



REPORT FOR ACTION

Professional Services for Uniface BV to Support the City's Toronto Maintenance Management System

Date: January 2, 2018

To: Government Management Committee

From: Chief Information Officer, Information & Technology Division, and Chief Purchasing Officer, Purchasing and Materials Management Division

Wards: All

SUMMARY

Information and Technology Division is requesting approval from City Council to enter into a non-competitive contract with Uniface BV, for the provision of professional services to provide emergency support on an as-needed basis to their proprietary Uniface software for a three (3) year term from the date of Award, with the option to renew the Contract for two (2) additional one (1) year periods. The total amount of the contract is \$75,000 net of HST (\$76,320 net of HST recoveries). The Toronto Maintenance Management System (TMMS) is a business-critical system servicing multiple divisions and it operates on the Uniface computing platform.

City Council approval is required in accordance with the Municipal Code By-law Chapter 195-Purchasing, where the current request has exceeded the Chief Purchasing Official's authority of the cumulative five year commitment limit under Article 7, Section 195-7.3(D).

RECOMMENDATIONS

The Chief Information Officer and the Chief Purchasing Officer recommend that:

1. City Council grant authority to the Chief Information Officer, to negotiate and enter into a non-competitive contract with Uniface BV for professional services to provide emergency support on an as-needed basis to their proprietary Uniface software in the amount of \$75,000 net of HST (\$76,320 net of HST recoveries) for a period of three (3) years from the date of Award, with the option to renew for two (2) additional one (1) year periods, on terms and conditions satisfactory to the Chief Information Office and in a form satisfactory to the City Solicitor.

FINANCIAL IMPACT

The contract value is \$76,320 net of HST recoveries. Funding is available in the 2018 Preliminary Operating Budget for Information and Technology Division under Cost Centre IT2020. Additional funding will be requested in the 2019-2022 Operating Budget Submissions for Information & Technology Divisions, as required and subject to approval of the option years.

Year		Cost Centre	Cost Element	Total Net of HST Recoveries
Initial Term of the Contract	From date of award to December 31, 2018	IT2020	4038	\$15,264
	Jan. 1, 2019 to Dec. 31, 2019	IT2020	4038	\$15,264
	Jan. 1, 2020 to Dec. 31, 2020	IT2020	4038	\$15,264
Optional Years	Jan. 1, 2021 to Dec. 31, 2021	IT2020	4038	\$15,264
	Jan. 1, 2022 to Dec. 31, 2022	IT2020	4038	\$15,264
TOTAL including Net of HST Recoveries				\$76,320

The Acting Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

A Master Services Agreement was created between the City of Toronto and Compuware (Uniface BV) on July 13, 2011 for the non-exclusive provision of professional services by Compuware to the City. A subsequent amending agreement was created in July 23, 2013 to perform various professional services on the Toronto Maintenance Management System (TMMS) that are outside the scope of regular support and maintenance on an "as and when required" basis, and expired December 31, 2016. Both agreements were approved under the Chief Purchasing Official's authority in accordance with Article 7, Section 195-7.3 (D) of the Toronto Municipal Code By-Law Chapter 195- Purchasing. A Divisional Purchase Order, DPO #3502975, was created under Compuware Corporation and then was deleted and replaced by Staff report for action on Professional Services from Uniface

DPO #3538274 under Uniface BV (in 2014, Compuware Corporation changed to Uniface BV). DPO #3538274 had no payments against it as the DPO was created only for emergencies and used on an ad-hoc basis.

COMMENTS

The Toronto Maintenance Management System (TMMS) is a maintenance management application that provides a full set of functions designed to support all levels of managerial, operational, and clerical personnel in a work management operation for the City of Toronto. The following City divisions: Parks, Forestry & Recreation (Urban Forestry Section); Transportation Services; Solid Waste Management Services; Policy, Planning, Finance and Administration and 311 Toronto, are presently supported by TMMS.

TMMS is a business-critical production system and it operates on the Uniface computing platform. Existing standard technical support agreement with the vendor provides the City with basic technical support for Uniface products. Therefore, TMMS requires additional support on an as and when required basis for quick Uniface support engagement in the event that an urgent issue is encountered and existing staff are not able to resolve the issue. This additional support will be requested as a last resort, only after all other options are exhausted and issues remain un-resolved

The Information and Technology Division proposes to further enter into a non-competitive contract with Uniface BV for a three (3) year term with two (2) additional one (1) year periods through another amending agreement with Uniface BV under the same terms and conditions.

The Fair Wage Office has reported that Uniface BV has indicated that it has reviewed and understands the Fair Wage Policy and Labour Trades requirements and has agreed to comply fully.

CONTACT

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SIGNATURE

Rob Meikle
Chief Information Officer

Michael Pacholok
Chief Purchasing Officer

ATTACHMENTS
