



## Report to Council

Department: Development Services  
Division: Development Services  
Date: April 7, 2026  
Prepared by: Lori Chadwick, Director, Development Services  
Report Number: Development Services-2026-05  
Subject: Cloudpermit Planning & Building Contracts  
Number of Pages: 8

### **Recommendation(s)**

**That** Development Services Report 2026-05 entitled “Cloudpermit Planning & Building Contracts” prepared by Lori Chadwick, Director, Development Services dated April 7, 2026, be received;

**That** Council approve the renewal of the Building Module agreement with Cloudpermit for a five (5)-year term at an annual cost of \$34,191.36 including non-refundable taxes subject to the inclusion of an exit clause;

**That** Council approve the use of single source procurement for the Building Module renewal in accordance with Section 9.08 (j) of Procurement By-law 2437, as the service represents an extension of an existing and compatible system currently in use by the municipality;

**That** Council approve the addition of the Planning Module to the existing Cloudpermit platform for a five (5)-year term at an annual cost of \$23,933.95 including non-refundable taxes subject to the inclusion of an exit clause;

**That** Council approve single source procurement for the Planning Module in accordance with Section 9.08 (d) of Procurement By-law 2437, on the basis that the module is fully compatible with the Town's existing system and will ensure consistency and efficiency across municipal operations; and

**That** Council approve the required pre-budget commitments associated with both agreements, with future costs to be incorporated into upcoming operating budgets as contractual obligations.

### **Purpose**

The purpose of this report is to ensure the appropriate procurement and budget-related approvals are obtained from Council in advance of finalizing contract renewals and additions for Cloudpermit, for both the existing Building module and new Planning module, which is to be implemented in 2026 and is targeted to launch in January 2027.

### **Background and Discussion**

The Town of Essex currently utilizes Cloudpermit for the administration of its Building Services functions. This cloud-based software platform supports the full lifecycle of building permit management, including application submission, review, approvals, inspections, and issuance.

Cloudpermit is a widely adopted municipal software solution across Ontario, designed to modernize permitting and licensing processes through digital service delivery. The platform enables applicants to submit materials online, facilitates communication between staff and applicants, and provides mobile functionality for field inspections. Since implementation, the Town has experienced improved efficiency, better tracking of applications, and enhanced customer service, with no significant concerns related to system performance or vendor support.

As a part of the 2026 Budget, Council approved a capital project (PZ-26-0003) for the one-time implementation fee of \$9,000 to configure the Planning Module within the Cloudpermit platform. This module is intended to support development-related applications such as zoning amendments, site plan control, minor variances, and consents, and is designed to integrate directly with the existing Building Module and the County of Essex's Planning Module for plans of subdivision.

Approval of the recommendations outlined in this Report will enable Administration to maintain continuity in Building Services operations while advancing the implementation of enhanced Planning Services functionality in a manner that is both efficient and aligned with municipal objectives, particularly as identified under Council's Strategic Plan to introduce creative ways to enhancing communication with our residents in a responsible and people-focused government.

**Building Module:**

The current agreement for the Building Module is approaching expiry on April 28, 2026 and requires renewal in order to maintain continuity of service.

Administration has evaluated available options and is recommending renewal for another five (5)-year contract term. This approach provides price stability and protects the municipality from potential annual cost increases, while also ensuring continued access to a system that is already operational. Although the annual cost of \$34,191.36 represents a modest decrease over the current budget of \$34,825, the long-term agreement provides financial predictability and reduces administrative effort associated with annual renewals. An exit clause will be included to ensure that the Town retains flexibility should future needs change.

An alternative option would be to proceed with annual renewals; however, this approach would expose the Town to price escalation and does not provide the same level of certainty for long-term financial planning. In addition, annual renewals would require repeated administrative processing.

The recommendation to proceed with a single source procurement for the Building Module renewal is based on the provisions of Section 9.08 (j) of Procurement By-law 2437. The Cloudpermit system is already fully implemented and integrated into the Town's workflows, and the continuation of service with the same provider represents a logical extension of an existing agreement. Given the Town's positive experience with the current system and the absence of performance concerns, single sourcing is considered both appropriate and justified.

