



Report

Subject: Integrated Asset, Work Order, Planning, Building, License and Permit Management System Funding

Department: Corporate Services

Division: Information Technology

Report #: CPS-2024-079

Meeting Date: 2024-11-18

Recommendations

That report CPS-2024-079, Integrated Asset, Work Order, Planning, Building, License and Permit Management System Funding, be received for information; and

That Council direct staff to increase the budget for project 20391.0000 Enterprise Asset Management Solution by \$277,945 funded from the Water Reserve (\$106,968), Wastewater Reserve (\$60,847), Building Reserve (\$45,569), and the Corporate Systems Reserve (\$64,561).

Overview

Strategic investments continue to streamline and digitize operational processes in alignment with the Blackline recommendations. Town Staff identified a solution that digitizes and integrates asset/inventory management, work order management, planning, building, permits and licensing processes and services. Council has approved the initial funding program for this initiative. Over time, additional business units at the Town have expressed a need for digitization of their processes. A comprehensive analysis has been undertaken and Town staff are now able to proceed. A funding gap of \$277,945 must be bridged to move forward with procurement and implementation. Pending direction from Council, staff have identified a path forward that addresses appropriate sources of funding to invest in a critical toolset for Town operations.

Background

In 2022, Report CPS-2022-020 identified a solution to assist in the Town's Digital Transformation. In Q3 2022, staff awarded a contract for the implementation of the solution. In October 2023, the related contract was terminated citing performance issues.

Staff explored alternative vendors capable of delivering a solution to digitize and optimize processes related to the management of enterprise assets, work orders, building, planning, permitting and licencing services of the Town.

An informal expression of interest was issued to select vendors. A standardized evaluation process was used to evaluate fit, alongside a detailed analysis of initial costs, ongoing licensing, and maintenance costs relative to performance of the product to ensure evidence-based decision making could occur.

Extensive consultation was undertaken with all impacted departments to clearly understand current and future needs. Information Technology staff led interviews and sessions with other Ontario municipalities to evaluate the various product options performance in real world application.

Analysis/Current Situation

Staff's due diligence has uncovered the following:

1. PSD Citywide is the most appropriate solution, meeting the Town's need for an integrated asset/inventory management, work order management, planning, building, permits and licensing toolset on a single platform; and
2. PSD Citywide has the lowest cost of implementation and licensing; and
3. PSD Citywide is a part of the Sourcewell/CANOE purchasing platform. In accordance with Town's purchasing policy, staff will utilize this procurement platform to engage the vendor and begin implementation, pending Council approval.

Corporate Implications

The 2024-2033 capital program provides \$177,743 in 2024 for a solution that digitizes and integrates asset/inventory management, work order management, planning, building, permits and licensing processes and services. A further \$277,945 is required. The following table outlines the funding sources for the existing project and the requested amendment:

	2024 Capital Budget	Budget Amendment	Amended 2024 Capital Budget
Expenditure	\$177,743	\$277,945	\$455,688
Funded by			
Water Reserve	\$ 57,080	\$106,968	\$164,048
Wastewater Reserve	\$ 48,518	\$ 60,847	\$109,365
Building Reserve		\$ 45,569	\$ 45,569
Corporate Systems Reserve	\$ 72,145	\$ 64,561	\$136,706
Total Funding Sources	\$177,743	\$277,945	\$455,688

The implementation of this enterprise solution requires approximately \$83,000 for maintenance and support annually. Staff will incorporate appropriate funding into the 2026 Budget.

Conclusion

Staff are seeking approval from Council to allocate the funds required to supplement the exiting project budget. This will allow staff to move forward with this project and implement a critical toolset for a wide variety of business functions across the organization.

Strategic Alignment

Strategic Plan

Strategic Goal: Future-Readiness

Objective: Innovation – Promote service delivery innovation through modern approaches

Notice Provisions

Not Applicable

Respectfully submitted,

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Attachment(s): Not Applicable