

AUTOMATION UPGRADES AND ENHANCEMENTS AMANDA COMPUTER SYSTEM BUILDING STANDARDS DEPT

Finance and Administration Committee – November 4, 2013

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Report Recommendations

1. That the City in accordance with corporate purchasing policy 05.2.06 Section 9.2 enter into a sole source agreement with CSDC Systems for the upgrade of the Building Standards AMANDA system from version 4.3 to version 6 at a total cost of \$187,250 (excluding taxes);
2. That the City in accordance with corporate purchasing policy enter into an agreement with CSDC Systems to proceed with the acquisition of additional licensing for the proprietary software of the AMANDA system at a total amount of \$355,000 (excluding taxes);
3. That the above amounts plus the applicable taxes and administration recovery fee be funded from approved capital project BS-1003-11 AMANDA Upgrades;



Report Recommendations

4. That the annual operating budget be adjusted to reflect the new annual license fee requirements expected to increase to \$115,565 from the current annual fee of \$56,265. This fee will be recovered 94% through the Building Standards Reserve based on the City's OBC Activity Based Costing Model with a net impact on the Operating Budget of \$3,600; and

5. That upon completion of the version upgrade, and as a part of the corporate continuous improvement process, staff bring back a report for Council consideration regarding the future planning and development process improvements and further process automation across departments to meet their business plan objectives.



The AMANDA System: A Mission Critical City Building Tool

- AMANDA is a property based application developed by CSDC Systems of Mississauga
- AMANDA is used widely throughout the Municipal sector in Southern Ontario
- AMANDA is a mission critical City building and revenue generating application, managing billion dollars in transactions for Building Standards, which incorporates the following core functions:
 - Building and Engineering Permits (lot grading, pool)
 - Inspections (Building, Vaughan Fire and Rescue, Engineering, By-Law and Compliance)
 - Building Orders and Compliance Letters
 - Committee of Adjustment and Business License comments
 - Information pertaining to Development Charges and Letters of Credit



The AMANDA System: Urgent Need For Upgrade

- City currently has two separate AMANDA Systems, one for Building Standards and a second for Licensing
- Currently accessed by over 90 staff users in seven departments
- Last upgrade to this system was a minor upgrade in 2007
- The current version of this application is at end of support lifecycle with CSDC. The City must quickly upgrade this system to a supported, more current, and sustainable version.
- New version of AMANDA has several new technology features which support Public Service Renewal and will position the City for automation and collaboration between departments, enable a mobile workforce, and provide opportunity for enhanced service delivery through a public portal.



The AMANDA System Upgrade - Project Objectives

Upgrade AMANDA System

- i. System is at end of lifecycle, and this needs to be done
- ii. Invest for business transformation
- iii. Public Service Renewal; Provide a foundation for continuous improvement
- iv. Eliminate existing manual processes

Prepare for the Future; Completion of a Roadmap to include

- i. Migration of existing Licensing into a single AMANDA system
- ii. Mobile workforce for inspection and field staff
- iii. Public Portal to provide better customer service
- iv. Functional opportunities for integration of other departments and agencies



The AMANDA System - Deliverables

- Upgraded Building Standards AMANDA System
- On Boarding of new departments:
 - i. Development Finance: Eliminate existing manual processes for Development Charges and Letters of Credit
 - ii. Committee of Adjustment: Implementation of Committee of Adjustment Folders to enable collaboration and automation of processes
- Creation of AMANDA Roadmap
 - i. Training modules for staff



