



WEST HANTS REGIONAL MUNICIPALITY REPORT

Information ☐	Recommendation ☐	Decision Request ☒	Councillor Activity ☐
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To: Council of West Hants Regional Municipality

Submitted by: Nicholas Glover, IT Specialist

Date: July 28, 2026

Subject: Recommendation for the Acquisition and Implementation of a New Enterprise Resource Planning [ERP] System

LEGISLATIVE AUTHORITY

Nova Scotia Municipal Government Act, Section 65 authorizes Council to expend funds for municipal purposes.

RECOMMENDATION REQUEST

It is recommended that Council:

1. *Approve the acquisition and implementation of a new Enterprise Resource Planning (ERP) system from TownSuite Municipal Software Inc. for the amount of \$396,000 plus applicable taxes.*

Further

Approve the add on of the Recreation module for approximately \$52,500 plus applicable taxes.

2. *Approve an implementation contingency amount of \$39,600 plus applicable taxes.*

BACKGROUND

Property	Public Opinion	Environment	Social	Economic ☒	Councilor Activity
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The Municipality's current Enterprise Resource Planning (ERP) system is nearing the end of its supported lifecycle, with vendor support and security updates ending in 2029. After that time, the system will no longer receive enhancements, regulatory updates, or technical support, increasing operational and cybersecurity risks.

To prepare for this transition, Financial Services completed a review of the Municipality's business requirements and future operational needs. A modern ERP solution will improve integration across financial, human resources, payroll, procurement, asset management, and reporting functions while supporting more efficient processes and better decision-making.

Beginning the project now will provide adequate time for system configuration, data migration, testing, staff training, and change management before vendor support ends. This proactive approach will reduce implementation risk, maintain business continuity, and position the Municipality with a secure, modern, and scalable platform to support future service delivery.

DISCUSSION

The Municipality has been with Central Square's Diamond Municipal Solution since 2008. Following notification that the Municipality's ERP system was approaching end-of-life, staff engaged with municipal partners undergoing a similar transition and reviewed future operational requirements and strategic objectives. The procurement process prioritized modern infrastructure, improved public access, enhanced system integration, and stronger security.

The project also supports the Housing Accelerator Fund objective of enabling online permit payments, making the Municipality eligible for funding covering up to \$220 thousand of project costs. Due to the specialized technical requirements, limited vendor availability, and security considerations, an alternative procurement process was used.

The procurement process began on December 10, 2024, and concluded on July 21, 2026. During this period, staff met with vendors, reviewed implementation approaches, evaluated implementation and ongoing operating costs, and participated in product demonstrations. The evaluation process identified two final proponents.

The proponents were assessed based on qualifications and experience, functional requirements, technical capabilities and integrations, implementation approach, support services, usability, implementation costs, and ongoing annual costs. Following the evaluation, TownSuite Municipal Software Inc. received the highest overall score and is the recommended solution.

	Central Square (NaviLine)	TownSuite	with Add On
Implementation Price	\$-*	\$396,000.00	\$448,500.00
Ongoing Yearly Price	\$112,000.00	\$81,556.00	\$86,826.00
20 Year Investment	\$2,240,000.00	\$2,027,120.00	\$2,185,020.00
Technical Score	41.5	54.4	
Pricing Score	25.9	15.0	
Total Score	67.4	69.4	

**There will be implementation costs along the way to update import and export scripts, estimate are not available at this time.*

As part of the collaboration with other departments, TownSuite will connect Financial Services with:

- Planning and Development
- Community Development - Add on (Proposed)
- Resident Service Request Portal – Add on (future development)

Especially Community Development it would streamline recreation program registration, facility booking, equipment loans and reduce work duplication, refund delays and more up-to date account receivable, staff are also recommending the TownSuite add on for recreation be included. Community Development staff have been engaged in demonstration of this add on and have confirmed it will meet their needs and point of sale connectivity with the recreation facilities will ensure timely up-to-date records.

It will also increase greater connectivity with the Planning and Development department, allowing for real-time connection between addressing, assessment, and permitting. For example, this would allow for electronic payment for permits and planning applications and support the roll out of e-permitting. This reduces the need for applicants to come to the office in person to make more accessible.

