Clause 18 in Report No. 11 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on June 25, 2015.

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Upgrades to the Hostel Programs Database

Committee of the Whole recommends adoption of the following recommendation contained in the report dated May 22, 2015 from the Commissioner of Community and Health Services:

1.   Recommendations

It is recommended that:

1. Council authorize the award of a contract for the upgrade of the Hostel Programs Database to Mission Systems Development Corporation. The upgrade will cost $50,000, exclusive of HST. In addition, there is an ongoing annual cost of $6,000 for ongoing support and maintenance, exclusive of HST, for up to five years for a total of $30,000.

2. Council authorize the Commissioner of Community and Health Services to execute all necessary agreements and documents, subject to the prior review of Legal Services.

2.   Purpose

This report requests Council approval to enter into a direct purchase contract to procure an essential system upgrade for the Hostel Programs Database from Mission Systems Development Corporation.

3. Background

Homelessness Community Programs Unit provides programs and supports for homeless and at risk residents

The Homelessness Community Programs Unit directly provides, or enters into service agreements with community partners to offer a range of homelessness prevention and housing stability programs for individuals and families.

All programs must meet two key outcomes: those who are homeless obtain and retain housing, and those who are at risk of homelessness maintain housing. Services include Emergency Housing, the Housing Stability Program, Outreach Services, and the Housing with Supports Program (formerly the Domiciliary Hostel Program).

A dedicated Hostel Programs Database is used to administer the Housing with Supports Program and Emergency Housing

Homelessness Community Programs staff use a dedicated Hostel Programs Database (the Database), developed by Mission Systems Development Corporation (Mission Systems) to administer the programs, provide case management for clients, and manage billing and payments to service providers. The Database also enables the collection of expenditure and program statistics that support provincial reporting as well as local service system planning.

Microsoft support for the platform used to develop the current Hostel Programs Database will end in July 2015

In 2014, Microsoft announced that it will cease to support the version of the platform (ASP.NET) used for the current Database after mid-July 2015. When this support ends, Microsoft will no longer release security updates or updates to maintain the platform's compatibility with newer operating systems and browsers.

4. Analysis and Options

An interim upgrade is required to maintain the continued use of the Database until a long-term solution is implemented

A longer term solution may be possible in approximately two years through the Region's Customer Relationship Management system. The Hostel Programs Database is used for client data and supports vital functions including billing and statistical reporting for the Housing with Supports Program and Emergency Housing. It is necessary to upgrade the database in the immediate interim to a newer version of the ASP.NET platform until a long-term data solution is implemented.

It is anticipated that a new long term solution will not be implemented before 2017. Given the specialized and technical nature of the services provided by Mission Systems and their knowledge of the current Database, it is recommended that Mission Systems be retained to upgrade the Database platform to maintain its security and functionality. The interim solution will ensure that Emergency Housing and Housing with Supports continue to be supported.

Council approval is required to enter into a direct purchase agreement with Mission Systems with ongoing support and maintenance

Mission Systems was paid a total of $61,132.79 between 2005 and 2011 for the initial development of the Database and periodic support and upgrades to the Database. The cost to upgrade the Database platform and provide ongoing support and maintenance, as well as what has been paid to date, will exceed $100,000.

Under the Purchasing Bylaw Section 9.1, a direct purchase may be procured without issuing a call for bids on the basis that there is only one entity reasonably capable of providing the deliverables and where compatibility with existing equipment, facilities or service is the paramount consideration. Under Section 9.2, Council approval is required to award of any contract under Section 9.1 (a) or 9.1 (b) having a total cost exceeding $100,000.00.

Link to key Council-approved plans

The programs and services that are funded or delivered by the Homelessness Community Programs Unit support the *2011-2015 Strategic Plan and Vision 2051* through the provision of a broad range of housing choices and supports and by helping low and moderate income residents with access to basic needs.

5. Financial Implications

A total of $50,000, exclusive of HST, is required to upgrade the Database. This amount will be paid from the approved Community and Health Services 2015 Operating Budget. An additional cap of $30,000, exclusive of HST ($6,000 per year for up to five years) for ongoing support and maintenance of the Database, will be paid from the Community and Health Services Operating Budget.

6. Local Municipal Impact

There is no municipal impact.

7. Conclusion

The Hostel Programs Database is an established and essential tool to support the work of the Homelessness Community Programs Unit. An immediate upgrade to the Database platform is required before July 2015 to maintain the functionality of the database until a long term database solution is identified and implemented.

For more information on this report, please contact Cordelia Abankwa, General Manager, Social Services, at Extension 72150.

The Senior Management Group has reviewed this report.

May 22, 2014

Accessible formats or communication supports are available upon request