

Clause 10 in Report No. 12 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on June 25, 2015.

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Licenses, Software Maintenance and Professional Service
Contract Renewals

Committee of the Whole recommends adoption of the recommendation contained in the report dated June 18, 2015 from the Commissioner of Corporate Services:

1. Recommendations

It is recommended that:

1. Council authorize the Region to renew licences, software maintenance and professional services contracts with the vendors listed in Attachment 1 and Private Attachment, effective June 18, 2015, and the Commissioner of Corporate Services be authorized to renew and execute the agreements annually for up to five years, subject to the costs being within the annual budget approved, and satisfactory performance of services by the vendors.
2. The Commissioner of Corporate Services be authorized to delegate the execution of the agreements to staff where the amount of each agreement does not exceed \$50,000 annually.

2. Purpose

This report seeks Council authorization to renew licences, software maintenance, and professional service contracts (Business Resources) annually for up to five years where total costs may exceed \$100,000, beginning in 2015. The report also seeks Council authorization to renew the contracts for these Business Resources required over a period longer than five years. Compatibility with existing facilities, equipment or services is the paramount consideration for the recommendations.

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The Business Resources listed in Attachment 2 in this report are private pursuant to section 239(2)(a) of the *Municipal Act, 2001*, because the subject matter of the attachments involves security of the property of the Region.

3. Background

The Purchasing Bylaw (2014-53) requires Council approval for direct purchases where the value is greater than \$100,000 or the total term exceeds 5 years

On June 26, 2014, Council adopted an amended Purchasing Bylaw (2014-53). The current Purchasing Bylaw requires Council authorization to award direct purchases where compatibility of the purchase with existing equipment, facilities or services is the paramount consideration and the total costs exceed \$100,000, and to renew or extend contracts having a total term in excess of five years.

Prior to February 2014, the previous Purchasing Bylaw provided exemptions, under Schedule A, from the purchasing procedures for Professional and Special Services. Section 4 of Schedule A exempted items including professional services, license and maintenance fees costs for proprietary software. Subscription licences to resources such as software, data, and information were also exempt under Schedule A.

Three types of renewals require council approval; fixed-term licences, software maintenance, and professional services contracts

Many resources are available over the Internet. Increasingly, companies are using a fixed-term licensing model for prospective customers to use a resource for business needs. This licensing and delivery model is used for some software, data, and information where the customer, for a fee, gains access to the resource for the duration of the set term. The renewal of fixed-term licenced products was exempted under Schedule A of the former Purchasing Bylaw.

Other products do not use a fixed-term model and use a perpetual-use licensing model. Software maintenance is an additional product that ensures product support and product enhancements. Software maintenance is typically renewed annually at the discretion of the business. The renewal of software maintenance was exempted under Schedule A of the former Purchasing Bylaw.

Professional services are typically contracted on an annual basis and were exempted under Schedule A of the former Purchasing Bylaw.

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Several contracts are in-place to deliver corporate services

The Corporate Services department uses a range of software, data and other information resources, along with professional service providers to carry out program mandates in accordance with program guidelines and legislation.

Many of the Business Resources listed in Attachments 1 and Private Attachment 2 have been in use for several years. Due to the complexity of business needs, the need for data consistency and the operational impact to change, these items are not replaced frequently. Many Business Resources cost considerably less than the financial thresholds within the Purchasing Bylaw, however, the total period of annually renewed use is anticipated to be more than five years.

4. Analysis and Options

Existing Business Resources are regularly required to meet established program needs and maintain efficient business continuity

The transition of software, data and information suppliers, as well as some professional service providers, can be a multiyear effort due to required activities such as staff retraining, business process redevelopment, information management planning, and system testing. These Business Resources can be renewed annually over several years to minimize business disruptions and ensure continued completion of the work to the requirements established. Renewals are subject to satisfactory vendor performance and continued business need.

Council approval is required to continue use of existing Business Resources that will exceed the thresholds allowed under the Purchasing Bylaw

The Purchasing Bylaw (2014-53) permits direct purchases under Section 9.1 (a) and (b) and requires Council approval to award contracts where the total costs exceed \$100,000, where the term of a proposed contract is for a period of greater than five years or where the renewal or extension of a contract would result in an aggregate term of greater than five years.

An inventory was undertaken of all Corporate Services department data, information and software licences, software having software maintenance and professional service contracts in operation to support service delivery. Attachment 1, Table 1 and Private Attachment 2, Table 1 provides details on each item, including a general product or service description, annual cost and estimated five year total costs where the total will exceed \$100,000.

