Attachment B

Additional Information Technology Maintenance Contracts Recommended for Approval

	Division	Vendor	Contract	Description	2012	2013	2014	2015	Grant Total 2012-2015
1	311	Lagan/Kana		Software maintenance and support for the Lagan CRM Solution, which is used to manage customer's information, service request, knowledge base, systems integration and reporting.			$ 470,999.00	$ 470,999.00	$ 941,998.00
2	311	Media Resources Inc.	3466555	Hardware maintenance and support for 311 Contact Centre display (pixel) board which displays critical information relating to staff performance, call volumes, call queues and service levels.		$ 5,000.00	$ 5,000.00	$ 5,000.00	$ 15,000.00
3	311	Software AG	3476735	Software maintenance and support for webMethods product which is used to process service request to back end business divisions' work order systems (TMMS, Hansen and IBMS). **Amounts in USD.**	$ 76,180.00	$ 78,578.00	$ 86,436.00	$ 95,080.00	$ 336,274.00
	Sub-Total: 311				$ 76,180.00	$ 83,578.00	$ 562,435.00	$ 571,079.00	$ 1,293,272.00
4	Accounting Services	Software AG	new	Software maintenance and support for webMethods product	$ 42,107.00	$ 22,645.00	$ 23,778.00	$ 24,967.00	$ 113,497.00
	Sub-Total: Accounting Services				$ 42,107.00	$ 22,645.00	$ 23,778.00	$ 24,967.00	$ 113,497.00
5	Children Services	CPE Division L Inc.	3466254	Support and maintenance for Emerson UPS in Server Room which provides emergency power to computer servers in the event of a power outage. Support and maintenance has been obtained from the vendor for more than 10 years now.	$ 4,988.00	$ 5,138.00	$ 5,292.14	$ 5,450.90	$ 20,869.04
6	Children Services	FieldWorker	3466857	Support and maintenance of FieldWorker Mobile Solution which runs on a tablet computer.		$ 8,258.00	$ 8,918.64	$ 9,632.13	$ 26,808.77

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	Division	Vendor	Contract	Description	2012	2013	2014	2015	Grant Total 2012-2015
7	Children Services	SAS	6034315	Support and maintenance for SAS Strategic Performance Management (SPM) System which creates "balance scorecard" types of management reports from data.		$ 28,450.00	$ 30,157.00	$ 31,966.42	$ 90,573.42
	Sub-Total: Children Services				$ 4,988.00	$ 41,846.00	$ 44,367.78	$ 47,049.45	$ 138,251.23
8	Court Services	Software AG	new	WebMethods maintenance for license for Web Lookup Project		$ 22,645.00	$ 23,778.00	$ 24,967.00	$ 71,390.00
	Sub-Total: Court Services					$ 22,645.00	$ 23,778.00	$ 24,967.00	$ 71,390.00
9	EMS	FirstWatch Solutions Inc.	3474980	Support and maintenance of FirstWatch software which provides real-time situational awareness for EMS of potential pandemic disease outbreaks via interactive FirstWatch Dashboards. **Amounts in USD**	$ 8,600.00	$ 8,800.00	$ 9,300.00	$ 9,800.00	$ 36,500.00
10	EMS	Priority Dispatch Corp.		Support and maintenance of the Medical Priority Dispatch Triage System (MPDS) and Aqua software **Amounts in USD**		$ 25,000.00	$ 26,300.00	$ 27,600.00	$ 78,900.00
	Sub-Total: EMS				$ 8,600.00	$ 33,800.00	$ 35,600.00	$ 37,400.00	$ 115,400.00
11	Facilities Management	Active Network	6023224	CLASS Maintenance and License Renewal. CLASS is currently the backbone of the Booking Centre reservation system.	$ 12,100.00	$ 12,500.00	$ 12,750.00	$ 13,000.00	$ 50,350.00
	Sub-Total: Facilities Management				$ 12,100.00	$ 12,500.00	$ 12,750.00	$ 13,000.00	$ 50,350.00

