



## Memorandum

---

**TO:** Krista Power, City Clerk **FILE:**

**FROM:** Jack Avella, Director – Corporate Information Technology  
Corporate Services & Long-Term Care

**DATE:** 05/03/2023

**SUBJECT:** Approval for Additional Implementation Services

**MEETING & DATE:** Committee of the Whole - 05/15/2023

---

The purpose of this memo is to request City Council's direction to amend the single source contract awarded to Granicus, LLC(Granicus) through the approval of Corporate Report R108/2022 (Single Source Purchase of Software Modules and Related Implementation Services for the City's Property Information System (AMANDA)). Administration is seeking approval for an additional \$128,010 (plus HST) of implementation services to be added to the contract. The additional implementation services will allow the City of Thunder Bay to digitize additional building permit services and take advantage of the Streamline Development Approval Funding (SDAF) reporting deadline extension.

On January 23, 2023, The Ontario Ministry of Municipal Affairs and Housing announced an extension to the final report deadline for SDAF projects from February 28, 2023, to November 1, 2023. As a result, the City of Thunder Bay is able to take advantage of the amended deadline by expanding our current Planning and Building Digitization Project with Granicus. The SDAF extension will allow us to add additional scope to the existing contract to build upon work that is underway. The additional implementation services are 100% eligible for SDAF reimbursement. As a result, there is no financial implication to the City of Thunder Bay.

The first phase of digitizing building permits and planning applications with support through the SDAF has been very successful. On April 6, Development Services, in partnership with CIT, soft-launched the Building and Planning Portal allowing customers to submit and track their pre-consultation applications, and the following building permit types:

- accessory buildings (garages, sheds, etc.)
- decks
- interior alterations (basement finishing, minor alterations, etc.)
- building systems (plumbing)
- solid fuel-burning appliances (wood stoves, fireplaces)
- pool fences

Portal visits are being encouraged through targeted communications with repeat customers, directions to people who inquire about applying for a building permit, and through targeted social media for specific types of projects that provide a click through to the portal. In the meantime, advertising continues for the Before You Build web page, which also leads to the portal. A news release will be issued at a later date to officially launch the portal.

There is strong uptake of this end-to-end digital service with more than 1/3 of applications now being made through the portal under the soft launch. In addition, Building Services Staff are realizing efficiencies through the use of digital plan review & markup software and real-time access to permit and application data in the field for inspection work.

Through the next phase, made possible through the extension of the contract with Granicus and SDAF funding, more residential permit types will be added this fall.

WITH RESPECT to the Memorandum from Jack Avella, Director – Corporate Information Technology, dated May 3, 2023, we recommend that the single source contract awarded to Granicus through the approval of Corporate Report R 108/2022, be amended to include an additional \$128,010 (plus HST) for Implementation Services;

AND THAT the General Manager – Development and Emergency Services be authorized to sign all related documentation in form and content satisfactory to Administration;

AND THAT the Manager – Supply Management be authorized to issue or amend the required purchase orders to Granicus;

AND THAT any necessary by-laws be presented to City Council for ratification.

Attachment A: Corporate Report R 108/2022

cc: Emma Westover, General Manager – Corporate Services & Long-Term Care and City Treasurer (Acting)  
 Karen Lewis, General Manager – Development & Emergency Services  
 Norm Gale, City Manager