The Regional Municipality of York

Committee of the Whole
Finance and Administration
April 11, 2019

Report of the Commissioner of Finance

Information Technology Contract Extensions

1. Recommendations

1. Council authorize the extensions of the agreements between the Region and each of the vendors listed in Private Attachment 1.

2. The Commissioner of Finance be authorized to exercise the option to extend the agreements on the same terms, provided that the vendors have performed the services to the satisfaction of the Commissioner and the total cost is within the approved annual budget for these services.

2. Summary

This report seeks approval for the Region to extend four agreements with current providers of services that support the Region's 9-1-1 call centre, network devices, operating systems and productivity and networking applications. Council approval is required under the provisions of Section 18.1 and Section 10.1(a) of the Purchasing Bylaw, respectively, because the extension of the agreements will result in aggregate terms of greater than five (5) years and also because the value of the contract extensions are direct purchases greater than $150,000 where, in the opinion of the Commissioner, compatibility with existing equipment, facilities or services is the paramount consideration.

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.

Key Points:

*   9-1-1 call centre technology systems, network device systems and Microsoft applications are used support operational efficiencies and continuity of services.

*   Service contracts are established to support the availability and consistency of these systems and applications.

*   Two contracts for 9-1-1 systems require four-year extensions to continue providing support services until these systems are decommissioned in 2023.

- One contract for network devices requires a five-year contract extension to continue providing services in support of a consistent network environment.

- One contract for operating systems and productivity and networking applications requires a five-year contract extension to continue providing support services.

- Council approval is required under the provisions of Section 10.1(a) and Section 18.1 of the Purchasing Bylaw.

3. Background

Microsoft systems and applications support staff productivity and information sharing

The Microsoft operating system and productivity and networking applications enable staff to create and share information, both internally within the organization and externally with the public and business partners. A critical part of the Region's technology infrastructure, these systems and applications provide a consistent and stable computer environment for daily use by staff when meeting business requirements and providing services. The technology supports major internal functions including:

- Access to data centre services

- Standard computer operating systems

- Centralized email and collaboration utilities

- Document, spreadsheet and presentation development

- Project workflows

- Database services.

As key components of the Region's technology infrastructure, ensuring that these systems and applications are fully functional at all times is critical to the delivery of the Region's services. Microsoft offers 'unified' support services which provide priority 24/7 help desk support to resolve incidents and problems, and expert-level professional services directly from software developers to assist in managing the Region's Microsoft environment. Unified support services ensure the Region's requests receive priority response and timely resolution directly from Microsoft, which minimizes any downtime and ensures reliable solutions. These services must be directly purchased from Microsoft as they are the only vendor capable of providing the service.

Technology systems are used to support the Region's 9-1-1 call centre

The Region's 9-1-1 call centre is operated by York Regional Police (YRP) and supported by Information Technology (IT) Services. Several technology systems are used to enable the

efficient and effective operation of the call centre, performing functions such as central management of phone extensions and transfer of call metadata (e.g., caller name, address, location, etc.) to operators. The availability of these systems is maintained through maintenance and support contracts, which provide upgrades, security patches, basic repair and 24/7 access to help desk support.

Next-generation 9-1-1 (NG9-1-1) refers to upcoming enhancements to 9-1-1 services that support voice, text and multimedia capabilities. In addition to calling 9-1-1 from a phone, NG9-1-1 will enable the public to transmit text, images, video and data to 9-1-1 call centres. The Canadian Radio-television and Telecommunications Commission has mandated that all 9-1-1 networks must be updated with these capabilities by June 30, 2022, with the existing 9-1-1 network decommissioned by June 30, 2023.

To meet the requirements of NG9-1-1, a new system will be procured and implemented over the next several years. Maintenance and support services will continue to be required on existing 9-1-1 systems until they are replaced by the new system and decommissioned.

Network devices provide connectivity for Regional staff and locations

Network devices support services such as email, web hosting and remote access for locations with low-bandwidth requirements. Services are used to maintain consistency in identifying and locating these devices within the Region's network, which supports continuity of services and a stable technology environment for staff.

4. Analysis

Four contract extensions are required to ensure continued compatibility, system access and reliability

Services for Microsoft applications, two systems used to support the 9-1-1 call centre and one system used to support network devices are directly purchased from the vendors listed in Private Attachment 1. Compatibility of services to support the existing applications and systems is the paramount consideration for this direct purchase, since the extensions also have an aggregate term of greater than five (5) years and are greater than $150,000, Council approval is required.

Three of the four service contracts were previously extended under purchasing authorizations provided by Council, as follows:

- Two service contracts for systems used to support the 9-1-1 call centre, extended in April 2016

- One service contract for Microsoft applications, extended in May 2014.

Table 2 provides a breakdown of these four contracts according to their original contract start date and their extension term.

Table 2

Summary of Original Contract Start Dates and Extension Terms

Vendor #	Original Contract Start Date	Extension Term
1	2005	Five years (2019-2024)
2	1994	Four years (2019-2023)
3	2016	Four years (2019-2023)
4	2012	Five years (2020-2025)

Corresponding vendor information is provided in Private Attachment 1.

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

5. Financial

The estimated cost to extend each of the four technology system contracts is provided in Table 3 below.

Table 3

Technology System Contracts

Estimated Total Extension Costs

Vendor #	Extension Term	Estimated Total Cost ($)
1	Five years (2019-2024)	1,250,000
2	Four years (2019-2023)	300,000
3	Four years (2019-2023)	135,000
4	Five years (2020-2025)	3,200
Total		1,688,200

The required funding is included in the approved 2019 Finance Department budget and the approved 2020-2022 operating outlook, and will be included in future operating budgets.

6. Local Impact

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

7. Conclusion

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

For more information on this report, please contact Richard Leest, (A) Director, Information Technology Services, at 1-877-464-9675 ext. 71812. Accessible formats or communication supports are available upon request.

Recommended by:

Laura Mirabella, FCPA, FCA
Commissioner of Finance and Regional Treasurer

Approved for Submission:

Bruce Macgregor
Chief Administrative Officer

March 28, 2019
Private Attachments (1)
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