

# City of Mississauga Corporate Report



11.10

Date: October 22, 2021

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:  
December 1, 2021

## Subject

**City Standards for Information Technology (IT) Maintenance and Support Services and Subscription Renewals for 2022-2024**

## Recommendation

1. That the IT Systems listed in Appendix 1 of the report dated October 22, 2021, from the Commissioner of Corporate Services and Chief Financial Officer entitled, "City Standards for Information Technology (IT) Maintenance and Support Services and Subscription Renewals for 2022-2024" be approved as City Standards, in accordance with the City's Purchasing By-law 374-06, as amended.
2. That the Purchasing Agent or designate be authorized to execute all contracts and related ancillary documents with respect to the purchase of 2022-2024 annual maintenance and support services and subscription renewals for City Standards.

## Executive Summary

- This annual report updates Council and requests Council approval of the City Standards for IT Systems for a three (3) year period: 2022, 2023 and 2024.
- IT City Standards fill a long-term City-wide need and/or requirement and switching over to new systems would either cause major disruptions to City operations, be cost prohibitive, or both.
- The required annual maintenance and support and subscription renewal costs for City Standards for IT Systems are included in the 2022, 2023 and 2024 IT operating budget with any future increases being subject to budget approvals.
- Establishing City Standards for IT Systems is a best practice that enables the continued operations of City services that rely on technology.
- IT continues to streamline the list of IT City Standards.

## Background

The Purchasing By-law 374-06, as amended, provides for the establishment of “City Standards”, which are defined as “specific Goods approved by Council that best fill a long-term City-wide need or requirement”.

In previous years, this annual report would update Council of the City Standards for IT Systems and request Council approval for a one-year term. Because City Standards do fill a long-term need and IT strives to improve processes and increase efficiencies, the City is now engaging in longer term renewals for these City Standards. Most vendors are open to a three-year renewal term; therefore, this report is updating Council of the City Standards for IT Systems for a three-year period: 2022, 2023 and 2024 and requests Council approval. Estimates for 2023 and 2024 may be subject to increases and/or changes based on business needs.

The Purchasing By-law requires Council approval for High Value Acquisition (HVA) Single/Sole Source procurements of support and maintenance services and subscription renewals for the City Standards for IT Systems for 2022-2024.

## Comments

The Information Technology (“IT”) division follows standard processes for procuring IT hardware, software, maintenance and support, and subscriptions through a balance of competitive procurements, single/sole source procurements and renewals.

Appendix 1 identifies the estimated requirements for City Standards for IT Systems to maintain operations for up to three (3) years subject to change based on business needs. IT has streamlined the list of City Standards and removed approximately 40 items from the previous 2021 list. Streamlining efforts will continue going forward.

A continued use of City Standards for IT Systems is required to ensure business continuity and is a best business practice in the industry. These systems may require renewals on a single/sole source basis in 2022, 2023 and 2024. Switching over to new systems would either cause major disruptions to City operations, be cost prohibitive, or both. Amounts shown are based on historical spend amounts and are included in the IT Division budget.

### Purchasing By-law Authorization

The second recommendation in this report is made in accordance with the Purchasing By-law 374-06, Schedule “A”, 1. (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.

Information Technology, Materiel Management and Legal Services staff will collaborate to establish the detailed requirements, negotiate the final arrangements and prepare the requisite form including the contract agreements.

## Financial Impact

The required annual maintenance and support and subscription renewal costs for City Standards for IT Systems are included in the 2022-2024 IT operating budget and any future increases are subject to budget approvals.

The proposed IT Maintenance Budget for 2022 is \$9.40 million and covers the ongoing and growth related cost of all IT system maintenance and support and subscription renewals including those systems identified in the City Standards for IT Systems (Appendix 1).

## Conclusion

Establishing City Standards for IT Systems is a best practice that enables the continued operations of City services that rely on technology. City Standards are established through the procurement process and through the authority of Council in line with the Purchasing By-law and approved IT system maintenance, support and subscription renewal budgets.

This report recommends that the Purchasing Agent or designate be authorized to purchase maintenance, support and subscription renewals for the City Standards for IT Systems for 2022-2024 as identified in Appendix 1.

## Attachments

Appendix 1: Refresh of City Standards for IT Systems List



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

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