



## City of North Bay Report to CAO, CFO and City Solicitor

Report No: CORP-2022-103

Date: September 21, 2022

Originator: Mary-Ann Kotylak, CPPB, CPPO  
Manager of Purchasing

Beverley Hillier, MCIP, RPP  
Manager, Planning & Building Services

Business Unit:  
Corporate Services

Department:  
Financial Services Department

Subject: RFP 2022-63 Building Permit Software

Closed Session: yes ☐ no ☒

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### Recommendation

That a contract be awarded to PSD Citywide Inc. in the amount of \$210,373.56 (plus HST) for the implementation of a permitting software package and 5-year licensing and support.

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### Background

This contract award can be made under allowances of the Delegated Authorities By-Law 2021-111. In the event of a Lame Duck Period, By-Law 2021-111 was passed to provide authority to the Chief Administrative Officer, the Chief Financial Officer and the City Solicitor to jointly approve purchases requiring council approval.

Throughout the COVID-19 Pandemic the City's Building Department shifted to an informal electronic building permit submission process. Electronic permit submission has proven to be popular with both our local and out of town contractors and consultants. The proposed solution will assist with creating a formal software program to receive, track and manage building permit applications. This will also allow for mobile inspection tracking and online application status which will assist with improving customer communication and create efficiencies throughout the permitting process.

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## Financial/Legal Implications

A formal bid request, which closed July 22, 2022, was administered by the Purchasing Department and was publicly advertised in accordance with the City's Purchasing By-Law 2013-200. Four proposals were evaluated by the Purchasing Manager, Manager Planning & Building Services, Chief Building Official/Chief Plan Examiner, IS Manager Current Operations and the Chief Financial Officer. The evaluation considered company and staff experience and qualifications, solution details and capabilities, project implementation and schedule, support, additional items of interest and price.

The results are as follows:

Ranking	Company	Overall Score
1	PSD Citywide Inc.	101.00
2	Cloudpermit Software	86.53
3	CityView an unincorporated division of N. Harris Computer Corporation	52.08
*	The Bitcrew Corporation	-

\* Proponents marked with an asterisk provided proposals that did not meet the minimum mandatory requirements

The proposal from PSD Citywide Inc. scored highest and provides the best overall value to the City. Their bid is considered fair and reasonable.

Sufficient funding for the software and first year licenses provided under this contract is available in Capital Project No. 4120PZ – Electronic Building Permit Application Submission Program. Funding for ongoing licensing and support is managed within the operating budget for the Building Services Department. Sufficient funding will continue to be requested in future years.

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## Corporate Strategic Plan

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|--|---|
| <input type="checkbox"/> Natural North and Near                | <input checked="" type="checkbox"/> Economic Prosperity |
| <input checked="" type="checkbox"/> Affordable Balanced Growth | <input type="checkbox"/> Spirited Safe Community        |
| <input type="checkbox"/> Responsible and Responsive Government |   |

## Specific Objectives

Explore and implement opportunities to streamline processes, policies and practices that make it easier and more effective to do business in North Bay.

Explore opportunities to reduce the costs of government service delivery, including shared services and new technologies.

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## Options Analysis

Option 1: That a contract be awarded to PSD Citywide Inc. in the amount of

\$210,373.56 (plus HST) for the implementation of a permitting software package and 5-year licensing and support.

Option 2: Do not award a contract. This option is not recommended because the proposed software solutions will provide improved customer service and efficiencies in the submission, review, approval, and processing of building permit applications.

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### **Recommended Option**

That a contract be awarded to PSD Citywide Inc. in the amount of \$210,373.56 (plus HST) for the implementation of a permitting software package and 5-year licensing and support.

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Respectfully submitted,

Name: Mary-Ann Kotylak, CPPB, CPPO  
Title: Manager of Purchasing

Name: Beverley Hillier, MCIP, RPP  
Title: Manager, Planning & Building Services

### **We concur with this report and recommendation**

Name: Ian Kilgour, MCIP, RPP  
Title: Director, Community Development and Growth

Name: Margaret Karpenko, CPA, CMA  
Title: Chief Financial Officer /Treasurer

Name: Peter E.G. Leckie, B.A. (Hons.), LL.B.  
Title: City Solicitor

Name: David Euler, P.Eng., PMP  
Title: Chief Administrative Officer

Personnel designated for continuance:

Name: Beverley Hillier, MCIP, RPP  
Title: Manager, Planning & Building Services