



REPORT FOR ACTION

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

Date: September 11, 2017

To: Government Management Committee

From: Chief Information Officer, Chief Planner and Executive Director, City Planning and Director, Purchasing and Materials Management

Wards: All

SUMMARY

The purpose of this report is to secure approval for a non-competitive procurement for City Planning to enter into a non-competitive contract with the preferred vendor of the proprietary AMANDA software, CSDC Systems Inc. to advance City Planning's eService Delivery Program with development and implementation of a web portal for Planning applications.

City staff have been working with the AMANDA software since 1999; there are currently over 1,200 users. The Committee of Adjustment, City Planning, as well as Toronto Building and Municipal Licensing and Standards have been using Integrated Business Management System (IBMS) as their core business application since 1999; the Community Planning section of City Planning adopted use of IBMS in 2003. Periodic enhancements have been made to meet evolving business requirements and to improve productivity and expediency through process automation and design improvements to make IBMS easier to use.

This non-competitive request will facilitate the initiation and deployment of the first release of City Planning's web portal in 2018

Given the City's direction towards electronic service delivery, Toronto Building has successfully worked with CSDC Systems to implement the AMANDA web portal, in order to deploy the first stage of their online portal for building permit applications as well as other business services, integrated with the IBMS business application.

Procurement of CSDC Systems services and the integration of the AMANDA web portal for the City Planning portal project can leverage the considerable technical work already accomplished on the Toronto Building portal project. Further, using the AMANDA web portal will ensure future release compatibility and integration with IBMS, along with seamless maintenance and support. With both City Planning and Toronto Building providing services through the same portal application, applicants will enjoy a consistent, convenient and predictable web portal user experience.

Considering an application option other than AMANDA will involve a competitive procurement process. As indicated later in this report, the implementation would be significantly longer and more costly; further, there is a significant risk in assuming that a third party solution could be found which could successfully integrate with AMANDA and the City's IT environment.

RECOMMENDATIONS

The Chief Information Officer, Chief Planner and Executive Director, City Planning and Director, Purchasing and Materials Management recommend that:

1. City Council grant authority to the Chief Information Officer and the Chief Planner and Executive Director, City Planning, to negotiate and enter into an agreement with CSDC Systems Inc. for the purchase of the AMANDA Portal II solution to implement City Planning's Online Portal Services project in the amount of \$234,500, net of HST (\$238,627.20 net of HST recoveries), on terms and conditions satisfactory to the Chief Information Officer and the Chief Planner and Executive Director, City Planning, and in a form satisfactory to the City Solicitor.

FINANCIAL IMPACT

The amount of \$234,500 net of HST (or \$238,627.20 net of HST recoveries) has been approved and is available in the Information and Technology Division 2017 Capital Budget and 2018-2026 Capital Plan.

The ongoing maintenance and support of the AMANDA software has been included in the Information Technology Proprietary Software Support and Maintenance Contracts Renewals and Amendments under Staff Report GM8.8 as amended by Staff Report GM 16.7, and therefore, Council approval is in place for maintenance and support until the end of 2020.

Additional funding details are included in the following table.

WBS Element	Description (of Cost Element)	Date of Award to Dec 31,2018 (Net of HST Recoveries)	Jan 1, 2018 to Dec 31, 2018 (Net of HST Recoveries)	Jan 1, 2019 to Dec 31, 2019 (Net of HST Recoveries)	Total (Net of HST Recoveries)
CIT045-27-01	Professional & Technical Services – IT (GL 4038)	\$50,880	\$116,516	\$40,704	\$208,100
	Computer – Software (GL 3420)	\$30,528			\$30,528
	Total				\$238,628

The Deputy City Manager & Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

In 2008, the Toronto Building Electronic Service Delivery (EDS) Program was submitted and approved as part of the Capital Budget process that year. The projects under this Program were initiated in 2009.

