

## Procurement By-law 0013-2022, SCHEDULE "A" - CRITERIA FOR SINGLE SOURCE AND EMERGENCY PROCUREMENT:

(1) Pursuant to Section 13 Single Source and Emergency Procurement (Medium Value Acquisitions and High Value Acquisitions), Procurements may be conducted using a Single Source Supplier only if one or more of the conditions listed below apply, the Chief Procurement Officer or Manager having the right of final determination, and a process is undertaken to obtain the Best Value under the circumstances:

**SINGLE SOURCE JUSTIFICATION (SSJ) CRITERIA:**

- (c) The Goods and/or Services are unique to one particular supplier and no reasonable alternative or substitute exists due to exclusive rights such as patent, copyright or licence;
- (h) For additional Goods and/or Services from the original Supplier that were not included in the original Procurement, if the change of Supplier for such additional Goods and/or Services cannot be made for:
- (i) Economic or technical reasons such as requirements of interchangeability or interoperability with existing equipment, software, services or installations procured under the initial Procurement; and
- (ii) Would cause significant inconvenience or substantial duplication of costs for the City.
- (j) It is advantageous to the City to acquire the Goods and/or Services from a supplier pursuant to the competitive Procurement process conducted by another Public Body;
- (m) A need exists for compatibility with, or for the maintenance and support of, a City Standard;
- (n) A need exists to avoid violating warranties and guarantees where support or Service is required for a City Standard.

| Procurement No. | Supplier                | Description  | Expiry Date | Requested Extension / Renewal / New Term | Est. Contract \$ Value To-Date | Est. \$ Value of Extension / Renewal / New Term | New Est. Total Contract \$ Value | Scope of Work (SOW)  | SSJ Criteria | Rationale to Support Justification  |
|-----------------|-------------------------|--|-------------|--|--------------------------------|---|----------------------------------|--|--------------|---|
| PRC000973       | Bibliotheca Canada Inc. | Library Radio Frequency Identification (RFID) based system (Includes self-check out) | 9/2/2023    | Up to 5 years<br>9/2/2028<br>(See Notes) | \$ 1,646,773.00                | \$ 4,925,000.00                                 | \$ 6,571,773.00                  | Hardware and Software, Maintenance & Support and Professional Services | h            | <p>1) Solicitation of bids resulting in the replacement of the existing system would not be economical to the City. Procuring, integrating, testing, implementing and training for another system would require a substantial investment of funds and resources from the Library and IT departments. A new RFID system would require duplication of costs to integrate and implement a new system into the City technical and Library environments. A new system would require extensive testing to ensure the hardware, software and network components meet the City's IT standards and work seamlessly and securely within the City's technical infrastructure. Implementing a new system would require up to 5 years to obtain additional budget for the new software, project resources, and implementation services, complete a procurement process and implement the new solution</p> <p>2) Replacement of the existing system across all Library locations would cause significant impact &amp; inconvenience for Library operations and customers, as during the transition period two different self-check-out systems would need to be in place at the same time.</p> <p>3) The security gates, staff RFID stations and self-check-outs are near end-of-life and will need to be replaced with newer equipment. Switching to a different supplier at this time would require support of two different systems simultaneously during the transition period. In order to minimize the risk of running two systems simultaneously that would replace gates, stations or check-outs from a potential new supplier prior to the end of the current equipment's lifecycle; the City would not realize the full value of the equipment investment. It enables us to defer the capital expense over a longer period of time and replace the equipment when required and when the budget is available.</p> <p><u>Notes:</u> Authority is being requested to: a) amend and increase the value of the current contract under PRC000973 (expiring 09/02/2023) by \$620K for the purchase of new RFID equipment for the Central Library prior to its re-opening; b) enter into a new contract with Bibliotheca for up to 5 years upon the current contract's expiry (valued at approx. \$4.305M). A new Procurement No. will replace PRC000973 (TBA).</p> |

