

Appendix C - New Contract Renewals
 Divisional Breakdown of Information Technology Maintenance and Support Services Contracts

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Appendix C

Accounting Services

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
WNS North America Inc	6036648	\$11,000	\$12,000	\$12,000	\$13,000	\$13,000	\$61,000	Maintenance and Support for the XiBuy(Xponential) system, which is used to manage Purchasing Card processing and integrate with SAP. Amounts in USD
Troy Group Inc	3522201	\$1,800	\$1,800	\$1,800	\$1,800	\$1,800	\$9,000	Hardware maintenance Next day service for cheque printers (3 printers for 1 full year) Amounts in USD
CDIT (Kofax)	3513733 3496274 3526520	\$14,700	\$15,300	\$15,000	\$15,400	\$17,200	\$77,600	Kofax Software Maintenance & Tech support used for CIMS/Archival Services.
Total Excluding All Taxes		\$27,500	\$29,100	\$28,800	\$30,200	\$32,000	\$147,600	

City Clerk's Office

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
CSDC Systems	3520961	\$18,218	\$18,764	\$19,327	\$19,907	\$20,505	\$96,721	Support and maintenance for AccessPro Case Management - Freedom of Information Tracking System
Total Excluding All Taxes		\$18,218	\$18,764	\$19,327	\$19,907	\$20,505	\$96,721	

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City Planning

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
Portrait Software International Limited (Pitney Bowes)	CP344752	-	-	\$10,000	-	-	\$10,000	Maintenance package to upgrade existing 1 Quadstone Paramics license
Total Excluding All Taxes		-	-	\$10,000	-	-	\$10,000	

Court Services

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
High Criteria Inc	6041028	\$37,400	\$47,955	\$ \$48,990	\$39,875	\$40,700	\$214,920	Annual Support and Software Assurance Subscription(SAS) for Liberty Digital Audio Recording System
Primex Wireless Inc	3511704	\$3,750	\$3,850	\$3,950	\$4,050	\$4,200	\$19,800	Annual Technical support Services for Primex wireless Clocks
Total Excluding All Taxes		\$41,150	\$51,805	\$52,940	\$43,925	\$44,900	\$234,720	

Engineering and Construction Services

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
Leica		\$4,000	\$4,240	\$4,494	\$4,764	\$5,049	\$22,548	Leica Geo Office used for surveying and Global Navigation Satellite System data processing.
Total Excluding All Taxes		\$4,000	\$4,240	\$4,494	\$4,764	\$5,049	\$22,548	

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Environment & Energy

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
HEAT Software (Formerly FrontRange)	3526493	\$737	\$759	\$782	\$806	\$830	\$3,915	GoldMine Client Relationship Management (CRM) Software
Total Excluding All Taxes		\$737	\$759	\$782	\$806	\$830	\$3,915	

Facilities Management

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
SAP	SAP Agreement Amendment 12 to schedule V	\$78,503	\$78,503	\$78,503	\$78,503	\$78,503	\$392,515	SAP Mobility Platform and SAP Enterprise Integration for Work Manager Mobile app
SAP	SAP Agreement Amendment 12 to schedule V	\$7,939	\$7,939	\$7,939	\$7,939	\$7,939	\$39,693	SAP Employee Self Service and SAP Maintenance Worker User Licences
Breeze Software	47016039	-	\$9,600	\$9,800	\$10,000	\$10,200	\$39,600	Software Maintenance and Support for a work force/custodial service estimating and mobile QA inspection tool.
Total Excluding All Taxes		\$86,441	\$96,041	\$96,241	\$96,441	\$96,641	\$471,807	

IT

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
Riverbed Technologies	3522223	\$12,500	\$15,000	\$18,000	\$20,000	\$25,000	\$90,500	Software used for performance monitoring and managing
GitHub	New	\$3,000	\$6,000	\$ 6,000	\$6,000	\$6,000	\$27,000	GitHub is a web-based repository hosting service, which offers all of the distributed revision control and source code management (SCM) functionality of Git as well as adding its own features. Amounts in USD

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Optimal Workshop	New	\$4,000	\$ 8,000	\$8,000	\$ 8,000	\$8,000	\$36,000	Remote User Research Methods for Information Architecture Testing Amounts in USD
Levi, Ray & Shoup Inc	6039611	\$110,000	\$114,000	\$117,000	\$121,000	\$124,000	\$586,000	VPSX Annual software subscription. InfoPrint Replacement Amounts in USD
Total Excluding All Taxes		\$129,500	\$143,000	\$149,000	\$155,000	\$163,000	\$739,500	

