



convergint

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Case study:

Municipal Government and Procurement

Sourcewell 

 canoe
procurement group of canada

Background

The customer

The customer is a large municipal region in North America with 36+ independent facilities that include everything from swimming pools to fire halls. As a result, they have a total 2023 budget of \$500,000,000, focused on capital projects.

The Convergint relationship

Convergint established itself as the preferred integrator in the region over 20 years ago. Since then, they have been offering comprehensive services including preventative maintenance, service, life-cycle renewal budgeting, and capital project work in the domains of security and building automation.

When another municipal region in close proximity introduced the Sourcewell-Canoe Procurement Group partnership, the purchasing team informed Convergint.

Business objective

The municipality sought to leverage Canoe in order to budget a wastewater treatment plant security upgrade. Their facilities team was managing an aging infrastructure, escalating capital initiatives, and technical (IT) advancements that demanded integration. Political issues and budget constraints limited their alternatives. This complex initiative had been posted multiple times on shared public tender sites like Bids & Tenders with no success.

Convergint recommended that the municipality nudge the renewal requirement directly into the Canoe stream.



The proposed Convergent procurement solution

Convergent recognized that Canoe would be a valuable tool and a viable path that they could use to engage Convergent to design and supply the Waste Water Treatment Plant (WWTP) solution free from complications, challenges, and added resources cost.

The municipality was initially reluctant to leverage this new procurement vehicle, but Convergent was able to gain ground by engaging the SLED team for added customer guidance. The SLED team's experience and expertise assisted the municipality in navigating the Canoe procurement process.

Convergent had the answers, from certificates to labor prices. The Contract Vehicle team guided the sales team by vetting and proofing their customer submission to ensure that all Canoe contract obligations were met. Most importantly the Contract Vehicle team remained available to Procurement at the municipality, supplying them with the experience and direction to finalize the agreement efficiently.

The process

The customer perspective

Convergent fostered collaboration with the municipality by establishing a direct line of communication between their team members and counterparts at the municipality, including GMs, project managers, directors, sales executives, and engineers. This collaborative approach allowed them to address questions effectively, share knowledge, and ensure a seamless flow of information, ultimately steering the project to successful completion.



A Sourcewell-CANOE process was easy to execute thanks to the support of the Convergent Contract Vehicle team.

Convergent connected with each of the municipality's representatives at every stage in the process. Nudging the proposal past each check point was more efficient than typical tender responses due to a few important reasons.

1. The relationships that were established in the design and tender phase empowered everyone to reach out for assistance. Convergent was able to answer questions, remove barriers, and provide missing detail.
2. The reluctance to communicate, due to the fear of arousing any suspicion of conflict of interest was essentially eradicated. There was no competitive strife. They became comfortable with the notion that the terms and conditions of the project had been settled with the CANOE contract. Both parties work together under mutually agreed upon set of conditions to collaboratively solve a problem.
3. Terms, conditions, certificates, licenses, references, and all other accompanying contract documents had already been ratified. The Wastewater Treatment Plant Security upgrade response was about the solution.

Results and next steps

The Canoe contract had immense value. Convergent would still be responding to addendums and submitting RFIs if this project had remained on the conventional procurement path. Following the signing of the WWTP contract, we have responded to and completed three (3) additional requests for the municipality. All three jobs were amalgamated into one project, another time and money-saving directive that resulted from the Canoe partnership.