Bill No. 458
2021

By-law No. A.-_____-___

A by-law to approve a Change Order to the Master Services Agreement between Nimble Information Strategies Inc. and The Corporation of the City of London.

WHEREAS subsection 5(3) of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended, provides that a municipal power shall be exercised by by-law;

AND WHEREAS The Corporation of the City of London ("City") is a delivery agent designated by the Minister of Children, Community and Social Services to administer the *Ontario Works Act*, 1997;

AND WHEREAS the Ministry, as part of the Social Assistance Modernization Strategy, has implemented Electronic Document Management;

AND WHEREAS the City and Nimble Information Strategies Inc. entered into a Master Services Agreement on December 21, 2020 ("Master Services Agreement") with respect to Electronic Document Management;

AND WHEREAS it is deemed expedient for the City to amend the Master Services Agreement by executing a Change Order;

AND WHEREAS it is appropriate to authorize the Deputy City Manager, Social and Health Development to execute the Change Order on behalf of the City;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1.	The Change Order (<u>attached</u> as Schedule 1 to this By-law), which amends the Master Services Agreement, is authorized and approved.

2.	The Deputy City Manager, Social and Health Development is authorized to execute the Change Order authorized and approved under section 1 of this by-law.

3.	This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council October 5, 2021

Ed Holder
Mayor

Catharine Saunders
City Clerk

First Reading – October 5, 2021
Second Reading – October 5, 2021
Third Reading – October 5, 2021

Change Order

Change Order Identification			
Name	**City of London Life Stabilization**	**ID #**	
Date Change Order Submitted	08/30/2021	**Priority (Low/Moderate/==High==/Critical)**	
Date Last Updated		**Impact (Low/Moderate/==High==)**	

Description & Rationale

Prepared by the person requesting the change. Brief description of the change. Why is this change needed (specific numbers if possible)? What will be the impact if the change is not implemented?

City of London Life Stabilization has approximately 8,500 client master files that require digitization prior to December 31, 2021. It is estimated that each client master file folder contains approximately 175 physical pages with 15% of the 175 pages being duplex (double-sided). Therefore, each physical client file folder will generate approximately 201 images. The client master file digitization was not included in the initial Statement of Work. The change is being implemented to support increased efficiencies for document management and access within SAMS. Additionally, digitization of active files aims to enhance information security and align with provincial modernization priorities.

Scope:

- Nimble Information Strategies Inc.will be responsible to ensure all active files are packed, securely moved from City of London Life Stabilizations locations, manifested, registered and received into the Nimble facility located in Markham Ontario.
- For 5 City of London Life Stabilization offices (identified below), on or before **December 31, 2021** (unless all parties agreed to a change in date) all historic master files for retention, as determined by the governing record series, will be scanned, indexed and retrievable by City of London staff in electronic format.
    - Citi Plaza: 355 Wellington Street, Suite 248
    - London East: 1-1835 Dundas Street.
    - Northland Mall: 107-1275 Highbury Ave.
    - South London Community Centre: 1119 Jana Boulevard
    - Westmount Shopping Centre: 785 Wonderland Rd. South
- Where possible Services will align with the requirements of the MCCSS Records and Document Management Standard on MCCSS Records Digitization Process Guideline.
- Scanning and indexing will be completed as per the SA-EDM Scanning Guide.

Ontario Works - City of London				
Master File Digitization	Case Files	Images	Cost Per Image	$Cdn
Ontario Works - City of London	8,500	1,708,500	0.18	307,530
File Pack & Move Services - 5 Locations				20,000
Total				327,530
Contingency of 5% on image estimate				15,400
Total with Contingency				342,930

Assessment

Prepared by the project team. List the project areas/tasks that will be affected by the change, the resulting benefit, as well as the impact on the schedule and budget.

Areas Affected	Benefits	Schedule Impact	Budget Impact
Active Client Master Files	• File content in digital format, loaded to provincial OPSDocs system. • Improved control and access for client information. • Reduce physical file storage footprint and reliance on paper documents.	Digitization needs to be completed on or before Dec.31, 2021	$342,930.00

Recommendations

Describe the options that have been considered. Explain pros and cons of various implementation strategies. Make a recommendation as to how this change could be implemented.

As per section 10.1(3) of the Master Services Agreement, authorized changes will be attached to the applicable Schedule and shall form part of the Master Services Agreement as if originally set out in the agreement and will have effect accordingly. The signed Change Order Request will be added as an addendum to the existing Statement of Work. The client master file digitization program will be implemented upon acceptance of this Change Request Form. The draft plan to support the digitization timeline is under review by Nimble Information Strategies Inc. The backfile (digitization of client files) will provide risk mitigation to the City of London OW offices and client information will be readily available to City of London Life Stabilization staff within SAMS.

