

Date: August 13, 2021	Originator's files:
To: Chair and Members of General Committee	
From: Shari Lichterman, CPA, CMA, Commissioner of Corporate Services and Chief Financial Officer	Meeting date: October 6, 2021

Subject

Single Source Procurements Related to 2021 - Q4 - Information Technology (IT) Contracts (File Ref: PRC000496, PRC000502, PRC000900, PRC001209, PRC001340, PRC002630, PRC003166)

Recommendation

1. That the single source procurements for software licensing, subscription services, professional services, and maintenance and support related to seven (7) Information Technology contracts listed in Appendix 1 of the report dated August 13, 2021, from the Commissioner of Corporate Services and Chief Financial Officer entitled, "Single Source Procurements related to 2021 - Q4 - Information Technology (IT) Contracts (File Ref: PRC000496, PRC000502, PRC000900, PRC001209, PRC001340, PRC002630, PRC003166)" be approved.
2. That the Purchasing Agent or designate be authorized to execute all contracts and the necessary amendments and related ancillary documents to extend the term of the contracts and to increase the value of the contracts with the vendors as identified in Appendix 1 of this report, 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 contracts between the City and vendors listed in Appendix 1 of this report for additional products, software licensing, subscription services, professional services, consulting 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.
4. That the products, software and subscriptions listed in Appendix 1 of this report be approved as a City Standard for the duration of their respective contracts, and for any additional period should the City exercise its option to extend the term of the contract, in accordance with the City's Purchasing By-law 374-06, as amended .

Executive Summary

- Maintaining critical business functions supported by IT technology requires yearly contract renewals and extensions to ensure that they are on current vendor-supported versions, secure from security threats and that they allow for patching.
- Consolidating multiple IT contract expirations and renewals into a single quarterly Corporate Report provides efficiencies and reduces the quantity and frequency of reports to Council and the associated touch points and effort in scheduling, authoring, collaborating, and approving them.
- The approval of this report would allow the specific IT vendor contracts identified in Appendix 1 to be executed, amended and extended, as required, ensuring the IT systems listed in Appendix 1 are on vendor-supported versions providing business continuity to the City for the services that are dependent on them.

Background

Currently Information Technology (IT) manages over 150 contracts for hardware, software and services for the City. This number increases annually as the City embraces new business driven technologies required to improve service delivery for residents and staff. These contracts directly support business service delivery as well as critical IT infrastructure that “keep the lights on” and occasionally introduce newer IT technologies. IT has an established operational work plan for contract renewals and/or new procurements to replace existing contracts, which will expire over the next twelve months.

The consolidation of these contract renewals into a single Corporate Report is more efficient and effective in providing a measured, pro-active approach to single source IT procurements and contract renewals. This Corporate Report is consolidating seven (7) individual Corporate Reports into a single Corporate Report for the fourth (4th) quarter of 2021. This consolidated approach will improve the visibility to IT contract renewals and procurements to Council and greatly reduce staff touch points and effort required to schedule, author, and approve IT Corporate Reports.

Comments

IT follows approved City processes for procuring software, professional services, maintenance and support and subscription services through a balance of competitive procurements, single source procurements, and contract renewals. IT, Materiel Management and the business are requesting the approval of seven (7) single source procurements and expiring contracts for Q4 2021 that are identified in Appendix 1 of this report. The approval of this report would allow the specific IT procurements and contracts identified in Appendix 1 to be executed, amended and extended, as required, ensuring business continuity and no service disruption to business units, which are dependent on these systems.

Vendor	Description
ClearView Strategic Partners Inc.	Clearview Connects Subscription Service for City Whistleblower Program
Concur Technologies, Inc.	Concur Automated Employee Expense and Invoice Processing System
Infor (Canada), Ltd.	Infor Public Sector Suite, Infrastructure Management System (IMS) used for enterprise work order management, permitting asset management/maintenance, and customer service (CRM), by all departments and mobile field workers in the City including 311 Call Centre, F&PM, T&W, and Parks & Forestry.
Momentum BPO Inc.	CivicTrack Contract Management Software Subscription used by Mayor and Councillors for Constituent Relationship Management
Omnigo Software International ULC (formerly Competitive Edge Software, Inc.)	Report Exec Incident and Dispatch System - Incident reporting and dispatch solution used by Corporate Security
Ticketmaster Canada LP (by its general partner, Ticketmaster Canada ULC)	Ticketmaster Ticketing Solution at Paramount Fine Foods Centre
Wilmac Business Equipment Co. (Canada) ULC	NICE Voice & Radio Recorders in T&W - system used by 311, MiWay, and Corporate Security to record and playback radio and phone communications for the purposes of public safety and quality assurance

Purchasing By-law Authorization

Seven (7) contracts for Q4 of 2021. These contracts will be executed under Purchasing By-law 374-06, Schedule "A" using the Single/Sole Source Acquisition justification clauses shown below, and the supporting rationale for each single/sole source contract in Appendix 1, which has been reviewed and approved by Materiel Management:

- (a) (iii) The existence of exclusive rights such as patent, copyright or license
- (b) (iv) The solicitation of competitive Bids would not be economical to the City
- (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

Materiel Management has reviewed and approved all Single Source justification forms that were submitted for each of the contracts in Appendix 1. The following contracts are recommended for extension and procurement to meet business needs with the full details for each contract found in Appendix 1.

Financial Impact

The required contracts identified in Appendix 1 represent a total estimated spend of \$5,091,697.98 for the new contract terms. The total estimated value of the existing contracts will increase from \$4,761,213.33 to approximately \$9,852,911.31 as a result of the requested changes. The existing contracts are funded in the 2021 approved IT operating GL account 715516 through various cost centres. The recommended contracts and procurements will be funded from IT operating GL account 715516 through various cost centres and capital budgets for 2022 and beyond, with any increases subject to budget approvals. The financial detail for each contract can be found in Appendix 1.

Conclusion

It is critical for IT to maintain support to key business systems that rely on IT technology to manage their day-to-day work. By moving these specific contracts forward as proposed in this report, the City will ensure continued service delivery in the respective service areas that are reliant on these IT systems.

Attachments

Appendix 1: Statement of Work



Shari Lichterman, CPA, CMA, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Robert Stickel, Program Manager Contract Management, Architecture & Innovation