e-Bidding / e-Procurement Software Solution

Context

What was the procurement risk or opportunity?

Up until 2021, the City used a combination of word documents, excel spreadsheets, and other documents to complete day to day sourcing tasks as well as a City custom developed vendor bidding portal. As the need for procurement continually grows and evolves so does the need for advanced programs that assist in managing the volume of requests, and meet continuous improvement goals such as:



- 1. Improve efficiency by reducing or eliminating manual processes.
- 2. Provide end-user departments the access to RFx submissions to perform online evaluations within the solution.
- 3. Offer a single portal that manages vendor communications and expectations in both desktop and mobile formats and provides enhanced functionality for the vendor community.

Procurement of an e-Bidding / e-Procurement Software Solution was identified as being pivotal in meeting these goals.

Procurement Process

What processes were used and who was engaged?

To procure the software solution, the City utilized a Request for Proposal process that used weighted criteria to shortlist the highest ranked, and invited those shortlisted to demonstrate the solution. The Proposed Solution, Implementation, Training and Support carried the most weight however, company profile, FOIPPA compliance and solution costs were also considerations in the final decision.

Impact

What outcomes did we find?

The Software Solution went live on July 19, 2021 and has seen unintended successes in the decline of hand delivered bids (95 hand delivered bids received by Purchasing in 2020) as well as ancillary paper work such as bonds with a result of a reduction in:

- Costs and paper use related to the hard copy bid printing now performed online
- Costs and GHG emission related to picking up the bonds at the Surety now performed online
- Costs and GHG emission related to delivering the bids to Purchasing now performed online

The chosen software solution has advanced Purchasing in many aspects and we are more than delighted at this unexpected outcome. Jane Rushton - Manager, Purchasing & Stores