

Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee
From: George Kotsifas, Deputy City Manager,
Planning and Economic Development
Subject: mobilINSPECT By-law & Enforcement -
A Mobile Application for Inspections by Partho Technologies Inc.
Date: September 21, 2021

Recommendation

1. That on the recommendation of the Deputy City Manager, Planning and Economic Development, the following actions **BE TAKEN** with respect to mobilINSPECT By-law & Enforcement, a mobile application from Partho Technologies:
 - (a) the price of \$99,000 (HST extra) negotiated with Partho Technologies Inc. for the provision of mobilINSPECT By-law & Enforcement, **BE ACCEPTED** on a Single Source basis in accordance with sections 14.4 (d) and 14.4 (e) of the Procurement of Goods and Services Policy;
 - (b) the Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with this purchase;
 - (c) the approvals given herein **BE CONDITIONAL** upon the Corporation entering into a formal contract for this purchase; and,
 - (d) the Mayor and City Clerk **BE AUTHORIZED** to execute any contract, statement of work or other documents, if required, to give effect to these recommendations.
2. That on the recommendation of the Deputy City Manager, Planning and Economic Development, the attached proposed by-law (Appendix "A") **BE INTRODUCED** at the Municipal Council meeting to be held on October 5, 2021:
 - (a) authorize and approve a Statement of Work (Schedule "1" to the by-law) to be attached as a schedule to the Software as a Service Subscription Agreement of April 1, 2018 (approved by by-law A.-7697-98), between The Corporation of the City of London and Partho Technologies Inc. for the purpose of using mobilINSPECT By-law & Enforcement, a mobile application which shall provide useful business functions to the municipal law enforcement officers within Municipal Compliance through an easy-to-use and intuitive mobile device application; and
 - (b) authorize the Deputy City Manager, Planning and Economic Development, to execute the Statement of Work authorized and approved in part 2(a), above.

Executive Summary

The purpose of this report is to seek Council approval to amend an existing Single Source procurement contract (#18-10) with Partho Technologies Inc. by adding an additional module called mobilINSPECT By-law & Enforcement.

Linkage to the Corporate Strategic Plan

The services proposed support the City of London's "Leading in Public Service" strategic area of focus. This mobile application allows municipal law enforcement inspectors the ability to quickly and effortlessly retrieve or update information related to property inspections and complaints.

This undertaking supports the following specific strategies outlined in the 2019-2023 Strategic Plan:

- Increase the use of technology to improve service delivery - continue to maintain, build and enhance a high-performing and secure computing environment;
- Enhance the ability to respond to new and emerging technologies and best practices - deliver and maintain innovative digital solutions to increase efficiency and effectiveness across the Corporation; and
- Increase responsiveness to our customers - streamline customer intake and follow-up across the corporation.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

Single Source Procurement (#18-10) for MobilInspect: Partho's Mobile Application dated March 19, 2018.

1.2 Purpose

The City of London's Building Division within Planning and Economic Development has relied upon Partho Technologie's mobile application, mobilINSPECT, since 2018 to provide building inspectors with reliable and current information at their fingertips, while also allowing them to capture inspection results efficiently. There is an enhanced module available which is built specifically for by-law enforcement inspections and works in a similar manner as its predecessor.

This request is to seek Council approval to amend an existing procurement contract with Partho Technologies Inc. by adding on the enhanced module, mobilINSPECT By-law & Enforcement, that would serve and benefit by-law enforcement staff.

2.0 Discussion and Considerations

2.1 Previous Success

With the encouragement of the Large Municipalities Chief Building Officials (LMCBO), the Building Division and Information Technology Services partnered with Partho Technologies Inc. in April 2018 to move closer towards LMCBO's vision of a unified, provincial "inspections system". Council approved the purchase and implementation of mobilINSPECT, a module created for building inspectors to capture their inspection results while in the field using their mobile device. Results are automatically updated to the corporate property database platform known as AMANDA. For the last three years, this module has allowed building inspectors the ability to update their findings, even if in neighbourhoods with unreliable network connectivity. In addition, the module works in collaboration with AMANDA to instantly email inspection updates to homeowners, builders and developers in real-time. The implementation of mobilINSPECT has been considered a success, enough so that there is a demand to expand this module to also include municipal by-law enforcement inspections.

2.2 Expected Benefit

mobilINSPECT By-law & Enforcement would integrate with the existing corporate workflow and property database platform, AMANDA. The intention is to have a reliable solution for municipal law enforcement officers (MLEOs) to retrieve property, permit or complaint information while working from their vehicles. MLEOs will be able to enter their inspection results into a mobile device which automatically syncs with the main database. In addition to enhanced functionality, this mobile application provides a solution to cell network connectivity issues that has previously hindered on-site inspections, particularly with data retrieval from AMANDA and sending real time results.

Once implemented, automated emails would be configured and sent to the property owner or complainant moments after a result has been entered. In addition, if an inspection is entered by the MLEO in an area that has poor cell network connectivity, the result would be saved until the officer drives through a connected area and the results would automatically upload. This technology advances the area's ability to access property information remotely, determine the next "best" site to attend based on GPS tracking, and efficiently connect with customers through automated emails.

The City will diligently mitigate any risks associated with a project of this nature through contract and statement of work management, milestone-based scheduling, approvals and payments, and project management best practices.

3.0 Financial Impact/Considerations

The planned funding for this project will come from Municipal Compliance budget within Planning and Economic Development.

4.0 Key Issues and Considerations

4.1. Indemnification

The City Solicitors Office and Risk Management have previously reviewed the Software as A Service Subscription Agreement. Risk Management advises that the Agreement contains an indemnity provision in section (15). This clause cannot be changed and exposes the City of London to liability. In the opinion of Corporate Insurance/Risk Management, this should not stop the City of London from moving forward with final approval of this agreement as the benefits of this project outweigh the potential risks.

4.2 Single-Source Procurement

Civic Administration is seeking a Single Source procurement in accordance with sections 14.4 (d) and (e) of the Procurement of Goods and Services Policy.

14.4 (d) There is a need for compatibility with goods and/or services previously acquired or the required goods and/or services will be additional to similar goods and/or services being supplied under an existing contract;

14.4 (e) The required goods and/or services are to be supplied by a particular supplier(s) having special knowledge, skills, expertise or experience.

The rationale for the Single Source procurement is as follows:

- Planning and Economic Development has an existing contract with Partho Technologies (2018-2023 with intentions to renew) that provides over 20 building inspectors access to the mobilINSPECT application. This request is to amend the existing contract by adding on mobilINSPECT By-law & Enforcement for 10 municipal law enforcement officers.
- Engaging Partho Technologies Inc. will allow the City to leverage the skills and expertise that Partho has gained thus far by working with other municipalities.

Conclusion

This report, the Software as A Service Subscription Agreement, and Mobilinspect Terms of Service has been reviewed by City service areas and staff recommend approval.

Prepared &

Submitted by: Catherine DeForest, Manager, Client Services, Planning and Economic Development

Concurred by: Kelly Dalton, Manager, Information Technology Services, Enterprise Supports

Recommended by: Mark Henderson, Director, Economic Services and Support, Planning and Economic Development