



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

**Date:** January 18, 2018

**To:** Government Management Committee

**From:** City Clerk, Chief Information Officer and the Chief Purchasing Officer

**Wards:** All

#### **SUMMARY**

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The purpose of this report is to seek City Council authority to enter into a non-competitive contract with CSDC Systems Inc. for the purchase and implementation of the AMANDA 7 solution. AMANDA 7 will allow the City Clerk to retire four (4) applications within the City Clerk's Office that are near end-of-life: AccessPro Case Management System, Online FOI Request processing, Registry Services Tracking System (RSTS), and Online Marriage License Application and replace them with a single combined solution. This will allow the City Clerk's Office to modernize business processes, improve overall integration and reduce operating cost by consolidating and simplifying technical support.

CSDC Systems Inc. is the proprietary provider of both the AccessPro Case Management System and AMANDA software for the City of Toronto. The estimated value of the non-competitive procurement is \$251,000, net of HST (\$255,417.60 net of HST recoveries).

City Council approval is required to enter into this non-competitive procurement, in accordance with Municipal Code Chapter 195, Purchasing, where the current contracts with CSDC Systems Inc. exceed the Chief Purchasing Officer's authority of the cumulative value threshold of \$500,000 as per the Toronto Municipal Code, Chapter 71-Financial Control, Section 71-11A and the five (5) year commitment limit under the Municipal Code, Chapter 195-7.3 (D).

## RECOMMENDATIONS

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The City Clerk, the Chief Information Officer, and the Chief Purchasing Officer recommend that:

1. City Council grant authority to the City Clerk to enter into a non-competitive agreement with CSDC Systems Inc. for the purchase of AMANDA 7 for the amount of \$251,100.00, net of HST (\$255,417.60 net of HST recoveries), under terms and conditions satisfactory to the Chief Information Officer and the City Clerk, and in a form satisfactory to the City Solicitor.

## FINANCIAL IMPACT

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Funding in the amount of \$255,418 net of HST recoveries is available in the City Clerk's Office 2018 Preliminary Capital Budget. Funding details are set out in the Table 1 below.

Table 1

WBS Element	Date of Award to June 1, 2018, Net of HST Recoveries
CGV052-01 City Clerk's Office Business Systems	\$255,418

The maintenance and support of the CSDC AccessPro software until the end of 2020 is included in the Information Technology Proprietary Software Support and Maintenance Contracts Renewals and Amendments, approved by Council in items GM8.8 and GM16.7.

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

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.GM16.7>

The Acting Chief Financial Officer has reviewed this report and agrees with the financial impact information.

## DECISION HISTORY

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At its meeting on December 9, 2015, City Council adopted item GM8.8, Proprietary Information Technology Maintenance & Support Contracts 2016-2020, granting authority for the Information & Technology Division and respective City Divisions to enter into agreements with proprietary vendors for Information Technology software and hardware maintenance services for a period of five (5) years from January 1, 2016 to December 31, 2020.

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

## COMMENTS

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The City Clerk's Office, Access & Privacy Unit and Registry Services Unit are essential in providing provincially mandated services to the public, including processing of Freedom of Information requests and issuance of Marriage Licenses, Death Registration and Burial Permits.

The Access & Privacy Unit currently uses the AccessPro Case Management System and the Online Freedom of Information Request and Payment Portal to process Freedom of Information requests and payments received in person and online. The AccessPro Case Management System also satisfies other reporting responsibilities by generating detailed and summarized Freedom of Information and statistical reports.

The Registry Services Unit uses the Registry Services Tracking System to automate processes for issuing marriage licenses, receiving online applications for marriage licenses, and registering a death or stillbirth. The Registry Services Tracking System is an in-house built application that is scheduled to retire by the end of 2018.

CSDC Systems Inc. is the proprietary provider of the AccessPro Case Management System and AMANDA software, used in corporate business applications such as Integrated Business Management System (IBMS), with over 1,200 active users across City Divisions. CSDC has advised that support and licensing of the current version of Access Pro will be discontinued by the end of 2018 and recommends the AMANDA 7 solution as the next version upgrade.

The City of Toronto has researched other solutions and concluded that there are no viable alternatives to AMANDA 7 that meet Access & Privacy Unit business requirements for Freedom of Information request and payment processing, and reporting obligations. AMANDA 7 provides additional benefit by meeting business requirements to replace online and in-house built applications near end-of-life including the Registry Services Tracking System, and the Online Marriage License Application Portal.

AMANDA 7 will consolidate online and in-house payment systems, reduce reliance on manual processes, and improve Freedom of Information legislative compliance rates. An integrated solution will enhance workflow and records management capabilities, improve accountability and transform manual and administrative processes. Similarly,

leveraging AMANDA 7 to support Registry Services will provide a single solution capable of maintaining streamlined business processes across service channels, eliminating duplication and reducing the number of applications maintained and supported.

Utilizing the existing software solution and vendor will allow the City to leverage the robust terms and conditions of the Master Agreement with CSDC to meet the City's immediate and future needs, minimize contract negotiations and ensure higher quality contracts and services. This approach aligns the City's overall technology roadmap with the City Clerk's Office goal to modernize government services.

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.

## **CONTACT**

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## **SIGNATURE**

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Ulli S. Watkiss  
City Clerk

Rob Meikle  
Chief Information Officer

Michael Pacholok  
Chief Purchasing Officer