The Corporation of the Municipality
Staff Report

Office of the Treasurer
Manuela Batovanja

Prepared For: Mayor and Council	Report No.: MB 2023-12
Agenda Date: June 6, 2023	File No.: C11

Purpose

Council receive Report No. MB 2023-12 dated June 6, 2023, recommending the purchase of TownSuite Municipal Software.

Background

Wawa's current municipal software consists of modules from different companies used to accomplish tasks within the same or different departments.

The following are some of the key issues which have been identified with our current software:

- Manual process and duplication creating data entry fatigue.
- Add on processes required to achieve an end goal.
- Support tickets take weeks and more often months to be resolved.
- Data is not shared across platforms, e.g., financial and asset management.
- Other software does not integrate with financial software or each other.
- Budgeting is a manual process.
- Reporting is not user friendly.

The Municipality of Wawa issued a Request for Proposal (RFP) earlier this year to replace the current financial software system with an Enterprise Resource Planning (ERP) Software which would work across all departments.

An ERP system is a software that integrates technologies, processes and people allowing for the efficient sharing of current data and information across departments eliminating incompatible technologies.

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Director of Corporate Services

Advantages of an ERP system:

- Real-time data, no batch processing
- No costs for additional hardware
- Lower operational costs – streamlining process eliminating the need for duplicate entries across various software platforms while reducing the likelihood of errors.
- Higher productivity integrating processes such as accounts payable, purchase orders and inventory in one place.

A further requirement of the RFP was that the system be cloud-based meaning it would be accessed through the internet. This would make applications such as the Point of Sale (POS) module available at locations such as the Tourist Information Centre (TIC), Airport, Proshop, etc. Electronic purchase orders, work orders and employee time sheets would also help to inform the levels of service requirements of asset management. The request was that the storage facility be based in Canada with a high level of security.

To ensure that the selected software met the needs of all departments, the review and recommendation team consisted of four individuals representing the finance, infrastructure, and community services departments. Presentations were provided to the team by all proponents.

When reviewing the RFP's consideration was given to the following Strategic Plan Key Priority items:

- GG-2 Improve online services available to residents to interact with the municipality.
- PS-5 Review financial software program and make recommendation to upgrade.

And the following Transformation Review identified Opportunities for Improvement:

- AF-03 Budget Preparation and Approval Timelines
- AT-03 Website Functionality
- AT-06 Community Consultation/Engagement Software
- AT-07 Inspection Software and Hardware
- AT-08 Financial Software Support
- AT-09 Recreation Booking Software

The Municipality received three responses to the Request for Proposal. The proposals were graded individually on the following criteria:

- Timeline and duration of the project
- Tasks to be completed as outlined in the RFP.
- Deliverables
- Experience in similar projects
- References
- Price

The average review and evaluation scores were as follows:

- VS Group – 40.67
- Townsuite Municipal Software – 85.00
- Catalis – 58.33

Based on the cumulative results of the RFP Evaluation Team the recommended proponent is Townsuite Municipal Software.

Townsuite Municipal Software

- Software is all encompassing meeting data and financial reporting requirements across all departments.
- Cloud based, housed in a Canadian tier 3 data facility.
- Proven track record in providing quick quality-oriented support.
- Meets online wants and needs.
- Was the only proponent who presented a fully integrated, cloud-based solution. No other software is required.
- Has the highest number of Ontario and Canadian applications.
- Innovative with an active research and development department.

The Council approved budget for this project is $255,050 of which $132,000 is budgeted in 2023 and the remainder in 2024.

Total Implementation Costs - TownSuite mERP		
Finance	$ 172,700	Includes: Financial, Purchasing, Inventory, Customer Portal, Point of Sale
Human Resources	$ 63,700	Includes: Payroll, Employee Portal
Asset Management	$ 73,600	Includes: TCA, Work Orders & Maintenance
Community Services	$ 49,600	Includes: Recreation, Service Requests/311
Sub-Total	$ 359,600	
Proposed Incentive Reductions	$ (57,536)	
Total	$ 302,064	

The pricing after incentives is $302,064. This includes a Community Service module at a cost of $49,600, which if removed would bring the cost to $252,464.

The Community Service module consists of recreation (facility booking, memberships, events) as well as an internal and/or citizen facing Service Request/311 module.

Options

Option 1 – Remain with our current software. This is the least desirable option as it maintains our current issues and limits our future capabilities.

- Maintaining current software reduces process efficiency.
- Staff frustration will remain or expand.
- Places unnecessary demand on staff time and duplicates processes.
- Reduces ability to effectively meet legislative requirements regarding reporting.

Option 2 – Accept the Townsuite Municipal Software Proposal without the Community Service module. This option will allow us to remain within the approved capital budget estimates.

Option 3 – Accept the Townsuite Municipal Software Proposal as presented. This is the preferred option as it meets the needs of all departments as well as addressing current and upcoming legislative requirements.

Conclusion/Recommendation

WHEREAS it is desirable for the Municipality of Wawa to replace its current software with an Enterprise Resource Planning (ERP) software and;

WHEREAS the 2023 capital budget approved the purchase of municipal software and;

WHEREAS the cost exceeds the budgeted amount by $49,600 (forty-nine thousand, six hundred dollars and zero cents);

THEREFORE BE IT RESOLVED THAT the Council for the Corporation of the Municipality of Wawa does hereby authorize the purchase of the Townsuite Municipal software at a cost of $302,064 (three hundred two thousand, sixty-four dollars and zero cents) plus applicable taxes.