## STATEMENT OF WORK

## Appendix 1

|           |                                   |   |            |   |                 |                  |                  |  |   |   |
|-----------|-----------------------------------|---|------------|---|-----------------|------------------|------------------|--|---|---|
| PRC001920 | CaseWare International Inc.       | Financial Statement Working Papers System - Software used to produce the City's annual financial statements to comply with the Municipal Act. (Split award with F.H. Black & Company Incorporated.)       | 8/1/2022   | Up to 5 years<br>8/1/2027   | \$ 72,947.50    | \$ 96,769.59     | \$ 169,717.09    | Software licenses and support  | h | <p>1) The City is required to produce audited Financial Statements annually to comply with provisions in the Municipal Act and other provincial legislation. 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.</p> <p>2) Original procurement was completed as a Single Source MVA in 2014, and through Council Resolution No. 0201-2020 in 2020, authority was obtained to extend the contract for an additional 2 years. However, on account of the COVID-19 pandemic and related budget pressures, Finance and IT divisions were not able to complete the market research, budget planning, and potential procurement of a feasible replacement solution by this time.</p> <p>3) Renewing the contract with CaseWare for up to an additional 5 years would allow more time to plan for a potential replacement, while preventing significant inconvenience and disruption to City operations, as it would provide the City with the ability to continue to produce financial statements in a timely manner.</p>   |
| PRC001920 | F.H. Black & Company Incorporated | Financial Statement Working Papers System - Professional Services used to produce the City's annual financial statements to comply with the Municipal Act. (Split award with CaseWare International Inc.) | 11/10/2022 | Up to 5 years<br>11/10/2027   | \$ 87,052.50    | \$ 109,235.00    | \$ 196,287.50    | Professional Services, support and related tools   | h | <p>1) The City uses CaseWare Working Papers Software (from CaseWare International Inc.) for the development of Financial Statements to ensure that 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 support, professional services and related tools to the City for the full utilization of CaseWare software, including troubleshooting, GL account mapping and supporting technical requests between the City and CaseWare.</p> <p>2) Original procurement was completed as a Single Source MVA in 2014, and through Council Resolution No. 0201-2020 in 2020, authority was obtained to extend the contract for an additional 2 years. However, on account of the COVID-19 pandemic and related budget pressures, Finance and IT divisions were not able to complete the market research, budget planning, and potential procurement of a feasible replacement solution by this time.</p> <p>3) Renewing the contract with F.H. Black for up to an additional 5 years would allow more time to plan for a potential replacement, while preventing significant inconvenience and disruption to City operations, as it would provide the City with the ability to continue to produce financial statements in a timely manner.</p> |
| PRC003544 | CompuCom Canada Co.               | Personal Computing Devices and Services - New Provincial VOR Agreement Number 14952   | 11/7/2022  | Up to 5 years with option to extend should the Province extend the VOR term (see Notes) | \$14,425,000.00 | \$ 12,500,000.00 | \$ 26,925,000.00 | Desktop management services and products, such as desktops, notebooks (mobiles), rugged notebooks (mobiles), monitors and peripherals. It also includes the provision of related services, maintenance and accessories for this equipment. | j | <p>1) The Province of Ontario has completed a procurement process for Personal Computing Devices and Services to replace the current VOR arrangement (Desktop Management Services and Products - OSS-00466131). The City of Mississauga wants to leverage the replacement contract with the successful bidder, CompuCom Canada Co., as it has done in previous years.</p> <p>2) It is advantageous to the City to leverage the pricing negotiated by the Province. The City would like to take advantage of the purchasing power of the Province and its very aggressive and competitive pricing extended through the VOR arrangement.</p> <p>3) This is an excellent example of an efficient and cost effective process by taking advantage and leveraging the competitive procurement process work of the Province.</p> <p><b>Notes:</b> PRC003544 (\$12.5M) will replace the current contract under PRC000718 (\$14.4M). The term of the new agreement will be aligned with the Province's VOR agreement term, and the City is also requesting authority to: a) extend the contract term, should the Province extend the VOR term beyond the initially contemplated term, and b) extend the current contract if the new one cannot be adopted by the current expiry date.</p>  |



