



**City of Kingston  
Report to Council  
Report Number 21-097**

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**To:** Mayor and Members of Council  
**From:** Lanie Hurdle, Chief Administrative Officer  
**Resource Staff:** Ruth Noordegraaf, Director, Housing & Social Services  
**Date of Meeting:** March 23, 2021  
**Subject:** Approval of a Single Source Agreement with Nimble Information Strategies Inc. for Electronic Document Management

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**Council Strategic Plan Alignment:**

Theme: Regulatory & compliance

Goal: See above

**Executive Summary:**

Electronic Document Management (EDM) was developed as part of the Ministry of Children, Community and Social Services (MCCSS) Social Assistance Reform mandate. EDM supports the shift to paperless social assistance service delivery by digitizing paper records for processing and retention for Ontario Works (OW) and Ontario Disability Support Program (ODSP). It also enables the electronic encrypted transfer of files between social assistance programs and across jurisdictions. EDM provides the foundational base for enhanced user experience, administrative efficiencies, and process optimization through the digitization of paper into digital records accessible through the provincial database, Social Assistance Management System (SAMS).

As of July 2020, the Digital Mailroom has been implemented in all 47 ODSP offices across the province, and as of December 14<sup>th</sup>, 2020 the Digital Mailroom has been implemented in 13 OW regions. To date, all site implementations have been completed with the digitization services contracted through MCCSS with Nimble Information Strategies Inc. (Nimble). This vendor was vetted and selected through a provincial competitive process.

March 23, 2021

Page 2 of 5

To vet an independent vendor locally for this EDM project, would require significant time and resource commitments to source potential vendors, develop supporting documentation and templates, create an independent statement of work and master service agreements, including processes and procedures unique from provincial templates. There is the potential of significant technological delays and impacts, as a new vendor would need to work with the province to enable an interface with SAMS, offering the same high level of security and protection. Additionally, the vendor would need to align with SAMS upgrades on a bi-monthly/quarterly basis so that the systems continue to work synchronously, and minimise impacts to customer service across municipal offices and social assistance programs. For these reasons, and the reasons set out in this report, staff is recommending single source procurement and the execution of a Master Services Agreement with Nimble Information Strategies Inc. for the provision of document scanning and imaging services related to the implementation of Electronic Document Management.

**Recommendation:**

**That** the Mayor and City Clerk be authorized to enter into a Master Services Agreement in a form satisfactory with the City Solicitor, with Nimble Information Strategies Inc. for the provision of document scanning and imaging services related to the implementation of Electronic Document Management, effective from September 1, 2021 to September 30, 2024; and

**That** the by-law, attached as Exhibit A to Report Number 21-097, be presented to Council on March 23, 2021 for all three readings to amend By-law 2016-189, "A By-law to Consolidate the Delegation of Powers and Duties", as amended to grant the Director of Housing and Social Services delegated authority to enter into subsequent agreements with Nimble Information Strategies Inc. for the provision of document scanning and imaging services related to the implementation of Electronic Document Management, as required, subject to annual review and to the satisfaction of the Director of Legal Services.

March 23, 2021

Page 3 of 5

**Authorizing Signatures:**

ORIGINAL SIGNED BY CHIEF  
ADMINISTRATIVE OFFICER

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**Lanie Hurdle, Chief  
Administrative Officer**

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

Paige Agnew, Commissioner, Community Services	Not required
Peter Huigenbos, Commissioner, Business, Environment & Projects	Not required
Brad Joyce, Commissioner, Corporate Services	
Jim Keech, President & CEO, Utilities Kingston	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	
Sheila Kidd, Commissioner, Transportation & Public Works	Not required

March 23, 2021

Page 4 of 5

**Options/Discussion:**

Electronic Document Management focuses on the way mail and other incoming documents are received and processed in the local social services office. When implemented, incoming documents (mail, fax, drop-offs, etc.) are redirected/communicated to a digitization vendor. These documents are scanned/digitized with the digital copies made accessible through SAMS for staff to action or for future reference. This also includes the digitization of all current active Ontario Works master files and any newly created files going forward.

Nimble is the preferred vendor identified by the Province and selected through a competitive process in keeping with provincial procurement policies. This competitive process vetted several vendors with Nimble as the successful candidate. The vendor is experienced in EDM implementation with all of the provincial ODSP offices committed, and currently 13 municipal OW offices including Toronto Employment & Social Services (TESS), United Counties of Leeds and Grenville, Hamilton, and Peterborough. Four additional offices will be executing contracts to be digital mailroom sites this year. The Province has already vetted and qualified the vendor with regard to privacy, data protection/security, and its ability to meet standards necessary for continued timely local service to households receiving social assistance. Nimble will continue to work with MCCSS to ensure that the OPS Docs software is updated and in sync with the continual updates that occur in SAMS, and that the document meta data assignment rules and folder structure, including unique identification, are standard across OW and ODSP for ease of client transfer between programs and across municipalities.

