

## COUNCIL AUTHORITY FOR CONTRACT AWARDS SINGLE SOURCE AWARD

<b>Project Award</b>	Single Source award to Vayle Inc. for a Freedom of Information Access and Privacy software compliance solution.
<b>Recommendation</b>	<p><b>Staff are recommending the single source award to Vayle Inc. for the implementation and ongoing software licensing and support of a Freedom of Information Access and Privacy software compliance solution (Vayle FOI), for a three-year term, in the total amount of \$49,250 (exclusive of HST).</b></p> <p><b>Staff are requesting the delegated authority to award an additional single source purchase to Vayle Inc., for the implementation and ongoing software licensing and support of a new module, Vayle PIA, when it becomes available in Q1 of 2025, in the estimated amount of \$25,920 for a three-year term.</b></p>
<b>Purpose of Report</b>	As per Section 10.1 of Purchasing By-law No. 061-2018, Council approval is required.
<b>Background information</b>	<p>Enhancements in technology and process improvements are critical to the Town's ability to deliver services and information digitally. The Town of Milton's Strategic Vision 2051 has committed substantial investments in technology, process improvements and meaningful partnerships to improve customer service, embed sustainable practices and create a foundation for flattening long-term costs.</p> <p>Freedom of Information (FOI) requests are essential for ensuring transparency and accountability in public administration. The Town currently handles FOI requests manually, which can lead to errors. Furthermore, keeping track of compliance and creating annual reports consumes a significant amount of staff time. The Vayle FOI module offers a comprehensive suite of tools to help public sector organizations save time, mitigate compliance risks, and enhance trust.</p> <p>As public sector entities face increasing demands for transparency and accountability, Vayle FOI stands out as a critical tool for effectively meeting these challenges. Some key features include:</p> <ul style="list-style-type: none"> <li>• A step-by-step workflow to ensure each stage in the response process is followed, due dates are adhered to, and fees are calculated correctly.</li> <li>• Streamlining the submission, tracking, and fulfillment of FOI requests through an intuitive, user-friendly interface.</li> <li>• Compliance tracking helps maintain adherence to legislative deadlines and requirements, minimizing non-compliance risk.</li> </ul>

## Schedule G

- Automated annual report automatically and accurately calculates all sections required to complete the IPC Annual Statistical Report with “one click.”

Staff is confident that investing in the Vayle FOI software solution will improve our organization’s FOI management capabilities and reinforce our commitment to transparency and public service.

Additionally, Privacy Impact Assessments (PIAs) are becoming increasingly important in the Canadian public sector due to the growing complexities of data management and the heightened sensitivity of personal information. As public entities adopt new technologies and digital services, PIAs ensure compliance with privacy laws, protect citizens’ personal information, and build public trust by proactively identifying and mitigating privacy risks. Vayle PIA will help us navigate the challenges associated with conducting and monitoring PIAs.

Vayle Inc. stands out as the sole vendor in the current Canadian market to introduce a PIA module set to launch in early 2025. This innovative module empowers cross-functional teams to efficiently identify privacy risks, establish effective mitigation strategies, assign tasks and due dates, and automatically draft PIAs.

Bill 194, Strengthening Cyber Security and Building Trust in the Public Sector Act, 2024 that was tabled this year and mandates stricter privacy protection measures for Ontario provincial government institutions. These laws require public sector entities to conduct PIAs to ensure that personal information is handled responsibly and securely, thereby fostering greater accountability and transparency in public administration. PIAs offer numerous benefits that enhance the overall governance of public sector organizations: such as promote public trust by demonstrating a commitment to protecting personal information and building stakeholder confidence and foster a culture of privacy awareness within organizations, ensuring that privacy considerations are integrated into all aspects of project planning and execution.

Approving Vayle as the single source provider for both FOI and PIA modules aligns with the Towns operational needs and strategic goals.

The total value of \$49,250 (exclusive of HST) for the Vayle FOI software consists of \$2,500 pro-rated amount for November/December 2024, plus \$16,750 for 2025, \$15,000 for 2026 and \$15,000 for 2027. Vayle PIA is anticipated to be launched early 2025 with the Town onboarding in early spring. The estimated annual cost of the PIA module is \$8,640 (exclusive of HST) for the three-year term.

<b>Financial Planning Section: Budget Impact</b> (Note 1)	
<b>Account Number(s)</b>	C24110024-A0260-7171
<b>Account Description</b>	Department Specific Initiatives
<b>Project Total Budget</b>	\$196,000
<b>Contract Budget</b> (Note 2)	\$ 28,381
<b>Actual</b> (Net of HST Rebate)	\$ 28,381
<b>Variance</b>	\$ 0
<b>Funding Source</b>	Project Variance Account

Note 1: Financial impact includes any non-refundable portion of HST.

Note 2: This award will result in ongoing operating costs. The total contract value for the 3 year period will be \$75,170 (exclusive of HST). The operating costs in 2025 will be capitalized and are included in the figures above. Beginning in 2026, annual operating costs will be reflected in the annual operating budgeting at an estimated value of \$23,640 (exclusive of HST).