

# City of Mississauga

# Corporate Report



<p>Date: May 6, 2021</p> <p>To: Chair and Members of General Committee</p> <p>From: Shawn Slack, MBA, Acting Commissioner of Corporate Services and Chief Financial Officer</p>	<p>Originator's files:</p> <hr/> <p>Meeting date: June 23, 2021</p>
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## Subject

**Single Source Contract Extension of Vubiz Ltd. e-Learning Management System (File Ref: PRC000469)**

## Recommendation

1. That Council approve the single source procurement of subscription services for access to the e-Learning Management System, including e-Learning course content, and professional services for a period of five (5) years, as detailed in the corporate report dated May 6, 2021, from the Acting Commissioner of Corporate Services and Chief Financial Officer entitled, "Single Source Contract Extension of Vubiz Ltd. e-Learning Management System (File Ref: PRC000469)" ("Purchase");
2. That the Purchasing Agent or designate be authorized to execute all contracts and related ancillary documents with respect to the Purchase between the City and Vubiz Ltd., for an estimated amount of \$287,000 exclusive of taxes, in accordance with the City's Purchasing By-law 374-06, as amended;
3. That the Purchasing Agent or designate be authorized to execute the necessary amendments to increase the value of the contract between the City and Vubiz Ltd., for additional products, software licensing, subscription services, professional services, and maintenance and support, including additional features and modules, as required by the City for the purpose of accommodating growth or to ensure business continuity, if the funding for such contract increase has been approved by Council.

## Executive Summary

- Since August 2004, City staff have used e-Learning services supplied by Vubiz Ltd., to develop and distribute a variety of e-Learning courses and programs for all City staff.

- Vubiz Ltd., services are cost effective options to enhance staff knowledge and development and maintain legislative compliance. The legislative courses are designed for the Province of Ontario, which ensures accurate and timely information.
- The term contract for Vubiz Ltd., services needs Council approval per Purchasing By-law 374-06 Schedule B for High Value Non-competitive Acquisitions over \$100,000.

## Background

In August 2004, City staff obtained approval from General Committee (GC-0480-2004) to acquire a Learning Management System, hosted by Vubiz Ltd., to efficiently and effectively disseminate learning programs to staff across the Corporation. Vubiz Ltd., was selected as the preferred vendor in view of their Vendor of Record status with various levels of governments in Canada and Ontario and with Canada Post and Metro Toronto School Board.

In October 2015, Members of Council received an overview of the People Strategy, which contained three (3) priorities: Talent Management, Healthy Workplace and HR Business Partnership. The Talent Management Strategy includes a driver “to develop or build talent through creating and implementing effective processes and practices that focus on developing talent from within our organization”.

For the past seventeen years, City staff have used e-Learning services supplied by Vubiz Ltd., to develop and distribute a variety of e-Learning courses and programs. Courseware includes a library of over 2,000 programs for soft and business skills education as well as courses to meet legislative compliance for Accessibility for Ontarians with Disabilities Act (AODA) and Workplace Violence and Harassment.

The City had planned the acquisition of an Integrated Talent Management Solution that included a Learning Management System by 2018/2019, in anticipation that the e-Learning Management System provided by Vubiz Ltd., would be replaced with the Integrated Talent Management Solution. However, it was discovered the Integrated Talent Management Solution did not provide course content services but rather had the ability to link with e-Learning course content service providers such as Vubiz Ltd. Therefore, the City continued to require course content services supplied by Vubiz Ltd. In addition, the Vubiz e-Learning Management System is cost effective in providing e-Learning to volunteers and Election workers.

Today, Vubiz Ltd. is an e-Learning content and system provider whose services are a cost effective option to enhance staff knowledge and development and maintain legislative compliance. The legislative courses are designed for the Province of Ontario, which ensures accurate and timely information.

## Comments

The Vubiz Ltd., contract extension includes two (2) services: course content and a Learning Management System. The course content service includes access to a continuously updated library of over 2,000 learning programs and custom courses developed specifically for the City. The Learning Management System allows staff to register and take online training courses and also allows HR staff to create custom course content, track learner skills acquisition, provide gap analysis, monitor learner activity and participation, and evaluate learner performance using the reporting tools.

The City paid Vubiz Ltd., annual fees for course content services and had the benefit of using the Learning Management System at no additional cost. Through successful negotiations, annual fees have been fixed at the 2016 price of \$37,500 for the next five (5) years (September 2021 to August 2026).

During the five (5) year term, the City may need to use new features, services and professional services in order to sustain staff learning and development and meet legislative requirements. To facilitate this, additional authority to amend the contract is being recommended over the term of the five (5) year contract to accommodate future requirements, subject to budget approvals.

### Purchasing By-law Authorization

The recommendation in this report is made in accordance with Purchasing By-law 374-06, Schedule "A" (1) using the Single/Sole Source Acquisition justification clause shown below, which has been reviewed and approved by Materiel Management:

- (b) (xi) A need exists for compatibility with, or for the maintenance and support of a City Standard and there are no reasonable alternatives, substitutes, or accommodations

In October 2016, Council approved Vubiz Ltd. as a continued City Standard for a ten (10) year period (GC-0641-2016).

Information Technology, Legal Services and Materiel Management staff are collaborating to establish the detailed requirements, negotiate the final arrangements and prepare the requisite forms including the contract agreements.

## Financial Impact

The required contract identified in Appendix 1: Statement of Work represents a total estimated spend of \$287,500 for the new five (5) year contract term (summarized in the table below). The total estimated value of the existing contract will increase by approximately \$287,500 from \$204,333 to \$491,833 as a result of the requested changes. The existing contract is funded in the 2021 approved IT operating budgets using cost centre 715601-22352 and the optional licensing and professional services will be covered from the approved Human Resources operating budget cost centre 715601-27755. The recommended contract extension will be

funded from IT and Human Resources operating budgets for 2022 and beyond, subject to future budget approvals.

Description	2021	2022	2023	2024	2025	Total Cost
Contract extension with Vubiz Ltd. for e-Learning Management System	\$37,500	\$37,500	\$37,500	\$37,500	\$37,500	\$187,500
Optional additional licensing/subscription services and professional services, including but not limited to: Intellectual Property Purchase, Instructional Designer, Multi Media, Voiceover, and Course Development	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$100,000
TOTAL	\$57,500	\$57,500	\$57,500	\$57,500	\$57,500	\$287,500

## Conclusion

An offer representing good value has been received from Vubiz Ltd., for e-Learning course content and Learning Management System subscription services and optional licensing and professional services for a five (5) year term. This report recommends the award to Vubiz Ltd., on a single source basis.

## Attachments

Appendix 1: Statement of Work



Shawn Slack, MBA, Acting Commissioner of Corporate Services and Chief Financial Officer

General Committee	2021/05/06	5
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Prepared by: Robert Stickel, Program Manager Contract Management, Architecture & Innovation