



City of  
**Peterborough**

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**To:** Members of the General Committee

**From:** Sheldon Laidman, Commissioner, Community Services

**Meeting Date:** March 11, 2024

**Report:** Renewal of Nimble Information Strategies Inc. contract for Ontario Works Client File Digitization, Report CSSS24-004

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## **Subject**

A report to recommend a contract renewal to Nimble Information Strategies Inc. for Ontario Works client file digitization.

## **Recommendations**

That Council approve the recommendations outlined in Report CSSS24-004, dated March 11, 2024 of the Commissioner of Community Services as follows:

- a) That the City renew a 3-year agreement with Nimble Information Strategies Inc, 2820 14th Avenue, Suite 100 Markham, ON L3R 0S9, based on the option to renew in the previous agreement, work completed and the previously approved Non-Standard Procurement at a cost of \$206,033 plus HST of \$26,784 for a total cost of \$232,818; and
- b) That the Mayor and Clerk be authorized to execute a new service agreement for January 1, 2024, to December 31, 2027, with Nimble Information Strategies Inc on terms satisfactory to the Commissioner of Community Services and in forms acceptable to the City Solicitor.

## **Background**

The Ministry of Children, Community and Social Services (MCSS) completed a competitive procurement process in 2015 for Document Scanning and Imaging

Services. This competitive bid process allowed the Province to digitize two programs directly delivered by MCCSS; the Disability Adjudication Unit (DAU) and the Ontario Disability Support Program (ODSP). They awarded the contract to Nimble Information Strategies Inc and recently renewed their contract until March 2025.

On June 8, 2020, Council approved [Report CSSS20-007](#) – Award of Non-Standard Procurement for Ontario Works Client File Digitization Project to Nimble Information Strategies Inc. until January 11, 2024. This was done to ensure alignment with the provincial digitalization processes already underway and to take advantage of their experience in digitizing the very similar provincial programs.

The digitization project with Nimble has been underway since the summer of 2020 and the company has performed as expected. Staff's recommendation is to renew the agreement with Nimble for an additional three years as listed as an option in the 2020 agreement. The extension of the project is necessary as the original estimate provided by the Province of the number of records to be digitized under the prescribed legislation was significantly underestimated and the initial contract was delayed as it was initiated during the pandemic.

Social Services has created a multi-year plan to achieve complete digitalization of all active Ontario Works records. The plan is designed to spread out costs associated with this project and maximize annual subsidies from the Province to accomplish this.

### **Council Approval Required**

Chart 3, Note 6, of Appendix A of the Procurement By-law 22-070 indicates Council approval is required in all cases where the total cumulative increase is both more than \$100,000 and more than 10% of the original contract value.

### **Next Steps**

Upon approval by Council, staff would negotiate a Master Service Agreement Extension and Statement of Work.

## **Strategic Plan**

Strategic Priority Pillar: Governance and Fiscal Sustainability

- Support a culture of continuous improvement, safety, and innovation to enhance cost-effective delivery of City Programs and services.

Connection to Strategic Priority Pillars: Digitizing client files supports efficient use of staff time and better service to clients, allowing easier access to client files and documents by any staff working with the client. As more documents are scanned electronically, physical office space is saved and eventually it is expected to be able to fully eliminate the extra file storage space Social Services is currently leasing by the end of 2025

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## Budget and Financial Implications

For sole use in the 2024 calendar year, MCCSS has granted a one-time extra funding request of \$25,000 to support electronic document file management in Social Services.

The approved EDM budget for 2024 is \$77,606. There will not be any additional funds requested for the duration of the project. The current annual costs are accommodated within the approved 2024 budget, under the Ontario Works Administration Cost Centre. All costs within the Ontario Works Administration are cost shared with the Province.

## Conclusion

This request is part of an electronic data management project to reduce paper files with the goal of eliminating the need to store and pay for file storage off site. This project continues to make case management more efficient and effective. This is a provincially led project that supports file transfers across the province and life stabilization practices.

Submitted by,

Sheldon Laidman  
Commissioner of Community Services

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