Council Report

Report Number:	**PUR2024-022**
Meeting Date:	December 10, 2024
Title:	**2024-094-SS Single Source for Prime BPM Process Management**
Author and Title:	Ashley Wykes, Buyer
	Brenda Stonehouse, Manager Strategy and Innovation

Recommendation(s):

That Report PUR2024-022, **2024-094-SS Single Source for Prime BPM Process Management**, be received;

That PRIME Business Process Management be awarded the three (3) year single source to continue to implement business process management solutions for the amount of $449,397 USD plus the applicable currency exchange rate and taxes at time of invoice;

That subject to receipt of the required documents, the Director of Corporate Services be authorized to execute the agreement to award; and

That Corporate Services be authorized to issue a purchase order.

Department Head: _____

Financial/Legal/HR/Other:_____

Chief Administrative Officer:_____

Background:

At the Council Meeting of July 25, 2023, Council adopted the following resolution:

CR2023-350

2023-84-SS Single Source for Business Process Management Software
Ashley Wykes, Buyer
Brenda Stonehouse, Strategy and Innovation Specialist

CR2023-350

That Report PUR2023-029, **2023-84-SS Single Source for Business Process Management Software**, be received;

That PRIME Business Process Management be awarded the single source to implement a business process management solution in an amount of $99,499.00 USD plus the applicable currency exchange rate at time of invoice; and

That subject to receipt of the required documents, the Director be authorized to execute the agreement to award the contract.

Carried

This report addresses the continuance of the Prime Business Process Management (Prime BPM) to allow the City can continue to map business processes.

Rationale:

Continuous improvement has been part of the City of Kawartha Lakes since 2013 when the first Lean Six Sigma Black Belts and Green Belts were trained and projects undertaken. The program has evolved through the years and is now known as "Make it Better". A critical component of any improvement project is the ability to map the current process and the production of an improved state process map.

Prime BPM is a system that is designed to create and store business processes using a standard methodology. Processes are mapped, analysed, and improved using the BPM tool. All process maps are versioned and include step-by-step task instructions assigned by role. Approvals and annual reviews of processes can be automated from the system to specific users, keeping processes accurate and departments accountable for updates and changes through the process lifecycle.

When improvement opportunities have been identified, the BPM Tool facilitates a simulation to look at the impact of the process change. It compares the current process to the proposed one and does an analysis based on the parameters identified. This

allows for the exploration of change opportunities before implementation and will provide the data needed for a business case.

In the past two years using Prime BPM, process libraries for each business unit in the organization (158 libraries) have been created and over 3100 processes to date have been identified. The City has utilized Prime BPM's Process Mapping as a Service to map out five processes a month.

With the 3-year subscription renewal of the software we will be ensuring continuity as Prime BPM will remain the centralized repository for processes. The renewal agreement also expands the process mapping as a service to 10 process maps a month, which will support us in documenting and standardizing processes throughout the organization.

Other Alternatives Considered:

No other alternative is being considered as the solution has and will continue to provide a robust user experience and a complete solution that meets the requirements identified.

Alignment to Strategic Priorities

This project aligns with the strategic priority of "Good Government" as it will increase the efficiency and effectives of service delivery by documenting and improving current processes, creating new processes and promoting a culture of continuous improvement.

Financial/Operation Impacts:

The initial year funding has been included in the 2025 IT Special Projects – Enterprise System Expansion budget in the amount of $149,799 plus taxes and the exchange rate. The second and third years payments of $149,799 each (plus taxes and exchange rate) will be allocated in the annual IT operating budget. The purchase amount in the chart below was using the USD/CAD exchange rate as of November 26, 2024 and is subject to change.

Project Number	Project Budget	Other Committed Funds*	Project Balance	Purchase Amount (excluding HST) Year 1	HST Payable	Total Purchase	Project Balance
TBD	$365,000	$0	$365,000	$210,764	$3,710	$214,474	$150,526

Consultations:

Director of Corporate Services
Treasurer
Supervisor, Procurement

Department Head email: sbeukeboom@kawarthalakes.ca

Department Head: Sara Beukeboom

Department File: 2024-094-SS