

City of Mississauga

Corporate Report



Date: September 3, 2020

To: Chair and Members of General Committee

From: Gary Kent, CPA, CGA, ICD.D, Commissioner of
Corporate Services and Chief Financial Officer

Originator's files:

Meeting date:
October 21, 2020

Subject

Single Source Procurement for TT Faster LLC d.b.a FASTER Asset Solutions and Calytera Software, Inc. (Amanda) – Contract Renewals. File Ref: PRC000959 and PRC000814.

Recommendation

1. That Council approve the single source procurement for FASTER Fleet Management System and Amanda Licensing Management System including software licensing, subscription services, professional services, and maintenance and support for a period of five (5) years, with the option to extend the term for an additional two (2) years, as detailed in the corporate report entitled, "Single Source Procurement for TT Faster LLC d.b.a. FASTER Asset Solutions and Calytera Software, Inc. (Amanda) – Contract Renewals", dated September 3, 2020, from the Commissioner of Corporate Services and Chief Financial Officer ("Purchase"), File Ref: PRC000959 and PRC000814;
2. That the Purchasing Agent or designate be authorized to execute all contracts and related ancillary documents with respect to the Purchase between the City and TT Faster LLC d.b.a. FASTER Asset Solutions for an estimated amount of \$950,624.35 USD, which is approximately \$1,330,874.08 CAD, exclusive of taxes, in accordance with the City's Purchasing By-law 374-06, as amended;
3. That the Purchasing Agent or designate be authorized to execute all contracts and related ancillary documents with respect to the Purchase between the City and Calytera Software, Inc. for an estimated amount of \$444,566.81 USD, which is approximately \$622,393.53 CAD, exclusive of taxes, in accordance with the City's Purchasing By-law 374-06, as amended;
4. That the Purchasing Agent or designate be authorized to execute the necessary amendments to increase the value of the contracts between the City and TT Faster LLC d.b.a. FASTER Asset Solutions and the City and Calytera Software, Inc. for software licensing, subscription services, professional services, and maintenance and support,

including additional features and modules, for the purpose of accommodating growth and business needs, if the funding for such contract increase has been approved by Council;

5. That Council approve FASTER Fleet Management System and Amanda Licensing Management System as City Standards for a period of five (5) years, and for an additional period of two (2) years should the City exercise its option to extend the term of the contract, in accordance with the City's Purchasing By-law 374-06, as amended.

Report Highlights

- Current maintenance and support contracts for both FASTER and Amanda systems are expiring in 2022.
- The FASTER and Amanda systems support critical business functions, to manage and maintain the Fire and City Fleet vehicles, and to issue, track, and manage business and mobile operating licenses respectively within the Transportation and Works department.
- Since 2004, City staff within Transportation and Works, Service Operations and Community Services, Fire & Emergency Services have used the FASTER Fleet Management System supplied by TT Faster LLC d.b.a. FASTER Asset Solutions for fleet maintenance, asset management, parts inventory, and vehicle service records management.
- The Amanda Licensing Management System supplied by Calytera Software, Inc. is used by Transportation & Works, Compliance & Licensing, and Mobile Licensing units to issue and manage business operations licenses.

Background

FASTER Fleet Management Background:

The City procured the FASTER Fleet Management System in 2003 through a competitive bidding process under FA.49.140-02. The contract was renewed in 2015 under FA.49.355-14 authority GC-0322-2014 for four (4) years, with FASTER Fleet Management continued to be designated as a "City Standard" until a replacement system has been acquired and implemented.

In May 2018, a Corporate Report was approved GC-0301-2018, granting authority for a FASTER system upgrade to the most current version, and maintenance and support for the new version. Maintaining software versions and upgrades is the best practice to stay current with technology and enable new software features. Since then, municipal benchmarking has identified deficiencies in the new version that may introduce risk to the City, and as such the vendor has agreed to extend support and maintenance on the current version.

General Committee	2020/09/03	3
-------------------	------------	---

In March 2019, a Corporate Report was approved GC-0093-2019, granting authority to increase the commitment with CCG Systems, Inc. d.b.a. FASTER Asset Solutions by an additional \$74,297 USD for the supply of FASTER Fleet Management system maintenance and support for a period of three (3) years.

In December 2019, CCG Systems, Inc. assigned its agreement with the City to TT Faster LLC d.b.a. FASTER Asset Solutions and the contract was renewed under PRC000959 for an additional three (3) years and will expire on March 30, 2022.

The primary users (around 90-100 staff) of the system are Fire, Service Centre for service and maintenance of Fire vehicles and other City vehicles as well as parts inventory and service records management.

In May 2020, Transit buses and other Transit vehicles along with parts inventory and service records management have replaced the FASTER System with Trapeze Enterprise Asset Management solution (EMA), the Trapeze Software Group, Inc. part of the Transit Scheduling and Operation system.