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Due to the nature by which some of the Business Resources itemized will be used, some agreements will exceed the five year threshold in Clause 16.1 of the Purchasing Bylaw but will not exceed the \$100,000 threshold. A list of these items that exceed, or are expected to exceed, the five year threshold (subject to satisfactory performance) has been provided in Attachment 1, Table 2 and Private Attachment 2, Table 2 of this report. Council approval is required to renew these items.

Council approval is required to continue licences, software maintenance, and professional service contracts used by each department

The Business Resources listed in Attachments 1 and Private Attachment 2 are important to delivering programs and services that are the responsibility of the Corporate Services department. Subscription licences, software maintenance and professional service contracts are delivered by vendors on an ongoing basis and evaluated periodically to ensure the product or service continues to meet business needs.

Similar to large-scale procurement practices, if a product or service is confirmed as meeting the business needs with anticipated satisfactory performance, a multi-year agreement is pursued. Subscription licences, software maintenance, or professional services that no longer meet business needs are retired or replaced.

Link to key Council-approved plans

This report is consistent with the 2015 to 2019 Strategic Plan priority area of Good Government. Subscriptions, software maintenance, and professional service contracts are an integral component of managing the department's service delivery needs and operational responsibilities in an efficient manner.

The following strategic objectives of Good Government apply:

- Making it easier to access Regional information and services: some of the maintained software products directly enable access to content such as council reports and map information.
- Ensuring a fiscally prudent and efficient Region: each renewal is evaluated for value at the end of the term and only if continued value is projected will the item be renewed.
- Stewardship of the Region's assets: information on property and facilities, for example, are managed with appropriate security and privacy considerations through the use of current software.

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- Strengthening organizational capacity and effectiveness: renewed products and services of established value enable optimized business processes and efficiencies

5. Financial Implications

Annual costs for renewals can change based on factors including changing business requirements, staff adoption, or price model changes

The Business Resources listed in Attachment 1 and Private Attachment 2 includes the estimated annual cost in 2015. The attachments also include the estimated cost between January 1, 2015 and December 31, 2019. The total five year cost is premised on continued satisfactory over the next five years. Where known, the total estimated five-year cost calculations factor in Consumer Price Index cost adjustments and estimated change in user licensing requirements from increased staff adoption or planned price model changes.

In some cases, use of software product, data or professional services may be retired or replaced prior to the end of 2019. This can happen due to changing business needs or if the product or service quality degrades. The annual costs for all Business Resources included in Attachment 1 and 2 is approximately \$600,000. This is funded from the multi-year budget of the Corporate Services department.

6. Local Municipal Impact

There are no direct municipal impacts as a result of this report. Renewal of established licences, software maintenance, and professional service contracts that meet the required business needs will ensure timely and reliable business services and support effective service delivery to the departments serving York Region's residents.

7. Conclusion

Subscriptions, software maintenance and professional service contracts are key for Corporate Services to support its business mandate.

The new Purchasing Bylaw requires Council authorization to award direct purchases where compatibility of the purchase with existing equipment, facilities

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or services is the paramount consideration and the total costs exceed \$100,000, and to renew or extend contracts having a total term in excess of five years.

The Corporate Services department has completed an inventory and prepared Attachment 1 and Private Attachment 2.

For more information on this report, please contact John Houweling, Director, Geographic Information Services at Ext. 71529.

The Senior Management Group has reviewed this report.

June 18, 2015

Attachment (1) Private Attachment(s) (1)

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Accessible formats or communication supports are available upon request