The AMANDA System - Stakeholders Consulted As Part Of Upgrade

External Stakeholders

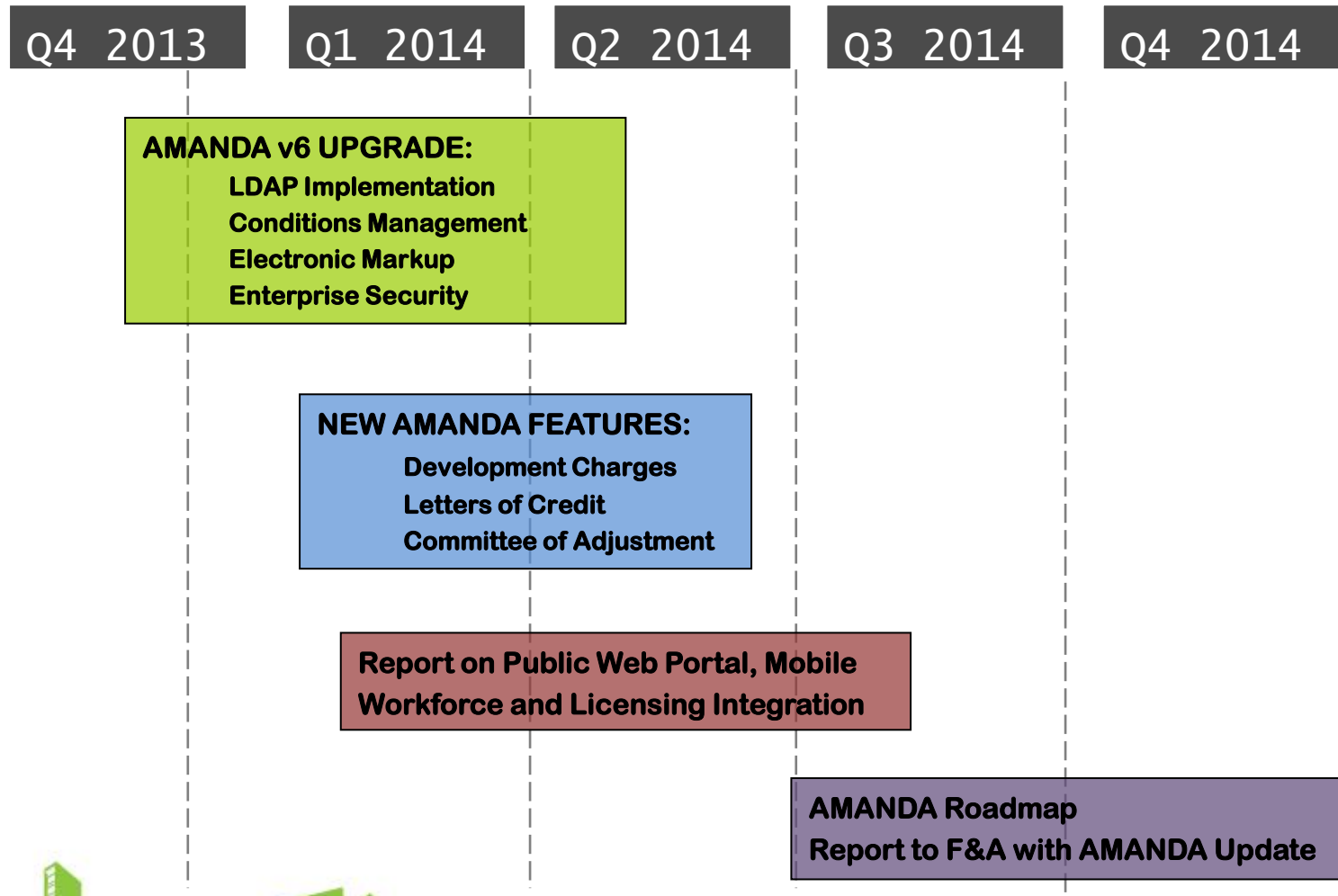
- CSDC Systems
- Development Industry (BILD York Chapter)
- Other Municipalities

Internal Stakeholders

- Building Standards
- Finance
- Committee of Adjustment
- ITM
- Engineering
- Vaughan Fire and Rescue
- By-Law and Compliance Licensing



The AMANDA Project – Milestones



The AMANDA System - Economic Impact

- **One Time Fee:**

- i. Consulting services from CSDC for completion of upgrade and the on boarding of new departments at a total cost of \$187,250
- ii. Additional licensing and modules for the AMANDA System total in the amount of \$355,000

Funding for this initiative was approved in the 2011 Budget and are currently allocated in the Building Standards Capital Project # BS-1003-11

- **Ongoing Operational Fees:**

New annual license fee requirements expected to increase to \$115,565 from the current yearly fee of \$56,265. This fee will be recovered 94% through the Building Standards Reserve based on the City's OBC Activity Based Costing Model with a net impact of \$3,600 on the tax based Operating Budget.



The AMANDA System - Economic Summary

	Approved budget
BS-1003-11 Amanda Upgrade	695,250.00
Less: Expenses/Commitments to date	(25,481.30)
Current Funds Remaining	669,768.70
Sole Source Agreement	
Upgrade:	187,250.00
Licensing:	355,000.00
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	542,250.00
HST (1.76%)	9,546.60
Admin Recovery	16,553.81
Total Agreement Cost	568,347.41
Funds Remaining for Additional Upgrades When Needed	101,421.29



The AMANDA System - Next steps

- Council approval of recommendations
- Completion of upgrade and enhancements in Q1-Q2 2014
- Return to Finance and Administration Committee with AMANDA Roadmap update in Q3-Q4 2014



The AMANDA System – Future Opportunities

Future potential initiatives include:

- Mobile Workforce
- Public Portal
- On Boarding of Licensing into new AMANDA
- Automation of existing business processes across departments including: Vaughan Fire and Rescue, By Law and Compliance, Office of the City Clerk, Engineering, and Finance
- Planning / Building Standards link



Questions

