



STAFF REPORT ACTION REQUIRED

Sole Source Contract for the Provision of Proprietary Software Purchases, Professional Services, and Software Maintenance from CSDC Systems Inc.

Date:	May 14, 2010
To:	Board of Health
From:	Medical Officer of Health Director, Purchasing and Materials Management Division
Wards:	All
Reference Number:	

SUMMARY

This report seeks City Council approval for the Medical Officer of Health (MOH) to award a sole source contract to CSDC Systems Inc. to purchase additional software modules for the existing AMANDA software, professional services to implement the software and software maintenance for the period of five years from 2010-2014 for an estimated value of \$951,708 net of HST recoveries.

The software and corresponding services are proprietary to CSDC Systems Inc. and match the existing Toronto Public Health (TPH) infrastructure. Products provided by CSDC Systems Inc. were implemented by TPH in 2002. Subsequently through the intervening years the City has issued sole source contracts to CSDC Systems Inc.

CSDC AMANDA software has been used by TPH to develop and sustain the Toronto Healthy Environment Information System (THEIS) and the Infection Control Information System (ICIS). THEIS and ICIS support the TPH Healthy Environment program and the Communicable Disease Control program in managing, scheduling and executing health inspections, investigations and risk assessments associated with the enforcement of Provincial Acts, Municipal Codes and Regulations pertaining to food safety, health hazards, rabies, water safety, tobacco, senior homes and personal service establishments such as tattoo parlours. THEIS also supports full public disclosure of food safety inspection results via the DineSafe Website.

RECOMMENDATIONS

The Medical Officer of Health, and Director, Purchasing and Materials Management Division recommend that:

1. City Council grant authority to the Medical Officer of Health to enter into a sole source contract with CSDC Systems Inc. for the purchase of CSDC AMANDA software, professional services and software maintenance at a cost not to exceed a total of \$951,708 net of HST recoveries over five years (2010-2014);
2. City Council grant authority to the Medical Officer of Health to execute a five year agreement in accordance with this staff report, and in a form satisfactory to the City Solicitor; and
3. This report be forwarded to the Government Management Committee meeting on June 17, 2010 for consideration.

FINANCIAL IMPACT

The total sole source contract award identified in this report is \$951,708 net of HST recoveries.

A portion of the contract award, \$357,999 gross and \$89,500 net of provincial cost sharing (net of HST recoveries) for software maintenance, will be funded from the future years' Operating Budgets for Toronto Public Health, and \$593,710 net of HST recoveries for new software and professional services, is funded from the Toronto Public Health 2010 Capital Budget and the 2011 to 2019 Capital Plan.

The funding for the proprietary software and associated professional services and software maintenance for the period 2010 to 2012 in the amount of \$593,710 net of HST recoveries is available in the Toronto Public Health 2010 Capital Budget and the 2011 to 2019 Capital Plan in WBS CPH001-09 (Healthy Environment Inspection System), Cost Element #'s 3420, 4038, 4474.

The funding for the provision of software maintenance for the period 2011 to 2014 in the amount of \$357,999 gross and \$89,500 net (net of HST recoveries), will be included in the 2011 to 2014 operating budget submissions for Toronto Public Health. Software maintenance is funded from cost element # 4474 within the 2010 Approved Operating Budget for Toronto Public Health as an ongoing Program expense. Funding requirements for 2011- 2014 will be included in the respective year's operating budget submission for Toronto Public Health and will be accommodated within approved operating budget targets.

The table below provides contract spending estimates for each year.

Description	Source of Funding	2010	2011	2012	2013	2014	Total Net of All Taxes	Total Net of HST Recoveries
New Software	Capital	\$103,080	\$242,709	\$104,664			\$450,453	\$458,381
Professional Services	Capital	\$95,167	\$12,520	\$25,301			\$132,988	\$135,329
Software Maintenance	Operating		\$50,578	\$53,107	\$121,035	\$127,087	\$351,807	\$357,999
Total Net of All Taxes		\$198,247	\$305,807	\$183,072	\$121,035	\$127,087	\$935,248	\$951,708
Total Net of HST Recoveries		\$201,736	\$311,189	\$186,294	\$123,165	\$129,324	\$951,708	

The Deputy City Manager and Chief Financial Officer has reviewed and agrees with the financial impact statement.

DECISION HISTORY

A sole source maintenance agreement for the provision of software maintenance for CSDC AMANDA software used by TPH was approved by the MOH in accordance with the Toronto Municipal Code Chapter 195 – 9B and 9C. This sole source agreement was in place for 2008-2010, based on PO 6024692, in the amount of \$151,567.92 net of GST and expiring on December 31, 2010. This sole source agreement has secured software maintenance for currently in-use CSDC AMANDA products until the end of 2010.

COMMENTS

Both the Healthy Environments Program and the Communicable Disease Control Program currently use CSDC AMANDA software in THEIS and ICIS Systems to manage and schedule inspections, investigations, risk assessments and track legal actions in the fulfillment of the programs' mandates.

The Healthy Environment Inspection System capital project will upgrade the CSDC AMANDA software currently used in THEIS and ICIS to a new version and implement additional AMANDA software modules to increase functionality within an integrated environment and realize cost efficiencies and service improvements in the Healthy Environments Program.

The upgrade of CSDC AMANDA software currently in use at TPH is provided in kind under the software maintenance agreement, however the professional services required to implement the upgrade are included in the capital budget. The costs for the purchase of

additional software modules and the associated professional services required to implement the additional software and maintenance for the additional software for the years 2010 to 2012 are included in the capital budget.

The funding for the provision of software maintenance for the additional software for the years 2013 to 2014 and maintenance of CSDC AMANDA software currently in use will be requested in the future years TPH operating budget submissions.

The maintenance agreement with CSDC Systems Inc. will provide future software upgrades and licences to Public Health Inspectors, managers and staff to use the CSDC AMANDA software in the execution of their duties.

The implications for not proceeding with this sole source contract include:

- The use of CSDC AMANDA products and associated technology (mobile wireless devices) will be discontinued and the DineSafe Website will be decommissioned rendering the Healthy Environments program unable to comply with legislation regarding public disclosure of Food Safety information.
- The Healthy Environment Program and the Communicable Disease Control Program will revert to manual recording and tracking of inspections, investigations and risk assessments resulting in inefficiencies for program staff, clerical support and inspection staff and degradation of services to clients and the inability to provide information to senior management and politicians/media in a timely manner and in compliance with the Freedom of Information Act
- The programs will not be able to comply with Ontario Public Health Standards and effectively uphold and enforce Provincial Acts, Municipal Codes and Regulations pertaining to food safety, health hazards, rabies, water safety, tobacco, senior homes and personal service establishments, putting the public at risk.

CSDC AMANDA software as implemented in THEIS and ICIS is critical to TPH's continued operations. The software provides efficient and reliable systems and has been and will be maintained in operating condition under the terms and conditions of software maintenance contracts with CSDC Systems Inc.

CSDC Systems Inc. has provided a written confirmation that they are the sole developer and ongoing maintainer of the CSDC AMANDA software products currently in use at TPH and the software required to be purchased for use at TPH. CSDC Systems Inc. has also confirmed that the prices being offered to the City of Toronto are comparable to the prices offered to all Government clients.

I&T staff within TPH have reviewed the pricing from the vendor and determined it to be fair and reasonable.

The Fair Wage Office has reported that CSDC Systems Inc. has indicated that it has reviewed and understands the Fair Wage Policy and Labour Trades requirements and has agreed to comply fully.

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SIGNATURE

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