



**Report**  
**Staff Report**  
 The Corporation of the City of Brampton  
 5/14/2025

**Date:** 2025-04-29

**Subject:** **Development Approvals Process Technology Assessment**

**Secondary Title:** **Expression of Interest Responses and Next Steps**

**Contact:** Carolyn Crozier, Strategic Leader, Office of the Commissioner,  
 Planning, Building and Growth Management

Gaea Oake, Manager, Data Services & AI, Information Technology,  
 Corporate Support Services

**Report number:** Planning, Bld & Growth Mgt-2025-384

**RECOMMENDATIONS:**

1. That the report from Carolyn Crozier, Strategic Leader, Office of the Commissioner, Planning, Building & Growth Management, and Gaea Oake, Manager, Data Services & AI, Information Technology, Corporate Support Services, to the Council meeting of May 14, 2025, re: **Development Approvals Process Technology Assessment: Expression of Interest Responses and Next Steps** be received;
2. That the Commissioner of Planning, Building and Growth Management and the Chief Information Officer be directed to commence a Request for Proposal, aligned with the 3 Year Information Technology Strategy Roadmap, for an integrated system for the Development Approvals Process, which, in future could be extended to support permit, licensing, code enforcement & compliance, case management, mobile inspections and public access software; and, is aligned with the broader enterprise-needs of the technology solution, as determined by the CIO.

**OVERVIEW:**

- **Council has consistently recognized the importance of leveraging technology to bring the Corporation to the forefront of delivering on its Corporate strategic priorities including those related to Brampton's growth and service excellence.**
- **At its October 23, 2024 meeting, Council directed the Commissioner of Planning, Building and Growth Management and Chief Information Officer (CIO) to begin the procurement process for an integrated, end-to-end**

**Development Approvals Process (DAP) workflow software platform that aligns with the City's plans for future technologies by issuing a Request for Expression of Interest for the new software (Motion CW403-2024).**

- **The Commissioner and CIO were further directed to report back to Council to seek approval on commencing a potential Request for Proposal for the new DAP workflow software and with any necessary budgetary amendments based on the information received through the Request for Expression of Interest.**
- **On March 6, 2025 the City issued a Request for Information (RFI) to explore end-to-end software solutions capable of seamlessly managing the City's development approvals workflow.**
- **The RFI outlined general requirements for the software solution, with an emphasis on a solution that provides a unified, integrated software system that can streamline all aspects of the DAP, from planning and engineering, to building permitting.**
- **Other key business requirements for the solution include:**
  - **Workflow integration;**
  - **User-friendly interface;**
  - **Public-facing portal for online submissions, tracking and management;**
  - **Real-Time Key Performance Indicators (KPIs);**
  - **Scalability, Future-Proofing and AI integration; and,**
  - **Compliance and security.**
- **15 companies responded, however only 14 were considered as one submission was excluded due to an erroneous submission by the applicant, demonstrating that there are multiple technology solutions that can address the City's evolving business requirements for DAP workflows.**
- **At the April 9 Council Meeting, Council requested staff bring forward a 3 year technology roadmap for all existing and future technologies in use and to be acquired. The roadmap outlines allocation of I.T. resources to the range of enterprise technologies. I.T. staff have prioritized the Development Approvals Process Technology within the roadmap.**
- **It is recommended that staff be directed to advance a Request For Proposal (RFP) in 2025, coordinated and aligned with the 3-Year Information Technology Strategy Roadmap, to secure a new DAP workflow software solution, as a first step toward a more broadly integrated platform that could provide a seamless, consolidated platform that could service other service delivery needs across the Corporation.**

- **The RFP will be directed to respondents of the RFI and will require applicants to demonstrate their compliance with the City’s “Made in Canada” procurement policy, as outlined in By-law 19-2018 as amended.**
- **The total cost of implementing and maintaining an integrated system for the Development Approvals Process will be determined through a competitive Request for Proposal (RFP) process. Staff will report back with the results of the RFP, including detailed cost estimates, and will prepare a budget amendment report outlining potential funding sources and financial impacts for the Mayor's consideration.**

## **BACKGROUND:**

The City of Brampton, Ontario’s third-largest municipality, is experiencing rapid population growth, with more than 100,000 new residents in the past four years. As the population continues to increase at an annual rate of approximately 4%, the demand for development proposals and approvals is also rising. In 2024, Brampton received 906 development applications, a trend that has remained consistent over the last four years. This represents a 44% increase from 2020 and 43% increase from 2019. To address the growing development pressures and demand, Brampton is seeking innovative solutions to streamline its Development Approval Process (DAP).

The City of Brampton currently uses three separate software systems to manage different stages of the development approvals process, including planning, development engineering, and building permitting. This fragmented approach has resulted in several inefficiencies, including limited interdepartmental communication, redundant data entry, time-consuming manual report generation such as the weekly and monthly reports, and delays in application processing, as identified in reports PBGM-2023-1023, PBGM-2023-1024 and PBGM-2024-831.

