

Statement of Work

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:

- (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.

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
PRC003969 & PRC003970	TBD from the prequalified reseller vendors under VOR Tender-15700: Computacenter TeraMach Inc., OnX Enterprise Solutions Ltd., and/or Softchoice Canada Inc.	Adoption of Provincial Vendor of Record (VOR) arrangement "Tender-15700 - Software Reseller" for software licenses and associated products and services, including software supporting data centre hosting infrastructure and business applications	New Contract(s)	New term up to 05/31/2027 per VOR, with option to extend should the Province extend the VOR term (see Notes)	\$ -	\$ 1,654,000.00	\$ 1,654,000.00	Software licenses, maintenance and support, and associated products and services, including: - Red Hat - VMware - Other as per VOR Tender-15700	j	<p>1) The City has standardized with VMware virtualization technology since 2008 and Red Hat Linux since 2019, used for City critical applications such as SAP HANA and Commvault Backups Systems. The City has made a significant investment in both VMware and Red Hat technologies and deviating from these solutions would cause significant disruption and inconvenience from a financial investment and technology perspective.</p> <p>2) The Province of Ontario conducted a competitive procurement process, resulting in Vendor of Record (VOR) arrangement "Tender-15700 - Software Reseller" which includes VMware and Red Hat products and services, available for use by Ontario municipalities. It is advantageous to the City of Mississauga to acquire these goods and services under the VOR arrangement to leverage the terms & conditions and pricing extended through the VOR based on the purchasing power of the Province.</p> <p>3) Per the VOR framework, the supplier(s) will be chosen through a second stage selection process (e.g. HVA competitive bid by prequalified resellers) to ensure Best Value for the City.</p> <p>Notes: PRC003969 & PRC003970 (\$2.165M) will replace the current contracts with Computacenter TeraMach Inc. and OnX Enterprise Solutions Ltd. under PRC002464 (\$1.746M over 2 yrs.) expiring June 24, 2023. The term of the new agreements 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 contracts if the new ones cannot be adopted by the current expiry date.</p>
PRC002569	GolfNow, LLC	Golf Management Solution: EZ Suite (EZ Links POS and Tee Sheets) and GolfNow Online Booking and Promotion Platform [Formerly "Golf E Network (GEN)" Software]	12/31/2023	Renewal for up to 5 years	\$ 66,060.00	\$ 60,000.00	\$ 126,060.00	<p>1. Golf Management Solution products and services</p> <p>2. EZ Suite (EZ Links POS and Tee Sheets)</p> <p>3. GolfNow Online Booking and Promotion Platform</p> <p>4. Additional related services, as required</p>	h	<p>1) The City is seeking Council authority to extend the contract for its Golf Management solution beyond a 10 year term. The City entered into a contract with GolfNow, LLC in 2014, after it acquired the Golf E Network (GEN) solution from The Active Network, Ltd. In 2021, the City upgraded to GolfNow's new solution called EZ Suite after the supplier announced that GEN would no longer be supported.</p> <p>2) The current solution meets all business requirements, and staff and customers have become accustomed to the solution, workflows, and interface. GolfNow is a market leader in the online golf tee time booking market and its services are used by 85% of golf courses within the GTA.</p> <p>3) EZ Links is a relatively low-cost solution, providing many benefits to the City. Moving to a new solution would not be economical to the City. Staff surveyed the market and found that procuring another solution could potentially cost the City more than \$200K over 5 years and take up to 14 months to implement. Retaining the existing solution would avoid the costs associated with system acquisition and configuration, business processes changes, testing, and re-training. It would also avoid potentially increased capital and operating costs, business disruption, and the negative optics from another change to the public-facing interface.</p> <p>4) As part of the renewal, the City is also seeking authority to add the GolfNow Premium Marketing Platform (PMP) promotional service to the agreement. The PMP provides substantially increased market exposure through digital ads and the City only needs to donate 1 non-prime tee time per golf course per day to participate. There would be no additional cost to the City for this service. Note: The City was already participating in the PMP in 2021, but ceased participation due to COVID-19.</p>

