**Region of Peel**
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| REPORT TITLE: | **Supply of Risk Management Software, Hosting, Maintenance and Support (Document 2021-162N)** |
| FROM: | Sean Baird, Commissioner of Digital and Information Services<br>Stephen Van Ofwegen, Commissioner of Finance and Chief Financial Officer |

## RECOMMENDATION

**That a contract (Document 2021-162N) for the supply of risk management software, hosting, maintenance and support be awarded to Computer Sciences Canada in the estimated amount of $104,088, (excluding applicable taxes), for a contract period of 12-months pursuant to Procurement By-Law 30-2018, as amended;**

**And further, that authority be granted to renew the Contract on an annual basis (or for multiple years at a discounted rate) in the estimated annual amount of $60,000, (excluding applicable taxes), for ongoing hosting, maintenance, support, and to increase the Contract for any upgrades and additional licenses for the lifecycle of the solution, subject to satisfactory performance, price and approved budget.**

### REPORT HIGHLIGHTS

- The current Riskmaster risk management software has been used by Loss Management and Insurance Services since 2005.
- The Riskmaster application is used to process, manage and analyze claims and track incidents for the Region of Peel, Peel Regional Police and Peel Housing.
- Currently, the Riskmaster software is an on-premise legacy version and far behind by six major upgrades. An upgrade to the cloud to access all the required functionalities is critical.
- This is a sole source procurement due to the proprietary nature of the software, as such the required upgrade and ongoing support represents the only current option.

## DISCUSSION

### 1. Background

The current Riskmaster risk management software solution has been in use by Loss Management and Insurance Services since 2005 to collect data to manage claims and analyze claims for the Region of Peel (Region), Peel Regional Police (PRP) and Peel Housing Corporation (PHC). It is also used to record data regarding contracts and agreements that ROP/PRP/PHC entered into in order to monitor compliance with insurance requirements set out in such agreements.

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The Riskmaster software has been well integrated into the current systems and business processes of Region and also has functionality that can empower users to make effective, informed decisions based on solid data and analysis. The solution enables advanced analytics, dashboards and visualization, information infrastructure, query, reporting, analysis reporting, search, and navigation. Data is collected from members of the public, service providers and internal clients (ROP/PRP/PHC) and is maintained for internal purposes for analysis and record keeping.

The Region has been using the on-premise version of the software which is far behind by six major upgrades.  Currently, the Service Level Agreement is renewed annually; however, for a legacy version from 2005, the vendor software support has been very limited.   The business is unable to access efficient vendor support due to different functionalities of the latest version and not everyone in vendor support is trained in the older version.  Hence, the business must rely on the internal workarounds for any functional issues with the application.

Due to lack of functionalities and compatibilities with other technology integrations across the corporation, business operations are impacted on a day-to-day basis forcing the users to implement various workarounds to accomplish their tasks resulting in increased time and effort. The outdated application causes extensive technical issues that are related to data synchronization with Business Intelligence reporting. Therefore, the business must either wait for the appropriate support person to look at the issue resulting in delayed response or implement temporary fixes.

It is critical to upgrade the current state on-premise version Riskmaster 14.1 to a new proprietary cloud-based solution called Assure Claims 20.3 with a new reporting tool as the current on-premise legacy version is risk prone and ineffective.  There are potential risks for not implementing the upgrade as vendor support for legacy version will soon end which will adversely impact the business operations.  The legacy version is also incompatible with the Region's upgraded application architecture, e.g. MS Edge and Office 365, resulting in a fair degree of manual workaround.

Approval is requested to upgrade the existing legacy version to the cloud version and renew hosting, maintenance and support annually for as long as the software solution is required.

Staff conclude that the software upgrade will provide good value to the Region.  There are financial gains to be achieved in moving to the cloud version as the on-premise version has been found to be costlier to maintain than the cloud version.  The estimated cost savings over a period of three years for the cloud version is $58,000 as opposed to on-premise cost.

The Riskmaster software and the cloud version, Assure Claims is proprietary to Computer Sciences Canada.

2. **Procurement Process**

This is a non-competitive procurement process and requires Regional Council approval. The process to award this contract is in compliance with the Procurement By-law 30-2018, as amended.

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**FINANCIAL IMPLICATIONS**

Sufficient funding is available in the Capital Budget under project number 197327.

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***Reviewed and/or approved in workflow by:***

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