Additionally, the lack of integrated data makes it difficult for staff to generate timely insights, requiring significant manual effort to extract and correlate data across systems. This contributes to higher operational costs and delays in the approval process, while limiting the City’s ability to effectively track and meet critical planning and economic development goals, such as housing and employment targets.

Brampton’s current systems also hinder its ability to provide real-time feedback on individual applications or broader process delays. The absence of consolidated data means staff face difficulties in analyzing trends, identifying bottlenecks and responding to issues in a timely manner, impacting decision-making and customer service.

To enhance responsiveness and operational efficiency, there is a need for a more intuitive, user-friendly software solution that can automate data analysis, provide key performance indicators, and support evidence-based decisions. This integrated solution

would help streamline processes, reduce red tape, and improve the City's ability to meet its growth objectives.

As outlined in PBGM-2024-831 from the October 23, 2024 Committee of Council meeting, direction for a Request for Information (RFI) was provided to staff to gather information from potential vendors to further inform the next steps, including a potential Request for Proposal process and budgetary amendments that may be needed for an integrated software platform.

### **CURRENT SITUATION:**

On March 6, 2025, the City of Brampton issued an RFI to explore end-to-end software solutions capable of seamlessly managing the city's development approvals workflows. The objective is to identify a unified, integrated software system that can streamline all aspects of the DAP, from planning and engineering to building permitting, and offer a public-facing portal for online submissions, tracking, and management of applications. In the RFI (Attachment 1), the City provided a list of requirements for the proposed solution.

The City received 14 qualifying submissions in response to the RFI. Each submission demonstrated an ability to deliver on the City's business requirements related to DAP, as noted in the themes below:

1. **Integration of Workflows:**

A unified platform that integrates the various stages of the development approval process, including planning, engineering, and permitting, into a cohesive system. This will eliminate the inefficiencies caused by using separate, siloed software systems and improve interdepartmental communication.

2. **Public-Facing Portal:**

An intuitive, accessible portal that allows residents, applicants, and Council members to submit, track, and manage applications online. This will enhance transparency, reduce the need for manual intervention, and empower stakeholders with real-time information regarding the status of applications.

3. **User-Friendly Interface:**

The software must be easy to use for both City staff and external users, such as applicants and the public. A user-friendly interface will reduce training time, improve adoption rates, and streamline workflows across departments.

4. **Real-Time Key Performance Indicators (KPIs):**

The solution should provide real-time analytics and KPIs to track the status and progress of applications at every stage. This data will be crucial for identifying bottlenecks, improving decision-making, and ensuring timely processing of applications.

**5. Scalability, Future-Proofing and AI integration:**

The platform should be flexible and capable of adapting to future technological advancements, including the integration of Artificial Intelligence (AI). AI-powered features could automate repetitive tasks, assist in document review, predict delays, and offer insights for better resource management.

**6. Compliance and Security:**

The solution must meet the City's legal and regulatory requirements and ensure that data is securely handled, maintaining the privacy of applicants and complying with relevant data protection laws.

**Next Steps – RFP Issuance**

The RFI was the City's first step in the process to gauge interest and identify potential suppliers that would be qualified to bid on the City's DAP Technology Solution RFP.

A sufficient number of qualified vendors responded to the RFI, positioning the City to move to the more detailed RFP process, wherein more specific project details, proposals, pricing and project plans will be required for submissions, including proof of concept satisfactory to the Commissioner, Planning, Building and Growth Management, and the Chief Information Officer.

Further, the RFP process will enable staff to incorporate the recently passed 'Made in Canada' amendment to the City's Purchasing By-law (19-2018). This will allow staff to evaluate if a Canadian-made solution could be the successful solution going forward.

The RFP process also allows staff to complete a more comprehensive evaluation using a formal scoring system that considers various factors in addition to pricing, such as technical approval, enterprise requirements of the City's 3 year Information Technology Strategy Roadmap, previous experience and other qualifications.

Timing for RFP

Based on direction from Council, in alignment with the 3-year Information Technology Roadmap, I.T. staff will initiate an expedited RFP process in collaboration with PBGM, and Purchasing to ensure enterprise integration, and long-term scalability and sustainability.

**CORPORATE IMPLICATIONS:**

**Financial Implications:**

The total cost of implementing and maintaining an integrated system for the Development Approvals Process will be determined through a competitive Request for Proposal (RFP) process. Staff will report back with the results of the RFP, including

detailed cost estimates, and will prepare a budget amendment report outlining potential financial impacts for the Mayor's consideration.

Funding required to facilitate the balance of the 3-year Information Technology Roadmap will be managed and reported on by IT through their next steps.

### **STRATEGIC FOCUS AREA:**

This report and recommendations are consistent with the Strategic Focus Area of **Government and Leadership**. An advanced technology solution to support the DAP process will improve efficiency, increase transparency and accessibility.

### **CONCLUSION:**

The results of the RFI support the recommendation that staff be directed to begin the RFP process to secure a new technology solution for the DAP workflow process, as the first step of the broader IT Technology Modernization and Roadmap project.

Authored by:

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