**Licences, Software Maintenance and
Professional Service Contract Renewals**

Table 1: Total cost exceeding \$100,000

#	Provider	Products or Service	Branch	Annual Cost (2015)	Total Five Year Cost 2015 to 2019 (Estimated*)	Description
1	Paradigm Shift Inc.	Growth and Development Information Management System (GDIMS) software maintenance	Planning and Economic Development	\$20,000	\$100,000	GDIMS is used to forecast the regional population using tracked development applications and building permits supplied by the local municipalities.
2	Enviroics Research Group (ERG)	Customer Satisfaction Survey professional service contract	Planning and Economic Development	\$50,000	\$250,000	ERG is used annually to survey the residents of York Region in order to understand trends in customer service delivered by the Region.
3	eSCRIBE	eSCRIBE Onsite software maintenance	Office of the Region Clerk	\$25,000	\$125,000	Agenda management software used for Committee and Council as well as internal steering committees
4	RealNet Inc.	RealNet fixed-term licence	Geographic Information Services	\$22,560	\$112,800	Comprehensive property market information and analysis providing commercial real estate information to inform economic strategies in York Region
5	CDW Canada/ Solid CAD Solutions	AutoCAD software maintenance	Property Services	\$35,333	\$ 176,665	28 Licences of AutoCAD used to manage the regional facilities and space information.
6	Institute for Health and Human Potential	Emotional Intelligence	Human Resources	\$22,500	\$112,500	External vendor that provides licenses for Emotional Intelligence training

**Licences, Software Maintenance and
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Table 1: Total cost exceeding \$100,000

#	Provider	Products or Service	Branch	Annual Cost (2015)	Total Five Year Cost 2015 to 2019 (Estimated*)	Description
	(IHHP)					
7	LinkedIn	LinkedIn Recruiter fixed-term licence	Human Resources	\$38,125	\$190,625	Business oriented social networking service used to advertise external job opportunities
8	Workopolis	Job Board fixed-term licence	Human Resources	\$48,220	\$241,100	Job board for advertising external job opportunities
9	Public Service Health & Safety Association	Training provider - Traffic Protection professional service contract	Human Resources	\$20,000	\$100,000	Provides traffic protection training, which is mandatory for all staff (including students), who work on active roadways, such as closing lanes and re-directing traffic when road work is being completed.
10	McLean & Co	HR research & resources fixed-term licence	Human Resources	\$21,000	\$105,000	HR research & advisory firm. Subscription based service provides access to best-practice HR solutions and research; telephone consulting service; and administration & reporting of New Hire, Exit and HR Satisfaction surveys.
11	ISNetworkd	Contractor Prequalification system fixed-term licence	Human Resources	\$ 33,000	\$ 165,000	Used to research vendors for qualification to perform work at York Region

Licences, Software Maintenance and Professional Service Contract Renewals

Table 1: Total cost exceeding \$100,000						
#	Provider	Products or Service	Branch	Annual Cost (2015)	Total Five Year Cost 2015 to 2019 (Estimated*)	Description

* Annual costs are rounded-up, can be approximate, and may increase every two to three years

**Licences, Software Maintenance and
Professional Service Contract Renewals**

Table 2: Renewals in place for 5 Years or Longer

#	Provider	Product or Service	Branch	Annual Cost (2015)	Total Five Year Cost 2015 to 2019 (Estimated*)	Description
1	Statistics Canada	Building Permits Survey Data fixed-term licence	Planning and Economic Development	\$500	\$2,500	Used to cross-check data supplied by local area municipalities and for research on land development matters
2	Regional Information Systems Working Group	Place of Work Data fixed-term licence	Planning and Economic Development	\$5,000	\$25,000	Used to support research on Live-Work Balance key to many regional initiatives
3	eSolutions Group	Centres and Corridors website hosting professional service contract	Planning and Economic Development	\$1,000	\$5,000	The externally hosted C&C website is used to promote and communicate activities related to the Regional Centres and Corridors
4	Getty Images	ThinkStock Images fixed-term licence	Corporate Communications	\$1,200	\$6,000	Subscription access to millions of premium art-directed and user-generated royalty-free photos and illustrations used for communications programs corporate-wide
5	LinkedIn.com	Lynda.com fixed-term licence	Corporate Communications	\$300	\$1,500	Online resource for subscribers that provides online video tutorials & training for a number of different web/media related products and concepts.

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6	Goanimate.com	GoAnimate fixed-term licence	Corporate Communications	\$699	\$3,495	Used to create training videos (“explainer videos”) to help staff use tools or resources without classroom instruction to achieve cost savings and efficiency gains.
7	Adobe Inc.	Creative Cloud Software fixed-term licence	Corporate Communications	\$1,595	\$7,975	Used by graphics designers to access a number of necessary graphic design software programs such as Adobe Illustrator, Photoshop, InDesign, etc.
8	Mail Chimp	Mail Chimp fixed-term licence	Corporate Communications	\$360	\$1,800	Email marketing software service to record the response from the email campaign, so one can plan your next marketing move. Used for multiple Region e-newsletters
9	ArchiveSocial	ArchiveSocial fixed-term licence	Corporate Communications	\$1,197	\$5,985	ArchiveSocial is used for complying with record keeping requirements for social media.
10	SurveyMonkey	Survey Monkey fixed-term licence	Corporate Communications Geographic Information Services Property Services Office of the Region Clerk	\$250 \$250 \$250 \$250	\$5,000	Annual subscription to online software used to create surveys and analyze survey results. Used by multiple Branches for a variety of uses such as feedback on services delivered (e.g., training and events). As some surveys have confidential/sensitive information, independent subscriptions are used.

