

Statement of Work Criteria for Single Source Procurement

LIST OF SINGLE SOURCE PROCUREMENTS
with
BUDGET FORECAST FOR 2024-2035

SINGLE SOURCE JUSTIFICATION (SSJ) CRITERIA:

- (b) There is a scarcity of supply in the market;
- (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 license;
- (e) No acceptable Bids were submitted;
- (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;

Procurement No.	Supplier	Technology Description	Current Contract Expiry Date	Requested New Term	Est. New Contract \$ Value for 2024-2035	Scope of Work (SOW)	SSJ Criteria	Rationale to Support Justification
New Contract (replacement of PRC001499)	Enghouse Transportation Limited	BusLine Interactive Voice Response System to Hastus application	2024/07/31	Up to 5 years to 7/31/2029, with option to extend for additional up to 5 years to 7/31/2034	\$ 670,000	1. Maintenance and Support including third party (i.e. Nuance Vocalizer) 2. Additional Licenses including third party (i.e. Nuance Vocalizer) 3. Data Integration with City Systems (e.g. Hastus) 4. Professional Services 5. Future Growth	h	<p>1. About the Product: The BusLine Interactive Voice Response System (IVR) is integrated with the Hastus transportation software solution and offers self-serve automation for transit riders. Features of the voice system include providing around the clock bus times, bus schedule information, bulletins, and other essential transit information.</p> <p>2. SSJ Criteria:</p> <ul style="list-style-type: none"> • The City has made substantial investments, both financially and operationally, to seamlessly integrate BusLine with municipal systems. This collaborative endeavour ensures the timely and accurate dissemination of information through the BusLine IVR, greatly benefiting residents. The system boasts numerous interfaces that facilitate intricate integration and established interoperability among different City services, equipment, software, and systems. • In 2021, the City engaged professional services to upgrade its BusLine IVR system and associated infrastructure to the latest version. By leveraging cutting-edge voice-over-internet-protocol (VoIP) technology, the BusLine IVR manages a high volume of calls. Replacing the solution would not be economically viable due to amount of additional staff needed to answer the same number of calls that the IVR currently handles and due to the recent investment made to upgrade the system. Not renewing the contract for the IVR would cause significant inconvenience and substantial cost duplication for the City. <p>3. Contract Cost: The current contract value is approximately \$650,000 (16 Years), averaging around \$41,000.00 annually. With additional users added, the new contract value over the next 10 years is estimated at \$670,000. The cost for annual maintenance and support was negotiated to a 3% annual increase rate.</p>
New Contract (replacement of PRC001523)	HLP, Inc.	Animal Services Pet Licensing and Shelter Management Solution - Chameleon software	2024/10/31	Up to 5 years to 10/31/2029, with option to extend for additional up to 5 years to 10/31/2034	\$ 790,000	1. Maintenance and Support 2. Web Subscription 3. Additional Licenses & Subscriptions 4. Data Integration with City Systems (e.g. City Admin.) 5. Professional Services 6. Future Growth	e	<p>1. About the Product: The Chameleon Software is used for animal shelter management and streamlines tasks such as kennel management, field staff dispatching, licensing, record keeping, mapping, and barcoding. Field officers work efficiently using smartphones or tablets, accessing vital data on adopters' origins and impounded animals. The software allows patrons to license their pets online and enables volunteers to submit pet pictures seamlessly, enhancing operational efficiency and engagement.</p> <p>2. SSJ Criteria:</p> <ul style="list-style-type: none"> • In 2023, the City initiated a procurement process, issuing a Request for Information (RFI) under reference PRC004167, seeking an Animal Services Pet Licensing and Shelter Management Solution. Despite an eight-week advertising period, only two submissions from custom development companies were received. Consequently, the City deemed the bids unacceptable due to the absence of suitable offerings. • For over two decades, the City of Mississauga's Animal Services has relied on the Chameleon software to manage pet licenses and shelter operations, demonstrating its enduring efficacy and reliability. • Recently, the City upgraded to the latest version of Chameleon, introducing a new web module with advanced functionalities and providing staff with mobile web-based access, further augmenting operational capabilities. • Chameleon seamlessly integrates with various City applications, facilitating automated email notifications for pet owners regarding expired licenses, as well as enabling online application submissions, fee payments, and address changes. This integration enhances efficiency and convenience for both City staff and residents. <p>3. Contract Cost: The current contract value is approximately \$350,000 (10 Years), averaging around \$35,000 annually. The new contract value over the next 10 years is estimated at \$790,000. This cost will encompass future growth, additional licenses, upgrades, support, integration and professional services. The cost for annual maintenance and support was negotiated to a 2% annual increase rate.</p> <p><i>Note: Est. Total \$ Value of Expenditure has been converted from USD to CAD at the annual average Bank of Canada exchange rate as of December 31, 2023, of 1.3431.</i></p>

