

## INFORMATION NOTE

### Advice to Minister Beare

**Date:** April 7, 2021

**CLIFF#:** 114904

#### **ISSUE: BC Bid Replacement Project and FOI Request from Media**

#### **BACKGROUND:**

BC Bid is government's online marketplace for procuring goods and services and the interface between vendors and government. Modernizing BC Bid is a priority public commitment in the BC Procurement Strategy and will provide a strong foundation for improving how procurement processes deliver benefit for people and businesses in communities across the Province. The new BC Bid solution from Ivalua and CGI will offer modern and consistent experiences for suppliers and provide government with data to support strategic decision-making.

Work on the BC Bid replacement began in January 2019 following successful negotiations with CGI. By Fall of 2019, government completed a pilot that identified change impacts and complexities to be addressed before implementation. Initial timelines had the full BC Bid solution launching in 2020. Due to government-wide financial restrictions, an unprecedented global pandemic, and the complexity associated with changing decades old processes and procedures, the implementation timeline was impacted.

The work of doing procurements across government is decentralized and each ministry has unique procurement practices. As such, there is no single approach that will work for shifting everyone to a new system. The new BC Bid will both modernize and standardize workflows and will result in fundamental changes for not just procurement professionals, but the program owners and approvers. The depth and breadth of the change to decades of static operational practices continues to unfold as the project progresses. The project team has worked collaboratively with each ministry partner to uncover and address complexity, determine the impacts of change, and support successful delivery of this critical service.

A project review conducted in 2020 identified opportunities to improve the implementation approach and incorporate what we heard from ministry partners about the impact of this change. We have taken steps to address resourcing challenges, enhance internal governance and project management rigor, while continuing to prioritize change management with our ministry partners, broader public sector, and the supplier community. A rigorous work plan review has been completed.

s.13

#### **DISCUSSION:**

On December 24, 2020, an applicant submitted a Freedom of Information (FOI) request related to the BC Bid project. The scope was broadly identified to include all contracts with the current vendor, CGI, as well as all bid and evaluation materials, contract changes and reviews. Standard protocol was followed and an estimate of 77 hours to gather and prepare the materials was provided back to the requestor by January 13, 2021. A fee estimate of \$2,220 for this work was included. On February 12, 2021, a fee waiver was submitted by the requestor and was denied on March 10, 2021 by the Ministry of Citizens' Services (CITZ). (See Appendix A for details.)

Subsequent conversations with the requestor to clarify the scope of the request resulted in a revised FOI request sent to CITZ for new estimate on March 18, 2021. The scope narrowed to focus on the CGI contract for the BC Bid Replacement project and a new estimate of 15 hours and \$360 was returned to the CITZ IAO on March 25, 2021. The response to the requestor with the revised estimate is awaiting direction from executive following briefings on this subject.

On March 30, the Government Communications and Public Engagement (GCPE) media relations unit received a request for information about the BC Bid project. Materials were prepared and reviewed for approval to release within 3 working days and were sent to The Tyee requestor by April 6, 2021. Also, on April 6, 2021, and prior to receiving the requested materials, The Tyee published an article about the BC Bid project, citing delivery delays and withholding of information requested through the FOI process.

### NEXT STEPS:

GCPE continues to work with The Tyee to address the outstanding questions and statements within the article, however questions resulting from this article may arise for the Honourable Lisa Beare to address directly.

Some of the statements included in the article that may arise for response:

Article Content	Government Response
<p>Project is more than a year overdue</p> <p>The replacement isn't finished, and there is no indication when it will be</p> <p>The government and the companies involved aren't saying what's caused the delay</p>	s.13
<p>Government has refused to provide information on the project</p> <p>The province is keeping records that would show what went wrong secret.</p>	
<p>The government's announcement [in 2017] gave no indication of what it was spending on the project</p> <p>... a strained working relationship where every change, no matter how minor, added a cost for the government</p>	

Allegations the project had been bungled Three big technology companies bid... two pulled out... CGI won by default	s.13
The NDP government came to office in 2017 promising to strengthen B.C.'s access to information legislation, a system it heavily criticized in opposition, but appears to have lost interest since forming government.	

