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REPORT TO COUNCIL

Date: September 2, 2025
From: Kris Croskery-Hodgins, Municipal Administrator-Clerk-Treasurer
Re: Municipal Software Conversion Update

Background:

The Township currently uses Baker Software for the taxation, general ledger, accounts payable, payroll, cemeteries, animal control and accounts receivable functions. The owner of Baker and Associates notified the Township in April 2022 of his intention to retire and close the company, no longer providing supports and updates to the software program that he independently managed.

An RFP was issued in April 2022 for a replacement municipal software program for the Township. At that time there were 2 submissions received, with TownSuite being the successful submission. After the initial presentation to staff and discussions with municipalities provided as references, staff recommended this selection as it seemed to be the best for transition from Baker.

TownSuite did not offer support for Building Permit issuance and tracking; animal control including the sale and tracking of dog tags; cemetery maintenance including sale and issuance of contracts; and fire department support of fire permits and staffing needs. CGIS, the company providing GIS mapping and support to the Township was able to provide these services within their program, with the exception of some fire department support which was secured using a program called FirePro.

The remaining accounting requirements and general ledger tracking of municipal and education taxes were expected to be covered by the TownSuite software. The cost of the adjusted software requirements was estimated to be \$179,733 without applicable taxes. Council approved the purchase of TownSuite licences and use agreements by Resolution R2022-92. The provincial funding for Municipal Modernization was utilized for this purchase and did not impact the tax rates for the Township.

This project was estimated to take 3-6 months to complete and run Baker and TownSuite simultaneously for a quarter to ensure the transition had been accurate and complete. We are now 3 years past that date and we have not been able to achieve the transition.

TownSuite appears to be an effective software program for a larger municipality with a dedicated staff complement to achieve the inputting and report generating operations required of it. We are a small staff and we work very efficiently to achieve the same results as a larger municipality. The quality and performance of the software utilized is the most important tool that we have. The window of having Baker information for comparison to a transition is closing and this is a vital component to ensure accuracy during the change.

Our Staff have visited other municipal offices who have transitioned to TownSuite. The operations differ from what our office expects and this has led us to conclude that although TownSuite is a dynamic software program, it does not meet the needs of the Township for reporting and data recording.

During the 2025 FONOM conference in North Bay, staff were able to meet with Munisoft, the alternate company submitting an RFP in 2022. Since the initial presentation, this company has incorporated a system to scan documents allowing for complete files and desktop access to improve a complete Audit experience; a cloud-based system; an improved payroll system and a newly added Asset Management tracking tool.

We have also been able to confirm the transition from Baker to Munisoft is a more compatible process with other municipalities who have completed the transition and are working in the new software.

Working within the agreement signed with TownSuite, we may provide 30 days written notice to leave the agreement. We still have 30% (\$71,885) of the original RFP amount in reserve from the Municipal Modernization Grant to complete this process.

Recommendation:

That Council authorize the termination of the TownSuite agreement with a thirty-day window, understanding that the 2025 annual fee has been paid and will not be refunded.

That Council authorize the purchase of Munisoft software licencing and implementation for the Township of Nipissing, utilizing the reserve amount from the Municipal Modernization fund to cover the costs.

Purchase of the Software, 4 Full Users, 3 View Only Users	\$25,860.00
Conversion of Data and Set up	<u>\$10,750.00</u>

Total Commitment:	\$36,610.00
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<i>Annual support for the program:</i>	<i>\$ 5,606.00</i>
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**The first year of support is included in the original purchase price.*

That Council authorize this transition for the 2025 fiscal year to ensure a smooth year end transition.

Respectfully,
Kris Croskery-Hodgins, Municipal Administrator-Clerk-Treasurer