

## Statement of Work

Procurement No.	Vendor	Description	Expiry Date	Requested Extension / Renewal Term	Contract \$ Value To-Date	Estimated \$ Value of Extension Term	New Total Estimated Contract \$ Value	Scope of Work (SOW)	Rationale to Support Justification
<b>Single-Source Purchasing By-law Justification:</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>									
PRC002364 (formerly FA.49.605-14)	Accenture Inc.	Accenture Clone and Test HCM Software; Tool used to transfer and scramble test data between SAP environments and to perform payroll comparisons and testing for large and ongoing changes like mandatory annual tax notes	Aug 31 2020	5 years to Aug 31 2025	\$ 96,320.00	\$ 50,000.00	\$ 146,320.00	<ul style="list-style-type: none"> <li>• Software licenses</li> <li>• Maintenance and support services</li> <li>• Professional services</li> </ul>	<ul style="list-style-type: none"> <li>• Clone and Test remains an IT City Standard for payroll and data transfer capabilities and remains compatible with SAP which is the City's ERP standard.</li> <li>• A brief survey of previous options and the current market yields no viable alternatives for a single solution for both data transfer and payroll comparison for Canadian Payroll.</li> <li>• Clone and Test has and continues to provide substantial value to the City for payroll and HCM testing and the City has received preferential pricing on maintenance and licensing.</li> <li>• The City can re-evaluate options in 5 years if the City moves to SF Employee Central. Accenture has a Clone and Test Cloud for SF Employee Central which has its own license.</li> </ul>
PRC001145 (Formerly FA.49.571-14)	Archive Systems, Inc. dba Access Information Protected	OmniRIM Physical Records Management System used by all Departments across the City for physical records management operations	Aug 31 2020	2 years, 4 months to Dec 31 2022	\$ 101,687.94	\$ 75,000.00	\$ 176,687.94	<ul style="list-style-type: none"> <li>• Professional services to upgrade OmniRIM from version 9.1 to version 10.1</li> <li>• Maintenance and support services</li> </ul>	<ul style="list-style-type: none"> <li>• The OmniRIM system has been in use since 2000, and as such, Access Systems is a vendor on the IT City Standard list.</li> <li>• Used by staff in all departments to manage functions such as record requests, access rights, auditing, disposition, and maintains the index and location of every item located within the Records Centre.</li> <li>• The City is currently using version 9.1 which is no longer supported. To receive ongoing maintenance and support, the City is required to upgrade to the latest 10.1 version.</li> <li>• The City is currently in the process of procuring an Electronic Document and Records Management System (EDRMS) which may be able to manage both electronic and physical records. EDRMS is being contemplated as a replacement for OmniRIM, with decision to be made after the new system has been implemented and operational. As such, the City requires that the OmniRIM contract be extended until December 31, 2022 to allow sufficient time to validate replacement options.</li> </ul>
PRC002373 (formerly FA.49.478.15)	The Public Sector Digest Inc.	Tangible Capital Asset System; accounting software solution for the reporting of the City's tangible capital asset activity (legislative requirement)	Dec 31 2020	5 years to Dec 31 2025	\$ 66,250.00	\$ 85,000.00	\$ 151,250.00	<ul style="list-style-type: none"> <li>• Maintenance and support services</li> </ul>	<ul style="list-style-type: none"> <li>• This item is listed on the City Standards for Information Technology (IT) Systems Requiring Maintenance and Support Services and Subscription Renewals in 2020.</li> <li>• As part of the SAP S4 HANA project, the City investigated the feasibility of replacing this system with the SAP Asset Accounting module, but ultimately decided to de-scope the replacement to reduce risk to the S4 HANA project and wait until an Enterprise Asset Management solution is in place.</li> <li>• It is estimated that it will take a minimum of 5 years to have an Enterprise Asset Management solution in place, and therefore, the City requires to renew this contract for another 5 years (Jan 2021 to Dec 2025) to continue to meet legislative requirements for reporting of tangible capital assets.</li> </ul>

