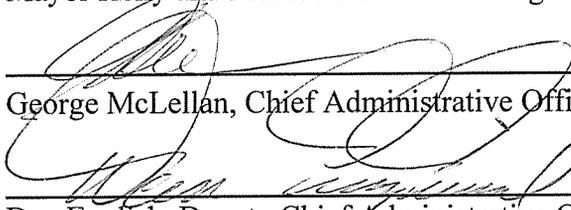


Halifax Regional Council  
September 24, 2002

**TO:** Mayor Kelly and Members of Halifax Regional Council

**SUBMITTED BY:**

  
George McLellan, Chief Administrative Officer

  
Dan English, Deputy Chief Administrative Officer

**DATE:** September 3, 2002

**SUBJECT:** E-Commerce Portal (RFP #01-063)

**ORIGIN**

The Halifax Regional Municipality publicly advertised request for proposals on March 31<sup>st</sup>, 2001 for an E-Commerce Portal.

**RECOMMENDATION**

It is recommended that Council authorize the award of Proposal #01-063 to the highest ranking proponent, Aliant Inc. for the development and the maintenance of an E-Commerce Portal for HRM. HRM Business Units will fund the development of the E-Commerce Portal within existing budgets.

**BACKGROUND**

HRM has decided to supplement its existing service channels by providing electronic services to its citizens. As an initial step, HRM will offer electronic payment options over the Web and the telephone. In order to implement this service, HRM will need to build and maintain a single point of entry for the provision of electronic services (the E-Commerce Portal). This solution must complement the existing systems within HRM. With the tight fiscal constraints within HRM, it is necessary to find a solution that is financially flexible and allows each Business Unit within HRM to choose when it is ready to provide electronic services.

### **DISCUSSION**

Call for proposals for an E-Commerce Portal were advertised and closed on May 14, 2001 with thirteen (13) companies submitting proposals. From the thirteen(13) submissions, the following three(3) were short-listed for evaluation.

Aliant  
Deloitte Touche  
Unisys

These companies were requested to make full day presentations to a selection committee on June 25-27, 2001. Deloitte Touche chose not to present the night before the presentation. Aliant scored 81 and Unisys scored 68 on the final presentation.

Since that time, HRM has been negotiating a contract with Aliant Inc.

### **BUDGET IMPLICATIONS**

There are no budget implications to existing operating budgets. Future initiatives will be included in the operating budget.

### **FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN**

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

### **ALTERNATIVES**

There are no alternatives.

### **ATTACHMENTS**

Appendix A - Evaluation Criteria for E-Commerce Portal Presentations

Additional copies of this report, and information on its status, can be obtained by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by: Daya Pillay, Technical Process & Systems Consultant 490-6550

Report Approved by:   
Wayne Anstey, Director, Administrative Services 490-4229

**APPENDIX A**  
**Evaluation Criteria for E-Commerce Portal Presentations**

|   | <b>Aliant</b> | <b>Unisys</b> |
|---|---------------|---------------|
| <p><b>1. Security:</b><br/> A) How is security handled by the proponent?<br/> B) Describe the technology.<br/> C) What type of browser is needed and what type of interface is used?<br/> D) Is there any proprietary components?<br/> <b>Possible 5 points</b></p>   | <b>5</b>      | <b>5</b>      |
| <p><b>2. Demonstrate ability to currently provide e-commerce services.</b><br/> Actual demonstration of different types of transactions. Vendor must show range of services currently provided. Demonstration should include IVR, if that service is currently provided.<br/> <b>Possible 10 points</b></p> | <b>9</b>      | <b>7</b>      |
| <p><b>3. Response time issues:</b><br/> What is the problem resolution process? Both customers and HRM. What are the service level standards, including turnaround time frame for problem resolution and process for escalation.<br/> <b>Possible 10 points</b></p>   | <b>5</b>      | <b>6</b>      |
| <p><b>4. Describe the payment options to be offered.</b><br/> What type of options are there: e-cheques, credit cards, debit cards, ...<br/> <b>Possible 5 points</b></p>   | <b>2</b>      | <b>2</b>      |
| <p><b>5. Describe your Risk Evaluation Process.</b><br/> Credit Card Security<br/> General risk issues.<br/> <b>Possible 5 points</b></p>   | <b>5</b>      | <b>5</b>      |
| <p><b>6. Expand on your costing model.</b><br/> A) Model<br/> B) Flexibility<br/> C) HRM Involvement - who sets fee?<br/> D) HRM benefits<br/> E) Transaction Volumes<br/> <b>Possible 30 points</b></p>  | <b>28</b>     | <b>19</b>     |
| <p><b>7. Provide samples of Service level agreements, if available.</b><br/> A) What is the system up time service level?<br/> B) Hours of Help Desk.<br/> C) Risk management issues.<br/> D) Consequences of failure to meet service levels.<br/> <b>Possible 5 points</b></p>                             | <b>4</b>      | <b>4</b>      |
| <p><b>8. Integration with HRM back end systems.</b><br/> A) How is this going to occur?<br/> B) Who does the work?<br/> C) What experience does the vendor have with HRM's tools?<br/> SAP, ARC Info, Richter, Class, Other<br/> <b>Possible 10 points</b></p>  | <b>6</b>      | <b>4</b>      |

|   |            |    |
|---|------------|----|
| <p><b>9. Business Planning Process.</b><br/> A) Approach &amp; methodology.<br/> B) Integration into business planning process.<br/> C) Criteria for go/no go decisions in implementing electronic transactions.<br/> D) Level of HRM participation.<br/> F) Give example of web enabled business process improvements<br/> <b>Possible 15 points</b></p> | <b>12</b>  | 12 |
| <p><b>10. How do you plan to promote electronic services?</b><br/> A) Originality.<br/> B) What role does the partner play?<br/> C) What is expected of HRM?<br/> <b>Possible 5 points</b></p>  | <b>5</b>   | 4  |
| <p>Total score (possible 100 points)<br/> * Recommended Proponent</p>   | <b>81*</b> | 68 |