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New Contract (replacement of PRC001831)	Precisely Software Incorporated	Winshuttle Studio Developer/Runner, Transaction Developer/Runner	2024/06/21	Up to 5 years to 06/21/2029, with option to extend for additional up to 5 years to 06/21/2034	\$ 390,000	1. Maintenance and Support 2. Additional Licenses	h	<p>1. About the Product: Precisely Automate Studio, formerly known as Winshuttle Studio, stands as the premier Excel-to-SAP solutions platform. It enables business users to efficiently manage SAP data within Excel for tasks such as mass data changes and updates.</p> <p>2. SSJ Criteria:</p> <ul style="list-style-type: none"> • Precisely's solution is crucial for supporting SAP ERP, a City Standard established for 10 years under GC-0014-2016. With the City's commitment to renew SAP as the ERP standard for another 10 years starting from 2025, Precisely's solution remains vital. It efficiently handles hundreds of thousands of SAP data transactions while optimizing costs, efforts, and time. • The City has invested in licenses for the current solution. Exploring alternatives would likely result in significant direct costs, potentially exceeding the initial investment. Transitioning to a new solution meeting all current requirements would incur an estimated cost of approximately \$75,000 for one-time and additional costs for annual licenses. <p>3. Contract Cost: The current contract value is approximately \$290,000 (10 Years), averaging around \$29,000 annually. The new contract value over the next 10 years is estimated at \$390,000. This cost will encompass future growth, additional licenses, upgrades, support, integration and professional services. The cost of the new contract will be negotiated.</p> <p><i>Note: Est. Total \$ Value of Expenditure has been converted from USD to CAD at the annual average Bank of Canada exchange rate as of December 31, 2023, of 1.3431.</i></p>
New Contract (replacement to PRC003628)	True North Safety Group Incorporated	Traffic Engineering Software (TES)	2024/12/17	Up to 5 years to 12/17/2029, with option to extend for additional up to 5 years to 12/17/2034	\$ 200,000	1. Maintenance and Support 2. Additional Licenses 3. Data Integration with City Systems (e.g. City Admin) 4. Professional Services	b & c	<p>1. About the Product: Transportation Engineering Software (TES) is an all-in-one transportation data management and analysis solution, that manages an efficient transportation network with large quantities of data. TES provides data storage, maintenance, reporting and analysis services to transportation authorities at the federal, provincial, regional and municipal levels.</p> <p>2. SSJ Criteria:</p> <ul style="list-style-type: none"> • TES is the only non-custom software in Ontario capable of consolidating collision data, traffic studies, traffic volume metrics, sign inventories, and roadway infrastructure information into one database. It also offers powerful analytical tools generating customized reports through tailored queries . • TES is meticulously configured to meet the City's specific needs, including adapting reporting types and technical warrants to fit existing data formats. It seamlessly integrates data from Peel Regional Police, a unique requirement in Ontario. • By being part of a large user group across Ontario municipalities, the City benefits from economies of scale. Updates to TES are routinely implemented to accommodate changes to provincial legislation or regulation without extra costs. • TES is compatible with systems and data formats used by the Region of Peel and other road authorities. It streamlines the processing of collision records from Peel Regional Police, ensuring consistency and standardization across all relevant data sources. <p>3. Contract Cost: The current contract value is approximately \$106,000 (10 Years), averaging around \$11,000 annually. The new contract value over the next 10 years is estimated at \$200,000. This cost will encompass future growth, additional licenses, upgrades, support, integration and professional services. The cost for annual maintenance and support was negotiated to a 2% annual increase rate.</p>

