Date: December 10, 2019  
To: Mayor Andy Mitchell and Council Members  
From: R. Lane Vance, Manager of Financial Services  
Subject: Modernization & Efficiency Grant – Implementation Plan – Phase 2 – Financial Services Software  
Status: For Endorsement

Recommendation

That the report entitled Modernization & Efficiency Grant – Implementation Plan – Phase 2 – Financial Services Software be received for information; and

That staff be authorized to finalize an agreement to secure software and services as outlined in the Request for Quotation from Central Square Technologies subject to financial and technical clarifications outlined in this report;

That the requisite by-law be brought forward to the by-law section to authorize an agreement with Central Square Technologies based on the final agreement.

Information

Financial Services Software

In accordance with Council direction, staff have obtained a quotation and services proposal for a complete Enterprise Resource Planning (ERP) solution to replace various financial services software components. As a reminder an ERP is business process management software that allows an organization to use a system of integrated applications across multiple departments in an organization, to manage the business and automate many back office functions related to technology, services and human resources.

The Central Square Technologies Quotation covers the following:

- software modules through Diamond Municipal Solutions with superior ‘drill down’ capabilities
- Related software licences and any third party licences
- Online demonstrations to ensure a clear understanding of the improved modules,
- Enhanced processes for e-billing and acceptance of online payment methods through a customer service portal.
- project management to coordinate and integrate systems to maximize software, hardware and to ensure quality control.
- Implementation, training and support services
- Annual maintenance fees
The Quotation is very comprehensive and involves a number of options for the municipality to move forward. Prices range from $225,644 to $323,815 depending on software modules chosen and implementation services requested.

There are a number of technical components of the Request for Quotation that need to be verified and aspects of the presentation and demonstrations that need to be clarified. This process will involve a series of discussions and email exchanges to arrive at a final grouping of software and service provisions.

At this juncture staff is requesting Council authorization to proceed with these next steps to secure the new software in a manner that provides the best value for dollar to Selwyn and as outlined in this report.

**Technology Integration Team**

In addition to the Financial Services software purchase and implementation, there are a number of other key pieces of software that need to integrate and link to each other and the web site. A core technology integration team within the Financial Services group has been formed to act as a steering committee over the next year to complete the implementation.

This will require the realignment of duties within the Financial Services department for 2020. While this will be a challenging project, it will build upon the existing cross training goals and will support succession management within the department to benefit the municipality into the future.

The Revenue Coordinator will assume a lead role in coordinating the work of the tech team and ERP solutions team. As well, she will lead outreach with other departments and ensure good lines of communication with and between all parties.

The Revenue Coordinator’s tasks and responsibilities will be backfilled by the Financial Services Assistant in an Acting role. Through a combination of existing finance staff and a contract staff member, the remainder of the financial and customer service tasks will be fulfilled.

Roll out of the integration team work will involve other users across the municipality in order to fully integrate our various software applications and ultimately find efficiencies.

**Financial Impact**

Given the price range of the quotation and expected goals to be realized to secure a contract, an upset limit of $250,000 is recommended. This would allow staff to maximize
the use of existing capital hardware improvements and expertise of in-house IT staff, while looking to the future and customer service expectations.

Technology integration team expenses would use an upset limit of $80,000 to offset staff and resources dedicated to the project throughout 2020.

These two components of the integration initiative would commit an upset limit of $330,000 from the grant. When combined with the amounts already approved by Council, $438,885 would be committed out of the grant amount of $627,696.

The remainder $188,811 will be available for other initiatives that will include Building and Planning software, Recreation software, digitization of paper records, etc.

Strategic Plan Reference

Goal # 1 – Foster a healthy, engaged and connected community
Goal # 2 - Achieve excellence in governance and service delivery.
Goal # 3 - Support a sustainable, balanced, and investment-ready community
Goal # 4 – Cultivate partnerships and promote collaboration.

Environmental Impact

Digitization of records and increased e-commerce and e-billing transactions will have a positive impact on the environment with the reduction of paper products, postage and related resources.

Attachments

➢ Modernization Grant Summary

R. Lane Vance

Prepared By:  R. Lane Vance
Manager of Financial Services/Treasurer

Janice Lavalley

Approved By:  Janice Lavalley
CAO