



Meeting Date: April 20, 2022

Submitted by: Michael Di Lullo, CAO

Report No: CAO-13-2022

Subject: Municipal Modernization Funding Program Intake 3 – RFP Project Awards

Recommendation:

THAT Report CAO-13-2022, re: Municipal Modernization Funding Program Intake 3 – RFP Project Awards be received for information.

Purpose:

The purpose of this report is to provide a follow-up to council in regards to the successful applications put forth for modernization funding (Intake 3).

Background:

Council received Report CAO-6-2022 on February 2, 2022 in regards to three modernization projects that were approved. The purpose of this report is to advise that the Request for Proposal (RFP) process is now complete and each project has been awarded accordingly.

Analysis:

Middlesex Centre was successful in three modernization projects and now that the RFP process has been completed, the projects will official commence.

Project 1 – Customer Relationship Management Review

- \$76,320 towards a Customer Relationship Management Review
- The intent of this project is to examine our systems in response to responding to residents to ensure timely service delivery
- This project has been awarded to Blackline Consulting Inc. and estimated completion date will be Fall 2022

Project 2 – Fire Master Plan Review

- \$55,968 towards a Fire Service Master Plan Review
- The intent of this project is to undertake a review of the structure of the fire department and determine if it is appropriate as we continue to grow
- This project has been awarded to Behr Integrated Solutions and estimated completion date will be Summer 2022

Project 3 – Organizational Service Level Review

- \$101,760 towards a Organization Service Level Growth Review
- Three-party collaboration with Strathroy-Caradoc and Thames Centre
- The intent of this project is to determine if the municipalities have the appropriate resources in place to respond to growth demands over the next 5-10 year horizon
- This project has been awarded to Blackline Consulting Inc. and estimated completion date will be Fall 2022

Next Steps

Each of the three projects will commence immediately which involves fact gathering, analysis, stakeholder meetings etc. and recommendation reports that will be provided to Council upon completion.

Financial Implications:

Staff will provide reports to keep Council apprised as the projects move towards implementation and in accordance with the provincial guidelines.

All projects costs are within the approved budget amount and fully funded by the provincial grant.

Strategic Plan:

This matter aligns with following strategic priorities:

- Responsive Municipal Government

Utilizing funds from the Government to address service and make improvements positions the municipality to manage future demands such as growth, pandemic and above all, ensuring that staff have the systems in place to operate effectively.

The service delivery reviews as discussed in this report directly responds to:

- Responsible Government – Objective 5.1 – Enhance Customer Service
 - By implementing a customer service policy

- Responsible Government – Objective 5.3 – Foster a culture of innovation, continuous improvement and cost-effective service delivery
 - By sharing information and gathering input, continuing our timely and effective communication to the public
 - By reviewing and enhancing our processes
- Responsible Government – Objective 5.4 – Expand our Partnerships
 - By working with Middlesex county neighbouring municipalities and community organizations

Attachments:

N/A