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|-----------|-------------------------------------|--|------------|---|-----------------|-----------------|-----------------|---|---|--|
| PRC000539 | Computer Sciences Canada Inc.       | Computer Sciences Canada "Assure Claims" system (formerly "Riskmaster") used by Legal Services Risk and Insurance team to track and manage all risk and insurance related events and claims; includes the tracking of an unlimited amount of historical claims filed against a corporation, and allows for advanced statistical reporting.               | 12/31/2022 | Up to 5 years<br>6/30/2027                | \$ 344,891.44   | \$ 123,000.00   | \$ 467,891.44   | Software, maintenance and support, and professional services                  | m | <p>1) Computer Sciences Canada Inc. (CSC) "Assure Claims" tool (formerly "Riskmaster") provides Legal Services Risk and Insurance staff with the management of insurance claims against the City.</p> <p>2) In 2013, a Corporate Report was submitted and approved by Council to contract with CSC for a ten year term ending June 30, 2023, and to continue to designate Riskmaster as a City Standard (GC-0452-2013). The current contract expires December 31, 2022.</p> <p>3) A publicly-posted Request for Information (RFI) was conducted in the fall of 2021. Findings indicated that there are other companies in the market offering claims management solutions, which may meet the City's needs. An extension term of up to 5 years is being requested to obtain budget, complete the procurement process, and implement the new solution.</p>  |
| PRC003560 | Commvault Systems Canada Inc. (OEM) | Commvault Products and Services  | 7/30/2024  | Up to 5 years<br>7/30/2029<br>(See Notes) | \$ 1,480,295.37 | \$ 2,915,000.00 | \$ 4,395,295.37 | Commvault products & services   | m | <p>1) The City's data is of critical importance. The City has leveraged Commvault complete backup and recovery solution for its data since 2001. The product has a proven record with the City for its reliability, consistent performance, and interoperability existing systems and applications.</p> <p>2) The City has made a significant investment from an economic perspective with licensing, training and professional services to install, configure and optimize. Deviating from the solution would cause a significant amount of disruption and inconvenience from a financial investment and technology perspective. Retaining the Commvault Complete solution is recommended.</p> <p>3) Through GC-0271-2019, Council approved Commvault as a City Standard for a term of five years, and authorized the City to specify Commvault products and services in a competitive procurement process leveraging Commvault's authorized value added resellers channel (up to July 30, 2024). The City requires that the City Standard designation be extended for an additional five years. The City will continue to procure the products and services through the reseller channel via competitive procurement. The financial impact to the City will be approximately \$2,915,000 over a five year period.</p> <p><b>Notes:</b> This request is for the extension of Commvault's designation as a City Standard only. A new competitive procurement will be issued to Commvault's authorized value added reseller channel under PRC003560 (valued at approx. \$2.9M). This will replace the current contract under PRC001473 with CDW Canada Corp. (\$1.5M over approx. 3 yrs) currently expiring 10/29/2022.</p> |
| PRC000309 | High Criteria Inc.                  | Liberty Court Recording solution (LCR) from High Criteria is used to record and play back court proceedings made in the Court Rooms at 950 Burnhamthorpe Road West. LCR utilizes specialized PC's with specialized sound hardware in order to capture the audio from the court proceedings and to interface with the audio equipment in each Court Room. | 9/9/2022   | Up to 5 years<br>9/9/2027                 | \$ 62,148.00    | \$ 26,915.00    | \$ 89,063.00    | Software, maintenance and support, license upgrades and professional services | m | <p>1) From 2012 to 2022, the Court Administration team in Corporate Services/Legislative Services has been using the Liberty Court Recording solution (LCR) from High Criteria. Many of the other courts in Ontario are using the LCR solution and will continue to do so as long as it continues to meet and satisfy their requirements.</p> <p>2) The Liberty Recording solution from High Criteria Inc. was approved as a City Standard by Council through GC-0643-2021: "City Standards for Information Technology (IT) Maintenance and Support Services and Subscription Renewals for 2022-2024".</p> <p>3) The Court Administration team and Information Technology are satisfied that LCR will continue to be able to meet the requirements of the courts for at least the next five years.</p>   |