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New Contract (replacement to PRC001689)	Bentley Systems, Incorporated	Computer Aided Design (CAD), Building Information Model and Digital Twin Software for Engineering Designs related to Capital Projects ProjectWise - engineering document management software that provides the official records of Capital Projects	2024/08/31	Up to 5 years to 08/31/2029, with option to extend for additional up to 5 years to 08/31/2034	\$ 4,920,000	1. Maintenance and Support 2. Additional Licenses & Subscriptions (e.g. MicroStation, ProjectWise, OpenCities, etc.) 3. Future modules & Subscriptions that support CAD, Geospatial and Building Intelligence 4. Data Integration with City Systems (e.g. Capital Planning Software) 5. Training & Professional Services	h	<p>1. About the Product: Bentley offers software for Infrastructure Engineering, aiding in the design, construction and operation of large projects like roads, bridges, buildings, parks and utility networks. Their suite includes tools like CAD, BIM, Digital Twins and Construction Records management.</p> <p>2. SSJ Criteria:</p> <ul style="list-style-type: none"> • The City has CAD templates and design libraries developed over the last 20 years, seamlessly integrated into the City's work processes. These templates are also compatible with the Region of Peel's software. Moving to a new platform would mean migrating all files, incurring significant costs and time. These files hold historical data and knowledge. The City invested in Bentley Connect with Active Directory, enhancing licensing management and collaboration. • The City recently upgraded from InRoads to OpenRoads, Bentley's advanced standards, with investments exceeding \$100,000. The City hired MicroStation experts to align with the platform. Transitioning to a different platform would demand extensive training for over 60 staff, potentially disrupting daily operations. <p>3. Contract Cost: The current contract value is approximately \$2.95 million (10 Years), averaging around \$295,000 annually. The new contract value over the next 10 years is estimated at \$4.92 million. The City is planning to transition to an Enterprise Service Agreement (ESA). The ESA cost will encompass future growth, additional licenses, models, support, integration, training and professional services. The cost of the new contract will be negotiated with Bentley Systems Incorporated to establish the ESA.</p>
New Contract (replacement to PRC001287)	VertiGIS North America Ltd.	Geocortex/VertiGIS Studio Software (Web Mapping Viewer Application i.e. iMaps, eMaps, IZBL, Tree Maps & Stormwater etc.)	2025/04/30	Up to 5 years to 04/30/2030, with option to extend for additional up to 5 years to 04/30/2035	\$ 635,000	1. Maintenance and Support 2. Additional Licenses & Subscriptions 3. Data Integration with City Systems 4. Upgrades 5. Training & Professional Services	c	<p>1. About the Product: Geocortex Essentials, now known as VertiGIS Studio, provides a powerful framework for designing, developing, and maintaining web mapping applications. Allows to seamlessly integrate with Esri's ArcGIS technology, VertiGIS Studio extends the ArcGIS platform by adding robust features for creating real-world GIS applications. VertiGIS Studio empowers users to digitize business processes, create user-friendly maps, and streamline workflows.</p> <p>2. SSJ Criteria:</p> <ul style="list-style-type: none"> • The City has adopted the ESRI platform for GIS interactive web mapping, with VertiGIS's Geocortex Essentials serving as a strategic partner to provide a toolkit/COTS (commercial off-the-shelf) solution for creating intricate web map viewers that adhere to Accessibility for Ontarians with Disabilities Act (AODA) standards. • VertiGIS is widely recognized as an industry standard for municipalities and utilities, particularly in tandem with ESRI Enterprise GIS Platforms. Its adoption by the City was concurrent with the deployment of ESRI platforms, underscoring its status as a standard solution that aligns with the expectations of GIS application developers. • Given VertiGIS's established leadership in this vertical, transitioning to another supplier may entail a reduction in functionality and compatibility with ESRI platforms, potentially compromising the City's existing capabilities and investments in VertiGIS technology. The City estimates a significant cost of over \$120,000 to train and replace all existing websites, which have undergone four years of development effort. <p>3. Contract Cost: The cumulative contract value is approximately \$120,000 (4 Years), averaging around \$30,000 annually. With additional subscriptions of the Inline module covering GIS Studio Software (Web Mapping Viewer Application i.e. iMaps, eMaps, IZBL, Tree Maps & Stormwater etc.) to support reporting for Asset Management, planned for 2024 at \$35,000. The new contract value over the next 10 years is estimated at \$635,000. The cost of the new contract will be negotiated with VertiGIS North America Ltd.</p>

