

# **Non-Competitive Contract with WorkDynamics Technologies Inc. for Maintenance and Support for City Clerk's Office Correspondence Management Systems**

**Date:** November 22, 2023

**To:** General Government Committee

**From:** City Clerk and Chief Procurement Officer

**Wards:** All

## **SUMMARY**

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The purpose of this report is to request City Council authority to enter into a non-competitive contract with WorkDynamics Technologies Inc., to provide maintenance and support for the City Clerk's Office Correspondence Management System. The contract will be for an initial period of two (2) years commencing from December 15, 2023, with three (3) additional one (1)-year optional renewals, in the total amount of \$37,913 net of Harmonized Sales Tax (\$38,580 net of Harmonized Sales Tax recoveries).

The City Clerk's Office Correspondence Management system enables City Clerk's staff to log, distribute and track official correspondence received by the City Clerk on behalf of the City of Toronto. The City Clerk's Office utilizes a system called ccmEnterprise, a proprietary product from WorkDynamics Technologies Inc. This solution is supported and maintained by City Clerk's IT, independently of Technology Services Division.

The current maintenance and support Purchase Order Number 6053501 with WorkDynamics Technologies Inc., expires on December 14, 2023. To ensure support of the system, a new non-competitive contract with WorkDynamics Technologies Inc. is required.

City Council approval is required in accordance with Municipal Code Chapter 195- Purchasing, where the current request exceeds the Chief Procurement Officer's authority of the cumulative five-year commitment for each supplier, 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.

## RECOMMENDATIONS

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The City Clerk and the Chief Procurement Officer recommend that:

1. City Council grant authority to the City Clerk to enter into a non-competitive agreement with WorkDynamics Technologies Inc. for maintenance and support services for the City Clerk's Office Correspondence Management System, for an initial period of two (2) years commencing from December 15, 2023, with the option to renew for three (3) additional one (1)-year periods, at the sole discretion of the City Clerk and subject to budget approval, in the total potential amount of \$37,913 net of Harmonized Sales Tax (\$38,580 net of Harmonized Sales Tax recoveries), on terms and conditions satisfactory to the City Clerk and in a form satisfactory to the City Solicitor.

## FINANCIAL IMPACT

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The total potential contract award identified in this report including all option years is \$37,913 net of Harmonized Sales Tax. The total potential cost to the City is \$38,580 net of Harmonized Sales Tax recoveries.

Funding in the amount of \$7,266 net of Harmonized Sales Tax recoveries is available in the 2023 Approved Operating Budget of the City Clerk's Office. Funding in the amount of \$7,485 net of Harmonized Sales Tax recoveries will be included in the 2024 Operating Budget Submission for the City Clerk's Office.

Should the City choose to exercise its option to renew for three (3) additional separate one (1)-year periods, then appropriate additional funding will be included in the 2025-2027 annual Operating Budget submissions of the City Clerk's Office.

Funding details are shown in Table 1.

Table 1: Financial Impact Summary of Contract (Net of Harmonized Sales Tax Recoveries)

Cost Centre	2023	2024	2025 Option	2026 Option	2027 Option
GV0009 C/E 4424	\$7,266	\$7,485	\$7,709	\$7,941	\$8,179
Total					\$38,580

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

## DECISION HISTORY

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There is no previous decision history.

## COMMENTS

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The City Clerk's Office official correspondence process handles the intake and distribution of both electronic and physical mail that is addressed to the City Clerk. More than 50 provincial Acts and regulations direct that information be sent to the municipal clerk. The City Clerk's Office records receipt of these items in the ccmEnterprise application from WorkDynamics Technologies Inc., and forwards them to other divisions for action. The types of correspondence received include:

- Statement of Claims which are forwarded to Legal Services and Insurance and Risk Management;
- Non-Potable Water Requests forwarded to Engineering and Construction Services;
- Applications to take Water forwarded to Toronto Water; and
- Notice of Appeals sent to Legal Services

The City Clerk's Office received and processed 3528 items in 2021 and 3714 items in 2022. ccmEnterprise is a risk mitigation tool as it provides a database of receipt (date/time) of correspondence as well as distribution (date/time) of items, especially those with legislative requirements and timelines.

ccmEnterprise was initially acquired in 2016 through a non-competitive procurement after a market scan and a failed low value quote process was done, Purchase Order Number 6044189 was issued. The system has continued to meet the needs of the City Clerk's Office, with the issuance of non-competitive Divisional Purchase Order Numbers 3588878 and 3600366, and non-competitive Purchase Order Numbers 6047045 and 6053501 for maintenance and support services. In order to ensure that we can still use the system and ensure that any technical issues can be resolved, we are recommending a further extension to the contract with WorkDynamics Technologies Inc., for a period of two (2) years, with three (3) separate one (1)-year options.

The City Clerk's Office's current capital plan contemplates a potential new acquisition for a correspondence management system in 2026. Prior to that, the City Clerk's Office will work with Technology Services Division through the Service Intake or Capital Business Case processes to identify opportunities for a corporately supported solution.

## CONTACT

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## SIGNATURE

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John D. Elvidge  
City Clerk

Geneviève Sharkey  
Chief Procurement Officer