

## **Non-Competitive Contract with Granicus Canada Holdings ULC for Maintenance and Support of AccessPro Case Management System for City Clerk's Office**

**Date:** January 30, 2024

**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 Granicus Canada Holdings ULC (Granicus) for maintenance and support of the City Clerk's Office Case Management System to process Freedom of Information requests. The contract will be for a period of two (2) years commencing January 4, 2024 in the total amount of \$ 49,626.67 net of all applicable taxes and charges (\$ 50,500.10 net of Harmonized Sales Tax recoveries). In 2020 The City Clerk's Office engaged in a capital project to replace the AccessPro Case Management System with a cloud-based solution. The cloud-based solution did not meet the needs of the City Clerk's Office. We are seeking approval for this procurement to support and maintain Freedom of Information processes.

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:

City Council authorize the City Clerk to enter into a non-competitive agreement with Granicus Canada Holdings ULC for maintenance and support services for the City Clerk's Office AccessPro Case Management System, for a period of two (2) years commencing from January 4, 2024, in the total potential amount of \$49,626.67 net of all applicable taxes and charges (\$50,500.10 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 is \$49,626.67 net of all applicable taxes and charges. The total potential cost to the City is \$50,500.10 net of Harmonized Sales Tax recoveries.

Funding is included in the 2024 Staff Prepared Operating Budget for City Clerk's Office and will also be included in the 2025 Operating Budget Submission.

Funding details are shown in Table 1.

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

Cost Centre	Year 1 (Jan. 4, 2024 to Jan. 3, 2025)	Year 2 (Jan. 4, 2025 to Jan. 3, 2026)
GV0043 C/E 4474 FAC 4430100000	\$24,396.18	\$26,103.92
Total	\$50,500.10	

The 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's Access Unit's core responsibility is to ensure compliance with the *Municipal Freedom of Information & Protection of Privacy Act*. This involves managing the balance between granting public access to information and safeguarding the personal data collected by the City from both members of the public and staff. Each year, the Access Unit handles a substantial volume of requests, from multiple intake streams, including in-person interactions, mail, and online submissions.

The City Clerk's Office received and processed 2,773 Freedom of Information requests in 2022 and 3,073 in 2023. The City Clerk's Office uses a system called AccessPro Case Management System, a proprietary product from Granicus, to receive, log, track, and review the Freedom of Information requests on behalf of the City of Toronto. This

solution is supported and maintained by the City Clerk's Office, independently of Technology Services Division.

The City Clerk's Office in 2020 did engage in a capital project to replace the AccessPro Case Management System and had secured a different vendor to implement a new cloud-based solution. During the implementation of the replacement system, it became clear that the replacement system did not meet the needs of the City Clerk's Office towards the end of 2023. The City Clerk, with support from Technology Services Division and Legal Services, decided to terminate the contract with the other vendor. To ensure that we can support the processing of Freedom of Information requests, the City Clerk's Office reverted back to using AccessPro Case Management System until a new capital business case can be put in place. The seamless operation of our FOI processes, relies on the continuous use the AccessPro Case Management System. A transition to a new supplier at this juncture would undoubtedly result in disruptions to our FOI processes, potentially compromising the efficiency and effectiveness of our FOI process. Considering the sensitivity and time-sensitive nature of FOI requests, any interruption in service could have adverse consequences. The current maintenance and support agreement with Granicus, expired on January 3, 2024. To ensure support of the system, a new non-competitive contract is required.

The City Clerk's Office's will submit a new capital request for a potential acquisition of a new case management system in 2025 and work with Technology Services to identify opportunities for a replacement solution. There is a risk of support for the current solution ending prior to the full implementation of the future solution, however manual processes can mitigate that risk for that duration. In preparation for this, the City Clerk's Office will work on updating the existing project documentation which is necessary with all technology initiatives.

## **CONTACT**

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## **SIGNATURE**

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John D. Elvidge  
City Clerk

Geneviève Sharkey  
Chief Procurement Officer