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**Date:** July 21, 2020  
**To:** Mayor and Council  
**Author:** Ryan McLeod, CPA, CA  
**RE:** Service Delivery Review – Award of Contract  
**Report No.:** FS-2020-16

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## **AIM**

To award the consulting services for the 2020 Municipal Service Delivery Review.

## **BACKGROUND**

In November of 2019, Council endorsed Administration's recommendation to submit an expression of interest in the *Ministry of Municipal Affairs and Housing: Municipal Modernization Program*. The submission of interest included a service delivery review with the goal of finding efficiencies and long-term cost savings. The Town received confirmation of their successful application on February 24, 2020.

## **DISCUSSION**

As outlined in the Transfer Payment Agreement between the Town and the Province, the objective of this Service Delivery Review is to have an independent consultant evaluate the Town's organizational structure, resources, services and programs with the view of creating a more efficient and effective organization going forward. At the conclusion of the engagement, the Consultant is expected to issue a report which includes specific, actionable recommendations which will lead to cost savings and efficiencies.

A 'Request for Proposal' was issued on the Town's Bids and Tenders online portal on June 29<sup>th</sup> and closed July 10<sup>th</sup>. In total, the 14 submissions were received.

The proposals were scored by the Director of Financial Services, Director of Corporate Services and the Director of Municipal Services, based on the following criteria:

- Experience, reputation and resources dedicated to the project (30%)
- Proposed work plan and timelines (40%)
- Financial costs (20%)

- Overall quality of the proposal and value added services (10%)

After a thorough review of the proposals, the scoring committee is recommending StrategyCorp for the Service Delivery Review.

StrategyCorp's proposal demonstrated a thorough understanding the objectives and deliverables associated with the project. Their firm has extensive experience with Municipal Service Delivery Reviews for similar size municipalities. They demonstrated the importance of gaining input and buy-in from all levels of the organization, including Council, Management and front-line staff. The key members of the engagement team bring interesting perspectives and experience to the project, including backgrounds in public policy development, law, and Lean Six Sigma training. The Senior Advisor to the Team is a former Chief Administrative Officer who will have detailed first hand knowledge of municipal operations. From a value add perspective, StrategyCorp is currently performing similar reviews for the Towns of Amherstburg and Essex, which means they will have good understanding of local challenges, access to quality comparative data and the ability to speak confidently to alternative service delivery options.

### **LINK TO STRATEGIC PLAN**

Effectively manage corporate resources and maximize performance in day-to-day operations.

### **FINANCIAL CONSIDERATIONS**

StrategyCorp's proposed fee for this engagement is \$100,000, plus HST. 100% of the cost for the Service Delivery will be funded by the Municipal Modernization Grant.

### **CONSULTATIONS**

Jennifer Astrologo, Director of Corporate Services  
Andrew Plancke, Director of Municipal Services

### **RECOMMENDATION**

To aware the consulting services for the 2020 Municipal Service Delivery Review to StrategyCorp.

*Ryan McLeod*

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Ryan McLeod, CPA, CA  
Director of Financial Services