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|-----------|----------------------------|--|------------|-------------------------------|-----------------|---------------|-----------------|--|---|--|
| PRC001881 | Infor Public Sector, Inc.  | The City's current Fire Computer Aided Dispatch (CAD) System ("EnRoute"); support required to complete migration to the approved replacement system. | 6/30/2022  | Up to 8.5 years<br>12/31/2030 | \$ 1,929,426.03 | \$ 595,000.00 | \$ 2,524,426.03 | Infor EnRoute Fire CAD 6 to 18 month Maintenance & Support (M&S) extension, and professional services and 7 year M&S for Legacy CAD System Reporting | m | <p>1) In 2014, Infor Public Sector, Inc. (EnRoute) was designated a continued City Standard until further performance review and evaluation had been completed with the current system by Mississauga Fire and Emergency Services (MFES) and partner agencies, at which point the City would either decide to continue with the current supplier or acquire a new system (GC-0321-2014).</p> <p>2) In 2020, with input from Mississauga and Caledon, the City of Brampton awarded a contract to Motorola for the implementation of a new Fire CAD System. The implementation of the new system is behind schedule. To ensure that MFES dispatch operations continue without interruption, there is a requirement to extend the Infor Maintenance and Support contract for the period from July 1, 2022 up to December 31, 2023. This will provide the necessary time for the new system to be successfully implemented.</p> <p>3) There is also a requirement for Fire to report on the legacy data from the existing EnRoute CAD system for seven (7) years post contract. Authority is being requested for additional professional services and maintenance &amp; support for data migration and a small subset of licenses for an additional 7 year period (up to December 31, 2030).</p> |
| PRC003244 | Media Resources Inc.       | Pylon Sign Reader Board maintenance and support  | 12/31/2021 | Up to 5 years<br>12/31/2026   | \$ 283,000.00   | \$ 75,000.00  | \$ 358,000.00   | Pylon sign reader board maintenance and support - parts, materials & labour, and professional services   | c | <p>1) In 2009, the City of Mississauga constructed several pylon signs utilizing LED (light emitting diode) reader board displays purchased from Media Resources Inc. (MRI). The pylon sign network is an important part of the City's communications infrastructure to provide residents and visitors to Mississauga with information about services, events, public engagement opportunities and emergency messaging.</p> <p>2) In 2015, it was concluded that the City's current fleet of outdoor digital signs are a proprietary technical solution supplied by MRI, and a phased upgrade of the signs was completed by MRI.</p> <p>3) In order to provide the necessary maintenance and support for the current 23 pylon signs, with a unique products (e.g. technical hardware components), software and professional services available only from MRI, where no reasonable alternative or substitute exists due to exclusive rights such as patent, copyright or licence, the City requires to extend the previous agreement with MRI for up to 5 years or until a reasonable alternative/replacement is available.</p>   |
| PRC002377 | Rogers Communications Inc. | Cable TV Services for City Hall and planned growth & inflation   | 11/4/2022  | Up to 5 years<br>11/4/2027    | \$ 175,081.20   | \$ 150,000.00 | \$ 325,081.20   | Cable TV Services for City Hall and planned growth & inflation   | h | <p>1) From 2015 to 2022, the City of Mississauga IT Division has been using the Rogers Vecima system for analog Cable Services to transmit cable TV channels containing news information to over 80 displays in City Hall, Court Rooms, Emergency Operations Centre, &amp; Meeting Rooms. The Vecima hardware system uses specialized modems to receive landline digital TV channels and retransmit these TV channels as analog signals using the existing analog cable infrastructure in City Hall. Each specialized modem is monitored by Rogers Communications and supported by their service vendor COMU Networks.</p> <p>2) Many other Municipalities are using Rogers Vecima system to distribute cable channels and will continue to use this solution as long as it continues to meet and satisfy their requirements for cable TV distribution.</p> <p>3) Rogers has agreed to extend the contract on the current terms &amp; conditions and pricing for the next two years, with potential price increases for the next three years capped at a 2% yearly increase. The forecasted estimate includes potential increases for growth and inflation.</p>  |