The economies of effort, standardization, and the due diligence already undertaken through the provincial procurement process qualify this as a “Single Source” procurement per the City of Kingston’s By-Law to Establish Purchasing Policies and Procedures ([By-Law Number 2000-134](#)), which is the recommendation by City staff for the implementation of this project. Local Corporate file retention bylaws will be built as rules into the OPS Docs platform to ensure compliance is maintained.

Digitization of master files and daily paperwork has a direct impact on council’s strategic plan for demonstrating leadership on climate action. As Provincial and local initiatives are developed and implemented by the local office and communicated to our clientele, this will further eliminate the need for paper transactions, and we will be doing our part in reducing our carbon footprint. The ongoing operational costs described as the Digital Mailroom, will become part of ongoing departmental operating budget. Consequential savings in the areas of reduced file storage, photocopying, and time-spent filing, will allow for accommodation of this new ongoing expenditure within the departmental budget.

**Existing Policy/By-Law:**

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

**Notice Provisions:**

None

March 23, 2021

Page 5 of 5

**Accessibility Considerations:**

None

**Financial Considerations:**

The total cost of the three-year Master Services Agreement will be accommodated within the approved operational budget and is broken down as follows:

<b>Year One</b>	Digitization of existing Active Master Files by December 2021	\$135,000
<b>Year One</b>	Digital Mailroom (digitization of new incoming documentation)	\$ 11, 620
<b>Year Two</b>	Digital Mailroom (digitization of new incoming documentation)	\$34,860
<b>Year Three</b>	Digital Mailroom (digitization of new incoming documentation)	\$34, 860
<b>Total</b>	<b>Value of Three-Year Agreement</b>	<b>\$216,340</b>

Costs are estimates informed by document counts undertaken by City staff. A component of each of the above costs is transactional/volume based. Based on the experience of other municipalities, which have undergone this modernization initiative, it is anticipated that the volume-based portion of costs can be contained or reduced through local program policy, processes, and monitoring for compliance. Scanning volumes and the associated costs will be monitored, and correction undertaken if necessary, to ensure costs remain within the contracted amounts.

**Contacts:**

Ruth Noordegraaf, Director, Housing & Social Services 613-546-4291 extension 4916

Laura Rabbie, Manager, Social Services 613-546-4291 extension 4857

**Other City of Kingston Staff Consulted:**

Lana Foulds, Director, Financial Services

Blair Johnson, Corporate Records and Information Officer, Office of the City Clerk

Alan McLeod, Acting Director, Legal Services & City Solicitor, Legal Services

Stewart Waldron, Acting Manager, Systems Development, Information Systems & Technology

**Exhibits Attached:**

Exhibit A - By-law to amend By-law 2016-189, "A By-law to Consolidate the Delegation of Powers and Duties", as amended

**By-Law Number 2021-XX**

**A By-Law to Amend By-Law Number 2016-189, A By-Law to Consolidate the Delegation of Powers and Duties, as Amended**

**Passed:** [Meeting Date]

**Whereas** Kingston’s City Council has deemed that the delegation of authority to enter into subsequent agreements with Nimble Information Strategies Inc. for the provision of document scanning and imaging services related to the implementation of Electronic Document Management, as required, subject to annual review and to the satisfaction of the Director of Housing and Social Services; and

**Whereas** the Council of The Corporation of the City of Kingston deems it advisable to amend By-Law Number 2016-189;

**Therefore be it Resolved That** By-Law Number 2016-189, be amended as follows:

1. By adding the following delegated authority to Schedule A:

<b>Delegate</b>	<b>Delegated Authority Description</b>	<b>Enabling By-Law or Council Motion/ Resolution</b>
Director Housing and Social Services	Authority to execute service agreements on behalf of the City of Kingston, in a form satisfactory to the Director of Legal Services, with Nimble Information Strategies Inc. for the provision of document scanning and imaging services related to the implementation of Electronic Document Management.	[Enter Amending By-Law Number]

2. This by-law shall come into force and take effect on the date of its passing.

**Given all three readings and passed:** [Meeting Date]

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**John Bolognone**  
City Clerk

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**Bryan Paterson**  
Mayor