

Clause 14 in Report No. 9 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on May 17, 2018.

14

Technology System Contract Renewals and Extensions

Committee of the Whole recommends adoption of the following recommendation contained in the report dated April 25, 2018 from the Commissioner of Finance:

1. Council authorize the Region to extend the agreements with each of the vendors listed in Private Attachment 1, and the Commissioner of Finance be authorized to renew and execute the agreements annually for up to five years, provided that the vendors have performed the services to the satisfaction of the Commissioner and provided that the renewal amount is within the approved annual budget.

Report dated April 25, 2018 from the Commissioner of Finance now follows:

1. Recommendations

It is recommended that:

1. Council authorize the Region to extend the agreements with each of the vendors listed in Private Attachment 1, and the Commissioner of Finance be authorized to renew and execute the agreements annually for up to five years, provided that the vendors have performed the services to the satisfaction of the Commissioner and provided that the renewal amount is within the approved annual budget.

2. Purpose

This report seeks approval for the Region to extend eight agreements with current providers of technology software licenses, subscriptions and maintenance and support services as listed in Private Attachment 1. Council approval is required under the direct purchase provisions of Section 18.1 of the Purchasing Bylaw where the extension or renewal of a contract or direct purchase would result in an aggregate term of greater than five (5) years.

The attachment with this report is private pursuant to Section 239(2)(a) of the Municipal Act, 2001, as the subject matter of the attachment involves security of the property of the Region.

3. Background

Technology systems are used to support service delivery and strengthen organizational capacity

Information Technology Services provides staff with a wide range of technology systems to support business operations across the organization. These technology systems include applications used by staff to support day-to-day business requirements, as well as software used to support the Region's technology infrastructure.

The systems listed in Private Attachment 1 were originally selected through individual procurement processes that evaluated the system's capabilities against technical requirements, business requirements and value to the Region. These systems have been standardized for long-term use due to the investment required to implement and maintain them and the operational impact of frequently replacing them.

System standardization also provides a stable and consistent technology environment for staff and supports continuity of services.

4. Analysis and Implications

Eight technology systems require contract extensions to ensure continued system access and reliability

License, subscription and service contracts are established during the initial procurement of a system to enable access, support growth, maintain system reliability and provide technical support. These contracts include:

- Licenses and subscriptions to enable and provide access to specific software
- Maintenance services such as upgrades, security patches and basic repair
- Support services such as access to help desk support and professional services to aid staff in developing reports and resolving problems.

Technology System Contract Renewals and Extensions

Specialty licenses, subscriptions and services for eight technology systems are directly purchased from the vendors listed in Private Attachment 1. Several of these contracts were previously extended under purchasing authorizations provided by Council in [May 2014](#) and will expire by the end of December 2018. The new or continued extensions or renewals of all eight contracts require Council approval as they each have an aggregate contract term of greater than five years. Table 1 provides a breakdown of these eight contracts according to their original contract start date and their extension or renewal term.

Table 1
Summary of Original Contract Start Dates and Extension or Renewal Terms

Vendor #	Original Contract Start Date	Extension or Renewal	Extension or Renewal Term
1	2014	Renewal	Five years (2019-2024)
2	2001	Extension	Five years (2018-2023)
3	2014	Extension	Four years (2018-2022)
4	1998	Extension	Five years (2018-2023)
5	2001	Extension	Five years (2018-2023)
6	1998	Extension	Five years (2018-2023)
7	2004	Extension	Five years (2018-2023)
8	2014	Renewal	Five years (2019-2024)

Corresponding vendor information is provided in Private Attachment 1.

These systems continue to provide value by supporting service delivery and business continuity

The eight technology systems in this report strengthen the Region's organizational capacity to deliver services and are regularly reviewed to ensure they continue to support business requirements. Annual renewals are subject to an analysis of the system's ongoing value to the Region and overall vendor performance.

Extensions or renewals of these contracts will protect the Region's investments in these systems while providing consistent and reliable technology tools and resources to staff.

5. Financial Considerations

The estimated cost to extend or renew each of the eight contracts is provided in Table 2 below.

Table 2
Estimated Total Extension or Renewal Costs

Vendor #	Extension or Renewal Term	Estimated Total Cost (\$)
1	Five years (2019-2024)	4,700,000
2	Five years (2018-2023)	4,200,000
3	Four years (2018-2022)	2,250,000
4	Five years (2018-2023)	1,700,000
5	Five years (2018-2023)	1,550,000
6	Five years (2018-2023)	1,200,000
7	Five years (2018-2023)	600,000
8	Five years (2019-2024)	300,000
Total		16,500,000

The estimated cost calculations factor in annual cost adjustments and forecasted changes in user, business and operational requirements.

The required funding is included in the approved 2018 Information Technology Services budget and is planned to be included in the next Information Technology Services multi-year budget. Departments will continue to be charged back to recover costs based on usage, as required.

6. Local Municipal Impact

There are no direct local municipal impacts as a result of this report.

7. Conclusion

Staff is seeking Council authorization to extend eight technology system contracts for terms of up to five years. These systems are critical to the Region’s operations.

Technology System Contract Renewals and Extensions

For more information on this report, please contact John Swan, Director, Information Technology Services, at 1-877-464-9675 ext. 71756.

The Senior Management Group has reviewed this report.

April 25, 2018

Private Attachment (1)

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Accessible formats or communication supports are available upon request