



Staff Report for Council Meeting

Date of Meeting: June 22, 2022

Report Number: SRCFS.22.020

Department: Corporate and Financial Services

Division: Information Technology

Subject: SRCFS.22.020 -Renewal and Support Services of CIS Water Billing Proprietary Software and Addition of Infinity Portal

Purpose:

The City of Richmond Hill Information Technology Division is seeking Council approval for a non-competitive acquisition greater than \$100,000, in accordance with Procurement By-law 113-16.

Recommendation(s):

- a) That the non-competitive renewal of proprietary software CIS4, including the implementation of the Infinity Portal, purchase of annual software license true-ups and professional services be awarded to N. Harris Computer Corporation till December 31, 2025, for a cost not exceeding \$729,000 exclusive of taxes, pursuant to Appendix "B" Part I, Section (c) of Procurement By-law No. 113-16 in order to ensure compatibility with the existing CIS4 system already in use at the City of Richmond Hill
- b) That the Commissioner Corporate and Financial Services (CFS) be authorized to execute any and all necessary documentation to affect the contract

Contact Person:

[Ravinder Singh](#), Project Manager IT x3801

[Rob Jones](#), Chief Information Officer x5510

[Alice Liu](#), Manager Revenue Services x5432

Report Approval:

Submitted by: Sherry Adams, Commissioner of Corporate and Financial Services

Approved by: Darlene Joslin, Interim City Manager

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All reports are electronically reviewed and/or approved by the Division Director, Treasurer (as required), City Solicitor (as required), Commissioner, and City Manager. Details of the reports approval are attached.

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Background:

The City of Richmond Hill (City) utilizes the proprietary 'CIS4' water billing software in order to compile water meter readings for citywide water accounts and generate water bills for City's residents.

'CIS Infinity Link' is an online web portal that will be publically accessible via internet to City's residents and it will enable the residents to self-serve, accessing their own water account(s), accessing water consumption history, and enable online payments.

'CIS Infinity Link' is a proprietary software by N. Harris Computer Corporation (N. Harris) and it has inbuilt integration with 'CIS4' water billing software.

A contract agreement (dated March 05, 1999) and addendum (dated December 17, 2009) have been previously executed between the City and N. Harris to implement 'CIS Infinity Link' software portal.

The Non-competitive approval was obtained via SRCFS18.0006 (procurement file no. SS-42-18) for the annual renewal of the 'CIS4' water billing software until December 31, 2023. From the funds initially approved, only approximately \$85,000 is currently available, which is not a sufficient balance to cover year 2023 software support services and the planned implementation of the Infinity Portal (Portal) in the current fiscal year.

The City of Richmond Hill Information Technology Division (IT) is now seeking approval to continue with the annual renewal of the software until December 31, 2025 under the existing contract with N. Harris for CIS Water Software, as well as obtain approval for additional funds to supplement and increase the contract value in order to facilitate the following:

- Implementation of 'CIS Infinity Link' a software portal, an extension to 'CIS4' water billing software. The Portal will allow online access for residents to their individual accounts and online payments
- Annual Maintenance/Support and Annual Fee subscriptions of the CIS components until December 31, 2025

Procurement By-law No. 113-16, Appendix "B", Part I - Sole Source Acquisition clause (c) stipulates that sole source acquisitions may be made:

- to ensure compatibility with existing products, to recognize exclusive rights such as patent, copyright or license, or to maintain specialized products that must be maintained by the manufacturer or its representative;

Staff are recommending that the contract be awarded non-competitively pursuant to Appendix "B" Part I, Section (c) of the Procurement By-law No. 113-16 to N. Harris.

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Financial/Staffing/Other Implications:

The total value of the approval is \$ 729,000 exclusive of taxes, including professional services, software subscription purchases and annual recurring fees until December 31, 2025.

- Total from the table below: CAD \$814,400
- Remaining funds available in current approved Purchase Order: CAD \$85,000
- Amount which is needed to be approved: CAD \$729,400

The table below represents the planned expenditure (Canadian Dollar):

N. Harris Planned Annual Expenditure

Item Name	2022 Cost \$	2023 Cost \$	2024 Cost \$	2025 Cost \$
CIS Infinity Portal Implementation	\$120,000	\$ 0	\$ 0	\$ 0
CIS4 Water Annual Support Fee	\$ 0	\$ 108,675	\$ 114,108	\$ 119,813
CIS4 Water/Paymentus API Annual Fee	\$ 0	\$ 7,875	\$ 8,268	\$ 8,681
CIS Infinity Portal Annual Subscription	\$ 0	\$72,000	\$ 75,600	\$ 79,380
Contingency Costs (Estimated)	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000

Relationship to Council’s Strategic Priorities:

Balancing Growth and Green – The Portal will provide online billing and other news/alerts electronically. Hence, will reduce the usage of paper and will be greener approach while providing growth and customer service improvement.

- The Portal will be the foundation for communication of consumption/outage alerts to Richmond Hill residents (Residents)
- Residents will be able to self-access water consumption online anytime (present and historical), and do not have to wait for their next water billing cycle
- Residents will be able to analyze their water consumption anytime

The Portal will promote better customer service and internal process improvements

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Conclusion:

The Information Technology Division recommends renewing the existing annual proprietary software maintenance agreement, including the necessary professional services until December 31, 2025, and increasing the existing contract value to include the implementation of the CIS Infinity Portal, software subscription purchases and annual support fees.

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Report Approval Details

Document Title:	SRCFS.22.020 – Renewal and Support Services of CIS Water Billing Proprietary Software and Addition of Infinity Portal.docx
Attachments:	
Final Approval Date:	Jun 5, 2022

This report and all of its attachments were approved and signed as outlined below:

Rob Jones - Jun 3, 2022 - 3:59 PM

Sherry Adams - Jun 3, 2022 - 4:17 PM

Darlene Joslin - Jun 5, 2022 - 10:27 AM