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**REPORT TITLE:**     **Supply and Implementation of Housing Enabling Technology for the Region of Peel, Document 2020-107P**

**FROM:**             Janice Sheehy, Commissioner of Human Services  
                          Sean Baird, Commissioner of Service Excellence and Innovation

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## **RECOMMENDATION**

**That the Contract (Document 2020-107P) for the supply and implementation of the Housing Enabling Technology for the Region of Peel awarded to Cloud SynApps Inc. be increased by \$550,000 (excluding applicable taxes) for a revised contract amount of \$3,932,608 (excluding applicable taxes), in accordance with Procurement By-law 30-2018.**

### **REPORT HIGHLIGHTS**

- Regional Council approved funding to support technology enhancements for Housing Services through the 2019 and 2021 budget processes.
- This technology will enhance the existing Homelessness Salesforce technology, replace outdated and unstable existing technology, and automate manual processes.
- Cloud SynApps Inc. was the successful vendor through a competitive procurement process to deliver a cloud-based technology solution.
- Work commenced in August 2020 to assess detailed business requirements and create a viable plan to deliver on outcomes.
- The business requirements gathering process resulted in a revision to the initial effort estimates, adding approximately 12 weeks of work to the project.
- This additional work requires a \$1,113,768 increase to the contract.
- The revised contract amount is \$3,932,608 (exclusive of applicable taxes).
- The funds required for the contract increase are available within the approved capital budget.

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## **DISCUSSION**

### **1. Background**

In 2018, Regional Council approved the renewed 10-Year Peel Housing and Homelessness Plan (the Plan). One of the five strategies included in the Plan is '*Transform Service*'. The objectives of the Transform Service strategy include improving housing outcomes for housing and homeless clients, enhancing the client experience through process improvement and automation, and reducing administrative burden and costs.

As part of the 2019 and 2021 budget processes, Regional Council approved funding to support technology enhancements for Housing Services. This technology will enhance the

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existing Homelessness Salesforce technology, replace outdated and unstable existing technology, and automate several manual processes to support the transformation of the housing system.

### **2. Procurement Process**

In August 2020, Cloud SynApps Inc., after a competitive procurement process, was awarded a contract to deliver an integrated cloud-based solution on the Salesforce Platform by late Summer 2021. The new technology will achieve the following outcomes:

1. Improved client/provider experience by providing integrated and streamlined Housing Services.
2. Empower clients/providers through ease of access (accessible services) and informed decisions.
3. Increased efficiency in the delivery of housing services because of automation.
4. Production of quality, clear, real time, static, raw, and custom data for housing and homelessness to support operational funding, system, and business performance.

Prior to procuring the services of Cloud SynApps Inc., staff identified business requirements to inform the issuance of the Request for Proposal. The vendor provided an initial development plan based on the preliminary requirements indicating that the estimated effort could be impacted once detailed requirements were further defined.

After extensive work with the vendor to develop a viable plan to achieve the desired outcomes, it was determined that additional effort of approximately 12 weeks would be required. A revised plan was developed, with cost containment considerations including the re-prioritization of functionality, deferral of enhancements to future phases and expanded reliance on internal capacity. While the additional 12 weeks of development will not impact timelines, nor require additional budget, it does require an increase to the Contract.

### **3. Required Contract Changes**

The additional 12 weeks of development work requires a \$1,113,768 increase to the existing contract. There are sufficient funds in the project budget to accommodate this increase.

Through authorities granted to staff pursuant to the Procurement By-law, the Contract has been increased by \$563,768 (exclusive of applicable taxes). In accordance with the Procurement By-law, the remaining increase of \$550,000 (exclusive of applicable taxes) requires Council approval. With Council approval, the \$2,818,840 contract will be increased by \$1,113,768 to a new total of \$3,932,608 (exclusive of applicable taxes).

## **RISK CONSIDERATIONS**

There are financial and reputational risks associated with not replacing the legacy applications in Housing Services. Our inability to increase the contract will jeopardize the transformation of Housing Services including the implementation of a needs-based approach to subsidy and services and the federally mandated Coordinated Access System as previously approved by Council.

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Moreover, continuing with the current legacy systems creates additional operational risks as these systems are on critical support. The legacy systems cause time consuming, labour intensive and manual processing with little to no connectivity between databases. The risk of error is high.

### **FINANCIAL IMPLICATIONS**

There are sufficient funds in the approved Housing Technology capital projects 19-5032 and 21-5032 to accommodate the increase of \$1,113,768 to the Contract with Cloud SynApps Inc. The revised contract amount is \$3,932,608 (exclusive of applicable taxes).

### **CONCLUSION**

Housing Services is transforming how services are delivered. This transformation includes significant investments in technology. In August 2020, and through a competitive process, Cloud SynApps Inc. was awarded a contract to deliver an integrated cloud-based solution. After extensive work with the vendor, it was determined that additional effort of approximately 12 weeks would be required to complete the project and achieve desired outcomes. As such, and in accordance with the Procurement By-law, staff is requesting Council approval to increase the Contract by a total of \$1,113,768.

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*For further information regarding this report, please contact Grace Caron, Program Director Housing Transformation, [grace.caron@peelregion.ca](mailto:grace.caron@peelregion.ca).*

*Authored By: Joyce Nielsen, Project Manager*

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

Department Commissioner, Division Director, Financial Support Unit and Procurement.