

City of Mississauga Corporate Report



Date: October 22, 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:
November 18, 2020

Subject

Single Source Procurements Related to 2020 - Q4 - Information Technology (IT) Contracts (File Ref: PRC000390, PRC00481, PRC001943, PRC002607, PRC002619)

Recommendation

1. That Council approve the single source procurements for software licensing, subscription services, professional services, and maintenance and support related to five (5) Information Technology contracts listed in Appendix 1 of the report dated October 22, 2020, from the Commissioner of Corporate Services and Chief Financial Officer entitled, "Single Source Procurements related to 2020 - Q4 - Information Technology (IT) Contracts (File Ref: PRC000390, PRC00481, PRC001943, PRC002607, PRC002619)".
2. That the Purchasing Agent or designate be authorized to execute all contracts and the necessary amendments and related ancillary documents to extend the term of the contracts and to increase the value of the contracts with the vendors as identified in Appendix 1 of this report, in accordance with the City's Purchasing By-law 374-06, as amended.
3. That the Purchasing Agent or designate be authorized to execute the necessary amendments to increase the value of the contracts between the City and vendors listed in Appendix 1 of this report for additional products, software licensing, subscription services, professional services, consulting services, and maintenance and support, including additional features and modules, as required by the City for the purpose of accommodating growth or to ensure business continuity, if the funding for such contract increase has been approved by Council.
4. That Council approve the products, software and subscriptions listed in Appendix 1 of this report as a City Standard for the duration of their respective contracts, and for any additional period should the City exercise its option to extend the term of the contract, in accordance with the City's Procurement By-law 374-06, as amended.

Report Highlights

- Maintaining critical business functions supported by IT technology requires yearly contract renewals and extensions to ensure that they are on current vendor-supported versions, secure from security threats and that they allow for patching.
- Consolidating multiple IT contract expirations and renewals into a single quarterly Corporate Report provides efficiencies and reduces the quantity and frequency of reports to Council and the associated touch points and effort in scheduling, authoring, collaborating, and approving them.
- The approval of this report would allow the specific IT vendor contracts identified in Appendix 1 to be executed, amended and extended, as required, ensuring the IT systems listed in Appendix 1 are on vendor-supported versions providing business continuity to the City for the services that are dependent on them.

Background

Currently Information Technology (IT) manages over 150 contracts for hardware, software and services for the City. This number increases annually as the City embraces new business driven technologies required to improve service delivery for residents and staff. These contracts directly support business service delivery as well as critical IT infrastructure that “keep the lights on” and occasionally introduce newer IT technologies. IT has an established operational work plan for contract renewals and/or new procurements to replace existing contracts, which will expire in 2020 and 2021.

Materiel Management, IT and Legal have assessed and realigned their services and projects to respond to the changing business needs and plan for the ‘new normal’. To be more efficient and effective in managing this need, IT is moving towards a measured, pro-active approach to single source IT procurements and contract renewals by consolidating many individual Corporate Reports into four (4) single quarterly Corporate Reports for a calendar year, where possible. This consolidated approach will improve the visibility to IT contract renewals and procurements to Council and greatly reduce staff touch points and effort required to schedule, author, and approve IT Corporate Reports.

Comments

IT follows approved City processes for procuring software, professional services, maintenance and support and subscription services through a balance of competitive procurements, single source procurements, and contract renewals. IT, Materiel Management and the business are requesting the approval of five (5) single source procurements and expiring contracts for Q4 2020 that are identified in Appendix 1 of this report. The approval of this report would allow the specific IT procurements and contracts identified in Appendix 1 to be executed, amended and

extended, as required, ensuring business continuity and no service disruption to business units, which are dependent on these systems.

Purchasing By-law Authorization

Five (5) contracts for Q4 of 2020. These contracts will be executed under Purchasing By-law 374-06, Schedule "A" using the Single/Sole Source Acquisition justification clauses shown below, and the supporting rationale for each single/sole source contract in Appendix 1, which has been reviewed and approved by Materiel Management:

- (b) (iv) The solicitation of competitive Bids would not be economical to the City
- (b) (vii) It is advantageous to the City to acquire the Goods and/or Services from a supplier pursuant to the procurement process conducted by another Public Body
- (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

Materiel Management has reviewed and approved all Single Source justification forms that were submitted for each of the contracts in Appendix 1. The following contracts are recommended for extension and procurement to meet business needs with the full details for each contract found in Appendix 1.

Vendor	Description
BOX.com (UK) Ltd.	Enterprise cloud content management and file sharing service.
Frequency Foundry Inc.	This hosted CRM solution is required to support the City's Sponsorship and Corporate Development and Tourism units. The Sponsorship and Corporate Development Unit's role includes facilitating corporate partners to provide direct or in-direct financial benefit to the City.
Ricoh Canada Inc.	Multi-function devices to provide printing, copying, faxing, and scanning via the City data network at City offices located throughout the City.
SurveyMonkey Europe Unlimited Company	SurveyMonkey's FluidReview platform is an online application submission solution, which allows the business units to set up dynamic forms giving clients of Culture Grants, Recreation Community Groups, and Celebration Square Events Management the ability to submit applications to the City online.
Xerox Canada Ltd.	Black and white copiers used by the Print Shop.

Financial Impact

The required contracts identified in Appendix 1 represent a total estimated spend of \$1,566,565.29 for the new contract terms. The total estimated value of the existing contracts will increase by approximately \$657,315.29 from \$2,198,825.57 to \$3,765,390.86 as a result of the requested changes, with the estimated value of new contracts being \$909,250.00 (Ricoh). The existing contracts are funded in the 2020 approved IT operating budgets. The recommended

contracts and procurements will be funded from IT operating and capital budgets for 2021 and beyond, with any increases subject to budget approvals. The financial detail for each contract can be found in Appendix 1.

Conclusion

It is important to maintain critical business functions supported by IT technology and the impacts of COVID-19 have created some challenges to sustain some of the contracts expiring in 2021. By moving these specific contracts forward as proposed in this report, the City will ensure continued service delivery in the respective service areas.

Attachments

Appendix 1: Statement of Work



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

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