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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
PRC001890	Silverware POS Inc.	Food and Beverage Point of Sale (POS) IT Infrastructure Services Solution	12/31/2024	Expansion of solution & Renewal for up to 5 years	\$ 645,684.35	\$ 417,274.60	\$ 1,062,958.95	1. POS hardware, terminals and services for new locations 2. Refresh hardware, terminals and services for existing locations 3. Licensing 4. Subscriptions 5. Support & Data Plans 6. Professional Services	h	1) Silverware's POS solution is currently used at Paramount Fine Foods Centre (PFFC), Living Arts Centre (LAC), and C-Banquets at Civic Centre, and an expansion to BraeBen Golf, Lakeview Golf, and Meadowvale Theatre to meet those business needs is planned. With the investment made to date in the solution, it would not be economical to the City to move to a new solution, and a renewal of the contract for up to 5 years upon its expiry at the end of 2024 is recommended. 2) Staff conducted a comparison with one of the leading competing solutions, and although overall costs were comparable, the implementation costs associated with an alternative solution were estimated to be more than \$150K, including professional services, testing, and staff resources. With implementation time estimated at 6-12 months, a change in solution would cause disruption to the City's business operations, including changes to business processes and the retraining of almost 100 staff. 3) The supplier has agreed to hold the current costs for the extension term, and the City has obtained a quote to replace the aging fleet of existing POS terminals that it believes will offer the City Best Value. The cost of the expansion to the golf courses and Meadowvale Theatre will be mitigated by the elimination of ISP charges, as the City plans to move the solution onto its own network.
PRC000390	Frequency Foundry Inc.	Economic Development Office Customer Relationship Management Solution (EDO CRM)	12/19/2023	Renewal for up to 5 years (+ 7 years historical data access post-contract)	\$ 629,200.00	\$ 547,920.00	\$ 1,177,120.00	1. Software Licenses - Prosper and Microsoft Dynamics 365 software 2. Maintenance & Support - Service Support Desk 3. Professional Services - e.g. development of dashboards and reports mandated by the Province of Ontario 4. Historical Data Access - up to 7 years post-contract (approved as part of original procurement)	h	1) EDO had a limited budget for this CRM solution initially, which is why the original contract had a limited scope and term. Since its implementation, the solution has become a foundational system for the delivery, tracking and reporting of most of EDO's core services. The EDO team has invested heavily in both staff time and budget to align the solution with a multitude of EDO business processes. To switch to an alternative product at this point would not be economical, as it would require the EDO and IT teams to repeat all the work completed over the five years, including extensive staff time to learn a new product, migrate data, rebuild business processes, and train all staff. 2) The Information Technology roadmap supports the move of the City to the Microsoft Office 365 suite of tools, and the EDO CRM is Microsoft Dynamics 365 based. Microsoft Dynamics 365 is designed to integrate with Office 365, enhancing the usability of the Dynamics tool. It is functionally supported by Microsoft integrations with tools like Microsoft Outlook for Dynamics, and other related Microsoft products. An alternative solution may not integrate as seamlessly with the Office 365 toolset. 3) The City has received a quote from the supplier for the renewal term that offers Best Value, including a change in support model from a 'per license' basis to an unlimited license support model, resulting in stable maintenance costs over five years regardless of the number of users added.
PRC002434	DocuSign, Inc.	DocuSign e-Signature Solution	8/30/2023	Renewal for up to 5 years	\$ 480,818.75	\$ 190,760.00	\$ 671,578.75	1. Software Subscriptions/Licenses 2. Premier Support 3. Access Management 4. Professional Services	h	1) The COVID-19 crisis elevated the need for the City to urgently procure an enterprise-wide electronic signature solution in order to deliver both essential and everyday services to its constituents. As a result, in 2020, the City entered into a 3-year single source agreement with DocuSign to facilitate deployment of this solution across the enterprise. 2) There are a number of alternative electronic signature solutions presently available in the market, however, given the City's investment to date in DocuSign and factoring in costs directly related to migrating to another software solution, retaining DocuSign would be the most cost-effective option based on the City's analysis. 3) The City will be right-sizing the number of envelopes (transactions) it is proposing to purchase from DocuSign during the renewal term to more closely align with its actual historical usage. DocuSign has provided a preliminary estimate to renew the agreement that the City believes will offer Best Value.
TOTALS					\$1,821,763.10	\$2,869,954.60	\$4,691,717.70			

