

## **Extension of Contract for Upgrade and Support of Workforce Management Software**

On May 16, 2019 Regional Council made the following decision:

1. Council approve extension of the contract with TOS Ltd. for software upgrade, additional licenses, training services, support and maintenance of Transportation Services and Access York Contact Centres Workforce Management Software, pursuant to the Direct Purchase provisions of the Purchasing Bylaw on the following terms:
  - a) The total cost for the software upgrade, additional licenses, training services and software support and maintenance shall not exceed \$353,821 USD, excluding HST
  - b) The term of the contract extension be five years commencing January 1, 2020 and ending December 31, 2024
2. Council authorize the Commissioner of Transportation Services to execute the extension of the contract on behalf of the Region.