



**City of Kingston  
Report to Council  
Report Number 21-035**

---

**To:** Mayor and Members of Council  
**From:** Brad Joyce, Commissioner, Corporate Services  
**Resource Staff:** Jeff Bumstead, CIO, Information Systems & Technology  
**Date of Meeting:** January 12, 2021  
**Subject:** Single Source N. Harris Computer Corp Maintenance Support  
for CityView Application

---

**Council Strategic Plan Alignment:**

Theme: Corporate business

Goal: See above

**Executive Summary:**

The purpose of this report is to seek Council approval for the purchase of annual CityView technical support and maintenance from N. Harris Computer Corporation. The City's Building and Enforcement Services department has utilized the CityView application since 2001 to provide building permits upon approval and to help manage inspections throughout the development process. The application also manages property standards and bylaw enforcement.

The City's Building & Enforcement Service Department has been working to migrate Building Permit, Licensing and Enforcement services from CityView to DASH over the last few years. Until the migration is complete, the use of CityView as the active Licensing and Enforcement platform is required. The migration of these capabilities to DASH is anticipated to be completed in late 2022.

With gradual annual increases for support and maintenance, the cost of the support agreement has now exceeded \$50,000.

January 12, 2021

Page 2 of 4

In accordance with By-Law Number 2000-134, A By-Law to Establish Purchasing Policies and Procedures, Council approval is required to enter into a single source agreement that is greater than \$50,000.

**Recommendation:**

**That** Council authorize the Mayor and Clerk to enter into an agreement for the continued use of the CityView application, support and maintenance with N. Harris Computer Corp. for the total amount of \$55,151.82 plus applicable taxes, in a form satisfactory to the Director of Legal Services.

January 12, 2021

Page 3 of 4

**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

---

**Brad Joyce, Commissioner,  
Corporate Services**

ORIGINAL SIGNED BY CHIEF  
ADMINISTRATIVE OFFICER

---

**Lanie Hurdle, Chief  
Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Paige Agnew, Commissioner, Community Services

Peter Huigenbos, Commissioner, Business, Environment & Projects                      Not required

Jim Keech, President & CEO, Utilities Kingston    Not required

Desirée Kennedy, Chief Financial Officer & City Treasurer                                      Not required

Sheila Kidd, Commissioner, Transportation & Public Works                                      Not required

January 12, 2021

Page 4 of 4

**Options/Discussion:**

In 2001 the City entered into an Implementation Services Contract with Municipal Software for the purchase and implementation of CityView software. The City's Building and Enforcement Services department has utilized the CityView desktop application for almost 20 years. It has evolved over time to include support for Animal Licensing, Business Licensing, Building Permits and By-Law Enforcement. Over the last few years, a strategic decision has been made to migrate these services to products that provide a better fit for the level of service that we strive to provide; products such as DocuPet and Accela Automation (DASH).

The final objectives of the plan to decommission CityView are to migrate Licensing and By-Law Enforcement services over to DASH by late 2022. The timing of this implementation requires the City to sustain the use of CityView and maintain an active support and maintenance agreement until we have completed these objectives and are in a confident position to decommission its use.

[By-Law Number 2000-134](#) a By-law to establish purchasing policies and procedures for the City of Kingston, as amended, indicates "Single Source" shall mean there is only one known source of supply of a particular goods or services. N. Harris Computer Corporation is the only authorized product vendor to undertake the annual support and maintenance of CityView.

**Existing Policy/By-Law:**

[By-Law 2000-134](#), "A By-Law to Establish Purchasing Policies and Procedures", as amended.

**Notice Provisions:**

None

**Accessibility Considerations:**

None

**Financial Considerations:**

There are sufficient funds in the Information Systems & Technology operating budget to cover the costs related to annual maintenance and technical support.

**Contacts:**

Jeff Bumstead, CIO, Information Systems & Technology 613-546-4291 extension 1341

**Other City of Kingston Staff Consulted:**

None

**Exhibits Attached:**

None