

## Statement of Work

Procurement No.	Vendor	Description	Expiry Date	Requested Extension / Renewal Term	Contract \$ Value To-Date	Est. \$ Value of Extension Term	New Est. Total Contract \$ Value	Scope of Work (SOW)	Rationale to Support Justification
<b>SINGLE SOURCE JUSTIFICATION CRITERIA:</b> <b>(a) (iii) The existence of exclusive rights such as patent, copyright or license;</b> <b>(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</b>									
PRC000900 (formerly FA.49.374-12)	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	6/30/2022	up to 5 years	\$305,769.00	\$ 222,799.00	\$ 528,568.00	Licensing for NICE Inform 7 Located at Main Transit Campus, WIL-ENH-SILVER Enhanced Service Advantage, Silver SLA Maintenance contract includes: - unlimited break/fix service, - Software Assurance for major version upgrades, software patches, bug fixes, and minor version upgrades by certified system engineers. - Silver SLA includes 24x7 remote service and 8x5 on-site service.  Professional Services for system upgrade and services on as-needed basis with option for expansion and growth for: - additional channel - quality assurance licenses - modules - equipment - server virtualization and training.	1) Wilmac Canada is the exclusive authorized territory reseller of NICE equipment and systems for the GTA and the only recording solution used to integrate with Peel Regional Police radio recording system. 2) Wilmac was designated a continued City Standard from May 2017 to May 2022 through GC-0298-2017. 3) Currently the City requires to upgrade the existing system to the latest version, and therefore is requiring to extend existing contract for up to an additional five year term in order to maintain the system and receive critical software updates and maintenance and support. This extension will allow the City to search and investigate newer technologies in the market to determine if there is a potential replacement.
<b>SINGLE SOURCE JUSTIFICATION CRITERIA:</b> <b>(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</b>									
PRC000496 (formerly FA.49.061-17)	Concur Technologies, Inc.	Concur Automated Employee Expense Processing System	12/31/2021	approx. 5 years, 3 months	\$1,301,600.00	\$ 1,500,000* *Estimate only; subject to negotiation	\$ 2,801,600.00	Licensing/Subscriptions, Test Environment, Professional Services, Maintenance and Support	1) Concur was designated a City Standard for the ten year period January 2017 to December 2026 through GC-0006-2017. 2) Through GC-0006-2017, the Purchasing Agent was authorized to initiate contract negotiations with Concur to establish the licensing model for the ten year period, and to execute the contract and all ancillary documents with Concur for the first five year period. 3) The Purchasing Agent is now seeking authority to execute the contract and all ancillary documents with Concur for the next five year period. Note: The initial 5-year term contract was signed in March 2017, and therefore, the Purchasing Agent is also seeking authority to correct the end of the ten year period from December 2026 to March 2027, if required.