## **Planning Module:**

With respect to the Planning Module, Administration is recommending that the Town proceed with a five-year agreement as an addition to the existing Cloudpermit platform. This module will provide a fully integrated solution for managing planning and development applications within the same system currently used for building permits. The integration of these functions is expected to improve internal workflows, enhance coordination between departments, and provide a more seamless experience for applicants by allowing them to interact with a single, unified platform. Cloudpermit's Planning Module is also available in Lakeshore, Kingsville, Leamington, Tecumseh, and Windsor along with their Building Modules and offers significant benefits including streamlined operations, enhanced communication, automated reporting, and improved collaboration.

Similarly, an alternative option would be to proceed with annual renewals, however, such an approach would introduce similar challenges related to pricing uncertainty and administrative inefficiency. A five-year term provides a balanced approach that ensures stability while still maintaining reasonable flexibility through the inclusion of an exit clause, and aligns with the contract expiration date for the Building Module.

The recommendation to single source the Planning Module is supported under Section 9.08 (d) of Procurement By-law 2437. The module is proprietary to the Cloudpermit system and is designed to function as part of an integrated suite. Procuring a separate system for planning services would result in fragmented processes, duplication of data, and reduced efficiency. Maintaining all related

services within a single platform supports consistency, improves data integrity, and aligns with the Town's broader objectives for service modernization.

### **Financial Impact**

The proposed five-year agreement for the Building Module will result in an annual cost of \$34,191.36 including non-refundable taxes, representing a total commitment of \$170,956.80 including non-refundable taxes over the term. This exceeds the procurement threshold requiring Council approval. The current annual budget allocation of \$34,825 is sufficient to fund this contractual amount.

The proposed five-year agreement, beginning January 1, 2027, for the Planning Module will result in an annual cost of \$23,933.95 including non-refundable taxes, representing a total commitment of \$119,669.75 over the term, with expenditures beginning in the future budget cycle. Although the one-time implementation fee of \$9,000 for the configuration of the Planning Module was identified during the 2026 budget process and approved by Council, formal approval under this report and through resolution is required to establish the future operating impact.

Similar to the cost recovery model for Cloudpermit's Building Module, Planning Application fees will also be increased to recover the operational impact of the annual fee. Approval from Council will be required to increase planning application fees, which will be presented for Council's decision-making at year-end under the annual User Fees & Charges Report & By-law. The net impact

beginning in 2027 is, therefore, anticipated to be \$0 in Planning Services' operating budget.

Approval of both agreements will constitute pre-budget authorization for future expenditures, thereby eliminating the need for subsequent budget amendments related to these contracts.

### **Consultations**

Kate Rowe, Director, Corporate Services/Treasurer

Ann Marie, Manager, Finance

Jackson Tang, Assistant Manager, Business Services

Kevin Carter, Manager, Building Services/CBO

Rita Jabbour, Manager, Planning Services

## **Link to Strategic Priorities**

- Embrace asset management best practices to build, maintain, and continuously improve our municipally owned infrastructure.
- Leverage our Town's competitive advantages to promote jobs and economic investment.
- Take care of our natural environment and strengthen the sense of belonging to everyone who makes Essex "home".
- Deliver friendly customer service in an efficient, effective, and transparent manner while providing an exceptional working environment for our employees.
- Build corporate-level and community-level climate resilience through community engagement and partnership and corporate objectives.

### Report Approval Details

Document Title:	Cloudpermit Planning and Building Contracts - Development Services-2026-05.docx
Attachments:	
Final Approval Date:	Mar 31, 2026

This report and all of its attachments were approved and signed as outlined below:

A handwritten signature in black ink that reads "Kate Giurissevich". The signature is written in a cursive style and is positioned above the printed name.

**Kate Giurissevich, Chief Administrative Officer - Mar 31, 2026 - 2:52 PM**