Procurement No.	Vendor	Description	Expiry Date	Requested Extension / Renewal Term	Contract's Value To-Date	Estimated \$ Value of Extension Term	New Total Estimated Contract's Value	Scope of Work (SOW)	Rationale to Support Justification
Single-Source Purchasing By-law Justification: (b)(1v) The solicitation of competitive Bids would not be economical to the City									
PRC002361 (formerly FA.49.526-11)	AVI-SPL Canada Ltd.	Digital Signage System (DSS) for the administration of digital messaging in various City facilities; utilizes Omnivox software	Jul 15 2020	2 years, 6 months to Dec 31 2022	\$ 604,477.46	\$ 90,000.00	\$ 694,477.46	<ul style="list-style-type: none"> <li>Additional software</li> <li>Maintenance and support</li> <li>Related services</li> </ul>	<ul style="list-style-type: none"> <li>The cost of the current maintenance and support will be lower than the projected costs of initiating a new procurement. Extending the services with the current vendor will provide a cost savings to the City as City staff time would have to be committed to identifying resources available to support the existing infrastructure along with City staff time dedicated to support a procurement process within Material Management, Legal, IT and Community Services. Overall this would equate to roughly 420 hours of City staff time over a 6 week period.</li> <li>AVI-SPL has confirmed that they will adhere to the same rates and fee schedule for the scope of services outlined in the existing agreement for the existing infrastructure in place. Average market pricing goes up 5% annually whereas the existing agreement outlines an annual increase of 2% annually. AVI-SPL has agreed to prepare an official quote that outlines this commitment which aligns to what has been identified in the annual operating budget for maintenance and support of the existing infrastructure. This in turn will ensure business continuity with viable maintenance and support and no disruption.</li> </ul>
PRC001920 (formerly FA.49.586-13)	CaseWare International Inc. / F.H. Black & Company Incorporated (split award)	Financial Working Papers Software solution used to produce the City's Financial Statements; CaseWare provides the software, F.H. Black provides professional services and support	Aug 2020 / Nov 10 2020	2 years to Nov 10 2022	\$ 120,000.00	\$ 40,000.00	\$ 160,000.00	<ul style="list-style-type: none"> <li>Annual software licenses (CaseWare)</li> <li>Professional services and support (F. H. Black)</li> </ul>	<ul style="list-style-type: none"> <li>The City is required to produce audited Financial Statements annually to comply with provisions in the Municipal Act. The development of the Financial Statements takes information available from SAP and other data sources (e.g. Excel Worksheets), that are then imported into CaseWare Working Papers Software so the statements are presented in accordance with Public Sector Accounting Standards. To support the use of CaseWare, the City also retains F.H. Black to provide professional services to the City to support its use with CaseWare, including troubleshooting, GL account mapping and supporting technical requests between the City and CaseWare.</li> <li>If the City does not renew its contract with CaseWare and F.H. Black, it would dramatically reduce the ability to produce the City's financial statements in a timely manner.</li> <li>The CaseWare contract is expiring August 2020 and the F.H. Black contract is expiring November 2020. These contracts need to be extended for another 2 years while the City investigates the feasibility of other solutions that fully integrate with SAP and other data sources.</li> </ul>
PRC002368 (formerly FA.49.624-14)	WorldAPP, Inc.	KeySurvey survey solution used across the City for internal and external surveys	Sep 22 2020	3 years to Sep 22 2023	\$111,720.00 (USD) \$79,800.00 @ 1.4 Exchange)	\$ 65,000.00	\$ 176,720.00	<ul style="list-style-type: none"> <li>Survey subscription services, including:</li> <li>1 Supported KeySurvey Platform Master User</li> <li>10 Supported KeySurvey Platform Sub-User</li> <li>Reset to 50,000 completed survey credits per year</li> <li>Survey Building Suite with Unlimited Survey Creation</li> <li>Reporting Suite with Unlimited Reports</li> <li>Private Domain Name Option (SSL certificate to be supplied by customer if Private Domain name used)</li> <li>24/5 Live Support (Chat, Phone, or Email)</li> <li>Account Manager</li> </ul>	<ul style="list-style-type: none"> <li>Among all survey tools currently being used across the City, KeySurvey is assessed as the best and only solution capable of handling some of the City's more complicated surveys and surveys with special requirements.</li> <li>The Recreation Division uses KeySurvey in an integrated way with the current CLASS System, and it is part of their customer retention and marketing program supporting approximately \$50 million in annual revenue.</li> <li>It is recommended that the City extend its contract with WorldAPP for a 3-year period to allow time for the City to maintain business continuity while assessing in-house survey options through Survey 123 and/or other product options that integrate with City systems currently undergoing upgrades/replacements, such as CLASS.</li> <li>Given the integrations required with current and planned systems (Survey 123, enterprise CRM, and CLASS replacement), costs and efforts related to data migration, service transitions across a range of business areas, it is not economical to procure an additional survey product at this time.</li> </ul>
PRC000923	Workfront, Inc.	Communications Service Request Intake Solution used for the management of all work requests sent to the Strategic Communications Division	Sep 20 2020	5 years to Sep 20 2025	\$106,754.82 (USD) \$76,252.48 @ 1.4 Exchange)	\$ 245,000.00	\$351,754.82	<ul style="list-style-type: none"> <li>Annual license subscriptions and support</li> <li>Additional licenses and support</li> <li>Professional services</li> </ul>	<ul style="list-style-type: none"> <li>The Workfront solution was acquired originally in 2018 as an interim solution while the City explored options for a permanent project management and work request solution for the Corporation.</li> <li>Strategic Communications and IT are requesting to extend the contract to cover the next 5 years while research and planning for a wider City solution is underway.</li> <li>Strategic Communications would like to limit business disruption as well as the additional budget and resource needs of implementing a second interim solution by extending the current Workfront contract until such time as an enterprise-wide solution is available.</li> <li>Acquiring an alternative interim system would involve additional administration, transition, decommissioning, and operations costs. There would be costs associated with implementing a replacement system and then subsequently transitioning to the enterprise-wide solution. The City estimates the costs for transitioning to a new system would be at least 2.5 staff for 6 months, or approximately 115K in staff time and added resource costs, in addition to the cost of the solution itself.</li> </ul>
TOTAL:					\$1,207,210.22	\$650,000.00	\$1,857,210.22		