

DEPARTMENT/ DIVISION	Corporate Services & Long Term Care - Corporate Information Technology	REPORT	R 108/2022
DATE PREPARED	06/08/2022	FILE	
MEETING DATE	06/27/2022		
SUBJECT	Single Source Purchase of Software Modules and Related Implementation Services for the City's Property Information System (AMANDA).		

RECOMMENDATION

WITH RESPECT to Report R 108/2022 (Corporate Services & Long Term Care – Corporate Information Technology), we recommend that the use of the negotiated method of procurement as outlined in Sections 4.08 and 4.09 of the Supply Management By-law No. 113- 2011 be approved for the purchase of additional software modules for the City's Property Information System (AMANDA) and related implementation services in the amount of \$507,536.04 (inclusive of HST) from Granicus, LLC (Granicus);

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

AND THAT the General Manager – Development and Emergency Services be authorized to sign all documentation related to this matter;

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

EXECUTIVE SUMMARY

This Report recommends the single source purchase of software modules and related implementation Services from Granicus to advance projects related to e-permitting, e-planning, digital plan review and mobile inspection technology which are eligible through the Province of Ontario's Ontario's Municipal Affairs and Housing Streamline Development Approval Fund (SDAF) and are consistent with the comprehensive Digital Strategy endorsed by City Council.

The City's Property Management System (AMANDA) is developed and sold exclusively through Granicus and has been in use at the City of Thunder Bay since 1999.

LINK TO STRATEGIC PLAN

The City of Thunder Bay's "One City, Growing Together" 2019 – 2022, Strategic Plan details a vision of the City that will act to Lead, Serve, Grow, and Renew. The Digital Strategy supports these goals particularly as it relates to advancing service excellence through a citizen focus and best use of technology.

Serve: Goal 3. Review points of contact with customers to identify better ways of serving the public that are inclusive and easy to use.

The Digital Strategy identifies a number of digital service delivery enhancements, which directly support this goal, including projects related to e-permitting and streamlining development approvals.

DISCUSSION

The City's Property Management System (AMANDA) is used to effectively manage customer requests and work processes related to the Planning, Building, Realty Services and Licensing & Enforcement portfolio of services. The AMANDA software, developed and sold exclusively through Granicus has been in use at the City of Thunder Bay since 1999.

The Corporate Digital Strategy has recommended additional investment for the AMANDA system to aid in streamlining operations and enabling a citizen centric approach to digital service delivery. The SDAF criteria for eligible projects specifically includes provisions for e-permitting and e-planning to aid in the streamlining of development approvals through digital transformation & modernization.

The additional AMANDA Software components (including subscriptions and maintenance for year one) will be used to advance e-permitting, e-planning and provide functionality for an online customer portal. These software components are only available for purchase through Granicus and therefore a sole source purchase is recommended.

It will be more cost effective and beneficial for the City to contract Granicus to provide the required implementation services for the following reasons:

- Granicus, as the sole provider and developer of the software, is best positioned to implement solutions using the software as designed and intended;
- Granicus is familiar with our operations, the modules we currently use and what changes and additional configuration is needed to advance e-permitting and e-planning;
- Granicus is able to leverage various sub-contractors and partners as needed through their partner program. This is most beneficial to the City given the short period for which these services will be eligible under the SDAF timelines; and
- Granicus will provide overall project management for all aspects of Implementation.

The consultant resources and implementation services are required to:

- install and configure the required software modules;
- implement the necessary functionality; and
- transfer knowledge to the City's team members to position them to further enhance the product.

FINANCIAL IMPLICATION

Cost for software modules	\$ 103,050.00
Cost for software subscription/maintenance (year one) - not to exceed	\$ 55,659.44
Cost for Implementation Services - not to exceed	<u>\$ 290,437.50</u>
Subtotal	\$ 449,146.94
HST	\$ 58,389.10
HST Rebate	<u>\$ (50,484.11)</u>
Net Cost	\$ 457,051.93

All costs are eligible for reimbursement from the Provincial SDAF initiative and will be submitted as part of the City's final report to the Province in February 2023.

CONCLUSION

It is concluded that Granicus should be awarded a single source contract in the amount of \$507,536.04 (inclusive of HST) to supply additional modules for the City's Enterprise Property Information System (AMANDA) and to provide the related implementation services.

BACKGROUND

The Streamline Development Approval Fund (SDAF) has been made available to large urban municipalities to unlock housing supply by streamlining, digitizing, and modernizing their approach to managing and approving applications for residential developments. On January 19, 2022, the City of Thunder Bay was advised its allocation was up to \$1.75 million. Corporate Report 29/2022 outlining the funding entitlement and establishment of a project budget was presented to Council at that Committee of the Whole meeting on March 7, 2022.

The development of a comprehensive Digital Strategy that aligns with the City's Strategic Plan was a recommendation of the Grant Thornton Program and Services Review and was recommended for Implementation in Corporate Report 144/2020 (City of Thunder Bay Program and Service Review – Implementation) and was presented at a special Committee of the Whole meeting on December 9, 2020.

The resulting comprehensive Corporate Digital Strategy (Corporate Report R160/2021) was presented to City Council and endorsed at the Committee of the Whole meeting on December 20, 2021.

The software modules and implementation services for which approval is being requested are inline with the SDAF eligibility and the Corporate Digital Strategy which include e-permitting, e-planning and establishment of an online customer portal as priorities for 2023.

PREPARED BY: JACK AVELLA, DIRECTOR – CORPORATE INFORMATION TECHNOLOGY & KAREN LEWIS, GENERAL MANAGER – DEVELOPMENT AND EMERGENCY SERVICES

THIS REPORT SIGNED AND VERIFIED BY:	DATE:
Linda Evans, General Manager – Corporate Services & Long Term Care and City Treasurer	June 17, 2022