There is a future opportunity to further roll out online service request through 311 Service Request, linked to the customer portal.

While Central Square offered a lower initial implementation cost, the evaluation identified a greater reliance on customization to meet the Municipality's business requirements. This would increase implementation complexity, require additional staff and vendor resources, and create a higher risk of cost increases during implementation. Customizations may also result in additional maintenance and support costs over the life of the system and can complicate future software upgrades.

TownSuite provides greater out-of-the-box functionality and aligns more closely with the Municipality's operational requirements, reducing the need for custom development. This approach lowers implementation risk, simplifies future upgrades, and supports more efficient long-term system management. Although the initial investment is higher, staff determined that TownSuite represents the better overall value and lower total cost of ownership over the life of the system, making it the preferred solution for the Municipality.

Although Central Square met the Municipality's core requirements, the evaluation identified several areas of concerns outline above within technical score when compared to TownSuite. As a result, Central Square received a lower overall evaluation score and was not recommended for award.

NEXT STEPS

Subject to Council approval, Financial Services will finalize the necessary agreements and begin implementation of the new ERP system. The project will include detailed planning, system

configuration, data migration, staff training, and regular progress updates.

FINANCIAL IMPLICATIONS

2026-27 Capital Budget – Finance System Upgrade

Implementation	\$396,000.00
Option – Recreation Add On 2027-28	\$52,500.00
Contingency (10%)	\$39,600.00
Net HST (3.86%)	\$18,840.66
Total	\$506,940.66
2026-27 Budget	\$440,000.00
Variance (Over)/ Under	(-\$66,940.66)
Funding	
Housing Accelerator Funding	\$220,000.00
WHRM Operating Reserve	\$286,940.66

The proposed project total cost with contingency is \$506,904.66, increasing the draw from the WHRM operating reserves by \$60,968.71.

If approved, the WHRM operating reserve projected year-end balance on March 31, 2027, is \$1,519,422.

Annual Cost Analysis

Products	Central Square (Diamond)	TownSuite	Annual Increase / (Decrease)
ERP	\$75,492	\$81,556	\$6,064
Recreation Add on	\$8,092	\$5,270	(\$2,822)
Total	\$83,584	\$86,856	\$3,242

The transition to TownSuite will increase the annual cost by \$3,242 a year. In 2027-28 there will be an overlap of both system which will result in additional operating costs for prorated period in year one and will be reflected in 2027-28 budget.

DIVERSITY, EQUITY, INCLUSION AND ACCESSIBILITY CONSIDERATIONS

As part of the procurement process, accessibility requirements will be incorporated into the evaluation criteria to ensure the selected solution meets recognized accessibility standards and supports an inclusive user experience for all residents. Overall, staff have reviewed this administrative matter and identified no material adverse Diversity, Equity, Inclusion, or

Accessibility (DEIA) impacts. The implementation of a modern ERP system is expected to enhance accessibility through improved digital service delivery.

The proposed ERP solution will include a modern citizen portal designed to improve accessibility and equitable access to municipal services. The portal will support accessible online service delivery, enabling residents to access information and complete transactions more conveniently, regardless of location or business hours. Primary account holders will be able to add members of their household, allowing authorized household members to access eligible services and shared activities linked to the primary account.

ALTERNATIVES

Council may consider the following alternatives:

1. Proceed with a different ERP vendor or solution that meets the Municipality's business and technical requirements.
2. Maintain the existing ERP system and defer replacement. This option is not recommended, as the current system is approaching the end of vendor support and will no longer receive security updates or maintenance. It will also be difficult to secure a new ERP vendor once the product enters end-of-life, as municipalities are forced to migrate to new solutions, and implementations can take 12-24 months to complete.

ATTACHMENTS

Not applicable

CHIEF ADMINISTRATIVE OFFICER REVIEW

(For use if report is from a Councillor. CAO to provide additional comments on background, department/staff responsible and workload, budget, options, preferred strategy. State "Not Applicable" if report is from staff which already incorporates CAO review.)

Council has been provided with a reference taken from the Meeting and Committee Procedural Policy , Appendix C "Decision Making by Council and Committee of the Whole" as a reminder of the principles highlighted for good decision making.



Unbalanced



Heavily Weighted



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