

Amendment to Purchase Order Number 6050005 Issued to Yardi Canada Ltd. to Develop a Housing Provider Web-Based Portal

Date: February 16, 2023

To: General Government Committee

From: Chief Procurement Officer and the Executive Director, Housing Secretariat

Wards: All

SUMMARY

This report seeks General Government Committee authority to amend Purchase Order Number 6050005 with Yardi Canada Ltd. to develop and implement enhancements to the Integrated Housing Management System, through a housing provider web-based portal to support the City's rent-geared-to-income (RGI) housing program. Leveraging the City's existing technology to develop the housing provider web-based portal ensures service continuity, optimizes efficiencies and allows for system integration to deliver a streamlined and coordinated service to Toronto residents.

In response to City Council's direction through recommendation 8 of the Auditor General's report, [AU4.5 - Safeguarding Rent-Geared-to-Income Assistance: Ensuring Only Eligible People Benefit](#), City staff are developing a centralized database for RGI housing to enable the City and its housing provider partners to assess on-going household eligibility for RGI assistance, collect and retain electronic documentation, automate the calculation of RGI rent, enhance fraud detection and prevention, and to collect portfolio-wide housing data to inform policy and program development.

The requested amendment increases the value of the Purchase Order by an additional \$1,459,038 net of all applicable taxes and charges and increases the total value from \$4,606,758 to \$6,065,796 net of all applicable taxes and charges (\$6,172,554 net of Harmonized Sales Tax recoveries). This amendment includes the implementation plus the associated licenses required for the housing provider web-based portal.

71-11.1C of the Municipal Code requires that any amendment to a commitment (contract or purchase order) which requires expenditures in excess of the authority granted to a division head or the City Manager, requires approval of the appropriate standing committee.

RECOMMENDATIONS

The Chief Procurement Officer and the Executive Director, Housing Secretariat, recommend that:

1. The General Government Committee, in accordance with Section 71-11.1C of the City of Toronto Municipal Code Chapter 71 (Financial Control By-law), grant authority to the Chief Procurement Officer to amend Purchase Order Number 6050005 with Yardi Canada Ltd. for the implementation of the Housing Provider Web-Based Portal plus the associated licenses with the Integrated Housing Management System by an additional amount of \$1,459,038 net of all applicable taxes (\$1,484,717 net of Harmonized Sales tax recoveries) revising the current Purchase Order value from \$4,606,758 to \$6,065,796 net of all applicable taxes and charges (\$6,172,554 net of Harmonized Sales Tax recoveries).

FINANCIAL IMPACT

The total estimated value of the amendment to Purchase Order Number 6050005 is \$1,459,038 net of all applicable taxes and charges (\$1,484,717 net of HST recoveries) for the implementation of the Housing Provider Web-Based Portal plus licenses, as shown in Table 1.

Funding for the amendment has been included in the 2023 Budget for the Housing Secretariat. The cost for the implementation of the housing provider web-based portal of \$897,500 (\$913,295 net of HST recoveries) will be funded from capital project CAF011-01 Choice Based Housing Access System.

The 2023 license fees of \$280,769 (\$285,711 net of HST recoveries) has been included in the 2023 Operating Budget for the Housing Secretariat. Licensing fees for subsequent years will be included in the 2024 Operating Budget process for the Housing Secretariat for consideration. Please see Table 1 for additional details.

Table 1: Financial Impact of the Housing Provider Web-Based Portal Implementation Plus Licenses (net of Harmonized Sales Tax Recoveries)

SAP Description	WBS Element / Cost Centre	Amendment	Term
Choice Based Housing Access System	CAF011-01	\$913,295	2023-2024, as per the original agreement term
Access to Housing Central Wait List	FH5314	\$285,711	2023
Access to Housing Central Wait List	FH5314	\$285,711	2024
TOTAL		\$1,484,717	

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial implications as identified in the Financial Impact Section.

DECISION HISTORY

On October 29, 2019, City Council adopted the report AU4.5 – *Safeguarding Rent-Geared-to-Income Assistance: Ensuring Only Eligible People Benefit*, from the Auditor General. This report included recommendations on how the City meets its legislated responsibilities and to provide tools and support to housing providers to ensure households benefitting from Rent-Geared-to-Income-Assistance are eligible.

<https://secure.toronto.ca/council/agenda-item.do?item=2019.AU4.5>

On September 18, 2019, Bid Committee adopted the report BA44.9, granting authority to the Chief Purchasing Officer to award a vendor of record contract for a term of five years as per the Toronto Municipal Code, Chapter 195-6.6. (Procurement of same goods and services as a public body) with Yardi Canada Ltd. for the acquisition of the Integrated Housing Management System in the amount of \$4,687,837 (net of HST recoveries). As a result, a Purchase Order No. 6050005 was issued.

<https://secure.toronto.ca/council/agenda-item.do?item=2019.BA44.9>

COMMENTS

On September 18, 2019, Bid Committee adopted the report [BA44.9](#), granting authority to the Chief Purchasing Officer to enter into a contract with Yardi Canada Ltd. for the Integrated Housing Management System for five (5) years including system implementation and licenses. The City has exercised its option and has entered into its fourth year of the original agreement to continue the implementation of the system.

This report seeks General Government Committee authority to amend Purchase Order Number 6050005 with Yardi Canada Ltd. to develop and implement a housing provider web-based portal to advance Council's direction through recommendation 8 from the Auditor General's report – [AU4.5](#) - *Safeguarding Rent-Geared-to-Income Assistance: Ensuring Only Eligible People Benefit*, which directed City staff to:

1. Create and maintain a centralized database that can be used by the City and its housing providers for the purposes of administering RGI housing data, assessing eligibility, and automating calculation of RGI rent;
2. Establish a process for collecting and retaining all supporting documents in an electronic format that are accessible by authorized individuals. This process should address retention policies for electronic records and the potential for households to electronically submit documents;
3. Consider how a centralized database can be effectively integrated with other information systems and data sources for the purposes of data analysis, verify eligibility, and enhance fraud detection and prevention; and
4. Obtain portfolio-wide housing data through the system that will inform policy and program development including household income, household composition, household demographics, tenure, etc.

The Integrated Housing Management System was implemented using a Software as a service (SAAS) cloud solution purchased from Yardi Canada Ltd. The housing provider web-based portal will be developed as an extension to the existing cloud solution to enhance the current system. To develop and to create access to the housing provider web-based portal, the current vendor, Yardi Canada Ltd., requires the additional purchase of their proprietary software and associated licenses. As such, amending Purchase Order Number 6050005 is the recommended procurement option.

Based on the outputs provided by the current vendor to date, Yardi Canada Ltd., will be able to continue building on the service delivery requirements to provide functionalities within the system to develop the housing provider web-based portal, complete the development of the housing provider web-based portal within the project timeline and will create efficiencies to the integration of data collection tools and processes to fulfill the audit recommendation within a singular system.

CONTACT

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SIGNATURE

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