

**EXTRACT FROM COUNCIL MEETING MINUTES OF NOVEMBER 19, 2013**

***By approving the following:***

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 existing AMANDA user groups for the proprietary software of the AMANDA system at a total amount of \$355,000 (excluding taxes); and***

### 3 AUTOMATION UPGRADES AND ENHANCEMENTS

#### AMANDA COMPUTER SYSTEM

#### BUILDING STANDARDS DEPARTMENT

1) That the recommendation contained in the following report of the Commissioner of Planning and the Director of Building Standards, dated November 4, 2013, be approved subject to amending recommendation 5 to read as follows:

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 that take into account other vendors and their systems to meet their future business plan objectives; and

- 2) That the presentation by the Director of Building Standards entitled “Automation Upgrades and Enhancements”, Amanda Computer System, Building Standards Department”, dated November 4, 2013, be received.

The Commissioner of Planning and the Director of Building Standards, in consultation with the Acting Commissioner of Finance & City Treasurer, the Director of Development Finance and Investments, the Commissioner of Strategic and Corporate Services and the Chief Information Officer, Information and Technology Management, recommend:

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3. That the above amounts plus the applicable taxes and administration recovery fee be funded from approved capital project BS-1003-11 AMANADA Upgrades;
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.

**Contribution to Sustainability**

The upgrades to AMANDA along with mobile devices will help create the capacity for staff to access data remotely, which is expected to reduce number of trips. In addition, the upgrades are expected to result in reduced paper consumption as a result of electronic circulation and commenting mechanisms.

**Economic Impact**

The amounts outlined below were allocated for in the Building Standards Capital Project # BS-1003-11 which was approved in the 2011 Budget. The capital funds for this project will be taken from the Building reserve.

		<b>Approved Budget</b>
BS-1003-11 Amanda Upgrade		695,250.0
Less: Expenses/Commitments to		(25,481.30)
<b>Current Funds Remaining</b>		<b>669,768.70</b>
Sole Source Agreement:		
Upgrad	187,250.0	
Licensin	355,000.0	
	<u>542,250.0</u>	
HST (1.76%)	9,543.6	
Admin. Recovery	16,553.8	
<b>Total Agreement Costs:</b>		<b>568,347.41</b>
<b>Funds Remaining:</b>		<b>101,421.29</b>

The yearly operating budget will be required to be adjusted to reflect the new annual licensing fee requirements. This fee is expected to increase to \$115,565 from the current yearly fee of \$56,265. This fee will be 94% recovered through the Building Standards reserve based on the City's OBC Activity Based Costing Model with a next impact on the operating budget of 3.6 K.

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##### **Communications Plan**

In June of 2013, as a deliverable in the AMANDA 6 upgrade project, the Building Standards Department in collaboration with the Information & Technology Management Department and CSDC systems completed a series of department workshops to facilitate the creation of an assessment for all departments who currently use or have access to the AMANDA application. The objective of these workshops was:

1. To review and assess the current state of the enterprise use of the AMANDA system including duplication of processes, paper based processes, master data management, governance, support, and enterprise integrations.
2. To assess the requirements to upgrade the AMANDA System.
3. To assess how the business requirements of departments can be addressed through the use of AMANDA going forward.

A link to the detailed report of the 2013 CSDC AMANDA Corporate Assessment will be posted to the City's intranet once it is received, along with the detailed Statement of Work for the AMANDA 6 upgrade. This assessment will serve as a foundation for future initiatives involving AMANDA integration across the corporation.

A copy of the AMANDA system upgrade Statement of Work has been circulated as an attachment to the current AMANDA 6 Upgrade Project Scope document for concurrence by all departments impacted.

##### **Purpose**

The purpose of this report is to request authority for staff to enter into an agreement with CSDC Systems for the acquisition of an AMANDA system upgrade, and licenses for proprietary software to implement the upgrade.

##### **Background – Analysis and Options**

The present Building Standards computer system "AMANDA" is a property based relational database developed by CSDC Systems of Mississauga. It is used by over 90+ Staff users in over 7 departments. AMANDA is widely used within numerous municipalities across Southern Ontario and the GTA including a number of similar sized municipalities. The AMANDA database was originally implemented at the City in 1999 as a part of the Y2K compliance project. It contains data converted from the late 1980's to present day.

The last update to this system was in 2007 and included both a minor application upgrade and customization to ensure that the City could meet the Ontario Building Code Legislation Bill124 compliance requirements which mandate specific turnaround times that must be tracked and adhered to throughout the building permit process. The current application version will no longer be supported by the vendor after December of 2013. As such, the City has begun the process to upgrade the AMANDA system to a supported, more current, and sustainable version.

In 2010, an assessment of the AMANDA system for the Building Standards department was completed and submitted to council to support a request for Capital Funding. This assessment detailed the need for an application upgrade, and the opportunities that the City would have going forward for the electronic submission of plans both at the counter and online through the use of the AMANDA Public Portal. This assessment also identified the opportunity for implementing a mobile solution to allow inspectors access to information and to update their inspection results while in the field.

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The report to council was received, and funding was awarded in the 2011 Budget process through Capital Project BS-1003-11 in the amount of \$695,250. In 2012, implementation was postponed in order to ensure cross departmental impacts and integration opportunities were fully explored as part of the upgrade. The 2012 Budget continued to make reference to the upgrade and implementation of automation in AMANDA this time including both the Vaughan Fire Prevention, and Development Finance and Investments departments.