Attachment(s): Appendix A – Activity History for Freedom of Information Request #CTZ-2020-07409  
Appendix B – Contract Award Disclosure on BC Bid

Contact: Leila Ball, Phone #250 217-0849

## Appendix A – Activity History for Freedom of Information Request #CTZ-2020-07409

1. Received by CITZ Information Access Office (IAO) on December 24, 2020

**Request Details:**

“Any and all agreements or contracts entered since January 1, 2018 with CGI Information Systems and Management Consultants Inc., its subcontractors or associated companies, including but not limited to Ivalua Inc.; Any and all records evaluating proposals or bids received as part of the B.C. Bid Replacement procurement, such as scores, evaluation notes and reasons for award or non-award; Any and all records of modifications to the contract(s) for the B.C. Bid Replacement, including schedule and financial changes; and Any and all records of any audit, investigation or other such assessment, including informal, regarding the progress of the B.C. Bid Replacement project.”

**Original Interpretation:** scope includes all contracts with CGI since January 1, 2018.

**Fee Estimate Response**

- Submitted to requestor around January 13, 2021
  - Estimate for locating/retrieving was 77 hours (including 3 free hours)
  - Cost estimate for 74 hours, \$2,220
2. February 12, 2021, CITZ IAO received a request for a fee waiver on FOI CTZ-2020-07409, which is seeking various records regarding the BC Bid Replacement. Fee waiver was denied on March 10, 2021.
  3. Received by CITZ information Access Office on March 18, 2021, a revised FOI request with a clarification of the scope.

**Request Details:**

- a) Copy of final agreements or contracts, that are part of the BC Bid Replacement project, entered since January 1, 2018 with CGI Information Systems and Management Consultants Inc., its subcontractors or associated companies, including but not limited to Ivalua Inc.; and
- b) Copy of final or summary evaluation for proposals or bids received as part of the B.C. Bid Replacement procurement, such as scores, evaluation notes and reasons for award or non-award; and
- c) Copy of any change orders made to the final contract(s) for the B.C. Bid Replacement, including schedule and financial changes; and
- d) Copy of any final reports resulting from any externally reviewed audit, investigation, or other such assessment, regarding the progress of the B.C. Bid Replacement project.

**Shifted interpretation:** Scope limited to only the CGI contract for BC Bid Replacement.

Revised Fee Estimate Response submitted by BC Bid project office on March 25, 2021 and received by CITZ IAO on April 7, 2021. Response to requestor is awaiting executive direction following briefings on this subject.

**Fee Estimate Response:**

- For locating/retrieving material, 15 hours (including 3 free hours)
- Cost estimate for 12 hours, \$360

## Appendix B - Contract Award Disclosure on BC Bid

## Contract Award Activities:

- Following initial evaluation, negotiations originally initiated with top-ranked vendor s.21 s.21
- The second-place vendor was CGI. Negotiations progressed over approximately 3 months and the current contract for \$8.9M was awarded December 14, 2018.
- To April 2021, expenditures are approximately \$7.8M. Budget remains within 1% of original \$8.9M, adding only \$73,000 for unforeseen technical requirements. Current contract expires December 31, 2021.

Diagram 1: Contract disclosure posted on BC Bid

Search

Use the default date range to search for awards issued within the last week, or change the date range to narrow or broaden your search.

Tender Number

Organization:

Between  And  (yyyy/mm/dd)

**Search**

*Award Total does not include value of any contemplated extension options. Award values shown may be non-committed estimates and the actual value of work may be different than estimated.*

Solicitation No	Status	Description
 <u>SBPT-05</u>	Awarded	Sourcing and Procurement Spend Analytics Application and Service
Issuing Organization	Location	Contact Email
Ministry of Citizens' Services	Victoria	procurement@gov.bc.ca
Procurement Method	Closing Date	Award Date
Negotiated Request for Proposal	2018/02/08	2018/12/14
Successful Supplier(s)	Supplier Address	Award Total
CGI Information Systems and Management Consultants Inc	737 Yates Street, Victoria Victoria, BC	\$8947610.00