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OPERATING BUDGET ESTIMATED FORECAST FOR 2023-2029												
Procurement No.	Supplier	Description	Requested Extension / Renewal / New Term	2023	2024	2025	2026	2027	2028	2029	TOTAL	
PRC003969 & PRC003970	TBD from the prequalified reseller vendors under VOR Tender-15700: Computacenter TeraMach Inc., OnX Enterprise Solutions Ltd., and/or Softchoice Canada Inc.	Adoption of Provincial Vendor of Record (VOR) arrangement "Tender-15700 - Software Reseller" for software licenses and associated products and services, including software supporting data centre hosting infrastructure and business applications	New term up to 05/31/2027 per VOR, with option to extend should the Province extend the VOR term (see Notes)	\$ 734,000.00	\$ 243,000.00	\$ 215,000.00	\$ 225,000.00	\$ 237,000.00			\$ 1,654,000.00	
PRC002569	GolfNow, LLC	Golf Management Solution: EZ Suite (EZ Links POS and Tee Sheets) and GolfNow Online Booking and Promotion Platform [Formerly "Golf E Network (GEN)" Software]	Renewal for up to 5 years		\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00		\$ 50,000.00	
		Contingency			\$ 10,000.00						\$ 10,000.00	
PRC001890	Silverware POS Inc.	Hardware (new & refresh existing)	Expansion of solution & Renewal for up to 5 years	\$ 90,000.00							10,000.00	\$ 100,000.00
		Annual Licensing, Subscriptions, Support, Data Plans, and future growth		\$ 15,000.00	\$ 39,000.00	\$ 40,950.00	\$ 42,997.50	\$ 45,147.38	\$ 47,404.74	\$ 49,774.98	\$ 280,274.60	
		Professional Services		\$ 17,000.00							20,000.00	\$ 37,000.00
PRC000390	Frequency Foundry Inc.	(EDO CRM) Licensing, Maintenance and Support over 5 years	Renewal for up to 5 years (+ 7 years historical data access post-contract)		\$ 75,540.00	\$ 75,540.00	\$ 75,540.00	\$ 84,720.00	\$ 86,580.00		\$ 397,920.00	
		Additional Licensing/future growth over 5 years								50,000.00	\$ 50,000.00	
		Professional Services over 5 years								100,000.00	\$ 100,000.00	
PRC002434	DocuSign, Inc.	eSignature Standard Edition - Envelope Subscription (34,000 envelopes)	Renewal for up to 5 years		\$ 18,360.00	\$ 18,360.00	\$ 18,360.00	\$ 18,360.00	\$ 18,360.00		\$ 91,800.00	
		Access Mgmt. w/ SSO - Per Envelope (34,000 envelopes)		\$ 6,120.00	\$ 6,120.00	\$ 6,120.00	\$ 6,120.00	\$ 6,120.00		\$ 30,600.00		
		Additional Subscriptions with Access Mgmt., Prof. Services and future growth over 5 years								50,000.00	\$ 50,000.00	
		Premier Support		\$ 3,672.00	\$ 3,672.00	\$ 3,672.00	\$ 3,672.00	\$ 3,672.00		\$ 18,360.00		
TOTALS				\$ 856,000.00	\$ 635,692.00	\$ 369,642.00	\$ 381,689.50	\$ 405,019.38	\$ 172,136.74	\$ 49,774.98	\$ 2,869,954.60	