

Revised and Restated Non-Competitive Master Services Agreement with SmartSimple Software Inc. for Toronto Grants, Rebates, and Incentives Portal

Date: November 25, 2025

To: General Government Committee

From: Chief Technology Officer and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to request authority to execute a Revised and Restated Master Services Agreement ("Agreement") with SmartSimple Software Inc., a Canadian supplier, for a term of three (3) years with options to extend the Agreement by up to two (2) additional one (1) year periods in the value of \$1,173,706 net of taxes and applicable charges (\$1,194,363 net of Harmonized Sales Tax (HST) recoveries).

Revising and restating the Agreement ensures uninterrupted and efficient service delivery of the Toronto Grants, Rebates, and Incentives [Portal](#), a centralized online hub used by non-profit and resident-led organizations to apply for various City grants administered by City of Toronto Divisions including Economic Development and Culture, Housing Secretariat, Environment, Climate and Forestry, Toronto Shelter and Support Services, Social Development, and Toronto Public Health.

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 limit for each vendor under Article 7, Section 195-7.3(D) of the Purchasing By-law or exceeds the threshold of \$500,000 net of Harmonized Sales Tax allowed under staff authority as per the Toronto Municipal Code, Chapter 71, Financial Control, Section 71-11(A).

RECOMMENDATIONS

The Chief Technology Officer and Chief Procurement Officer recommend that:

1. City Council authorize the Chief Technology Officer in accordance with Section 195-8.5 of the Toronto Municipal Code Chapter 195, Procurement, to enter into, and execute a non-competitive contract with SmartSimple Software Inc. commencing from January

1, 2026 for a term of three (3) years with options to the Revised and Restated Master Services Agreement by up to two (2) additional one (1) year periods in the value of \$1,173,706 net of taxes and applicable charges (\$1,194,363 net of HST recoveries), subject to terms and conditions acceptable to the Chief Technology Officer.

FINANCIAL IMPACT

The total value of the Revised and Restated of Master Services Agreement with SmartSimple Software Inc. is \$1,173,706 net of taxes and applicable charges (\$1,194,363 net of HST recoveries).

Funding for this contract is included in the 2026 Operating Budget submissions for Economic Development and Culture, Housing Secretariat, Environment, Climate and Forestry, Toronto Shelter and Support Services, Social Development, and Toronto Public Health, and will be included in each Division's respective 2027 to 2030 Operating Budget submissions, as listed in Table 1. The figures in the following table account for software maintenance and growth in user licences.

Table 1 – Financial Impact Summary of Revised and Restated Contract (net of HST recoveries)

| Division | Cost Centre | Cost Element | 2026 | 2027 | 2028 | 2029 | 2030 | Total |
|---|------------------|--------------|----------|----------|----------|-----------|-----------|-----------|
| Economic Development and Culture | AH0035 AH0014 | 4828 | \$5,174 | \$5,588 | \$6,035 | \$6,518 | \$7,039 | \$30,354 |
| Housing Secretariat | FHS071 | 4828 | \$85,528 | \$92,370 | \$99,760 | \$107,741 | \$116,360 | \$501,759 |
| Environment, Climate and Forestry | P00021 | 4828 | \$3,881 | \$4,191 | \$4,527 | \$4,889 | \$5,280 | \$22,768 |
| Toronto Shelter and Support Services | F00111 | 4828 | \$49,325 | \$53,271 | \$57,533 | \$62,135 | \$67,106 | \$289,370 |
| Social Development | G27300 | 4828 | \$18,341 | \$19,808 | \$21,393 | \$23,104 | \$24,954 | \$107,600 |
| Toronto Public Health | PH3750 PH3742 | 4828 | \$36,224 | \$39,122 | \$42,252 | \$45,632 | \$49,282 | \$212,512 |
| All above-listed Divisions (for technical) | G26202 | 4474 | \$6,000 | \$6,000 | \$6,000 | \$6,000 | \$6,000 | \$30,000 |

| Division | Cost Centre | Cost Element | 2026 | 2027 | 2028 | 2029 | 2030 | Total |
|------------------------------------|-------------|--------------|------------------|------------------|------------------|------------------|------------------|--------------------|
| support and maintenance) | | | | | | | | |
| Total Net of HST Recoveries | | | \$204,473 | \$220,351 | \$237,499 | \$256,019 | \$276,021 | \$1,194,363 |

The Chief Financial Officer and Treasurer has reviewed and agrees with the financial impact presented in this report that is associated with the recommended Revised and Restated Master Services Agreement with SmartSimple Software Inc. for the Toronto Grants, Rebates, and Incentives Portal.

DECISION HISTORY

On July 25, 2018, the Bid Award Panel granted authority under BA89.2 for the City to negotiate and to enter into an Agreement with SmartSimple Software Inc. for a fixed period of five (5) years to provide the City's Toronto Grants, Rebates, and Incentives Portal (Online Grants Management System). The following is the link to the Bid Award Panel Decision Document: <https://secure.toronto.ca/council/agenda-item.do?item=2018.BA89.2>

COMMENTS

In 2018, SmartSimple Software Inc. was competitively procured by the Chief Purchasing Officer to deliver the Toronto Grants, Rebates, and Incentives [Portal](#). After the software went live in 2021 and as part of the original Purchase Order, the City created a five-year Master Services Agreement with SmartSimple Software Inc. to manage licences and provide technical support and maintenance. The current Agreement expires on December 31, 2025.

This report's recommendation to issue a Revised and Restated Master Services Agreement with SmartSimple Software Inc. will provide the City with technical support for updates, backups, and compliance with cybersecurity and privacy regulations as part of the City's ongoing use of the Toronto Grants, Rebates, and Incentives Portal. Based on non-competitive exclusive rights, technical support and maintenance can only be provided by SmartSimple Software Inc. (Toronto Municipal Code, Chapter 195, Procurement, Section 7.1.C.)

Through the Toronto Grants, Rebates, and Incentives Portal, the City of Toronto can distribute over \$300,000,000 per year across 20 City grant programs to various non-profit and resident-led organizations using an accountable, efficient, and secure platform.

The Toronto Grants, Rebates, and Incentives Portal is used by Economic Development and Culture, Housing Secretariat, Environment, Climate and Forestry, Toronto Shelter

and Support Services, Social Development, and Toronto Public Health; as well as approximately 2,600 external users.

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SIGNATURE

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