

City of Mississauga Corporate Report



Date: April 1, 2025 To: Chair and Members of General Committee	Originator's files:
From: Marisa Chu, CPA, CA, Commissioner of Corporate Services, Chief Financial Officer and Treasurer	Meeting date: June 4, 2025

Subject

Single Source Procurements Related to 2025 – Q2 Information Technology (IT) Contracts: Accenture Inc., Bell Canada, PSD Citywide Inc.

Recommendation

1. That the Chief Procurement Officer or designate be authorized to award and execute the single source contracts with respect to the purchases between The Corporation of the City of Mississauga and Accenture Inc., Bell Canada and PSD Citywide Inc. for the supply and delivery of software licensing, subscription services, professional services, and maintenance and support in the amount of \$1,990,000, exclusive of taxes, for a term of up to 5 years, as outlined in the corporate report entitled Single Source Procurements Related to 2025 – Q2 Information Technology (IT) Contracts: Accenture Inc., Bell Canada, PSD Citywide Inc. dated April 1, 2025 from the Commissioner of Corporate Services, and all necessary agreements and related ancillary agreements, all in a form satisfactory to the City Solicitor, in accordance with the City's Procurement By-law 0013-2022, as amended.
2. That all necessary by-laws be enacted.

Background

Currently, Information Technology (IT) manages over 300 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 "keeps the lights on" and occasionally introduces newer IT technologies. IT has an established operational work plan for contract extensions and/or new procurements to replace existing contracts that are scheduled to expire over the next twelve months.

Comments

IT follows approved City processes for procuring software, professional services, maintenance and support and subscription services through a balance of competitive procurements or single source procurements. IT, Procurement Services and the applicable business unit are requesting the approval of three (3) Single Source procurements to address expiring contracts as identified in Appendix 1. The approval of this report would allow the specific IT procurements and contracts identified in Appendix 1 to be executed, as required, ensuring business continuity and no service disruption to the City's operations that are dependent on these systems.

The transition from perpetual licensing to subscription-based models in the software industry presents several opportunities. The introduction of annual subscription fees increases costs, but provides efficiencies and increases the City's cybersecurity posture.

Procurement By-law Authorization

Three (3) contracts identified in Appendix 1 will be executed under Procurement By-law 0013-2022, as amended, Schedule "A" using the Single Source procurement justification clauses shown below, and the supporting rationale for each Single Source contract in Appendix 1, which has been reviewed and approved by Procurement Services:

- (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.

Financial Impact

The required contracts identified in Appendix 1 represent a total estimated spend of \$1,990,000, exclusive of taxes, for the new contract terms. The existing contracts are funded by various cost centers in the 2025 approved IT operating budget (GL 715516). Any IT contracts in subsequent years will be subject to budget approvals. Capital expenditures will be funded through various approved capital project budgets. The financial details for each contract can be found in Appendix 1.

Conclusion

It is critical for IT to maintain support for key business systems that rely on IT technology to manage their day-to-day work. By moving these specific contracts forward as proposed in this

report, the City will ensure continued service delivery in the respective service areas that are reliant on these IT systems.

Attachments

Appendix 1: Statement of Work Criteria for Single Source Procurement



Marisa Chiu, CPA, CA, Commissioner of Corporate Services, Chief Financial Officer and Treasurer

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