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|-----------|---|---|--------------|---|-----------------|-----------------|-----------------|---|--|
| PRC003558 | Softchoice Canada Inc. / Adobe Inc. (OEM) | Adobe Products and Services-Tender-11781 - 2022 Adobe Reseller VOR arrangement from 04/21/2022 to 03/31/2027. | New Contract | Up to 5 years with option to extend should the Province extend the VOR term (see Notes) | \$ -            | \$ 2,550,000.00 | \$ 2,550,000.00 | Adobe products, services and subscriptions. | <p>1) Ontario Ministry of Government and Consumer Services Supply Chain Ontario ("MGCS") has established an enterprise Volume License Agreement (VLA) with Adobe Inc. under MGCS-Adobe VLA 2022. Through a competitive procurement process under Tender-11781, MGCS has also established a Vendor of Record ("VOR") arrangement with an authorized Adobe Reseller – Softchoice Canada Inc.</p> <p>2) The City would like to adopt this VLA and reseller arrangement for the reasons of it being advantageous to the City to acquire Adobe products and services pursuant to the competitive procurement process conducted by another Public Body – MGCS. The VLA provides a 15%-25% discount from Adobe suggested retail price, and the reseller arrangement provides further discounts.</p> <p>3) Adobe has been a long-time IT City Standard, used by various departments, and a renewal of Adobe products is required to avoid disruption in services for City staff. Due to the anticipated user growth (historically 10%-20% year-over-year), the estimated contract cost over a period of approx. 5 years is \$2.55M.</p> <p><b>Notes:</b> PRC003558 (\$2.5M) will replace the current contract under PRC001390 with SHI Canada ULC (\$450K over 3 yrs.) expiring 08/29/2022. The term of the new agreement will be aligned with the Province's VOR agreement term, and the City is also requesting authority to: a) extend the contract term, should the Province extend the VOR term beyond the initially contemplated term, and b) extend the current contract if the new one cannot be adopted by the current expiry date.</p> |
| TOTALS    |   |   |              |   | \$20,506,615.04 | \$24,065,919.59 | \$44,572,534.63 |   |  |