Acceptance & Sign-Off

Identify the decision-making body that will approve/reject this change.

☐ Approved as Requested	☐ Approved with Changes	☐ Rejected	

Prepared By:

Amanda Circelli

Manager, Evaluation & Systems Planning

Approved By:

Kevin Dickins

Deputy City Manager, Social and Health Development

Signature   Date

	Comments

Quality Control Process

The following quality control process, outlined in this appendix, apply to the City of London Client Master File Digitization.

Nimble will provide the following services in support of quality control requirements
Receipt Controls ((100% of Batches)
Note: Digital Day 1 document images originate from the OW office and are forwarded to Nimble via SFTP.
- Tag all grouped Documents with a Package Tracking ID
- Ensure all documents have a unique ID
- Batch documents in groups of 200 (or less) and Tag All Batches with Nimble Tracking ID
- Flag exceptions and route to exception handling process

Receipt Controls (Emails): (100% of Batches)
- Tag all Emails with a Unique Package Tracking ID
- Ensure all emails received have a unique ID
- Tag all attachments received with a unique document ID
- Batch Emails in groups of 200 and Tag All Batches with Nimble Tracking ID
- Flag exceptions and route to exception handling process

Receipt Review Controls: (Conducted during project start up)
- Verify Package IDs and Nimble Batch IDs are present
- Verify receipt counts match physical counts
- Verify Junk items to confirm they are sorted correctly

Manifest Registration Controls: (As Required)
- Log all charts\folders in box and verify against client manifest (If provided)
- Verify if chart\record demographic data is present in Master Data
- Flag exceptions and route to exception handling process
- Generate Header barcodes (if applicable)

Prep Review Controls: (Conducted during project start up)
- Verify Package IDs and Nimble Batch IDs are present
- Ensure correct barcoded header page is inserted (if applicable)
- Ensure Records properly prepared for scanning

Scanning Controls:

Electronic Document Import Controls: (100% of Batches)
- Electronic documents are imported and assigned a unique batch ID and Nimble Tracking ID
- 100% of all electronic documents received are logged into a tracking database
- 100% of all electronic documents are run through Antivirus software
  o Documents failing virus or malware checks are removed and quarantined
    ▪ Document tracking up updated with results
- Images normalization processes convert non-standard documents to TIF format to facilitate data extraction processing
  o Exceptions are removed from the normalization process and logged
  o Exceptions are loaded to the Exception portal for review
- Where possible Document clean-up is performed on the TIF images to maximize data classification
  o Image border removal
  o Image de-skewing
  o Image de-speckling

QC Scan Controls: (100% of Batches)
Classification Controls: (100% of Batches)
- All images and packages within a batch are processed
- Exceptions are flagged and identified based on exception processing guidelines
  o Exceptions are loaded to Exception portal for customer review

Verification \ Index Controls: (100% of Batches)
- Level 1 indexes are verified against Master data (if available)
- Level 1 indexes are verified based on business rules (i.e. MOD 10)
- Form ID entries validated against Master Form ID table
- Document Date entries are formatted to correct regional setting

- Manifest (if available) is validated against chart \folder level indexing
- Exceptions are flagged and identified based on exception processing guidelines
  - Exceptions are loaded to Exception portal for customer review

Quality Assurance Controls: (Statistically relevant sampling of a percentage of files)
- Application controls prohibit more than 1 user accessing a batch at once
- Quality Assurance Acceptance Levels:
  - Package ID: 100% accurate
  - Level 1 Index: 100% accurate
  - Structured Form ID document identification: 99.9% accurate
  - Unstructured document identification: 90%
  - Secondary Metadata Elements: 92-94% accurate
  - Non-OCR Data entry capture: 80% accurate

Post Process Export Controls: (100% of Batches)
- Box is electronically checked to ensure the following;
  - All fields are populated and contain valid data
  - All chart \records in batch indexed that are manifested
  - All chart \records and accounts exist in Master Data
  - All Document Types exist in Master form id table
  - All images can be opened

Post Upload Delivery Controls: (100% of Batches)
- 100% of batches received have been converted and uploaded to client
- 100% of charts \ folders in manifest have been converted and uploaded to client
- 100% of images created from output scripts have been uploaded to client

SmartCloud Archive Validation Controls: (if available)
- Closed loop validation of all images exported by Nimble confirming they have been imported into SmartCloud system.