



THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 784-2009

APPENDIX B - EXISTING SYSTEM INTERFACE DESCRIPTIONS

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Overview

This document will provide an overview of existing external systems, how they currently interact with the existing CAMA/DMT system, as well as what is considered the desired future state from the perspective of these systems to allow integration with a new system. They are described in some detail, including primary purpose so that vendors can put the system in context with their proposed solution.

For each external system in question, we will describe ***Current Interactions*** with our existing DMT system to better understand the nature of the system; and we will describe the ***Desired state (new system)*** to give some idea of the scope of work required for a candidate for modifications to their existing solution, we will also describe what we see as our desired interactions between a new system and these external systems.

Note that any of the external systems that depend on direct data access to the existing DMT system will require that data access to continue using a new system's data structures with minimal modification to the external system.

Appeals Application Control System (AACS)

Overview

AACS is an application commissioned by the City Clerks Department to manage the appeal application, hearing and decision process for the City of Winnipeg Board of Revision. It was also designed to allow tracking of hearings and decisions at the Municipal Board level. The Assessment and Taxation Department rely on the system to plan defense of appeals, schedule assessors' presence at hearings, and project the City's financial exposure. All data access from client is done via a web service. This web service could potentially be used by another system to retrieve data. Though source code is not available, the original developer is still on contract for maintenance and is very responsive to questions and concerns.

At a glance

Platform:	Windows Thick client, .NET v1.1, Web service middle tier, Oracle DB	Outage impact:	Severe during appeals
Replaceable:	No	Maintenance/source:	External, Consultant
Age:	6 years	Suggested Integration:	Web service/spawn

Current interactions

DMT access to System

There is no access currently.

System access to DMT

The AACS system is allowed to call methods in an Oracle package in order to enable updating a flag for the parcel so that we are aware it is under appeal. The AACS system also retrieves property information, including ATD area responsible for property, characteristics and values from the existing system.

Desired state (new system)

New CAMA access to System

Ideally, the new system would provide the ability to display basic summary appeal information for a property being viewed. This access could be via the AACS web services.

System access to New CAMA

Ideally, this would be discontinued.

Federal Business Number

Overview

An upcoming initiative for the City. The Federal Business Number vision states that “it will be the common identifier for business in Canada to simplify their dealing with all levels of the public sector and each other”. An update to business information (owner, address, etc) that is reported to a participating program will result in an update to their systems, which will in turn, result in the same information being updated to all participating government systems. The ability to read and utilize Federal Business Number information from the corporate hub is desirable. The corporate hub for the Federal Business Number has not been started, but it is expected that it will be in place by late 2010.

At a glance

Platform:		Outage impact:	
Replaceable:		Maintenance/source:	External
Age:		Suggested Integration:	

Current interactions

There is no access currently.

Desired state (new system)

NeoCAMA is expected to read and display the Business Number from Manta when it retrieves information about a business.

Lagan Virtual Office call centre software

Overview

Lagan is a software suite used by the City's 311 call centre to generate Information Requests (IRs) and Service Requests (SRs) for most departments including Assessment and Taxation. The Department would like to have some way of knowing about requests assigned to them within the new DMT system. This is proposed functionality; it does not exist in the current system.

At a glance

Platform:	Lagan	Outage impact:	Minor
Replaceable:	No	Maintenance/source:	External/unavailable
Age:	1 year	Suggested Integration:	Web service or spawn

Current interactions

None currently

Desired state (new system)

New CAMA access to System

Be able to find and display SR and IR information from a parcel summary screen based on Parcel ID of the parcel.

System access to New CAMA

None.

MANTA

Overview

The MANTA system was written originally by Sierra Systems and source turned over to the City for ongoing maintenance, and has been enhanced significantly over the years since. It has a PowerBuilder front end and uses Oracle Packages extensively to manage activities and business logic. The system is both the official Assessment Roll for legislative purposes and is responsible for generating all assessment and taxation notices and bills delivered to the public. It is also the official source of customer information for Assessment and Taxation. It is also part of the system used to process revenue collection into the City's general ledger.

At a glance

Platform:	PowerBuilder, Oracle DB	Outage impact:	Severe
Replaceable:	No	Maintenance/source:	Internal/Available
Age:	10+ years	Suggested Integration:	DB Access/spawn

Current interactions

DMT access to System

Assessment values and ownership information is passed to the system as needed via the Interfaces (noted elsewhere in Appendix A).