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New Contract	GoDaddy Incorporated	Domain Registrations	Various	Up to 5 years, with option to extend for additional up to 5 years	\$ 250,000	1. Domain Registrations and Annual Subscriptions	h	<p>1. About the Product: GoDaddy Inc. is the world's largest and trusted domain registrar. The City utilizes GoDaddy to register, renew and manage domain names/web addresses (example: www.mississauga.ca).</p> <p>2. SSJ Criteria:</p> <ul style="list-style-type: none"> • Currently, the City oversees an extensive portfolio of over 150 active domains managed through GoDaddy. The process of transferring domains involves substantial economic effort. Multiple teams would need to allocate significant time and resources to execute domain transfers and update DNS settings. • This effort also impacts operational efficiency and productivity. The minimum cost associated with switching domain providers is estimated to be \$250,000 or more. This figure encompasses not only direct expenses but also the indirect costs related to workforce allocation and potential disruptions during the transition. • From a technical standpoint, there are substantial risks associated with domain transfers. One notable concern is the possibility of losing domain names due to authorization issues. <p>3. Contract Cost: The current contract value exceeds \$120,000 (10 Years), averaging around \$12,000 annually. The new contract value over the next 10 years is estimated at \$250,000 which covers future growth for additional DNS Registrations. The cost of the new contract will be negotiated.</p> <p><i>Note: It's worth noting that the current payment method for these registrations is facilitated through Pcard.</i></p>
New Contract	DigiCert Incorporated	Website Security (i.e. SSL Certificates)	Various	Up to 5 years, with option to extend for additional up to 5 years	\$ 1,200,000	1. Website Security Annual Subscriptions	h	<p>1. About the Product: DigiCert is a SSL certificate provider that ensures highest level of encryption and security for our websites and web servers.</p> <p>2. SSJ Criteria:</p> <ul style="list-style-type: none"> • GeoTrust, a subsidiary of DigiCert, has received official approval from the Council under GC-0502-2021 as a designated SSL certificate expiring end of 2024. • The City currently relies on DigiCert for 185 active certificates. Transitioning away from DigiCert would entail significant effort and cost, including the purchase of certificates with varying validity periods from a new supplier. Additionally, the process would involve collaboration across different teams to generate the required Certificate Signing Requests (CSRs) and subsequently install the new SSL certificates on the respective servers. <p>3. Contract Cost: The current contract value exceeds \$120,000 (10+ Years). The new contract value over the next 10 years is estimated at \$1.2 million which covers future growth for additional SSL Certificates. The cost of the new contract will be negotiated.</p> <p><i>Note: It's worth noting that the current payment method for these certificates is facilitated through Pcard.</i></p>
TOTALS					\$ 9,055,000			