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	Division	Vendor	Contract	Description	2012	2013	2014	2015	Grant Total 2012-2015
12	Fire Services	Deccan International	FR541086	Maintenance and user support for ADAM, a strategic planning tool for Fire Chiefs and Fire/EMS Managers **Amounts in USD**		$ 25,571.70	$ 26,850.29	$ 28,192.80	$ 80,614.79
13	Fire Services	Quattro System	6028607	Maintenance and support of TFS Payroll Time Entry System		$ 60,000.00	$ 63,000.00	$ 66,150.00	$ 189,150.00
14	Fire Services	One Step Systems Inc.	FR541062	Maintenance and user support for the One Step Fire Inspection System, a fire inspection solution that allows inspectors to complete fire inspection reports.		$ 26,741.40	$ 28,078.47	$ 29,482.39	$ 84,302.26
	Sub-Total: Fire Services				$ -	$ 112,313.10	$ 117,928.76	$ 123,825.19	$ 354,067.05
15	I&T	CSDC Systems Inc. (formerly Grantium)	6034259	Support and maintenance of Grantium application, to manage corporate grant programs.		$ 65,000.00	$ 65,000.00	$ 65,000.00	$ 195,000.00
16	I&T	HLP Inc.	3004870	Software Maintenance and Support for the Chameleon product suite used by Toronto Animal Services as its sole business system. Amounts in USD	$ 35,000.00	$ 37,000.00	$ 39,000.00	$ 40,000.00	$ 151,000.00
17	I&T	Ventraq (formerly Ace Comm Corporation)	47012038	Maintenance and support for the Telecommunications Expense Management System (TEMS) which is a database management system handling inventory management, order management, billing and invoice management and report and history management.		$ 51,509.00	$ 54,084.45	$ 56,788.67	$ 162,382.12
	Sub-Total: I&T				$ 35,000.00	$ 153,509.00	$ 158,084.45	$ 161,788.67	$ 508,382.12

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	Division	Vendor	Contract	Description	2012	2013	2014	2015	Grant Total 2012-2015
18	Revenue Services	Software AG	new	WebMethods maintenance for license for the Revenue Services Cashiering Project		$ 22,645.00	$ 23,778.00	$ 24,967.00	$ 71,390.00
	Sub-Total: Revenue Services				$ -	$ 22,645.00	$ 23,778.00	$ 24,967.00	$ 71,390.00
19	Social Development, Finance & Administration	Quattro Group Software Inc.	47014161	Quatro CCI – Cash Cheque Information System Support. The system allows SDFA staff to quickly and efficiently reconcile revenue between Moneris, SAP, the Royal Bank and CLASS.	$ 50,000.00	$ 50,000.00	$ 50,000.00	$ 50,000.00	$ 200,000.00
	Sub-Total: Social Development,				$ 50,000.00	$ 50,000.00	$ 50,000.00	$ 50,000.00	$ 200,000.00
20	Toronto Public Health	Connectis Group	3467780	Food Handler Certification Software Maintenance and Support. The software is used for the Food Handler Certification program to process exam scorecards.	$ 1,000.00	$ 1,200.00	$ 1,400.00	$ 1,600.00	$ 5,200.00
21	Toronto Public Health	Esha Research Inc.	3472176	Software Maintenance and Support for 15 licenses of ESHA's The Food Processor (SQL edition) and 2 licenses of Genesis R&D (SQL edition). **Amounts in USD**	$ 1,300.00	$ 1,500.00	$ 1,700.00	$ 1,900.00	$ 6,400.00
22	Toronto Public Health	IBM Canada	3469500	Statistical Analysis Software Maintenance and Support	$ 55,000.00	$ 60,000.00	$ 65,000.00	$ 70,000.00	$ 250,000.00
23	Toronto Public Health	Idera, Inc.	3471756	PHIPA Compliance Software Maintenance and Support. The Sexual Health Clinic Information System (SHCIS) which contains personal health information requires Idera's SQL Compliance Manager software to meet PHIPA compliance. **Amounts in USD**	$ 550.00	$ 650.00	$ 750.00	$ 850.00	$ 2,800.00