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#	Provider	Product or Service	Branch	Annual Cost (2015)	Total Five Year Cost 2015 to 2019 (Estimated*)	Description
11	Zasio Enterprises, Inc.	Versatile Enterprise software maintenance	Office of the Region Clerk	\$5,100	\$25,500	Software for managing the Region's paper records, including boxed records
12	Nordat Inc.	FOI Request Management System software maintenance	Office of the Region Clerk	\$400	\$2,000	Freedom of Information Request Management System used to manage requests received by the Region.
13	High Criteria Inc.	Total Recorder Professional software maintenance	Office of the Region Clerk	\$424	\$2,120	Enables audio recordings of Council and Committee meetings. MS Office integration allows for bookmarking important moments of discussion and for saving and distributing audio clips
14	OpenLM	OpenLM software maintenance	Geographic Information Services	\$300	\$1,500	Software technology used to produce usage reports of licensed Esri GIS software for Departments to reference and manage Esri software license contention
15	Google Inc.	Google Maps API Pro fixed-term licence	Geographic Information Services	\$10,000	\$50,000	Annual subscription to Google Maps API to enable Google maps on York.ca to help users see the location of services and help them navigate there.

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#	Provider	Product or Service	Branch	Annual Cost (2015)	Total Five Year Cost 2015 to 2019 (Estimated*)	Description
16	Tableau Inc.	Tableau Desktop Professional software maintenance	Geographic Information Services	\$800	\$4,000	Software used to analyze and visualize data a present as dashboards for users to interact with. Used for multiple internal dashboards and public-facing visualizations posted to InvestInYork.ca
17	GeoXMF LLC	XMF Alerter software maintenance	Geographic Information Services	\$2,300	\$11,500	Software technology used to monitor web maps services and notify GIS staff if the services have stopped unexpectedly. Required to meet service availability expectations of departmental business applications
18	Latitude Geographics	Geocortex Optimizer software maintenance	Geographic Information Services	\$3,000	\$15,000	Software technology used to monitor performance of YorkMaps to ensure the user experience is not compromised.
19	Safe Software	FME Desktop and Server software maintenance	Geographic Information Services	\$14,080	\$70,399	Software technology used to convert GIS data to various formats required by business systems such as those used by Transit and Police.

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#	Provider	Product or Service	Branch	Annual Cost (2015)	Total Five Year Cost 2015 to 2019 (Estimated*)	Description
20	Sun Media Inc.	StreetPerfect fixed-term licence	Geographic Information Services	\$2,300	\$11,500	StreetPerfect is a product developed by Sun Media that includes licensed Canada Post mailing addresses for York Region. The data is used to enrich the Region's civic address information in support of mail out campaigns - for example property notification related to regional construction projects.
21	Loxcel Inc.	Cell Tower Data fixed-term licence	Geographic Information Services	\$1,680	\$8,400	Location and characteristics of commercial and private cell tower locations in York Region. Used for planning studies and economic development studies related to broadband access.
22	The Centre for the Study of Commercial Activity	Greater Toronto Area Retail Store Database fixed-term licence	Geographic Information Services	\$1,978	\$9,890	Greater Toronto Area Retail Store Database used for quality control against the business directory.
23	Teranet Inc.	Teraview usage-based licence	Property Services	\$10,000	\$50,000	Web-based access to POLARIS®, the Government of Ontario's land records database so staff do not have to visit a local Land Registry Office. With Teraview, perform property searches, collaborate with other users and submit Land Titles documents for registration,

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						as well as view and print instruments, plans and parcel registers.
24	Teranet Inc.	Geowarehouse fixed-term licence	Property Services	\$3,200	\$16,000	Web-based, centralized property information source that provides state of the art mapping and research tools, as well as professional reports.
25	BaseCamp	BaseCamp fixed-term licence	Property Services	\$1,500	\$7,500	Web-based project management collaboration sites) offering to-do lists, wiki-style web-based text documents, milestone management, file sharing, time tracking, and a messaging system. Used to collaborate project delivery with external support providers.
26	ZenDesk Inc.	ZenDesk fixed-term licence	Property Services	\$3,000	\$15,000	Service Request management solution used by the Property Services Help Desk
27	RMG Networks	Screen Feed fixed-term licence	Property Services	\$1,200	\$6,000	Intelligent digital signage software for Display Messaging all

