

RFP P17-26 Executive Summary

The City of Fredericton has a well-deserved reputation as one of Canada's most progressive and innovative municipalities. From its adoption of ISO and Lean-Six Sigma for service and process improvement to its award-winning initiatives in community broadband and Communications, Fredericton has consistently "punched above its weight" as a mid-sized Canadian city.

The City of Fredericton has a vision to position itself as a Digital City, modernizing government operations and service delivery to citizens. This will be an exciting journey to position Fredericton as the leading innovative municipality in Canada!

This effort of modernizing government operations and service delivery falls into three main categories of business improvement through technology innovation, with the first step focusing on core processes/systems, followed by a focus on e-Government and then incorporating work we are doing in the field of innovation:

1) Core internal processes/systems (traditional ERP (Enterprise Resource Planning) area):

- Financials: Accounting, Budgeting, General Ledger, Purchasing, Accounts Payable, Billing (including Utility), Accounts Receivable
- Human Resources: Payroll, Position Management, Benefits Administration, Performance Management, Training, Time and Attendance, Leave Management
- Work Management: Work Order Management, Time/Activity Tracking, Asset Management, Inventory Management, Capital Project Management
- Customer Request and Relationship Management: Service Request Initiation, Assignment and Tracking, Service Request History and Trends; Customer Knowledge Base.

2) E-government:

- Online services
- Digital ID
- Integrated social media
- Customer relationship management

3) Innovation:

- IOT (Internet of Things) integration
- Open government
- Community collaboration and participation

The City believes that a modern government business solution has the following characteristics:

- Efficient internal business processes.
- Workflow to guide staff and residents.
- Well integrated systems and data integration.

- Dashboards with metrics that guide staff and highlight service performance (effective, efficient and quality metrics).
- Exceptional ease of use/access/navigation of technology tools by both dedicated and occasional users.
- Full mobile support, accessible from a range of devices (desktop, notebook, tablet, smart phone), platforms and locations.
- Facilitates (encourages) employee and customer self-service; including citizen e-Services.
- Well-integrated solutions with a consistent user interface across different applications to maximize ease of use and user adoption.
- Incorporate industry best practices while allowing sufficient flexibility to address specific City needs or business requirements.
- Support broad range of current industry and technology standards.
- Cost effective deployment options.
- Innovative approaches to business automation.

The City of Fredericton is seeking respondents - partners, business service providers, vendors, entrepreneur groups and start-up companies – that will assist us in continuing to develop and enhance Fredericton's already strong reputation as a smart, progressive, innovative city in the areas of core systems, E-government and innovative business solutions.

If you feel that you or your organization can play a role in all or part of establishing Fredericton as the most innovative municipality in Canada, we want you to respond! Tell us in what areas you can contribute: core processes/systems, E-government or business innovation.

Tell us how you can contribute: partnerships, services, products, benefits, strengths, limitations, experience, pricing/cost estimates and any other information that you think may help us understand how you can position Fredericton as a Digital City leader, providing exceptional services to its employees and residents for years to come!

The City of Fredericton Request for Proposal P17-25 Digital City Solution(s) is posted on the New Brunswick Opportunities Network (NBON) website and can be downloaded from there.

Only registered users can download official tender documents. If you are not a registered user, you may register for free online by selecting "Vendor Registration" on the NBON Home page and follow the steps for Registration. The link to the NBON is: <https://nbon-rpanb.gnb.ca/welcome?language=En>

If you have any questions or require assistance for registration, please contact the Help Line at (506)444-5636 or Toll Free from within Canada at 1-800-561-1422 or Email nbon@snb.ca.