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	Division	Vendor	Contract	Description	2012	2013	2014	2015	Grant Total 2012-2015
24	Toronto Public Health	SAS Institute (Canada) Inc.	3469490	Statistical Analysis Software Maintenance and Support	$ 30,000.00	$ 33,000.00	$ 36,000.00	$ 39,000.00	$ 138,000.00
25	Toronto Public Health	Soundnotes Technology Inc.	3473445	Call Recording Software Maintenance and Support		$ 6,500.00	$ 7,500.00	$ 8,500.00	$ 22,500.00
	Sub-Total: Toronto Public Health				$ 87,850.00	$ 102,850.00	$ 112,350.00	$ 121,850.00	$ 424,900.00
26	Toronto Water	CTSpec Inc.	6033503	CTSpec Software Maintenance and Support. Software is used to analyze and manage underground infrastructure.	$ 60,000.00	$ 66,000.00	$ 72,600.00	$ 79,860.00	$ 278,460.00
27	Toronto Water	Innovyze Inc.	6031998	InfoWater Software Maintenance and Support. Software is used daily for hydraulic modelling and capital programming business functions. **Amounts in USD**		$ 30,000.00	$ 35,000.00	$ 40,000.00	$ 105,000.00
28	Toronto Water	Labware	8639701	LIMS Software Maintenance and Support. Software is used to automate the Laboratory process, and is designed to analyze, exchange and manage the collected date from all TW laboratories.	$ 56,000.00	$ 65,000.00	$ 70,000.00	$ 75,000.00	$ 266,000.00
29	Toronto Water	Lakeside Process Controls Ltd.	3412221	Maintenance and Support. Software assists TW in collecting and analyzing vibration data.	$ 10,000.00	$ 11,000.00	$ 12,100.00	$ 13,310.00	$ 46,410.00
30	Toronto Water	Open Text Corporation	6034122	eDocs Software Maintenance and Support. Software is TW's Document Management System and is used extensively on a daily basis for storage and retrieval of documents.	$ 25,000.00	$ 30,000.00	$ 35,000.00	$ 40,000.00	$ 130,000.00
	Sub-Total: Toronto Water				$ 151,000.00	$ 202,000.00	$ 224,700.00	$ 248,170.00	$ 825,870.00

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	Division	Vendor	Contract	Description	2012	2013	2014	2015	Grant Total 2012-2015
31	Technical Services	Axion International	WT268896	Support and Maintenance of MicroStation Productivity Toolkit **Amounts in USD**	$ 12,000.00	$ 12,600.00	$ 13,230.00	$ 13,900.00	$ 51,730.00
32	Technical Services	Safe Software	WT268884	Support and Maintenance for FME Software - use for data translations from SDE, Oracle Spatial and MicroStation used by Surveys and Mapping to produce maps and reports used thru out the City.	$ 9,000.00	$ 9,450.00	$ 9,923.00	$ 10,419.00	$ 38,792.00
33	Technical Services	Cion	WT268884	Support and Maintenance for TIMS - Engineering Document Management System	$ 14,900.00	$ 15,645.00	$ 16,428.00	$ 17,250.00	$ 64,223.00
34	Technical Services	Loki Innovation Inc.	WT268895	Support and Maintenance for Toronto Property Maintenance		$ 5,941.00	$ 6,239.00	$ 6,551.00	$ 18,731.00
35	Technical Services	Transoft Solution	6027839	Support and Maintenance for AutoTurn Software for designing improved turning movement at locations where service vehicles encounter turn around restrictions, design of access and exits ramps to expressways.		$ 3,040.00	$ 3,192.00	$ 3,352.00	$ 9,584.00
	Sub-Total: Technical Services				$ 35,900.00	$ 46,676.00	$ 49,012.00	$ 51,472.00	$ 183,060.00
36	Transportation Services	Applied Geologics Inc. (AGL)	TP422965	Cartegraph Annual Software Maintenance including upgrades, updates, and bug fixes.				$ 35,960.12	$ 35,960.12
37	Transportation Services	Applied Geologics Inc. (AGL)	TP422966	Street Furniture Database System Technical Support includes telephone, on-line and on-site support.				$ 50,476.93	$ 50,476.93
38	Transportation Services	Siemens Industry Inc., Mobility Division	47015985	Support and Maintenance of SCOOT Traffic Signal System **Amounts in USD**				$ 56,300.00	$ 56,300.00

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	Division	Vendor	Contract	Description	2012	2013	2014	2015	Grant Total 2012-2015
	Sub-Total: Transportation Services							$ 142,737.05	$ 142,737.05

TOTAL (net of Taxes)	**$ 503,725.00**	**$ 907,007.10**	**$ 1,438,561.99**	**$ 1,643,272.36**	**$ 4,492,566.45**
GRAND TOTAL (net of HST recoveries)	**$ 512,590.56**	**$ 922,970.42**	**$ 1,463,880.68**	**$ 1,672,193.95**	**$ 4,571,635.62**