



BID COMMITTEE REPORT

Meeting Date: July 2, 2020
 Contact: Alexander Ralph
 Contact No.: 604 829 2092

TO: Bid Committee
 FROM: Chief Procurement Officer

RECOMMENDATION

Recommendation to enter into a contract with Verint Americas Inc., in relation to Notice of Intent to Contract (NOITC) No. PS20190764 – Lagan 3-1-1 Contact Centre System Upgrade and Additional Functionality.

The Chief Procurement Officer recommends that the Bid Committee approve the entry into the following contract, under the authority of the City’s Procurement Policy ADMIN-008 (subject to final negotiations).

Solicitation Number:	Notice of Intent to Contract (NOITC) No. PS20190764 – Lagan 3-1-1 Contact Centre System Upgrade and Additional Functionality.
Description of the Goods or Service:	Provision of Verint Americas Inc. Lagan 3-1-1 Contact Center Software
Recommended Vendor:	Verint Americas Inc.
Contract Term and Estimated Contract Value:	The recommended term of the contract is five (5) years with the option to extend for four (4) additional one-year terms. The estimated contract price is \$1,824,229, plus applicable taxes, over the initial five-year term of the contract.

PROCUREMENT SUMMARY

Date of Issuance of NOITC:	June 2, 2020
Notices Sent:	Not Applicable
Closing Date:	June 16, 2020
Responses Received:	Not Applicable

COMMENTS

For the recommended contract, the following requirements have been met:

- a) The solicitation documents were publicly advertised in accordance with the City's Procurement Policy ADMIN-008;
- b) The contract is proposed to be entered into with the vendor offering the best value, determined in accordance with the criteria, factors or methods previously disclosed in the public solicitation documents;
- c) Financial Planning & Analysis and the applicable business unit have reviewed and concur on the budget and recommendation;
- d) Bid Committee approval authority exists, as outlined in the City's Procurement Policy ADMIN-008 due to the value being in excess of \$750,000.
- e) The Supply Chain Manager, Chief Procurement Officer and General Manager, Technology Services to be authorized to execute and deliver all legal documents on behalf of the City.
- f) The Bid Committee approval is pre-contract award, the final contract information may vary subject to final negotiations and award.

DECISION

The Bid Committee approved the entry into a contract in relation to NOITC PS20190764 – Lagan 3-1-1 Contact Centre System Upgrade and Additional Functionality with Verint Americas Inc., under the authority of the City's Procurement Policy ADMIN-008.