In 2013, City Council adopted GM20.14, "Provision of Proprietary Software, Support, Maintenance and Professional Services from CSDC Inc." in which Council provided the authority to negotiate and enter into an agreement with CSDC Inc. for the purchase of the AMANDA Portal II solution to implement Toronto Building's Electronic Service Delivery (ESD) Program.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.GM20.14>

The existing annual maintenance contract for the Integrated Business Management System (IBMS) is funded in the amount of \$4,197,062 net of HST (or \$4,270,930.29 net of HST recoveries) for the period 2016 – 2020. This amount has been approved under Staff Report GM8.8 (2016 – 2020), subject to budget approval each year.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.GM8.8>

COMMENTS

BACKGROUND

The City Planning Online Portal Services project will enable the City Planning Division's transformation of the Planning approval process from a paper-based to an electronic-based business process. The Online Portal Services project will allow residents and businesses to submit development applications to the City for approval through a web based channel.

The City Planning, Toronto Building and Municipal Licensing & Standards Divisions are the primary users of IBMS, a workflow management system built on the AMANDA platform, a product of CSDC Systems Inc.

Through work with CSDC, City staff determined that CSDC's AMANDA web portal solution would fit within the City's IT environment. Toronto Building was the first division to pursue evolution towards an online service delivery channel utilizing a web portal. Deployment of the first stage of Toronto Building's web portal service is imminent. It is opportune for City Planning to proceed with their web portal project, leveraging all of CSDC's work on the Toronto Building portal project, to integrate the AMANDA portal solution.

Integrating this web portal solution is an enhancement to the existing CSDC Systems' Enterprise Business Solution known as Integrated Business Management System (IBMS). The web portal solution will enable City Planning to provide online services for applicants to submit Planning applications online, as well as submit fee payments.

The estimated value of this procurement is in the amount of \$234,500, net of HST (or \$238,627.20 net of HST recoveries).

City Council approval is required in accordance with Municipal Code Chapter 195- Purchasing, where the current request exceeds the Chief Purchasing Official's authority of the cumulative five year commitment limit for each vendor under Article 7, Section 195-7.3 (D) of the Purchasing By-Law or exceeds the threshold of \$500,000 net of HST allowed under staff authority as per the Toronto Municipal Code, Chapter 71- Financial Control, Section 71-11A.

RATIONALE FOR NON-COMPETITIVE

- CSDC Systems Inc. is the proprietary provider of the AMANDA software product, the foundation for the IBMS workflow management system, a core business application of City Planning, as well as Toronto Building and Municipal Licensing & Standards.
- City Planning has been using IBMS since 2003, with the I&T Division developing periodic enhancements to meet changing business requirements and improve its ease of use for City staff.
- The City Planning web portal project can leverage CSDC's work on the Toronto Building web portal project, carrying out the required customization and integration work for the AMANDA portal solution to fit within the City's existing web environment and shared infrastructure.
- Any portal solution that is developed must interface through the AMANDA Application Programming Interface (API). This means that any third party software would need to be synchronized with the AMANDA API. There is significant risk in assuming that a third party solution could be found which would successfully integrate with the AMANDA API.
- Integrating CSDC Systems' AMANDA web portal will ensure future release compatibility and integration with IBMS, along with seamless maintenance and support.
- With both City Planning and Toronto Building providing services through the AMANDA web portal, applicants will enjoy a consistent, convenient and predictable web portal user experience.
- This non-competitive procurement will save time from otherwise pursuing a competitive procurement process on the basis that:
 - Staff will need to spend time developing requirements of the existing infrastructure and services required in order to develop a RFP that will result in a solution that is compatible with the existing framework, whereas the existing vendor already understands the City's existing infrastructure;
 - Utilizing the existing software solution and vendor will allow staff to proceed straight to negotiations of the amending agreement; and
 - Integration of a new software solution from a third party vendor other than CSDC Systems will take longer than utilizing the existing software solution.
- There is also an expectation that a competitive procurement which might result in a third party API that needs to integrate with the existing system would result in higher costs.

The City Planning Online Portal Service project's Steering Committee, comprised of various staff from City Planning and Information & Technology, has recommended that City Council approve this non-competitive solution from CSDC Systems Inc.

The Fair Wage Office has reported that the recommended firm 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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