In 2013, a more detailed assessment was completed looking at the AMANDA system from a corporate perspective. The assessment goals were as follows:

1. To determine the infrastructure required for both the AMANDA upgrade and future infrastructure requirements for the mobile workforce and Public Portal
2. Define the work effort for the migration of all existing customization and reporting within the AMANDA system
3. Departmental assessments to identify gaps and functional opportunities

This assessment included staff from Building Standards, Planning, Development Finance, Property Tax, Enforcement Services, Engineering Services, Fire Prevention, and the City Clerk's Office (Committee of Adjustment, Licensing, and Vital Statistics).

The assessment itemized those areas within the City departments where AMANDA functionality can be leveraged for automation and collaboration purposes. This includes the merging of the City's 2 AMANDA instances by bringing the Licensing AMANDA database structure into the Building Standards Database. The assessment provided a proposed roadmap for the next 5+ years on how AMANDA may be:

1. Leveraged across the corporation and to members of the Public
2. Areas where automation may be implemented
3. Potential impact on support requirements
4. Any dependencies that might exist

The technical workshops completed as a part of this assessment allowed for the creation of a detailed Statement of Work for the AMANDA 6 Upgrade project. The Statement of Work which has been presented for consideration as Attachment A includes the AMANDA Upgrade, and the creation of new functionality to meet the Business Plan Objectives for the Development Finance & Investments Department, and on boarding of Committee of Adjustment information into AMANDA to eliminate the duplication of work that currently exists. This Statement of Work also includes the training of Staff and AMANDA Administrators.

The total cost for services to complete this Statement of Work is \$187,250. This is a fixed price contract, with a deliverable based payment schedule to ensure that we are able to meet proposed deadlines for go live (See Attachment 1.).

The AMANDA Back Office Module and licensing estimate that is being presented as part of this staff recommendation includes the following:

1. **AMANDA LDAP module** to allow for Single sign on and to eliminate the need for double login.
2. **AMANDA Conditions module** to allow for staff to add conditions to permits, fees, development charges, Letter of Credit, Committee of Adjustment applications, inspections, etc.

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3. **AMANDA Electronic Markup Management** to allow for staff to scan and electronically mark up all plans reducing or eliminating the need for duplication and circulation of paper copies.
4. **AMANDA Enterprise Security Module** to ensure security measures on data and documents is defined and audit trails are tracked
5. **AMANDA Public Portal Module** for public access to view permit status, submit inspection requests, and complete electronic plans submission
6. **AMANDA Mobile Licensing Module** and user licenses for inspections staff to have access to AMANDA related information while offsite
7. **Additional User licensing** to address the additional users who will be logging into AMANDA

The total cost to the City for licensing is \$296,500 (See Attachment 2). The annual maintenance fees for these licenses will be \$59,300 in addition to the current annual maintenance fees paid yearly of \$ 56,265.

This initiative is consistent with the themes outlined in the October 7, 2013 Public Service Renewal report presented to the Finance and Administration Committee. For example: the proposed upgrade responds to requests from staff and the development industry stakeholders for system upgrades to increase the efficiency of the development process.

#### Relationship to Vaughan Vision 20/20 Strategic Plan

This report is consistent with the following initiatives set forth in the Vaughan Vision 20/20 Strategic Plan:

#### **SERVICE EXCELLENCE**

- 1) *Demonstrate Excellence in Service Delivery* through automation of Financial Securities (Letter of Credit and Cash deposits) and Development Charges, and preparation for the delivery of electronic plans submission. Increase efficiency of staff through implementation of a Mobile Workforce Module.
- 2) *Promote Community Safety, Health & Wellness* through the provision of critical information to all city staff who must attend inspections and complaints.
- 3) *Lead and Promote Environmental Sustainability* through reduction of paper circulation for calculation of development charges, and use of electronic plans circulation and markup.

#### **ORGANIZATIONAL EXCELLENCE**

- 1) *Ensure a High Performing Organization* through the use of a corporate application to share, track and manage information across multiple departments.
- 2) *Ensure Financial Sustainability* via the upgrade of a large mission critical application which processes in excess of hundreds of millions and has in some cases processed over a billion dollars annually in Building permits.

#### **STAFF EXCELLENCE**

- 1) *Support the Professional Development of Staff* through training initiatives designed to teach the foundations of the application along with industry best practices.

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#### **Regional Implications**

The software including the public portal could eventually as part of its implementation allow Regional staff to view permit status.

#### **Conclusion**

The department's current system AMANDA Version 4.3 has reached the end of its life cycle and will no longer be improved or supported by the vendor after December 31, 2013. It has been replaced with a browser based version of the application (AMANDA 6) which takes advantage of several new technology features. The AMANDA 6 technology will position the city to empower staff to work offsite completing inspections by enabling staff to update directly into the AMANDA system while offsite. It will also position the city to offer the public access to view permit status, submit requests for inspections, and complete electronic plans submissions in the future, which has been a common request from customers including development industry representatives. The system will reduce reliance on paper based systems thus increasing efficiency of processes and creating time savings.

The Corporation requires CSDC systems to complete the upgrade of this system including the definition of new infrastructure requirements, completion of the database and application server upgrade, migration of existing customization, and creation of all new functionality for the Development Charges, Letter of Credit, and Committee of Adjustment. The AMANDA system is proprietary software of CSDC Systems and they are the only vendor who can provide the software licensing and services for this upgrade. As such a sole source agreement is justified and is recommended by Staff.

The funding for this initiative was approved in the 2011 budget and will be taken from the Building capital reserve. At this time, staff request permission to proceed with the use of that funding.

#### **Attachments**

1. CSDC Statement of Work AMANDA 6
2. CSDC AMANDA Modules and Back Office Licenses

#### **Report Prepared By:**

Deyra Mavrides, System Analyst Project Leader, Information & Technology Management  
Leo Grellette, Director Building Standards

(A copy of the attachments referred to in the foregoing have been forwarded to each Member of Council and a copy thereof is also on file in the office of the City Clerk.)