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PRC000502 (formerly FA.49.400-16)	Infor (Canada), Ltd.	Infor Public Sector Suite Infrastructure Management System (IMS) used for enterprise asset management and maintenance	12/31/2021	5 years	\$2,770,568.11	\$ 2,936,027.37	\$ 5,706,595.48	Licensing, Professional Services, Maintenance and Support for Infor Public Sector products and services  Contingency to accommodate the City's growth; for new licenses, features, functionalities and modules, including M&S and professional services for better alignment, modernization and mobility	1) Infor Public Sector Suite is included in the list of City Standard IT Systems. Over the past 22 years, the use of Infor has expanded to every City department with over 1,600 users (including 600 mobile users). Infor licensing, maintenance and support must be kept current to meet City-wide objectives. 2) The legislatively required asset management project will expand the number of assets stored in Infor along with the associated work order and inspection information. Without the inspection information and costs, asset management will not be able to generate the required information. 3) 250 Parks and Enforcement staff, along with contractors for Forestry and FM, currently use Infor Field Inspector for remote work. Projects are underway or planned to add additional staff from FM, Forestry and Community Centre maintenance.
PRC001209 (formerly FA.49.995-11)	Omnigo Software International ULC (formerly Competitive Edge Software, Inc.)	Report Exec Incident and Dispatch System - incident reporting and dispatch solution used by Corporate Security	12/2/2021	5 years	\$96,152.90	\$ 43,841.61	\$ 139,994.51	SaaS subscription	1) Corporate Security has come to rely on Report Exec and Dispatch to accomplish their daily work and as such, Report Exec and Dispatch has been approved by Council as an IT City Standard. 2) Corporate Security plans to implement a new Physical Security (PSIM) solution, which looks to integrate all the various security solutions together into one system, including integrated incident reporting and dispatch capabilities. The PSIM project is scheduled to kick off in 2023 and Corporate Security will continue to need to use Report Exec and Dispatch from Omnigo until such point that the integrated incident reporting capabilities in PSIM are implemented. 3) A quotation for the extension term has been received from Omnigo at a reduced rate to sustain the business requirement until it can be integrated with PSIM within the next 5 years.
PRC002630 (formerly FA.49.261-14)	ClearView Strategic Partners Inc.	Clearview Connects Subscription Service for City Whistleblower Program	10/31/2021	5 years	\$164,990.00	\$ 108,010.00	\$ 273,000.00	SaaS subscription for 7000 City employees	1) The Clearview Connects vendor is a dominant player in the market and offers services to dozens of municipalities and public organizations in Ontario and across Canada (in addition to the City of Mississauga). 2) The Whistleblower reporting system has been in use since 2014, is a City Standard, and is supported by ClearView Strategic Partners, an independent Canadian-based company. 3) A quotation for the extension term has been received from ClearView that offers Best Value to the City.

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<b>SINGLE SOURCE JUSTIFICATION CRITERIA:</b> (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									
PRC001340 (formerly FA.49.169-16)	Momentum BPO Inc.	CivicTrack Contract Management Software Subscription used by Mayor and Councillors for Constituent Relationship Management	11/30/2021	5 years	\$122,133.32	\$ 131,020.00	\$ 253,153.32	SaaS subscription for Mayor and Councillors  Contingency for additional licenses that may be required during term of contract	1) CivicTrack is a City Standard and is vital to the operation of the Mayor's Office and the eight Councillor Offices in Wards 1/2/3/4/5/7/9/10, with some offices using the cloud-based CivicTrack SaaS solution from Momentum BPO Inc. since 2012. 2) Over time, this constituent contact database has become comprehensive and integral to the operation of the Mayor and Councillor Offices. The CivicTrack database is considered private and can be taken with the Councillor if they retire or if they are not re-elected. 3) While it is possible to consider other solutions, there would most likely be costs for data migration. As a worst case scenario, it may not be possible to migrate the data to another solution and there would be considerable manual effort to re-enter the data. Re-training of the staff in the Mayor and Councillor Offices would be required and would be disruptive to their day-to-day operations.
<b>SINGLE SOURCE JUSTIFICATION CRITERIA:</b> (b) (iv) The solicitation of competitive Bids would not be economical to the City									
PRC003166 (replaces PRC002992)	Ticketmaster Canada LP (by its general partner, Ticketmaster Canada ULC)	Ticketmaster Ticketing Solution at Paramount Fine Foods Centre	6/30/2022	approx. 2 years, 2 months	N/A**  **Ticketmaster generates revenue through service fees from selling tickets on behalf of the City	\$ 150,000.00	\$ 150,000.00	Licensing/Subscriptions, Professional Services, Maintenance and Support	1) City staff is seeking authority to negotiate and enter into a new agreement with Ticketmaster for their cloud-based Archtics solution, which will replace the current agreement with Ticketmaster that is expiring June 30, 2022. 2) The current Ticketmaster system used at Paramount Fine Foods Centre is approaching end-of-life and Ticketmaster is looking to sunset the system. As a result, and due to the financial and operational benefits that the new Archtics system provides, the City is looking to upgrade the system at this time. 3) All of the City's ticketing solutions will expire in August of 2024. By this time, the City will seek a competitive bid to identify a solution that can provide the greatest value to the City. The City will be able to offer a competitor much greater volume of potential ticket sales and will be seeking a volume discount from bidders. This single source procurement supports the City's strategy to find a long-term unified ticketing solution and the best value possible.
<b>TOTALS</b>					<b>\$4,761,213.33</b>	<b>\$5,091,697.98</b>	<b>\$9,852,911.31</b>		



