REPORT TO COUNTY COUNCIL

Single Source Award – Waste Container Inventory Management System

To: **Warden and Members of County Council**

From: **Director of Public Works**

RECOMMENDATIONS

1. **That County Council approve single source award for the development of a waste container inventory management system to MuniPaaS Corporation in the amount of $150,605 (excluding HST) as outlined in Report PW 2025-45, pursuant to Section 7.3 of the County's Purchasing Policy 6.07;**

2. **And further, that County Council authorize the transfer of $150,605 from the Landfill and Waste Diversion Reserve fund for the procurement and implementation of the waste container inventory management system;**

3. **And further, that County Council authorize the Chief Administrative Officer and the Director of Public Works to execute all documents related hereto.**

REPORT HIGHLIGHTS

•   The purpose of this report is to obtain County Council approval for single source award to MuniPaaS Corporation for the implementation of an inventory management software solution for tracking and inventory control of waste containers (green bins, recycling bins) to be distributed as part of changes to the County's curbside collection program starting in January 2026 that will include source separated organics (SSO) and non-eligible sourced (NES) recycling collection.

•   MuniPaaS Corporation is currently engaged with Oxford County for the implementation of a Customer Relationship Management (CRM) system using the SalesForce software platform as part of a customer service enhancement initiative.

- Single source award to MuniPaaS for the implementation of a waste container management system using the SalesForce CRM platform is being recommended based on their expertise and efficiency of integration with the County CRM system to meet accelerated timelines associated with the SSO and NES curbside collection programs.

IMPLEMENTATION POINTS

Following County Council approval, a contract will be executed with MuniPaaS Corporation for the purchase of SalesForce software module for implementation of the waste container management system that will include a web portal for external partner collaboration, and integration with the County's CRM and on-line payment system (Moneris), with an anticipated project completion of December 2025.

Staff will work with the Curbside Collection Program Implementation Team and MuniPaaS to customize an inventory management system to coincide with the distribution of residential green bins and NES recycling containers as part of new curbside collection program implementation starting in January 2026.

As part of the implementation process, Area Municipalities will receive training on how to enter container distribution and sales through a web portal which will allow for accurate tracking of County assets.

Financial Impact

If approved by Council, the cost for procurement and implementation will be funded from the Landfill and Waste Diversion Reserve fund in the amount of $150,605 to cover costs associated with the implementation.

A summary of one-time and annual costs are provided in Table 1 below:

Table 1: Cost Summary – Container Distribution Inventory Management System

Description	Unit Rate	Estimated Cost
Inventory Management System	Fixed One-time	$85,000
Moneris Integration (Payment Processor)	Fixed One-time	20,000
Partner Portal	Fixed One-time	28,000
Portable Document Format (PDF) Butler Implementation and Receipt Template Creation	Fixed One-time	10,000
Total One-time Fixed Costs		**$143,000**
Community Cloud + for Third Party Access (Contractors, Area Municipalities)	$120/year	2,500
PDF Butler Minimum Licences (10) to Support Dynamic and Rich Formatted and Printable PDF Receipts	$250/user/year	2,500
Total Annual Costs		**$5,000**
Total One-time and Annual Costs		**$148,000**
Non-Refundable HST (1.76%)		**2,605**
YEAR ONE TOTAL ESTIMATED EXPENDITURES		**$150,605**

The Single Source provisions under Section 7.3 of the County's Purchasing Policy 6.07, allow a single source process if the goods are available from more than one supplier, but there are valid and sufficient reasons for selecting one supplier. In this procurement process, staff are recommending a single source supplier process pursuant to 7.3.2 d) which states, "The required goods and/or services are to be supplied by a particular supplier(s) having special knowledge, skills, expertise or experience", supported by the reasons set out in this report. Approval authority for single source procurement for the value of $120,000 or greater is subject to County Council approval, outlined under the provisions of Section 5.5 of the County's Purchasing Policy 6.07.

Annual software licencing fees as shown in Table 1 will be included in subsequent Waste Management Operating budgets.

The 2025 projected closing balance of the Landfill and Waste Diversion Reserve fund is approximately $15.6 million which is sufficient to fund this request.

Communications

As part of the comprehensive communication strategy currently underway associated with upcoming changes to curbside collection, Area Municipalities will be notified of the waste container inventory management system.

Participating Area Municipalities will continue to operate as a retail outlet for container sales. They will be required to enter container ID and property address through an online portal or through a scanning feature available through the use of smartphones and the County will provide the necessary software licences to do so. While the amount of data management work is expected to be minimal, the County will provide training to Area Municipal staff responsible for such transactions.

Upon Council approval, a copy of this report will be circulated to Area Municipalities as information.

