



The Corporation of the Municipality of Arran-Elderslie

Staff Report

Council Meeting Date: June 13, 2022

Subject: SRDPCLK.22.08 Award Cemetery Mapping & Records Management RFP

Report from: Julie Reid, Deputy Clerk

Appendices: None.

Recommendation

Be It Resolved that Council hereby,

1. Awards the Request for Proposal for the project to CIMS Cemetery Management Solution with a total project cost of \$41,267.65;
2. Approves the use of capital funds as allocated in the 2022 Capital Budget from capital ID 3179 in the amount of \$55,000 which includes grant funding of \$41,250 and a municipal contribution of \$13,750.;
3. Directs Staff to enter into a three year operating contract for the annual amount of \$3,486.58; and
4. That staff continues to work with CIMS to complete the remaining cemeteries, to the upset limit of the approved capital budget.

Report Summary

The intent of this report is to award the Request for Proposal that was sent out for a cemetery mapping and records management solution following the successful application of grant funding for this initiative.

Background

The current records and related management of the Municipal cemeteries are currently held in paper format, including maps, internment rights records, burial records and other related documents. This system is extremely time consuming to maintain and continual repetition is necessary to perform functions related to the cemetery operations.

Additionally, with this type of records storage, in the event of a fire, the records would be destroyed, posing a large risk to the integrity of our records. Staff have identified a number of benefits and efficiencies that can be achieved by implementing an electronic cemetery management solution.

In October of 2021, Staff applied for a grant through the Municipal Modernization Program, Intake 3, (MMP3) to assist with this project and were successful in the application. Staff sent out a Request for Proposal to find the most appropriate solution for Arran-Elderslie's needs.

Analysis

Staff identified the following desired elements when looking for a cemetery management solution:

- ✓ Cloud Based System
- ✓ Streamlining of current redundant processes
- ✓ Ease of Use
- ✓ Realtime updating
- ✓ Ability for both administrative and works Staff to access information
- ✓ Electronic Mapping
- ✓ GIS integration
- ✓ Keystone Integration
- ✓ Online Public Search options

Request for Proposals were received from five (5) vendors, two (2) of which were received late and disqualified.

<i>Company</i>	<i>One-Time Project & License Cost</i>	<i>Annual Fees</i>
MARMAK	\$33,000	\$8,000
Stone Orchard (Keystone)	\$44,375	\$5,500
CIMS	\$55,100	\$3,600

Interviews and demonstrations were conducted, and it was determined that MARMAK was not an appropriate fit as it appeared to be a broader system that was adapted for cemetery use and a less user-friendly platform. Staff shifted their focus to the two (2) remaining platforms.

Stone Orchard is a server-based platform that provides many of the desired elements.

It is owned by Central Square/USTI, who also owns Keystone, our current financial software. The system has the ability to track all of the necessary data and is customizable to adapt to our needs. Since it is server based, it can only be accessed through our server which means to connect from outside of the office, a remote desktop would be required for the Works Department to access the platform which would not be achievable in the field.

There is a public search option but it can also only be accessed by a kiosk in the office, connected to the server and is not available through the internet or our website. During the interview process, it was determined that additional mapping would be needed, at an additional cost. The one-time license fee is quite a substantial commitment at \$27,500. Following the interviews and additional questions, Staff determined that a server-based solution was not a good fit for the scope of this project.

CIMS Cemetery Management solution is a cloud-based solution that provides all of the desired aspects and is also customizable. It provides a cloud-based solution that is accessible on all devices, both in the office or in the field and includes a customized report that is compatible with our financial software. Also included is a public interface that is customizable and includes a navigation to plot option for those searching for loved ones. The public would also have the option to view availability of plots within our cemeteries. Once the mapping is established, the necessary files can be downloaded for integration with our ESRI-GIS mapping. Staff identified CIMS as the most suitable platform for this project.

During discussions, Staff identified that the scope of the project may be larger than first anticipated due to the status of our current records and maps. It was decided to investigate a staged approach to this transition, and begin with the two largest cemeteries, Chesley and Tara, that we have the most data available for. Once these are implemented, a better understanding of the process and work needed to bring the other smaller cemeteries into the system could be better determined. Staff discussed the best approach to the project with CIMS and they provided some adjusted costing. This includes the one-time license cost of \$5,142.26.

One-Time Implementation and training costs:	\$ 20,064.17
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Interactive Mapping	<u>\$ 16,455.87</u>
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HST	\$ 4,747.61
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Total Project Costs	\$ 41,267.65
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Ongoing Annual Costs	\$ 3,085.47
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HST	\$ 401.11
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Total	\$ 3,486.58
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The scope of this project is quite complex and specialized. CIMS has been providing cemetery management software solutions for over 20 years. Staff are confident that their expertise in this field will greatly benefit the municipality in modernizing our very outdated cemetery record-keeping system.

The grant funding coupled with the low licensing costs provides the Municipality with a platform to build the database and mapping with guided expertise and bring the status of our records to where they need to be for future plans. Looking forward to the future, Staff hope to bring the mapping and management solution in house.

Link to Strategic/Master Plan

6.6 Modernizing Services

This project supports the modernization of services by creating an electronic database of our cemetery records and providing a public interface that will allow the community to view cemetery information, search for loved ones, and support ancestry research. This solution will provide internal efficiencies while also providing a community benefit.

Financial Impacts/Source of Funding/Link to Procurement Policy

The MMP3 Grant provides the Municipality with \$41,250 towards the project and staff included the required \$13,750 municipal portion in the 2022 capital budget for a total of \$55,000. The revised scope of this project will see the project fall within the budget at a cost of \$44,754.23 which includes the first-year annual fee.

The remaining \$10,245.77 would be used to bring the other cemeteries online starting with Paisley and St. Andrew's and then the other smaller cemeteries as funds allow.

There is an on-going annual fee of \$3,486.58. This would be fixed for a minimum of three years provided no additional developed acreage is added, which is not expected however, it is noted that additional acreage between 20 and 50 acres would be billed at a maximum of an additional \$250.00 per year.

The project must be completed by February 28, 2023, in accordance with the grant agreement. CIMS believes this will be an attainable timeline.

Staff currently estimate time spent on cemetery paperwork and processes at approximately 14 hours per week. This does not include Work's Staff time. It is estimated that the streamlining of processes and removing the repetitive functions, staff time will be reduced by less than half. This reduction in Staff costs would offset the annual fee and allow for the time saved to be allocated to other tasks.

Approved by: Sylvia Kirkwood, Chief Administrative Officer