

**COUNCIL AUTHORITY FOR CONTRACT AWARDS  
PROPOSAL AWARD**

<b>Project Award</b>	Proposal Award No. 24 – 558 for a Citizen Identity Management Solution
<b>Recommendation</b>	<b>Staff is recommending the award of the proposal for a Citizen Identity Management Solution to Alphinat Inc. in the total amount of \$321,000 (exclusive of HST). The total represents the cost for implementation and annual software costs for a three (3) year term.</b>
<b>Purpose of Report</b>	As per Section 10.1 of Purchasing By-law No. 061-2018, Council approval is required for proposal awards over \$100,000.
<b>Background information</b>	<p>Through the Town's 2023 – 2027 Strategic Plan, the organization has committed to substantial investments in technology, process improvements and meaningful partnerships to improve customer service, under the Innovate in Technology and Process strategic theme. To that end, the 2025 capital budget allocates funding (C2400017) to advance organizational digitization efforts across a wide range of internal and externally facing services through the adoption of new tools, technologies and processes.</p> <p>Presently, when accessing certain services on the Town website, residents are required to set up a unique username/password combination for each service. This process is inefficient, insecure and risks degrading the overall customer experience when interacting with the Town. Competitive Request for Proposal 24 – 558 (Citizen Identity Management Solution) builds on the commitment of the organization to streamline processes and improve customer service through implementation of a single sign on solution that will allow residents to interact with a wide variety of current and future online services through a single username and password combination. This technology implementation represents a foundational step in ensuring a consistent, efficient and customer-focused approach to enhancing the way the Town delivers online services to its residents.</p>
<b>Purchasing Section: Bid Award Information</b>	
<b>Date bid issued</b>	November 21, 2024
<b>Advertisements</b>	Town of Milton website and Bids&Tenders Website
<b>Closing Date</b>	December 12, 2024
<b># of Plan takers</b>	Eleven (11)
<b>Proposal Submissions received</b>	<p>Proposals were received from the following companies:</p> <ul style="list-style-type: none"> <li>• Alphinat Inc.</li> <li>• BIO-Key International Inc.</li> <li>• ESI Information Technologies Inc.</li> <li>• HCM Identity Management ULC</li> <li>• Indigo Canada Technologies Inc.</li> </ul>

	<ul style="list-style-type: none"> <li>• N8 Identity Inc.</li> <li>• Open Text Corporation</li> <li>• Portage CyberTech Inc.</li> </ul>
<b>Evaluation Criteria</b>	<p>The proposals were evaluated based on the following criteria:</p> <ul style="list-style-type: none"> <li>• Company Profile / Experience (10 points)</li> <li>• Project Team / Skillset / References (5 points)</li> <li>• Project Methods, Onboarding Process, Work Program, Tasks, Deliverables and Timelines (50 points)</li> <li>• Value Add (5 points)</li> <li>• Proposal Costs (30 points)</li> </ul> <p>An evaluation team with representation from Corporate Services evaluated the proposals against the established criteria and the following three (3) proponents were invited to an interview on January 8, 2025.</p> <ul style="list-style-type: none"> <li>• Alphinat Inc.</li> <li>• BIO-Key International Inc.</li> <li>• N8 Identity Inc.</li> </ul> <p>Alphinat Inc. is the highest ranking overall proponent and is being recommended for this award.</p>

**Financial Planning Section: Budget Impact** (Note 1)

<b>Account Number(s)</b>	C24200324-A0260-7140	2216-3445
<b>Account Description</b>	Enterprise Licencing and Compliance	IT- Software Annual Maintenance
<b>Project Total Budget</b>	\$194,352	N/A
<b>Contract Budget</b>	\$62,000	\$61,056
<b>Actual</b> (Net of HST Rebate)	\$183,168	\$47,827
<b>Variance</b> (Note 2)	\$121,168 (U)	\$13,229 (F)
<b>Funding Source</b>	Re-allocation of funding from other capital projects (Note 2)	Operating

Note 1: Financial impact includes any non-refundable portion of HST

Note 2: For this award, the capital funding is for the implementation of the single sign on solution and the operating funding is for the first year annual software costs. Staff are recommending that the unfavorable variance be funded from existing capital projects as outlined in Schedule A of this report. Funds from capital project C24000921 (E-Services Strategy) are being reallocated as funds for custom programming and online enhancements are being reprioritized to this single sign on solution. Staff are also recommending that funds from capital project C24001725 (Digital Transformation) are transferred to aid in the ease of administration.

Note 3: This award will result in ongoing operating costs for three years. The annual operating costs will be \$47,827 (inclusive of HST) for 2026 and 2027.