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#	Provider	Product or Service	Branch	Annual Cost (2015)	Total Five Year Cost 2015 to 2019 (Estimated*)	Description
28	Dean Evans & Associates	Event Management System Enterprise software maintenance	Property Services	\$6,000	\$30,000	Facility and resource scheduling system for reserving the rooms or other spaces, and coordinating the use of resources like catering, A/V equipment, and personnel.
29	RSMMeans Cost Data Publications	Hanscomb “Yardsticks for Costing” Publication fixed-term licence	Property Services	\$200	\$1,000	Provides cost data reports for the Canadian Construction Industry to inform budgeting decisions.
30	RMG Networks	Screen Feed fixed-term licence	Property Services	\$1,200	\$6,000	Intelligent digital signage software for Display Messaging all
31	Marsh Report Inc.	Toronto Real Estate Sales fixed-term licence	Property Services	\$3,400	\$17,000	The Report describes and interprets sales priced at \$1,000,000 or more. Property types include land, house lots, industrial and office buildings, hotels, apartment buildings, retail stores and shopping centres, but not houses. Used for Facility planning requirements

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#	Provider	Product or Service	Branch	Annual Cost (2015)	Total Five Year Cost 2015 to 2019 (Estimated*)	Description
32	Toronto Real Estate Board	Toronto Real Estate Board fixed-term licence	Property Services	\$3,400	\$17,000	Board used to research past and current sales and licenses for all real estate within the Region of York.
33	Parklane Systems	Incident & Case Management system fixed-term licence	Human Resources	\$10,332	\$51,660	The Parklane Incident Reporting module enables the Region to record all the particulars of the incidents in your workplace all in one database.
34	CGI	NGYON fixed-term licence	Human Resources	\$16,440	\$82,200	Applicant Tracking System
35	Thomas International	Pyschometric tests for recruitment professional service contract	Human Resources	\$17,000	\$85,000	Administers psychometric testing for applicants during recruitment
36	Envirotech Consulting	Training provider - Transportation of Dangerous Goods professional service contract	Human Resources	\$5,000	\$25,000	Training provider - Transportation of Dangerous Goods

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#	Provider	Product or Service	Branch	Annual Cost (2015)	Total Five Year Cost 2015 to 2019 (Estimated*)	Description
37	Alliance EHS	Training provider - JHSC Certification Part I professional service contract	Human Resources	\$19,200	\$96,000	Training provider - JHSC Certification Part I
38	Steve Horner	Training Provider - Critical Incident Stress Management professional service contract	Human Resources	\$3,200	\$16,000	Training Provider - Critical Incident Stress Management
39	Diana Tikasz	Training Provider - Compassion Fatigue & Vicarious Trauma professional service contract	Human Resources	\$5,000	\$25,000	Training Provider - Compassion Fatigue & Vicarious Trauma

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#	Provider	Product or Service	Branch	Annual Cost (2015)	Total Five Year Cost 2015 to 2019 (Estimated*)	Description
40	Crisis Prevention Intervention Institute	Training materials - Non Violent Crisis Intervention fixed-term licence	Human Resources	\$500	\$2,500	Training materials - Non Violent Crisis Intervention
41	Ontario Safety League	Training materials - Defensive Driving fixed-term licence	Human Resources	\$3000	\$15,000	Training materials on defensive driving
42	Public Services Health & Safety Association	Outsource training - JHSC Certification Part II professional service contract	Human Resources	\$1,500	\$7,500	Ministry of Labour-funded organization that provides training and consultation; provides part of the joint Health and Safety Committee certification training.
43	Metrics @ Work	Employee Engagement Survey professional service contract	Human Resources	\$16,500	\$65,000	Administers the Employee Survey

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#	Provider	Product or Service	Branch	Annual Cost (2015)	Total Five Year Cost 2015 to 2019 (Estimated*)	Description
44	Fitness Instructors	Yoga and Zumba professional service contracts	Human Resources	\$16,180	\$ 64,720	To provide wellness services for Region staff.

* Annual costs are rounded-up, can be approximate, and may increase every two to three years