



REPORT TO COUNCIL

Date: April 25, 2022
From: Kris Croskery-Hodgins, Municipal Administrator
Re: Municipal Software RFP Results and Recommendation

BACKGROUND/OVERVIEW

The Township currently uses Baker Software for the provision of municipal software including financial, payroll, tax administration, accounts payable, cemetery maintenance, fire department reporting, animal tag maintenance, cash receipts, property and building records and reporting and machine inventory.

Rick Baker, owner of Baker Software, notified the office that as of December 31, 2022, Baker Software will not longer be available or supported due to his retirement.

An RFP was issued, sent directly to suppliers researched by staff in order to fulfill the same roles that are operated by Baker currently. The RFP was also publicly advertised on the Township Website.

SUMMARY

Two submissions for the Request for Proposal were received. Staff reviewed the submissions utilizing Evaluation Criteria, as provided in the RFP document and scheduled demonstrations of each program.

| Company | RFP Requirements Met | Cost |
|-----------|---|-----------|
| MuniSoft | No Building Department, Fire Department, Fitness Centre and Recreation support. | \$45,741 |
| TownSuite | No Cemetery, Animal tags, Fire Department support. | \$411,150 |

Following demonstrations of each program, Staff determined that the RFP process was not adequate for determining the pricing and program features required for efficient software provision for municipal departments.

Further investigation was conducted.

The Township currently uses the CGIS program and it has the opportunity to use the Building Department component and the Cemetery Management component with up to date mapping integrated with the property assessment information to provide planning, building and cemetery services. The cost for set up and annual support was quoted at \$3,800.00.

The Fire Department is able to utilize Firepro, a program designed to allow for incident inputting, fire permit issuance, fire inspection records and meet record requirements for most by-law operations. The cost for set up and support was quoted at \$5,685.00.

A discussion with TownSuite, provided a revised quote for Financial and Human Resources, including payroll and tax management as well as general ledger, accounts payable and receivable for an updated quote of \$179,733.00. The program platform allows for expansion and adding different modules moving forward as the website is upgraded and provides for resident interaction online such as looking up personal tax information, online payment options and improved communications with individuals.

Efficient and similar programming to the Baker software, the transition will require less training and provide the broad spectrum of reports and comparisons that staff are accustomed to without loss of content.

RECOMMENDATION:

Staff recommends the purchase and installation of TownSuite for Municipal Finance and Payroll requirements at the amended quoted price.

Staff also recommends the use of CGIS for planning, building and cemetery requirements; and the use of Firepro for Fire Department and by-law enforcement requirements.

Total Cost: \$189,218.00 plus taxes.

Estimated annual costs for support of programming will be approximately \$29,073 for all 3 programs.