

## **Non-Competitive Contract for an Electronic Documentation Management System Service Provider**

Presented To:	Community and Emergency Services Committee
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Recommended by:	General Manager of Community Development

### **Report Summary**

This report summarizes the requirement of a non-competitive (single source) contract for the procurement of a service provider to deliver Electronic Document Management Services for the Ontario Works program, as delivered by the Children and Social Services Division of the Community Development Department.

### **Resolution**

WHEREAS the Electronic Document Management (EDM) system shall improve the user experience, administrative efficiencies and process optimization through the digitization of paper into digital records;

WHEREAS Nimble Digital Information Strategies (Nimble) is the vendor of record for the Province of Ontario and several other municipalities that have implemented an EDM system for Ontario Works document management;

WHEREAS Nimble has specific expertise in providing EDM services to Ontario Works offices, including the necessary technical expertise with the Province's proprietary applications (SAMS, OPSDocs) and it is anticipated that adopting the already established processes and workflows would greatly reduce the overall cost of initial start-up and implementation

THAT the City of Greater Sudbury approves the non-competitive (single source) contract and standing offer agreement

### **Relationship to the Strategic Plan, Health Impact Assessment and Community Energy & Emissions Plan (CEEP)**

This initiative provides for a reduction in the use of paper and will generate service efficiencies, leading to improved customer service outcomes.

## Financial Implications

If approved, the value of the contract to complete the implementation will be approximately \$122,000. The Children and Social Services Division has been successful in a funding application to the Ministry of Children, Community and Social Services for approximately \$61,000, representing a 50/50 cost share for the one-time implementation costs. The value of the required ongoing services under the standing offer agreement, which will be on an “as and required” basis, are not expected to exceed \$30,000 per annum. These annualized costs will be offset by efficiencies of the digital strategy.

## Background

The Ministry of Children, Community and Social Services has developed an Electronic Document Management (EDM) model as part of its Social Assistance Reform mandate. EDM provides the foundational base for enhanced user experience, administrative efficiencies, and process optimization through the digitization of paper into digital records accessible through the online application for administering the Ontario Works program – the Social Assistance Management System (SAMS).

It is anticipated that EDM will reduce the amount of time spent on document management functions, and will create opportunities for enhanced service delivery, free time for active case management functions, and enable staff to make faster decisions so that Social Assistance recipients can receive the supports and services they need when they need them.

Currently, there are approximately 37 (out of a total of 47) Ontario Works offices that have adopted EDM, with the anticipated benefits of the project being:

### Strengthen Program Integrity

- Incorporate automation of program rules for document
- Document audibility and performance management
- Consolidation/Streamlining of document channels

### Enhance Program Access and Usability

- Expanded service access and increase service channels
- Electronic access to Social Assistance recipient documents
- Improved Social Assistance recipient experience and outcomes

### Introduce Service System Efficiencies

- Reduced paper handling, administrative work & misfiled records
- Increased focus on high impact client-centered activities
- Allow for real-time transfer of Social Assistance recipient document records
- Allows for cost avoidance, savings, and time efficiencies
- Strengthens and automates records management processes

### Functional Integration

- Deliver scalable and adaptable solution that supports future enterprise needs
- Allows for government service channel/benefits integration

### Other opportunity benefits

- Renders obsolete the need for dedicated floor space at each location for document filing, resulting in reduced real estate costs or opportunity to repurpose office space

The Province of Ontario has selected Nimble Digital Information Strategies (Nimble) as the vendor of record for their directly provided services (the Ontario Disability Support Program), and thus far, all 37 Ontario Works offices that have implemented EDM have also entered into service agreements with Nimble.

As per Section 22. (1) (b) of the City of Greater Sudbury Purchasing By-Law, a Single Source Purchase may

be recommended by the Authorized Person for one or more of the following reasons:

- (i) the standardization or compatibility of a Purchase with existing equipment, product standards, facilities or services is a paramount consideration.
- (ii) a Good is purchased for testing or trial use.
- (iii) competition is absent for technical reasons and the Goods, Services and/or Construction Services can only be supplied by a particular supplier.
- (iv) the City has a rental contract with a purchase option and such a purchase option is beneficial to the City.
- (v) no bids were received in response to a Bid Solicitation or Quotation Procedure; or,
- (vi) a business case can be made to establish that the purchase is in the best interests of the City.

Furthermore, applicable trade agreements allow for non-competitive purchasing under the following exemption:

CFTA Article 513/CETA Article 19.12: 1. (b) if the goods or service can be supplied by only a particular supplier and no reasonable alternative or substitute goods or services exist for any of the following reason: (iii) due to absence of competition for technical reasons.

In this instance, staff request that City the Council consider Nimble has specific expertise in providing EDM services to Ontario Works offices, including the necessary technical expertise with the Province's proprietary applications (SAMS, OPSDocs) and it is anticipated that adopting the already established processes and workflows would greatly reduce the overall cost of initial start-up and implementation.

Staff is requesting that Greater Sudbury City Council authorize the non-competitive (single source) procurement, and the ability for the Children & Social Services Division to enter into a five-year agreement with Nimble for the provision of electronic document management services.

## **Next Steps**

If approved, Staff will develop the agreement with the vendor, establish the project team and complete the required activities to implement the electronic document management system for Ontario Works.

## **Resources Cited**

<https://www.greatersudbury.ca/city-hall/by-laws/by-law-pdfs-en/c-by-law-2014-1/>