System access to DMT

Customer name changes are passed from system to DMT as needed via the Interfaces between existing DMT and Manta systems (noted elsewhere).

Desired state (new system)

New CAMA access to System

The new system should make use of MANTA for all customer and ownership information without storing a local copy. It should also be able to display both customer and assessment roll transactions from MANTA.

System access to New CAMA

The MANTA system must continue to be able to receive information on value changes that impact the assessment roll.

Multiple Listing Service (MLS)

Overview

It has been proposed that we initiate contact with WREB about gaining easier access to their listings (current and archived), potentially directly from our system. No action has been taken on this yet.

At a glance

Platform:	Expected to be web site or web service	Outage impact:	
Replaceable:	No	Maintenance/source:	External
Age:		Suggested Integration:	Spawn

Current interactions

There is no access currently.

Desired state (new system)

New CAMA access to System

Access the MLS to display sales listing for a property using the property address.

System access to New CAMA

None.

Open Text Hummingbird Document Management (DM)

Overview

The Department has implemented a document management solution to store property specific documents, and over time will back scan all existing paper documents in the central file room (File Tracker Pro system is noted elsewhere). Currently, adding documents to the DM library causes lookups into the MANTA system (noted elsewhere) for address information, and access into the existing DMT system to determine which functional group in field operations is responsible for the property the document is associated with. Scanning of certain documents also causes interaction with the ODC system (noted elsewhere), and the CityTax web application, which is the public facing legal representation of the assessment roll.

Note that between Hummingbird and the scanning software used (Kofax Ascent Capture), there is an imposed assumption that parcel IDs will not be longer than 11 digits, and will be no larger than 13999999999. If the new system does not have a property identifier compatible with the existing parcel IDs, then the workflow agent for Ascent Capture will have to be changed.

At a glance

Platform:	Hummingbird DM, Oracle DB, (VB6 COMM for AC)	Outage impact:	Moderate
Replaceable:	No	Maintenance/source:	External/integration source available (available for AC workflow agent)
Age:	2 years	Suggested Integration:	Spawn/DM API

Current interactions

DMT access to System

There is no access currently.

System access to DMT

Looks up parcel use categorization and functional area information.

Desired state (new system)

New CAMA access to System

Ideally, the new system would be aware of the DM system and be able to provide listings of documents for a given property, and potentially open those documents directly without a subsequent search in DM.

System access to New CAMA

The DM system will continue to require the ability to look up parcel use categorization and functional area information.

SPSS

Overview

This off-the-shelf statistical analysis package is used for performing mass appraisal regression analysis, and requires formatted data extracts from the system to be able to do so. A great deal of effort has gone into refining the models used, and there is no desire to change how we develop these models in a new system.

At a glance

Platform:	SPSS, file extracts	Outage impact:	Severe during reassessment
Replaceable:	No	Maintenance/source:	External/unavailable
Age:	N/A	Suggested Integration:	API or extract

Current interactions

DMT access to System

System provides a set of “flattened” extracts. All details about a parcel that are required for the model are grouped into a single record.

System access to DMT

SPSS produces output which is then used by an IT person to manually update value information in the system. The SPSS model is also provided as input to the Valcura system (noted elsewhere).

Desired state (new system)

New CAMA access to System

Ideally, the new system will understand how to provide data directly to SPSS to run models, thereby eliminating the need for intervening steps, and eliminating the need to maintain a second version of each model in Valcura (noted elsewhere).

System access to New CAMA

Ideally, none if New CAMA can apply the models in SPSS directly.

Marshall & Swift

Overview

This off-the-shelf statistical analysis package is used for valuing commercial properties on the cost approach. Currently assessors have a stand-alone version of this tool that they enter data into manually to get a cost value. DMT has Marshall & Swift tables built into it, and uses these tables to cost commercial properties similar to what the Marshall & Swift tool does.

At a glance

Platform:	Marshall & Swift	Outage impact:	Severe during reassessment
Replaceable:	No	Maintenance/source:	External/unavailable
Age:	N/A	Suggested Integration:	API or extract

Current interactions

DMT access to System

No direct access, but emulates the Marshall & Swift functions within DMT.

System access to DMT

None.

Desired state (new system)

New CAMA access to System

Ideally, the new system will understand how to provide data directly to Marshall & Swift to cost commercial properties.

System access to New CAMA

Ideally, none if New CAMA can access Marshall & Swift directly.