

NO: R039

COUNCIL DATE: February 14, 2022

REGULAR COUNCIL

TO: **Mayor & Council**DATE: **February 10, 2022**FROM: **General Manager, Corporate Services
Chief Constable, Surrey Police Service**FILE: **1220-01**SUBJECT: **Award of Contract No. 1220-031-2021-002 for “Workforce Management Software Solution for the Surrey Police Service”**

RECOMMENDATION

The Corporate Services Department and Surrey Police Service recommend that Council:

1. Award Contract No. 1220-031-2021-002 to InTime Solutions Inc. for a three-year term in the amount of \$940,377 including GST and PST;
2. Set the expenditure authorization limit for contract No. 1220-031-2021-002 at \$1,081,433 including (GST & PST and contingency); and
3. Authorize the General Manager, Corporate Services to execute all related agreements and to concurrently assign all related agreements to the Surrey Police Service and;
4. Authorize the Surrey Police Service to approve payments up to the expenditure authorization limit for an initial three-year term, with the option of up to three, one-year extensions to a maximum amount of \$190,000 per year, including GST & PST.

INTENT

The purpose of this report is to seek Council approval to award Contract No. 1220-031-2021-002 (the “Contract”) to InTime Solutions Inc. for Workforce Management software (“WFM”) for a three year term including implementation, annual licensing, and support, with the option to extend for up to three one-year extensions at the sole discretion of the City.

BACKGROUND

The City of Surrey (the “City”) is responsible under subsection 3(2) of the *BC Police Act* R.S.B.C., 1996, c. 367 (the “Police Act”) for providing policing and law enforcement services within the municipality.

In November 2018, the transition of the City’s policing model was initiated by a unanimous Council resolution. Subsequently, in July 2020, the Province established the Surrey Police Board (the “Board”), and in August 2020 the Board created the Surrey Police Service (“SPS”) as Surrey’s independent municipal police service.

To support an orderly, effective and timely implementation of Surrey's new policing model, the Surrey Police Transition Trilateral Committee ("SPTTC") was established in September 2020 by the Province, the Federal Government and the City. The Board, the SPS and the RCMP have representatives who also participate in the SPTTC meetings.

The Police Act requires (s. 15.1(b)) the City to provide adequate accommodation, equipment and supplies for the operation of the police service and as such the City supports procurement for the Surrey Police Service to facilitate its operations.

DISCUSSION

SPS requires a Policing WFM solution in order to obtain Police of Jurisdiction ("POJ") status with the Province.

As an operational tool, the WFM solution -is used to manage and schedule police, civilian policing employees and assets and to address processes associated with schedule development, overtime management and call out notifications. The use of this application is essential to ensure that staff allocations, staffing assignments and resourcing is performed in an effective and efficient manner. SPS plans to deploy the WFM solution for the recruitment and deployment of 500 employees in 2023, 300 employees in 2024 and 350 employees in 2025.

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 was formed which is responsible for the vendor selection, overall management of the project, the timeline, the resources, costs, and deliverables. The Steering Committee included:
 - Deputy Chief Constable;
 - Supervisor, Support Services;
 - SPS Police Transition, Program Manager;
 - Director of IT;
 - Corporate Services, Manager of Business Applications and Digital Services;
 - Corporate Services, Manager Infrastructure and Operations; and
 - Corporate Services, Manager Business Transformation.
- 2) A Vendor Selection Team was also formed which included ten individuals from SPS' major business stakeholders. The Vendor Selection Team was involved in the development of the Proposal requirements, the development of the proponent demonstration scripts and the evaluation of vendor presentations. The Vendor Selection Team consisted of subject matter experts from:
 - SPS;
 - Corporate Services (IT & HR);
 - Finance (Payroll); and
 - RCMP Support Services.

Evaluation

On May 13, 2021, a competitive procurement was initiated via the release of Request for Proposal (RFP) 1220-031-2021-002. The RFP closed on July 12, 2021, with the City receiving a total of six responses, five of which met the criteria to move onto the evaluation stage.

Following the Vendor Selection Team's review of the five eligible RFP submissions, the following shortlisted three proponents proceeded to the evaluation stage.

- 1) IntelliTime;
- 2) ICO Technologies Inc.; and
- 3) InTime Services Inc.

The evaluation stage required each of the three proponents to demonstrate their solutions and associated cost. During the evaluation stage, IntelliTime withdrew their submission leaving the remaining two proponents, ICO Technologies and InTime Services, to carry out their demonstrations.

The financial proposals for the two remaining proponents are as follows:

Proponents	Total Three-Year Cost Including GST & PST
ICO Technologies Inc	\$288,655
InTime Services Inc.	\$940,377

Following a detailed evaluation, the Vendor Selection Team concluded the following:

ICO Technologies' user interface, ease of use, overall approach and available functionality cannot sufficiently address the comprehensiveness of the SPS' WFM requirements.

The proposal submitted by InTime Services Inc. can best meet SPS' requirements and provides the best value for current and future needs:

- InTime was the only proponent to successfully complete the demonstration scripts within the allotted timeframe to demonstrate a complete system solution;
- The intuitive InTime user interface will aid user adoption and minimize additional training and support costs beyond the initial implementation;
- InTime Services Inc. has successfully implemented several police agencies in Canada (Calgary, New West, Port Moody, Victoria, Metro Vancouver Transit Police); and
- InTime Services Inc. has demonstrated experience with PeopleSoft integration including a Timekeeping Module & Payroll Interface for PeopleSoft.

InTime Services Inc. is a Vancouver, BC-based company founded in 1996. InTime is designed as a policing-specific solution. The Vendor Selection Team concluded that the solution was easy to use with sufficient solution functionality to meet their business needs, including support for timesheets and court appearances. Pricing clarification with InTime Services Inc. confirmed all software, optional modules, customization, integration, and services required to provide a complete and comprehensive solution to SPS.

The Vendor Selection Team presented their findings to the Steering Committee along with a recommendation that Contract 1220-031-2021-002 for Workforce Management software and services be awarded to InTime Services for a three-year term in the amount of \$940,377 including GST and PST. This falls within the previously estimated cost of \$1.0 million for a WFM solution including, implementation, licenses, and support.

FUNDING

Funding for the SPS WFM and Services needs is available in the SPS IT program budget.

Assignment of Contract

While the RFP 1220-031-2021-002 for Workforce Management Software Solution for the Surrey Police Service was initiated by the City, this contract is for the exclusive benefit of the SPS. Accordingly, should Council approve the award of Contract 1220-031-2021-002 as recommended in this report, it is further recommended that this Contract be assigned to the SPS. Moving forward, all SPS IT related procurements for SPS' exclusive use will be administered directly by the SPS.

Legal Services Review

Legal Services has reviewed this report and has no concerns.

CONCLUSION

SPS requires a Policing WFM solution in order to obtain POJ status with the Province. As an operational tool, the WFM will be used to manage and schedule SPS employees and assets and to address processes associated with schedule development, overtime management and call out notifications. Following a competitive procurement process it is recommended that Contract 1220-031-2021-002 for WFM and services be awarded to InTime Services for a three-year initial term in the amount of \$940,377 including GST and PST.

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