Clarington

Memo

To: Mayor Foster and Members of Council
From: Marie Marano, Director of Corporate Services
Date: May 19, 2020
Subject: COD-018-20 Municipal Business Solution – Questions

At a meeting held on May 11, 2020, the General Government Committee passed the following Resolution #GG-100-20:

> That Report COD-018-20, Municipal Business Solution, be referred to staff to report on the following:
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> 1. Who is the company?
> 2. Who is the developer of the software?
> 3. Who will provide support?
> 4. What modules are we purchasing?
> 5. Integration of Existing Software
> 6. Amazon Cloud

This memo is circulated in advance for opportunity to review, and it will be included on the Council agenda for May 25, 2020 to be considered in conjunction with COD-018-20.

1.   Who is the company?

There are two companies involved the Municipal Business Solution that is presented for Council approval in COD-018-20:

A company called CSDC developed the Amanda software which is the technology platform that will run all the modules identified in the RFP. They have been in business and selling the Amanda product for over 25 years. CSDC rebranded themselves as Calytera in 2017 – 2018 to expand their company. Until 2017, CSDC handled all support, sales, and implementation of the Amanda software themselves. With the expansion they retained the software development part of their company and outsourced software services by partnering with leading IT companies that they trusted to sell, implement, integrate and set up hosting of the software.

Vision33 is the company that will do the software implementation to accommodate Clarington business processes, integrate them with existing applications, and support the Amanda software over the 10-year project period. It is one of only 5 partners that Calytera has allowed to sell the Amanda software. Vision33 is a certified partner of Calytera.

Attachment #1: Email from Calytera provides evidence of support of Vision33 as a trusted partner.

2.   Who is the developer of the software?

The developer of the Amanda software was initially CSDC, now known as Calytera. Amanda is owned and published by Calytera. Vision33 will be working with the Municipality to build and implement the solution to meet the Municipality's requirements and expectations. The solution will be tested throughout the build to ensure that it is functioning and meeting the Municipality's requirements

3.   Who will provide support?

Vision33 will be the Municipality's point of contact for support throughout the implementation and will continue that support over the 10-year proposal.   Vision33 references noted their conscientiousness, commitment to budget and excellence in communication, as well as an acknowledgement that they would use this company in future. The platform is not database specific as it will run on either Oracle or MS-SQL and will be hosted by the vendor. Both Clarington and the vendor have the skillset required to support both.

Vision33 has been in business for over 25 years as noted by consultant in the presentation at the GGC meeting. It is also mentioned in the Calytera endorsement in Attachment #1.

4.   What modules are we purchasing?

The Municipality has a number of robust applications such as the financial, taxation, budget, and purchasing solutions that were not considered as part of the RFP because they work well and are not at end-of-useful-life. As such it was not considered cost efficient to include them in the scope of the MBS.

The Land Development Office (LDO) application is one of the largest database modules; it is used by multiple departments and has been in place for over 15 years. It is critical that it be replaced soon as it is approaching end-of-useful life and does not have any of the web-based functionality required to service our residents. It does not have mobile capability and as a result, time consuming and inefficient manual processes are still in use. The current environment does not permit access to online and real-time data or information. In fact, during the COVID-19 period, the Municipal Law Enforcement Division was not able to rely on reporting from the LDO system to assist in fulfilling their COVID-19 Provincial Reporting requirements due to system limitations, and as such had to manually calculate the reporting data. LDO has changed ownership over 5 times recently, which is also very concerning for dependability of support in the remaining time until it can be replaced.

Report COD-018-20 in section 1.2, identifies a number of the business processes that are included in the MBS product, including LDO, the Customer Relationship Management CRM module which will connect all information related to a property or site, an eForms Strategy to allow forms to be completed electronically, and other remote access capabilities. These are just a few of the major components that were listed and endorsed in the IT Strategic Plan of 2017 and have been budgeted over the subsequent years.

