

Non-Competitive Procurement Contract with SmartSimple Software Inc. for New Configuration of the Toronto Grants, Rebates and Incentives Portal for Housing Secretariat

Date: May 20, 2026

To: General Government Committee

From: Executive Director, Housing Secretariat and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to request authority to enter into a non-competitive procurement contract with SmartSimple Software Inc., a Canadian supplier, for a new configuration of Housing Secretariat's grant application in the SmartSimple platform, for a two (2) year term, for a value of up to \$300,000 net of taxes and applicable charges (\$305,280 net of HST recoveries).

The Toronto Grants, Rebates and Incentives Portal (TGRIP) is a centralized online hub used by non-profit and resident-led organizations to apply for various City grants, administered by City of Toronto divisions. In 2021, Housing Secretariat's TGRIP application was built and customized by SmartSimple Software Inc. to support the delivery of housing and tenant services grant programs that aligned with the federal government's Reaching Home Program and the provincial government's Homelessness Prevention Program directives.

Since TGRIP's launch, new housing and tenant services grant programs have been introduced and existing programs have expanded that cannot be supported within the existing TGRIP system. As a result, these programs are administered and monitored outside the system, relying on paper-based grant funding application, paper-based agreements, non-standardized reporting templates and monitoring and oversight tools. To enable all housing and tenant services programs to be administered through the system in a consistent way, the Housing Secretariat is seeking authority to enter into a contract with SmartSimple Software Inc. to develop a new generic configuration that will allow programs currently operating outside of the system to be added, establishing a single, integrated platform for all housing and tenant services programs.

These enhancements will strengthen monitoring and program compliance through a centralized system, provide consistency and decreased administrative burden for non-profit organizations delivering housing and tenant grant programs. This new configuration will support the integration of approximately eight (8) additional housing and tenant services programs (approximately \$27 million/year) into TGRIP, centralizing the administration of approximately 15 programs and approximately \$100 million/year.

Given that SmartSimple Software Inc. is the original vendor that built the existing platform, the vendor has unique knowledge of TGRIP's architecture, configurations, and integrations. Leveraging this expertise supports system compatibility and continuity, minimizes implementation risk, and avoids the time and cost associated with onboarding a new vendor, ensuring a more efficient and reliable path to delivering the new configuration. SmartSimple Software Inc. can further leverage its existing work to develop a new configuration for the Housing Secretariat by building on established service delivery requirements and provide the necessary system functionalities to support the overall new generic configuration.

A non-competitive procurement may be undertaken where both the proposed procurement and supplier can be justified in good faith based on an exception set out in Toronto Municipal Code Chapter 195, Procurement. This procurement will be proceeding under the exception related to Exclusive Rights, where SmartSimple Software Inc., and the City have determined in good faith that both the proposed procurement and the selected supplier, along with the terms and conditions of the contract, are beneficial to the City (Toronto Municipal Code, Chapter 195, Procurement, Section 7.1.C).

City Council approval is required in accordance with Municipal Code Chapter 195, Procurement, 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 Procurement 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 Executive Director, Housing Secretariat and the Chief Procurement Officer recommend that:

1. City Council authorize the Executive Director, Housing Secretariat, to negotiate and enter into a non-competitive procurement contract with SmartSimple Software Inc. for a new configuration of Housing Secretariat's grant application in the SmartSimple platform, for a two (2) year term for a value up to \$300,000 net of taxes and applicable charges (\$305,280 net of HST recoveries), subject to terms and conditions acceptable to the Executive Director, Housing Secretariat, and in a form satisfactory to the City Solicitor.

FINANCIAL IMPACT

The contract value with SmartSimple Software Inc. for the new configuration for Housing Secretariat's TGRIP grant application for a two-year term 2026-2027 identified in this report will be up to \$300,000 net of taxes and applicable charges. The total potential cost to the City will be up to \$305,280 net of HST recoveries.

Funding for the 2026 requirements of the contract in the amount of \$203,520 net of HST recoveries is available in the 2026 Operating Budget of the Housing Secretariat. Additional funding for the 2027 requirements of the contract will be included in the 2027 Operating Budget submission of the Housing Secretariat for consideration in the future budget process. A break-down of the contract value is provided in Table 1 below.

Table 1: Financial Impact of the recommended contract (net of HST recoveries)

Year	Cost Centre	GL Account	FAC	Cost
2026	FHS701	5050302	1050500000	\$203,520
2027	FHS701	5050302	1050500000	\$101,760
Total Net of HST Recoveries				\$305,280

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial implications as identified in the Financial Impact Section.

DECISION HISTORY

On December 16 and 17, 2025, City Council adopted Item GG26.29, authorizing a Non-Competitive Master Services Agreement with SmartSimple Inc., for the Toronto Grants, Rebates and Incentives Portal to manage licenses and provide technical support and maintenance.

<https://secure.toronto.ca/council/agenda-item.do?item=2025.GG26.29>

On July 25, 2018, the Bid Award Panel approved Agenda Item BA89.2, authorizing a Master Service Agreement with SmartSimple Software Inc. under Request for Proposal Number 3405-17-0147 to implement a centralized grant management solution for the City. The contract was later revised and reinstated for a three-year term with a two-year extension option, covering 2026 to 2030.

<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 (TGRIP). TGRIP is 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 the Economic Development and Culture, Housing Secretariat, Environment, Climate and Forestry, Toronto Shelter and Support Services, Social Development, and Toronto Public Health.

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. On January 1, 2026, the City entered into a Revised and Restated Master Services Agreement with SmartSimple Software Inc. to provide the City with support, maintenance and licenses. Based on the non-competitive exclusive rights, technical support and maintenance can only be provided by SmartSimple Software Inc.

As the housing and tenant grant program needs have evolved and new housing programs have been introduced since TGRIP's launch in 2021, the system must adapt to align with updated directives, program models, and administrative structures, ensuring programs are administered consistently and efficiently for City staff and non-profit organizations. The new integration will be designed to provide the flexibility to add programs as new program models, directives and reporting requirements are introduced. This new and enhanced configuration will enable the Housing Secretariat staff to:

- Improve efficiency and reduce the administrative burden of using paper agreements and monitoring tools outside of a system: streamline workflows, automate manual processes, and reduce the risk of duplication
- Create standardized processes and data to ensure there is consistent program delivery across the system. This improves transparency for both City staff and non-profit housing providers
- Better monitor program performance, identify gaps and make evidence-based decisions to improve service models

Ongoing sustainability of the new configuration is included as part of the ongoing maintenance and support of TGRIP through the Master Services Agreement.

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SIGNATURE

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