**Attachment A**

# Contract Increases Required for Proprietary Software Support & Maintenance Contracts

| | Division | Vendor | Contract | Description | Total 5 Year Contract Amt. Approved in 2010 pursuant to GM32.20 | Increases Required 2012 | 2013 | 2014 | 2015 | Total Contract Increase Required | Revised 5 Year Amended Contract Amount | Reason for Increase |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | |
| 1 | Corp. Finance | CS Stars LLC | 6024409 | Usage fee for Insurance system (STARS) | $ 276,160.27 | $ 6,274.23 | $ 6,558.09 | $ 6,917.54 | $ 7,263.82 | $ 27,013.68 | $ 303,173.95 | Maintenance and support as a result of the implementation of the 2012 FIDM Upgrade. |
| | Sub-Total: Corporate Finance | | | | $ 276,160.27 | $ 6,274.23 | $ 6,558.09 | $ 6,917.54 | $ 7,263.82 | $ 27,013.68 | $ 303,173.95 | |
| | | | | | | | | | | | | |
| 2 | E.M.S. | Optima Corporation | 47011046 / 6027054 | Optima supports, maintains, and upgrades the SIREN product that is used for dispatch decision support and is interfaced with the VisiCAD computer aided dispatch system. | $ 387,000.00 | $ - | $ 35,000.00 | $ 41,000.00 | $ 37,000.00 | $ 113,000.00 | $ 500,000.00 | Original requested amount was based on the pre-production support and maintenance requirements; System is now in production and requires an upgrade in maintenance and support. |
| | Sub-Total: E.M.S. | | | | $ 387,000.00 | $ - | $ 35,000.00 | $ 41,000.00 | $ 37,000.00 | $ 113,000.00 | $ 500,000.00 | |
| | | | | | | | | | | | | |
| 3 | Long Term Care Homes | Quatro Systems Group | | Support, maintenance and upgrades of Quatro software - Long-Term Care Homes & Services Time Management and Scheduling System | $ 300,000.00 | $ 60,000.00 | $ 60,000.00 | $ 70,000.00 | $ 70,000.00 | $ 260,000.00 | $ 560,000.00 | New Full-Time Local 79 Collective Agreement requires additional maintenance and support on the system. |
| | Sub-Total: LTCH | | | | $ 300,000.00 | $ 60,000.00 | $ 60,000.00 | $ 70,000.00 | $ 70,000.00 | $ 260,000.00 | $ 560,000.00 | |
| | | | | | | | | | | | | |
| 4 | Human Resources | Quattro Group | 6025681 | Application maintenance of Integrated Disability & Safety Management (IDSM) which is the Occupational Health & Safety system. | $ 448,000.00 | $ - | $ 4,480.00 | $ 4,704.00 | $ 4,715.20 | $ 13,899.20 | $ 461,899.20 | Maintenance and support required as a result of implementation of an upgraded web-based version of the existing product and purchase of additional licenses; additional site visits by vendor required. |
| | Sub-Total: Human Resources | | | | $ 448,000.00 | $ - | $ 4,480.00 | $ 4,704.00 | $ 4,715.20 | $ 13,899.20 | $ 461,899.20 | |
| | | | | | | | | | | | | |
| 5 | I&T | Attachmate | 6027372 | Enterprise software maintenance for extending, managing, and securing host systems. | $ 200,000.00 | $ - | $ 10,000.00 | $ 10,000.00 | $ 10,000.00 | $ 30,000.00 | $ 230,000.00 | Maintenance and support for additional licenses |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 6 | I&T | ESRI | 6025384 | GIS technology foundation for geospatial data management, access & distribution | $ 3,100,000.00 | $ - | $ - | $ 31,800.00 | $ 84,000.00 | $ 115,800.00 | $ 3,215,800.00 | Maintenance and support for additional licenses |
| 7 | I&T | Microsoft | 47013530 | Software support, maintenance and upgrades to suite of MS products. | $ 1,100,000.00 | $ 55,650.00 | $ 85,650.00 | $ 87,750.00 | $ 87,750.00 | $ 316,800.00 | $ 1,416,800.00 | Maintenance and support for SQL licenses, and Project and Portfolio Management system which are being added to the suite of MS products. |
| 8 | I&T | ASG Software Solutions (former Mobius) | 6021704 | ASG software consists of ViewDirect which is a document management system that stores reports, invoices, image files, and other documents used by various City Divisions. | $ 600,000.00 | $ - | $ - | $ 15,000.00 | $ 30,000.00 | $ 45,000.00 | $ 645,000.00 | Maintenance and support for additional ASG-Document Direct for the Internet –NT – Image licenses that were acquired for Children's Services in 2011, and one additional Document Direct server license in 2014. |
| 9 | I&T | SAP Canada Inc | 47013119 / 6028207 | Software support, maintenance and upgrades | $ 16,650,283.75 | $ 19,782.40 | $ 1,302,872.91 | $ 3,209,289.73 | $ 3,373,010.98 | $ 7,904,956.02 | $ 24,555,239.77 | Maintenance and support for additional licenses for specific projects and initiatives such as FPARS and PPEB Self Service (Pilot and Roll Out) |
| 10 | I&T | Open Text (Vignette) | 3411355 | Software support, maintenance and upgrades for Content Management suite for the City website | $ 255,284.18 | $ 4,334.00 | $ 20,308.50 | $ 36,161.72 | $ 51,887.60 | $ 112,691.82 | $ 367,976.00 | Maintenance and support for additional licenses |
| 11 | I&T | Oracle | 47013359 | Oracle Database maintenance and support | $ 7,651,000.00 | $ - | $ 610,000.00 | $ 1,300,000.00 | $ 2,200,000.00 | $ 4,110,000.00 | $ 11,761,000.00 | Support and maintenance for additional licenses that were purchased in the past 4 years (2008 to 2011); More licenses projected to be purchased which will require maintenance and support. |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 12 | I&T | Compuware | 6020823 | Software support, maintenance and upgrades for Compuware / Uniface products which are used to develop and support the City's TMMS application (Toronto Maintenance Management System). The TMMS system receives and processes Service Requests from 311 ECM for Transportation, SWMS and Urban Forestry. The system manages the SWMS residential curbside bin inventory as well as the residential tree inventory. The system facilitates work order and contract management for the Winter Control Program, Utility Cut Repairs, Grass Cutting, Street Sweeping, Electrical Device Maintenance, Signs and Pavement Markings, etc. | $ 450,000.00 | $ 15,000.00 | $ 18,000.00 | $ 21,500.00 | $ 26,000.00 | $ 80,500.00 | $ 530,500.00 | Upgrade (maintenance) required for Compuware Uniface SW platform utilized by TMMS |
| 13 | I&T | CSDC Systems Inc | 47013185 | Software support and maintenance for the Amanda software which hosts a number of modules including the Integrated Business Management System (iIBMSi) capable of tracking and managing all major land, building, municipal standards, inspection and licensing related activities | $ 1,885,000.00 | $ - | $ 165,000.00 | $ 282,000.00 | $ 407,000.00 | $ 854,000.00 | $ 2,739,000.00 | Implementation of certain capital projects such as the Toronto Building Electronic Service Delivery project and IBMS migration to AMANDAi project require purchase of additional modules, which in turn, require additional maintenance and support |
| | Sub-Total: I&T | | | | $ 31,891,567.93 | $ 94,766.40 | $ 2,211,831.41 | $ 4,993,501.45 | $ 6,269,648.58 | $ 13,569,747.84 | $ 45,461,315.77 | |
| | | | | | | | | | | | | |

