

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

Date: December 2, 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 three (3) year term with the option to renew for plus two (2) separate optional one (1) year periods for 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 execute a revised and restated Master Services Agreement with SmartSimple Software Inc., a Canadian

supplier, commencing from January 1, 2026 for a term of three (3) years with options to extend the contract 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 the revised and restated Master Services Agreement will be 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, for consideration as part of 2026 budget process and will be included in the respective 2027-2030 Operating Budget submissions for consideration in future budget processes, as listed in Table 1.

The figures in the table account for future volume growth in user licences and a three percent annual inflation adjustment.

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

Division	Cost Centre	Cost Element	2026	2027	2028	2029 (Optional Period 1)	2030 (Optional Period 2)	Total
Economic Development and Culture	AH0035 AH0014	4828	\$5,174	\$5,588	\$6,035	\$6,518	\$7,039	\$30,354
Housing Secretariat	FHS701	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	FH5003	3420	\$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	PH2113 PH5141	3420	\$36,224	\$39,122	\$42,252	\$45,632	\$49,282	\$212,512

Division	Cost Centre	Cost Element	2026	2027	2028	2029 (Optional Period 1)	2030 (Optional Period 2)	Total
All above-listed Divisions (for technical support and maintenance)	G26202	4474	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$30,000
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 been advised of the financial impact presented in this report that is associated with the City's revised and restated Master Services Agreement with SmartSimple Software Inc. for Toronto Grants, Rebates, and Incentives Portal to be considered along with other priorities in the 2026 and future year budget processes.

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 blanket contract with SmartSimple Software Inc. to manage licences and provide technical support and maintenance. The current Master Services Agreement expired on November 7, 2023, and the current blanket contract 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.

CONTACT

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SIGNATURE

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