Section 1.6 of COD-018-20 further identifies 17 additional business processes that will be included, which will increase efficiency and effectiveness of key activities in almost every department.

As noted in section 2.1 there were 275 business and technical requirements explored in the development of the RFP, and the working committee scoped the project to 108 mandatory requirements. The Municipality was concerned that there would not be a company capable of fulfilling all requirements. It is considered a significant benefit to the Municipality, that Vision33 is a reputable company who met the threshold for the business requirements of the RFP. Vision33 will have a contractual commitment to complete all requirements represented in the RFP submission.

Key Departments using the system have outlined the further details, benefits and efficiencies of this MBS in section 3.6 to 3.14 of the report.

An **enterprise system** is a cross-functional information system that provides organization-wide coordination and integration of the key business processes and in the case of the MBS system it is our land-based applications. A key Corporate benefit to this enterprise solution will be to eliminate "silos" in data storage and access, thereby facilitating data sharing and integration with our financial, document management and mapping software, creating a true Geographic Information System (GIS). The result would be a fully integrated solution that will provide access and on-line options for businesses and residents and will be a more cyber-secure environment.

5.   Integration with Existing Software

Vision33 is responsible for building and implementing the mandatory modules of the RFP using the Amanda software and then integrating or linking them with existing applications such as Laserfiche, CityWide Financial/Operations modules, Great Plains Purchasing module etc.

Having responsibility for integration under one company – Vision33, is considered the most efficient approach versus relying on multiple companies to set connecting links to existing applications that are not required to be replaced.   Multiple company access and responsibility would prove more timely, inconsistent and become a more costly end product. There could also be a risk of cyber vulnerability with multiple access to the system, and as such extra diligence and oversight to ensure that the integrity of the system is maintained, could result.

Attachment # 2: Amanda Integrations, provides additional background information regarding how Amanda integrates with third-party applications.

6.   Amazon Cloud:

Amazon Cloud services will host the MBS solution and the data. The data will reside in Canada and therefore subject to Canadian law and security requirements.

The benefit of having a Cloud based solution is that Vision33 will ensure that Clarington is running the most recent version of the software and will not need to allocate the internal staff IT resources to oversee upgrades or require additional on-site storage.

Attachment #3: Vision33 environments are secured via 2048 SSL encryption certificate. Cloud Security Amazon Web Services Overview of Security Process is provided as further information.

7.   Additional Question was Asked on Area Municipalities:

a. Pickering, Whitby & Ajax

Pickering, Whitby and Ajax provided email confirmation of their situation as outlined below. Each has the Amanda software system that was initially set up as an on-site solution; they are not on web/cloud-based platforms and as such they are not receiving automatic updates on the current version Amanda as they are released.

Pickering stated that they have had Amanda software since 2003 with little issue. They expressed no concerns with the system crashing, and they have had good support form Calytera. They acknowledge that Calytera is looking to their partners to provide support going forward.

Whitby advised that they have Amanda in place since 1999 and can't remember a crash incident for the past 6 years. They state that they are sure they won't have any problem with the turn around to the version 7 of Amanda.

Ajax advised that their version of Amanda (6.1.3) has been "rock solid" and they have not had any issues in years. They also state that Amanda is great software that can be leveraged in an infinite number of ways. They are running their application on-premise and use Oracle as their database. It is their intention to upgrade to version 7 either later this year or early in 2021.

b. **Oshawa**

Information from the Oshawa system was researched in the preparation of the Clarington solution. They have a multiple software solution to their system which is more costly over a 5-year span if looked at in total, versus Clarington's 10-year proposal, and it relies on multiple partners to service the system. Their current system runs CRM on Lagan, CityView for LDO and Maximo for their Works/Operations management which they are still implementing over an expected 29-month timeframe. Their overall annual maintenance cost for the three-solution environment is approximately $280,000 for an on-premise solution.

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c.   Andrew Allison, Chief Administrative Officer
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            Rob Van Dyk, IT Manager
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