

Audit of the Procurement and Implementation of the Paylt Unsolicited Proposal

**MANAGEMENT RESPONSE PRESENTATION
OCTOBER 15, 2024**

City Manager's Office

Overview

- The Auditor General found that the process used to hire this vendor did not follow City policies, and the expected benefits have not fully been achieved.
- The City will:
 - Address the issues raised
 - Implement the Auditor General's recommendations
 - Ensure full openness, fairness and transparency in all City procurements.
- A new City-wide digital payment strategy is being developed and is expected to be considered by City Council in early 2025, which would be followed by an open and competitive procurement process should a vendor be required to deliver on the strategy.

Key Actions: Policy, Process and Training



Policy Review and Improvements

Review the City's Unsolicited Quotations and Proposals Policy and Process in Q4 2024. Implement changes in Q1 2025.



Training and Expectations

Ensure Division Heads and applicable staff are trained on the policy and process, and clearly understand expectations and practices.

When delegating his financial authority to Division Heads, the City Manager will emphasize the need to adhere to policy.



Adherence

Ensure the Strategic Partnerships Office enforces adherence to this policy and process, and all staff retain appropriate records in relation to procurements and contracts.

Any risk of non-compliance will be escalated to the City Manager.

Key Actions: Governance



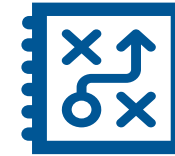
Project Governance

Ensure the current contract with Paylt and any future work related to digital payments is governed by the robust project governance approach implemented in response to the Auditor General's Audit of the City's Enterprise Work Management Solution.



Business Cases for Council Decisions

Ensure that City Council is presented with balanced business cases for all City-wide projects, which outline outcomes that can realistically be achieved within the desired timelines.



Business Case Content

Ensure that business cases for all City-wide projects have project charters, implementation plans and timelines agreed to by City divisions and stakeholders.

Key Actions: Contract Management



Contract Analysis

Report to City Council in Q2 2025 on the annual amounts received by Paylt from the initial three-year contract and include a comparative cost-benefit analysis and return on investment summary.



Performance Monitoring

Generate a report with performance metrics on the current contract and service in Q1 2025, and share on a quarterly basis with relevant City divisions and executives.



Leverage Complaint Data

Track all customer complaints and support calls related to MyToronto Pay to improve service delivery to residents, businesses and visitors

Thank You