



OFFICE OF THE CITY CLERK COUNCIL SERVICES

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CAO APPROVAL

The Chief Administrative Officer approved the following recommendation:

Report Number: CAOP 151/2023
Approved: Tuesday, October 30, 2023

THAT the CAO and City Clerk **EXECUTE** a service agreement with CRMS Software (a Division of CTSI Incorporated), for a 3-year subscription of a cloud-based Social Worker Case Management service "CRMS", in the amount of \$40,520.00 (excluding HST), satisfactory in form to the City Solicitor, in financial content to the City Treasurer, in functional content to the Commissioner of Human & Health Services, and in technical content to the CIO & Executive Director of Information Technology.

Report Number: CAOP 151/2023
Clerk's File: SI/14681

Anna Ciacelli

Deputy City Clerk / Supervisor of Council Services
November 1, 2023

Department Distribution

Manager of Business Process Modernization
Administrative Assistant
City Clerk
CIO/Executive Director of Information Technology
Financial Planning Administrator



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Purchasing Manager
Commissioner of Human & Health Services
Commissioner of Economic Development & Innovation
Commissioner of Legal & Legislative Services
On behalf of Commissioner of Corporate Services/CFO
Chief Administrative Officer

External Distribution