources available to sufficiently deliver on the City's requirements revealed key differences.

Based on the criteria above and the overall evaluation, the Evaluation Team concluded that the submission from Global Consumer Services does not sufficiently address the comprehensiveness of the City's labour scheduling requirements.

Overall, the Evaluation Team has determined that the proposal submitted by Workforce Software can best meet the City's requirements and provides the best value to the City. Workforce Software is a Livonia, Michigan-based incorporation specializing in workforce management solutions for over 20 years. Workforce Software has a global presence, including a large Canadian presence with many municipal clients and is a recognized industry leader in labour scheduling software. The Evaluation Team found their mobile support, intuitive and easy to use interface, easily interpretive rules, self-contained call out and autofill capabilities best addresses the City's Scheduling System requirements, while their implementation plan, overall approach and schedule was the most appropriate for the City. Accordingly, the Evaluation Team recommends that Contract No. 1220-030-2019-009 for a labour scheduling software system be awarded to Workforce Software.

FUNDING

The funding for this project is available in the 2020 Capital Budget.

SUSTAINABILITY CONSIDERATIONS

The award of contract for a Labour Scheduling Software System supports the objectives of the City's Sustainability Charter 2.0. In particular, the Contract relates to the Sustainability Charter 2.0 theme of Infrastructure. Specifically, the Scheduling System supports the following Desired Outcome ("DO"):

- All Infrastructure DO1: City facilities and infrastructure systems are well managed, adaptable and long lasting, and are effectively integrated into regional systems.

CONCLUSION

It is recommended that Council award Contract No. 1220-030-2019-009 to Workforce Software for a labour scheduling software system for a three-year term in the total three-year amount of \$1,544,164.16 (including GST & PST and contingency) and authorize the General Manager, Corporate Services to execute the three-year contract with Workforce Software and up to three additional two-year extensions in favor of the City at a maximum amount of \$429,763.84 per year, including GST & PST, Consumer Price Index increases, and contingency.

Rob Costanzo
General Manager, Corporate Services

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