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| 14 | Social Development, Finance & Administration | The Active Network | 47013629 | CLASS Maintenance. CLASS is currently the backbone of the Booking Centre reservation system. | $ 1,072,848.26 | $ 144,619.00 | $ 117,804.00 | $ 134,911.00 | $ 152,434.00 | $ 549,768.00 | $ 1,622,616.26 | To correct inaccuracies in the amounts requested in the GM32.20 staff report; Maintenance and support for additional licenses purchased in 2011 |
| | Sub-Total: SDF&A | | | | $ 1,072,848.26 | $ 144,619.00 | $ 117,804.00 | $ 134,911.00 | $ 152,434.00 | $ 549,768.00 | $ 1,622,616.26 | |
| | | | | | | | | | | | | |
| 15 | Toronto Water | Grey Matter Systems (GE Intelligent) | 47014218 | Software for the Process Control Systems at the Toronto Water & Wastewater plants | $ 1,570,932.29 | $ - | $ 50,060.30 | $ 70,888.31 | $ 94,432.72 | $ 215,381.33 | $ 1,786,313.62 | Support and maintenance for additional licenses required by Operations staff to monitor and control new and existing processes to meet Ministry of Environment Certificate of Approval and legislative requirements |
| | Sub-Total: Toronto Water | | | | $ 1,570,932.29 | $ - | $ 50,060.30 | $ 70,888.31 | $ 94,432.72 | $ 215,381.33 | $ 1,786,313.62 | |
| | **TOTAL (net of Taxes)** | | | | **$ 35,946,508.75** | **$ 305,659.63** | **$ 2,485,733.80** | **$ 5,321,922.30** | **$ 6,635,494.32** | **$ 14,748,810.05** | **$ 50,695,318.80** | |
| | **GRAND TOTAL (net of HST recoveries)** | | | | **$ 36,579,167.30** | **$ 311,039.24** | **$ 2,529,482.71** | **$ 5,415,588.13** | **$ 6,752,279.02** | **$15,008,389.11** | **$ 51,587,556.41** | |