## STATEMENT OF WORK

| OPERATING BUDGET ESTIMATED FORECAST FOR 2022-2027 |   |   |  |                 |                 |                 |                 |                 |                 |                  |
|---|---|---|--|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|------------------|
| Procurement No.                                   | Supplier                                  | Description   | Requested Extension / Renewal / New Term               | 2022            | 2023            | 2024            | 2025            | 2026            | 2027            | TOTAL            |
| PRC000973   | Bibliotheca Canada Inc.                   | Library Radio Frequency Identification (RFID) based system Maintenance and Support  | Up to 5 years<br>2028/09/02                            | \$ 60,000.00    | \$ 65,000.00    | \$ 70,000.00    | \$ 75,000.00    | \$ 80,000.00    | \$ 85,000.00    | \$ 435,000.00    |
|   |   | Library Radio Frequency Identification (RFID) based system Hardware and Software including professional services<br>*Note: Will be funded from Capital. |  | \$ 560,000.00   | \$ 930,000.00   | \$ 955,000.00   | \$ 800,000.00   | \$ 750,000.00   | \$ 495,000.00   | \$ 4,490,000.00  |
| PRC001920   | CaseWare International Inc.               | Software used to produce the City's annual financial statements to comply with the Municipal Act.   | Up to 5 years<br>2027/08/01                            | \$ 16,495.00    | \$ 17,814.60    | \$ 19,239.77    | \$ 20,778.95    | \$ 22,441.27    |                 | \$ 96,769.59     |
| PRC001920   | F.H. Black & Company Incorporated         | Support, Professional Services and Synch Tool   | Up to 5 years<br>2027/11/10                            | \$ 25,745.00    | \$ 18,745.00    | \$ 18,745.00    | \$ 23,000.00    | \$ 23,000.00    |                 | \$ 109,235.00    |
| PRC003544   | CompuCom Canada Co.                       | Personal Computing Devices and Services - New VOR Agreement Number 14952  | Up to 5 years<br>(2027/11/07) & per new VOR Agmt. term | \$ 2,500,000.00 | \$ 2,500,000.00 | \$ 2,500,000.00 | \$ 2,500,000.00 | \$ 2,500,000.00 |                 | \$ 12,500,000.00 |
| PRC000539   | Computer Sciences Canada Inc.             | Software, maintenance and support for Assure Claims   | up to 5 years<br>2027/06/30                            |                 | \$ 11,985.11    | \$ 23,970.21    | \$ 23,970.21    | \$ 23,970.21    | \$ 23,970.21    | \$ 107,865.95    |
|   |   | Professional services as needed, e.g. report builds   |  |                 | \$ 15,134.05    |                 |                 |                 |                 | \$ 15,134.05     |
| PRC003560   | Commvault Systems Canada Inc. (OEM)       | Commvault Complete Backup and Recovery (On-Premise Solution)  | Up to 5 years<br>2027/10/29                            | \$ 240,000.00   | \$ 260,000.00   | \$ 280,000.00   | \$ 305,000.00   | \$ 330,000.00   | \$ 350,000.00   | \$ 1,765,000.00  |
|   |   | Commvault Metallic Backup Solution (Cloud Solution)   |  | \$ 80,000.00    | \$ 170,000.00   | \$ 180,000.00   | \$ 185,000.00   | \$ 190,000.00   | \$ 195,000.00   | \$ 1,000,000.00  |
|   |   | Professional Services including, assessments, upgrades, enhancements, training; and Other solutions related to Commvault Backup and Recovery Solution.  |  | \$ 25,000.00    | \$ 25,000.00    | \$ 25,000.00    | \$ 25,000.00    | \$ 25,000.00    | \$ 25,000.00    | \$ 150,000.00    |
| PRC000309   | High Criteria Inc.                        | Software, maintenance and support for Liberty Court Recording   | Up to 5 years<br>2027/09/09                            |                 | \$ 4,683.00     | \$ 4,683.00     | \$ 4,683.00     | \$ 4,683.00     | \$ 4,683.00     | \$ 23,415.00     |
|   |   | Upgrade from 4 channel to 8 channel recording - one time cost   |  |                 | \$ 3,500.00     |                 |                 |                 |                 | \$ 3,500.00      |
| PRC001881   | Infor Public Sector, Inc.                 | Infor EnRoute Fire CAD 18-month Maintenance & Support extension   | Up to 8.5 years<br>2030/12/31                          |                 | \$ 555,000.00   |                 |                 |                 |                 | \$ 555,000.00    |
|   |   | 7-year Maintenance & Support for a subset of licenses and Legacy CAD Reporting  |  |                 | \$ 40,000.00    |                 |                 |                 |                 | \$ 40,000.00     |
| PRC003244   | Media Resources Inc.                      | Pylon sign maintenance and support - parts, materials & labour  | Up to 5 years<br>2026/12/31                            | \$ 15,000.00    | \$ 15,000.00    | \$ 15,000.00    | \$ 15,000.00    | \$ 15,000.00    |                 | \$ 75,000.00     |
| PRC002377   | Rogers Communications Inc.                | Cable TV Services for City Hall and planned growth & inflation  | Up to 5 years<br>2027/11/04                            |                 | \$ 30,000.00    | \$ 30,000.00    | \$ 30,000.00    | \$ 30,000.00    | \$ 30,000.00    | \$ 150,000.00    |
| PRC003558   | Softchoice Canada Inc. / Adobe Inc. (OEM) | Adobe Products and Services- Tender- 11781 - 2022 Adobe Reseller VOR arrangement from 04/21/2022 to 03/31/2027.   | Up to 5 years<br>(2027/08/29) & per new VOR Agmt. term |                 | \$ 400,000.00   | \$ 450,000.00   | \$ 500,000.00   | \$ 550,000.00   | \$ 650,000.00   | \$ 2,550,000.00  |
| TOTALS  |   |   |  | \$ 3,522,240.00 | \$ 5,061,861.76 | \$ 4,571,637.98 | \$ 4,507,432.16 | \$ 4,544,094.48 | \$ 1,858,653.21 | \$ 24,065,919.59 |