In June of 2020, the City has upgraded the current version of FASTER Win v6.2 to v7.011 for Windows 10 compatibility with minor upgrades and enhancements.

Amanda Background:

Transportation & Works, Compliance & Licensing and Mobile Licensing (over 20 users) have been using the Amanda Licensing Management System for issuing, tracking, and managing business and mobile operating licenses.

The system has been in use for over twenty (20) years at the City under Contract 4600008208 and FA.49.002-13. The contract was renewed in 2014 under FA.49.606-14 and in 2018 under PRC000814 authority GC-0301-2018 for three (3) years, with Amanda Licensing Management System continued to be designated as a "City Standard". The contract expires on November 30, 2022.

In 2019, the provider of the system, CSDC Systems Inc., changed its name to Calytera Software, Inc.

Comments

The Business Units and Information Technology along with Purchasing were planning to conduct a competitive bid process to replace both FASTER Fleet Management System and Amanda System at the end of the current contracts.

Through extensive analysis, systems research, and review of the City's existing SAP alignment with enterprise asset management, it has been determined that the cost to replace FASTER and Amanda systems is significant and not economical for the City.

Also, due to COVID-19 related financial pressures, time pressures for the competitive procurement process, Business Units and IT determined that upgrading FASTER to the most recent Web version and applying minor version releases to Amanda's existing web system is the best and most economical option, and therefore recommends continuing with the existing solutions for the next five (5) years, with the option to extend for an additional two (2) years.

Upgrading to the latest Web version of FASTER and applying minor version releases to Amanda web system will allow the City to take advantage of new features, such as mobile/web-enabled functionalities and enhanced security. Business processes have evolved over the years to closely align with the systems. In the new web versions, the core system functions remain the same. Therefore, upgrading the systems will result in minimal impact on business processes, user training needs as well as Information Technology and operational support processes.

Purchasing By-law Authorization

The recommendation in this report is made in accordance with Schedule A of the Purchasing By-law #374-06, items 1(b)(xi) which states that a single source procurement method may be applied when "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"; and (a)(iii), wherein it states that "the Goods and/or Services are only available from one supplier by reason of the existence of exclusive rights such as patent, copyright or licence; and (b)(iv), "the solicitation of competitive Bids would not be economical to the City".

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

Financial Impact

A budget request BR#5980 and PN20530 was approved by Council in the 2020 budget approval process for the Fleet Management Information System (FASTER) Replacement and as amended in May WIP adjustments for a total of \$1,000,000.

The new Web version FASTER upgrade includes the software, implementation, professional services, and maintenance and support costs and it is reflective of the size of the fleet being maintained for the Fire, Service Centre, and other City vehicles, as well as parts inventory and service records management.

TT Faster LLC d.b.a FASTER Asset Solutions will commit to system upgrades along with maintenance and support at an estimated amount of \$950,624.35 USD, which is approximately \$1,330,874.08 CAD for the period of the seven (5+2) year contract term.

The FASTER system maintenance and support costs will be funded through the Information Technology Maintenance Operating Budget with future increases from 2021 onward, subject to Council approval.

The seven (5+2) year cost details for the FASTER Web upgrade with professional services and software maintenance and support are provided in Appendix 1 – TT Faster LLC d.b.a. FASTER Asset Solutions – Statement of Work.

Calytera Software, Inc. will commit to providing system upgrades along with maintenance and support at an estimated amount of \$444,566.81 USD, which is approximately \$622,393.53 CAD for the period of the seven (5+2) year contract term.

The Amanda system maintenance and support costs are funded through the Information Technology Maintenance Operating Budget with future increases from 2021 onward, subject to Council annual budget approval.

The seven (5+2) year cost details for Amanda software maintenance, support and professional services are provided in Appendix 2 – Calytera Software, Inc. (Amanda) – Statement of Work.

Conclusion

TT Faster LLC d.b.a. FASTER Asset Solutions' FASTER Fleet Management System continues to represent the City Standard for fleet management system software and Calytera Software, Inc.'s Amanda Licensing Management System continues to represent the City Standard for business operations license management software.

This report recommends that the Purchasing Agent be authorized to initiate contract negotiations and execute the contracts and all related ancillary documents with TT Faster LLC d.b.a. FASTER Asset Solutions and Calytera Software, Inc. on a single source basis for software licensing, subscription services, professional services, and maintenance and support for five (5) years, with the option to extend the term for an additional two (2) years.

Attachments

Appendix 1: TT Faster LLC d.b.a. FASTER Asset Solutions – Statement of Work

Appendix 2: Calytera Software Inc. Amanda – Statement of Work



Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Dan Pitu, Project Manager, IT – Project Portfolio & Dev T&W
Stan Hankowski, Project Manager, IT – Project Portfolio & Dev T&W