

Date: 2021-08-04

Subject: Request to Begin Procurement – TIBCO (IBI) Solutions with Maintenance and Support Services

Secondary Title: Request to Begin Procurement – TIBCO (IBI) Solutions for Analytics, Internal and External City Wide Corporate Dashboards

Contact: Kumanan Gopalasamy,
Chief Information Officer,
Digital Innovation & IT, Corporate Support Services
905.874.2018

Report Number: Corporate Support Services-2021-891

Recommendations:

1. That the report titled: **Request to Begin Procurement – TIBCO (IBI) Solutions with Maintenance and Support Services**, to the Committee of Council Meeting of September 8, 2021, be received; and,
2. That the Purchasing Agent be authorized to begin procurement for TIBCO IBI Solutions for Brampton Transit, Enforcement & By-Law Services, 311, Fire, Recreation, Finance, Fleet, Human Resources (HR), Organization Performance, and Digital Innovation & IT; and,
3. That the Purchasing Agent be authorized to directly engage and negotiate with TIBCO Software (Ireland) Limited for the TIBCO (IBI) Solutions, including maintenance and support, through a limited tendering procurement process.

Overview:

- **This report is to obtain Council authority to Request to Begin Procurement – TIBCO (IBI) Solutions consisting of Analytics, Data Integration, Master Data Management, Web Focus, iWay Service Manager, Data Migrator and Omnigen used for developing city-wide internal and external corporate dashboards with maintenance and**

support services for a three (3) year period, with two (2) optional two (2) year renewal periods.

- **The consumers of this platform include Brampton Transit, Enforcement & By-Law Services, 311, Fire, Recreation, Finance, Fleet, HR, Organization Performance, and Digital Innovation & IT**

Background:

The City of Brampton manages its data and supports its business processes through more than 400 software applications/systems that are hosted on premises and externally in the Cloud. These business processes support critical services the City provides to its constituents and staff such as Transit, Enforcement & By Law, 311, Fire, Recreation, Finance, Fleet, HR, Organization Performance, Digital Innovation & IT, etc. The integration of these disparate data sources and their presentation in a meaningful way to assist in making business decisions are done through the IBI/TIBCO managed services platform.

Through the TIBCO (IBI) platform, the City shares, in real time, employee data across City's applications for on-boarding, employee performance management and other HR needs with employee data in a secure and controlled manner. Service requests and complaints entered by Brampton constituents and Service Brampton staff flow in real time through the TIBCO IBI platform. This allows responses and work orders to be dispatched earlier and cases resolved sooner. Transit, Service Brampton, CAO Office, Fire, Enforcement, Recreation, Digital Innovation & IT, EDO, etc. are able to visualize their key performance indicators with quality trusted data, gathered from several different sources and make informed decisions, forecast service utilization and improve overall services provided to Brampton's constituents.

In 2007, the City entered into an agreement with Information Builders Inc. (IBI) through agreement number 07-009 to have access to limited number of their software products. A subsequent competitive process (RFP-2010-021) renewed an engagement with IBI with options to renew until December 23, 2020.

As demand for business analytics grew over the years, this agreement was amended in 2016 to allow usage of other IBI software products. However, with the growth of the platform came the challenges associated with managing them without increasing internal support resources. In 2019, the City amended the agreement to enter into a managed services agreement, expiring on September 20, 2021. This allowed IBI to manage the platform themselves while the city consumed all the services offered by the platform without increasing any internal headcount.

TIBCO (IBI) platforms are considered core to the enterprise and are consumed by the many City's divisions who rely on its functionality to make informed business decisions. These divisions have confirmed these platforms meet their business

needs and recommend their continued use.

Current Situation:

Currently the City owns four TIBCO IBI platforms: Web Focus for Business Intelligence and Analytics; iWay Service Manager and Data Migrator for Data Integration; Omnigen for Master Data Management; and Data Quality. The current maintenance and support contract is valid until September 20, 2021.

There are multiple projects currently underway for this platform. These include, but are not limited to, dashboards for Buildings, Finance, Human Resources, Corporate Performance, Open Data, etc.

The summary of the functionality of these platforms is:

- 1. Web Focus for Business Intelligence, Analytical and data visualization / BI:**
Business Intelligence is about gathering and preparing core business data to present information in a visual format to enhance business decision-making processes and to assist organizations in improving service delivery and growing their operations, forecast service utilization. Analytics is about transforming raw data into a meaningful and graphical format, to be able to predict future changes in services and operations.
- 2. Omnigen for Master Data Management / MDM and Data Quality**
Master Data Management is about collecting, cleaning and preparing data for core entities, such as Property, People and Asset to produce golden records. Which are a single view of the truth that can be linked to transactional/historical data and to be the core for 360 views of these domains, allowing full knowledge of the domain; it can be consumed for data sharing purposes or for reporting or analytics. It allows for personalization of service delivery and reduces operational costs.
- 3. iWay Service Manager and Data Migrator for Data and Process integration**
Data Integration is about sharing important information among business units, third party and applications, reducing and controlling connections and ensuring data security, quality and integrity. Real time integration allows for reducing duplication of effort and keep data in sync across the organization. Currently we integrate all major City's applications and third party such as MPAC, Canada Post. Cloud Integration with SaaS applications.

Corporate Implications:

Financial Implications:

This report is seeking Council approval to begin procurement and limited tendering with the selected vendor TIBCO. The initial term of the contract will be three years with the option of extending the contract by two additional two-year terms. Estimated procurement value for the first three years is \$1,730,276*. Overall procurement value including the two, two-year optional extensions will be approximately \$4,100,000**.

Future budgetary needs will be identified as part of the annual budget submission, pending Council approval.

	Year 1	Year 2	Year 3	Total
Funding Required	\$ 565,375	\$ 576,683	\$ 588,216	\$ 1,730,276

Funding Available	Year 1	Year 2	Year 3	Total
DI&IT Operating Budget	\$ 555,000	\$ 555,000	\$ 555,000	\$ 1,665,000
Total Funding Available	\$ 555,000	\$ 555,000	\$ 555,000	\$ 1,655,000

Operating Shortfall Over 3 Years	-\$ 75,276*
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*Does not include applicable taxes

**Pending formal negotiation on future inflationary increases

Purchasing Comments:

The City will enter into negotiations with TIBCO Software (Ireland) Limited to establish a new contract. Upon successful conclusion of negotiations, purchase approval will be obtained in accordance with the Purchasing By-law.

All communication with TIBCO Software (Ireland) Limited will occur formally through a designated contact in Purchasing.

Term of Council Priorities:

Solutions created with TIBCO IBI platforms align with 2018-2022 Term of Council Priorities:

Brampton is a Well-Run City:

“Continuously improving the day-to-day operations of the corporation by streamlining service delivery, effectively managing municipal assets, and

leveraging partnerships for collaboration and advocacy.”

Solution(s) specifically supports the following objectives:

- Demonstrate value for money of City programs and services.

Conclusion:

It is recommended that the Purchasing Agent be authorized to commence procurement through directly engaging TIBCO Software (Ireland) Limited for TIBCO (IBI) platforms, including maintenance and support, as described in this report.

Authored by:

Reviewed by:

Gustavo Espinosa,
Team Lead, Solutions and Integration
Digital Innovation & IT

Kumanan Gopaldasamy,
Chief Information Officer
Corporate Support Services

Approved by:

Submitted by:

Michael Davidson, Commissioner,
Corporate Support Services

David Barrick, Chief Administrative Officer

Attachments: