Attachment A

**Provision of Proprietary Software, Support, Maintenance and
Professional Services from CSDC, Inc.**

Summary of Analysed Solution Options

The following are the results of review and analysis of various options for enablement of the Toronto Building Electronic Service Delivery Portal project.

Internal Enterprise ESD Option

- Estimated cost of $2M and 2 years to develop, with 25% contingency results in total of $2.5M and 2.5 years
- This option requires procurement of CSDC proprietary software known as AMANDA Web Services Tool kit
- These estimates were quoted as low confidence and further review of Enterprise ESD Infrastructure concluded that additional funding and time would be required before divisional solutions could be developed
- This option exceeds approved and available project funds and will not be ready in time to meet divisional needs
- Since review of Enterprise ESD option in early 2012, the vendor has released an enhanced product known as Portal II that can meet the City's requirement more closely.

Internal Divisional ESD Option

- Estimated cost of $2.2M and 2 years of development
- This option requires procurement of CSDC proprietary software known as AMANDA Web Services Tool kit
- This option exceeds approved and available project funds and will not be ready in time to meet divisional needs
- Additionally, this option provides limited functionality.

External Procurement Options (excluding current vendor – CSDC)

- At first, all solution providers would require procurement of CSDC proprietary software known as AMANDA Web Services Tool kit (AMANDA API) at the cost of $250K.
- Develop the integration between any vendor portal solution and CSDC API to interact with existing core business solution (IBMS) at an additional cost.
- When any vendor other than CSDC create future release for their own products, this will require additional integration work and cost to maintain and support the solution.

- Using multiple solution providers would increase risk in compatibility with future releases, complexity in vendor support and increased cost for upgrades and maintenance.
- Only CSDC Portal solution can provide future release compatibility and integration with the existing core business solution (IBMS) and as a result a seamless maintenance and support .

Recommendation

- Procurement of AMANDA Portal II from CSDC inc. at the estimated cost of $895K plus 20% contingency for the total cost of $1,074K
- This solution will provide:

  ➢ Full integration with existing core business solution (IBMS)
  ➢ Provide future release compatibility with IBMS
  ➢ Seamless maintenance and support from same vendor
  ➢ Lower cost of implementation and shorter development duration in comparison with other options.