OPERATING BUDGET ESTIMATED FORECAST FOR 2022-2026									
Procurement No.	Vendor	Description	Requested Extension / Renewal Term	2022	2023	2024	2025	2026	TOTAL
PRC000900 (formerly FA.49.374-12)	Wilmac Business Equipment Co. (Canada) ULC	Maintenance and support of a radio & telephony recording system (NICE).	5 years 2027/06/30	\$ 23,130.00	\$ 23,824.00	\$ 24,540.00	\$ 25,275.00	\$ 26,030.00	\$ 122,799.00
		Professional Services for system upgrade and services on as-needed basis. With option for expansion and growth: additional channel, quality assurance licenses, modules, equipment, server virtualization and training.		\$ 20,000.00	\$ 20,000.00	\$ 20,000.00	\$ 20,000.00	\$ 20,000.00	\$ 100,000.00
PRC000496 (formerly FA.49.061-17)	Concur Technologies, Inc.	Concur Automated Employee Expense Processing System	5 years to 2027/03/31	\$ 300,000.00	\$ 300,000.00	\$ 300,000.00	\$ 300,000.00	\$ 300,000.00	\$ 1,500,000.00
PRC000502 (formerly FA.49.400-16)	Infor (Canada), Ltd.	Infor Public Sector Suite Infrastructure Management System (IMS) used for enterprise asset management and maintenance	5 years to 2026/12/31	\$ 458,836.89	\$ 472,602.00	\$ 486,780.06	\$ 501,383.46	\$ 516,424.96	\$ 2,436,027.37
		Contingency for growth		\$ 100,000.00	\$ 100,000.00	\$ 100,000.00	\$ 100,000.00	\$ 100,000.00	\$ 500,000.00
PRC001209 (formerly FA.49.995-11)	Omnigo Software International ULC (formerly Competitive Edge Software, Inc.)	Report Exec Incident and Dispatch System - Incident reporting and dispatch solution used by Corporate Security	5 years to 2026/12/02	\$ 6,124.48	\$ 6,430.70	\$ 6,752.24	\$ 7,089.85	\$ 7,444.34	\$ 33,841.61
		Contingency for professional services		\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 10,000.00
PRC002630 (formerly FA.49.261-14)	ClearView Strategic Partners Inc.	Clearview Connects Subscription Service for City Whistleblower Program	5 years to 2026/10/31	\$ 21,350.00	\$ 21,350.00	\$ 21,560.00	\$ 21,770.00	\$ 21,980.00	\$ 108,010.00
PRC001340 (formerly FA.49.169-16)	Momentum BPO Inc.	CivicTrack Contract Management Software Subscription used by Mayor and Councillors for Constituent Relationship Management	5 years to 2026/11/30	\$ 21,204.00	\$ 21,204.00	\$ 21,204.00	\$ 21,204.00	\$ 21,204.00	\$ 106,020.00
		Contingency for growth		\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ 25,000.00
PRC003166 (replaces PRC002992)	Ticketmaster Canada LP (by its general partner, Ticketmaster Canada ULC)	Ticketmaster Ticketing Solution at Paramount Fine Foods Centre	2.16 years to 2024/08/31	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ -	\$ -	\$ 150,000.00
<b>TOTALS</b>				<b>\$ 1,007,645.37</b>	<b>\$ 1,022,410.70</b>	<b>\$ 1,037,836.30</b>	<b>\$ 1,003,722.31</b>	<b>\$ 1,020,083.30</b>	<b>\$ 5,091,697.98</b>