

Amendment to Authority to Execute Blanket Contract with Granicus for Development Tracking Platform Licenses and Professional Services

Date: November 26, 2025

To: General Government Committee

From: Chief Technology Officer and Chief Procurement Officer

Wards: All

REASON FOR CONFIDENTIAL ATTACHMENT

The attachment to this report is about an instruction to be applied to negotiations carried on or to be carried on by or on behalf of the City of Toronto and contains financial information, which, if disclosed, could reasonably be expected to prejudice the competitive position significantly or interfere significantly with the contractual or other negotiations of the City of Toronto.

SUMMARY

This report requests an amendment to the authority established through GG24.9 (Review and Renewal of Technology Maintenance Contracts for Sustainment of City Services from 2026 - 2030), adopted by City Council in October 2025. This amendment would allow the City to execute a contract with Granicus, a Canadian business subsidiary, for licenses and professional services to transition to the latest version of the development tracking platform for Development and Growth Services (DGS) Divisions. This report requests the establishment of a total ceiling authority, with no commitment to spend the full amount.

The City's Integrated Business Management System (IBMS) is the City's core development tracking and permitting platform. IBMS is fundamental to the City's ability to deliver on its strategic goals to deliver housing faster with a focus on affordable housing. IBMS supports the operational needs of the Development and Growth Services Divisions, including Toronto Building, City Planning, and Development Review, and enables the City to collect and administer approximately \$1.4 billion in annual revenue.

IBMS is powered by a legacy software that is at end-of-life, Amanda Version 4.4, which was first implemented in 1999. Transition to a viable, modern technology platform is critical to ensure the City is able to deliver on key Council priorities, including accelerating the development of affordable housing, and meet legislative requirements.

Technology Services Division (TSD) partnered with the DGS Divisions to evaluate options, including a comprehensive, independent third-party market review and jurisdictional scan.

This report recommends upgrading to the latest version of Amanda (Version 7) to ensure the IBMS platform remains sustainable, secure, and capable of supporting the City's housing objectives and priorities.

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 the Chief Procurement Officer recommend that:

1. City Council, in accordance with Section 71-11.1.C of the City of Toronto Municipal Code Chapter 71 (Financial Control By-Law), grant authority to the Chief Technology Officer, to amend the authority for the Chief Technology Officer under GG24.9 with Granicus for up to the total amount set out in Confidential Attachment 1 to procure and renew new licenses and support services as required until December 31, 2030 in a form satisfactory to the City Solicitor.
2. City Council direct that Confidential Attachment 1 remain confidential at this time as it pertains to an instruction to be applied to negotiations carried on or to be carried on by or on behalf of the City of Toronto and be made public at the discretion of the Chief Procurement Officer following the execution of the contract authorized by Part 1 above.

FINANCIAL IMPACT

Financial Impact is included in Confidential Attachment 1.

DECISION HISTORY

The 2026–2030 annual maintenance contract for the Integrated Business Management System (IBMS) funding was approved under Staff Report GG24.9, subject to budget approval each year.

<https://secure.toronto.ca/council/agenda-item.do?item=2025.GG24.9>

In March 2024, City Council adopted Auditor General recommendations to the Chief Building Official, Executive Director, Toronto Building, and the Chief Technology Officer to undertake work to improve and modernize Toronto Building's intake and plan review of applications for building permits.

<https://secure.toronto.ca/council/agenda-item.do?item=2024.AU4.3>

In February 2023, City Council adopted Auditor General recommendations to the Chief Building Official, Executive Director, Toronto Building, and the Chief Technology Officer to undertake work to improve and modernize Toronto Building's inspection function.

<https://secure.toronto.ca/council/agenda-item.do?item=2023.AU1.5>

The 2021–2025 annual maintenance contract for the Integrated Business Management System (IBMS) is funded in the amount of \$1,890,128 net of all taxes and charges (or \$1,923,394 net of HST recoveries), approved under Staff Report GL16.5.

<https://secure.toronto.ca/council/agenda-item.do?item=2020.GL16.5>

COMMENTS

The City's Integrated Business Management System (IBMS) is the City's core development tracking and permitting platform. IBMS is fundamental to the City's ability to deliver on its strategic goals to deliver housing faster with a focus on affordable housing. IBMS supports the operational needs of the Development and Growth Services Divisions, including Toronto Building, City Planning, and Development Review, and enables the City to collect and administer approximately \$1.4 billion in annual revenue.

In addition to supporting internal City operations – including tracking and managing applications, permits, inspections, and enforcement activities – IBMS also powers public-facing tools, including the Application Information Centre, the Toronto Building Permit portal, and public data available through the Open Data portal.

IBMS is powered by a legacy software that is at end-of-life, Amanda Version 4.4, which was first implemented in 1999. Transition to a viable, modern technology platform is critical to ensure the City is able to deliver on key Council priorities, including accelerating the development of affordable housing, and meet legislative requirements.

Technology Services Division (TSD) partnered with the DGS Divisions to evaluate options, including a comprehensive, independent third-party market review and jurisdictional scan.

This report recommends upgrading to the latest version of Amanda (Version 7) to ensure the IBMS platform remains sustainable, secure, and capable of supporting the City's housing objectives and priorities. Upgrading to the latest version is critical to maintaining the City's ability to process and track applications, permits, inspections, and enforcement activities related to growth and development services.

The City previously received authority under the consolidated technology maintenance report GG24.9 in October 2025, to execute a contract with Granicus to maintain the existing licenses for Version 4.4. As the current system is at end-of-life, this report requests an amendment to the authority established through GG24.9 to increase the value, as described in *Confidential Attachment 1*, to cover the increased cost of licenses for Version 7, and professional services to support the transition. This report requests a total ceiling authority, with no commitment to spend fully.

In addition to licensing, this report seeks authority to work directly with the supplier to obtain the specialized professional services required to support the City's complex technical transition from the software version deployed in 1999 to the latest version. Following the upgrade, TSD in partnership with the DGS divisions will lead a competitive procurement to begin enabling new functional capabilities aligned to DGS's strategic transformation needs, improving end-to-end service journeys and strengthening cross-divisional collaboration and integration.

It also specifically addresses direction from Council and recommendations from the Auditor General, enabling the City to:

- **Modernize IBMS to improve the development and building permit application and approvals process** – Toronto Building has received Auditor General recommendations (AU1.1, AU4.3) and reported to the Planning and Housing Committee (PH23.15) on the importance and urgency of modernizing IBMS as part of its Program Review initiative. By doing so, this will help improve Toronto Building's workflow management, tracking, and record-keeping, while also strengthening the system's ability to collect and analyze data to support more efficient, effective, and targeted service delivery and decision-making.
- **Improve public-facing data related to housing development** – Through the Housing Action Plan 2022-2026 (CC2.1, EX9.3, EX25.1), Council directed the development of a publicly available database to improve transparency and accountability on progress towards overall housing goals. Modernizing IBMS will enable more timely and accurate reporting of housing-related data, which will lead to enhancements of the City's Housing Data Hub.

Overall, this transition away from the legacy, end-of-life version of Amanda is critical for the City to meet evolving operational needs and legislative requirements, support Council priorities including acceleration of affordable housing, and uphold the City's commitment to service excellence.

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SIGNATURE

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ATTACHMENTS

Confidential Attachment 1