2023-2026 STRATEGIC PLAN

Oxford County Council approved the 2023-2026 Strategic Plan on September 13, 2023. The Plan outlines 39 goals across three strategic pillars that advance Council's vision of "Working together for a healthy, vibrant, and sustainable future." These pillars are: *(1) Promoting community vitality, (2) Enhancing environmental sustainability, and (3) Fostering progressive government.*

The recommendations in this report support the following strategic goals.

Strategic Plan Pillars and Goals

PILLAR 1	PILLAR 2	PILLAR 3
Promoting community vitality	**Enhancing environmental sustainability**	**Fostering progressive government**
	Goal 2.2 – Preserve and enhance our natural environment	Goal 3.1 – Continuous improvement and results-driven solutions

See: Oxford County 2023-2026 Strategic Plan

DISCUSSION

Background

County Council approved the contract award (PW 2025-36) for supply and distribution of curbside waste collection containers for the new SSO and NES recycling collection programs starting in January 2026. As part of the initial distribution of residential green bins and recycling containers, as well as ongoing management of container inventory and customer service, staff identified the need for an automated tracking system and online customer service portal to ensure successful implementation of the new curbside collection program. This will be critical for addressing any missed properties, warranty and/or damage replacement issues, purchase requests for additional bins, and tracking of green bins that will be considered a County-owned asset (e.g. one SSO container per household).

Logistical issues regarding distribution and inventory management of residential green bins was discussed during initial planning workshops with County and Area Municipality staff and concerns were raised regarding internal capacity to manage the magnitude of work to track container deliveries and address customer service issues. As a result, staff investigated the possibility of incorporating an automated inventory management system as part of the County CRM system implementation currently underway with MuniPaaS Corporation.

MuniPaaS was recently retained by the County through a competitive process to implement a CRM system using the SalesForce software platform and was approached by staff regarding implementation of a waste container inventory management system. Following further discussions to determine specific requirements, MuniPaaS proposed a software solution to support inventory management and customer service management, which would be integrated with the County's CRM system.

The inventory management module as part of the SalesForce software will allow for barcode-based tracking linked through the County's Geographic Information System (GIS) and report on asset lifecycle indicators (delivery, replacement, and warranty expiration). The functionality of the system will include a mobile application for use when performing on-site bin inspections and replacements, warranty workflows, asset-to-GIS mapping, and management of inventory located at multiple locations. Customers will be able to report container issues directly online and the system will generate work orders that will be issued directly to appropriate staff.

A cloud-based Partner Portal will allow the County's container supply and distribution contractor and Area Municipalities to manage and issue work orders for bin replacement and repair for Customer issues reported by phone or email. Customers will also be able to order containers (additional SSO bins, NES recycling bins, etc.) and make online payments.

Comments

The magnitude of work associated with waste container inventory tracking and addressing customer service-related issues exceeds available capacity of existing staff resources and is unmanageable using manual processes. The implementation of an automated waste container

inventory management system as part of the CRM system (SalesForce Platform) will improve efficiency, allow the program to be managed within existing resources and ensure accurate tracking data to support the successful rollout and support long-term operation of the new curbside waste collection programs.

Single source award to MuniPaaS for implementation of a waste container inventory management system is being recommended based on their expertise providing similar management systems to Ontario municipalities and the work they are currently doing as part of the County's CRM implementation. Award to MuniPaaS will provide efficiencies associated with the inventory management system implementation and CRM integration, since the SalesForce software platform has already been vetted through the competitive procurement and evaluation process for the County's CRM project.

Procuring a vendor through a competitive bid and software evaluation process would result in delayed implementation and require additional time for the vendor to familiarize themselves with the County's customized CRM system. Not having an inventory management system in place before the end of the year, to coincide with the rollout of the SSO and NES collection programs, will prevent efficient and accurate tracking of green bin deliveries, warranty issues, and management of inventory levels.

The online customer portal will provide a self-serve option to residents for container issues, allow for online payments, and generate work orders, thus significantly reducing the amount of work otherwise required using the current manual processes. The system will automatically update inventory levels and streamline financial reconciliation, thus further reducing staff time and ensuring data accuracy.

The status quo management of the County waste container inventory is not considered feasible and will hinder successful rollout and ongoing management of the new curbside waste collection program. Modernizing this system will reduce staff oversight, increase accountability, and enhance resident satisfaction and convenience through online reporting of issues, purchasing of containers, and the issuing of work orders for container warranty and repair.

CONCLUSIONS

Staff has given extensive consideration as to how best to manage waste container inventory tracking and customer service management and feel that utilizing the SalesForce software platform is the best option to streamline processes and reduce manual efforts that would otherwise be required.

Staff recommends single source award to MuniPaaS for the implementation of an inventory management system based on their expertise and current involvement with the County and CRM implementation. This will afford cost efficiencies by reducing procurement efforts, integrate the inventory management system with the County CRM system and ensure desired project outcomes.

SIGNATURES

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