



## County Council

---

**Meeting Date:** Tuesday, July 19, 2022  
**Submitted by:** Chris Bailey, Director of Information Technology Services  
**SUBJECT:** Request for Proposal: Middlesex County Information Technology Service Delivery Review and Strategic Plan

---

### **BACKGROUND:**

The Ontario government reaffirmed its commitment to work in partnership with municipalities to strengthen communities and support vital public services during the virtual 2021 Association of Municipalities of Ontario (AMO) conference.

Premier Doug Ford, Minister of Municipal Affairs and Housing Steve Clark and Ministers, Associate Ministers and Parliamentary Assistants held virtual meetings with hundreds of municipal officials. They discussed key issues including housing affordability, broadband expansion, and how the province will continue to support municipalities and keep communities safe during the ongoing COVID-19 pandemic.

During last year's AMO Conference, Municipal Affairs and Housing Minister Steve Clark announced a third intake of the Municipal Modernization Program (MMP). Municipalities can benefit from this provincial funding for digital modernization and other projects that will help deliver services more efficiently.

Intake 3 of the Municipal Modernization Program follows the same format as the previous two intakes and is split between implementation and third-party review streams. As part of Intake 3, Middlesex County submitted applications for four projects. Two projects for the implementation stream and two projects for the review stream.

Middlesex County Information Technology Services department submitted a third-party review stream application regarding an IT Service Delivery Review and Strategic Plan. On January 25, 2022, Warden Warwick received notice from Minister Clark that this project had been approved. The County received up to \$81,400 for an independent third-party review.

The motivation for the proposed project is to provide a comprehensive assessment of current Information Technology Services (ITS) within Middlesex County. The Service Delivery Review will provide actionable recommendations to ensure efficient, effective, and sustainable IT service delivery.

The Strategic Plan will help staff make informed decisions, ensure consistency in the decision-making process, provide a long-term step-by-step guide for future improvements, and deliver a formal process for documenting and prioritizing ITS projects. Costs savings and efficiencies will be achieved through strategic decision-making that will help manage current and future technology services. The plan will also focus on investments in shared municipal business systems to deliver value and reduce costs, a risk analysis, a security risk assessment and a best practice review of IT infrastructure, operations, and staffing.

### **ANALYSIS:**

Request for Proposal ITS-2022-001 for Information Technology Service Delivery Review and Strategic Plan was posted on the Bids & Tender website, with proposals accepted until noon, Tuesday, June 28, 2022.

The County received eight (8) proposals that met the requirements of the RFP. Each submission was reviewed by the evaluation committee based on the mandatory and rated requirements which included, Scope of Work, Municipal Modernization Funding Requirements, Experience and Qualifications and Pricing model.

After review, the evaluation committee determined that Blackline Consulting was the successful respondent of the RFP.

### **FINANCIAL IMPLICATIONS:**

The total cost of the proposal submitted by Blackline Consulting Inc. was for an amount of \$79,302 before taxes. This amount falls within the funds received as part of the Municipal Modernization Program.

### **RECOMMENDATION:**

THAT the proposal submitted by Blackline Consulting for the preparation of an Information Technology Service Delivery Review and Strategic Plan be approved; and

THAT the Director of Information Technology Services be authorized to negotiate and execute an agreement, to the satisfaction of the County Barrister and Solicitor, between Blackline Consulting and the County of Middlesex as per the terms of RFP No. ITS-2022-001 in the amount of \$79,302 before taxes.