Office of Emergency Management

Vendor	PO/Contract # provided by client	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
Buffalo Computer Graphics	6041157	-	-	-	-	\$112,500	\$112,500	Crisis Incident Management Software
Total Excluding All Taxes		\$0	\$0	\$0	\$0	\$112,500	\$112,500	

Revenue Services

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
Co-Star International LLC	3526148	\$21,660	\$22,743	\$23,880	\$25,074	\$26,328	\$119,685	Software used by Assessment Analysis group
Q-matic	3526179	\$1,700	\$1,785	\$1,874	\$1,968	\$2,066	\$9,394	Queuing System Support for 55 John Street Parking Tags Counter Metro Hall
Rocket Software	3525828	\$10,084	\$10,588	\$11,118	\$11,673	\$12,257	\$55,720	BlueZone Emulator Concurrent Maintenance used for enabling business users to access the Revenue Services Parking Tags Management System and Court Services' provincial ICON system.
Total Excluding All Taxes		\$33,444	\$35,116	\$36,872	\$38,716	\$40,651	\$184,799	

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Solid Waste Management

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
RouteSmart Technologies	New	\$15,758	\$16,231	\$16,718	\$17,219	\$17,736	\$83,661	Software Maintenance & Support used for routing vehicles for the collection of garbage, recycling, and organics from single family and multi-family homes across the City of Toronto. Amounts in USD
Schneider Electric	New	\$4,995	\$5,070	\$5,146	\$5,223	\$5,302	\$25,736	Software Maintenance & Support
Total Excluding All Taxes		\$20,753	\$21,301	\$21,864	\$22,442	\$23,037	\$109,397	

Toronto Fire

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
ESRI	FR549555	\$11,000	\$11,550	\$12,128	\$12,734	\$13,371	\$60,782	GIS Software
Dark Horse Analytics	47019136	\$162,500	\$170,625	\$179,156	\$188,114	\$197,520	\$897,915	Predictive Modelling Software
Doron Precision Systems	FR545470	\$8,358	\$10,030	\$10,531	\$11,058	\$11,611	\$51,587	Driving Simulator Amounts in USD
Radio IP Software Inc.	6040334	\$25,500	\$26,775	\$28,114	\$29,519	\$30,995	\$140,904	Multi-IP Mobile VPN Software
Total Excluding All Taxes		\$207,358	\$218,980	\$229,929	\$241,425	\$253,496	\$1,151,187	

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Toronto Paramedics Services

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
Airbus DS Communications	3519754	-	-	\$29,000	\$31,000	\$33,000	\$93,000	Support and maintenance for Dialogic automatic announcement/call out system Amounts in USD
Locution Systems Inc	47017416	-	\$70,000	\$75,000	\$80,000	\$85,000	\$310,000	Support and maintenance for Voice and station alerting system
Total Excluding All Taxes		\$0	\$70,000	\$104,000	\$111,000	\$118,000	\$403,000	

Toronto Public Health

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
ACC Technical Services Inc.	3505159	-	\$17,000	\$19,000	\$21,000	\$23,000	\$80,000	Maintenance and Support for a vendor hosted on-line booking system which is used by a number of Programs to manage appointments for the public such as immunization clinics, training courses and Dr. appointments. Also includes an internal version for staff registration needs.
Blueprint Software Systems Inc.	6038521 / 6041073	-	-	\$11,500	\$12,500	\$13,500	\$37,500	Maintenance and Support for requirements management software application which provides TPH I&T's Business analysts a means of requirements collaboration and management.
COMM100 Network Corporation	3498764	\$12,000	\$15,000	\$17,000	\$19,000	\$21,000	\$84,000	Maintenance and Support for a vendor hosted on-line e-chat application. TPH Intake provides counselling and health related information to the public by Public Health Nurses and dieticians. The vendor hosted on-line e-chat application is a channel for Intake to provide these services through online chat capability.

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Danic Technology Inc	6035215	\$25,000	\$28,000	\$31,000	\$34,000	\$37,000	\$155,000	Maintenance and Support for a Data Base System used by TPH's Toronto Preschool Speech and Language Services which monitors the speech and language services delivered to preschool children across the City of Toronto, and also relies heavily on the database for the purposes of case management. This database was developed and customized for TPSLS by Danic Technology as part of the original service agreement.
Halifax Computer Consulting Group Inc.	6038657	-	-	-	\$95,000	\$100,000	\$195,000	Maintenance and Support for a web based vendor hosted services which provides Needle Exchange Information System for the needle exchange program including community agencies under contract with the needle exchange program.
Konverge Digital Solutions Corp	3496066	\$14,000	\$16,000	\$18,000	\$20,000	\$22,000	\$90,000	Maintenance and Support for a vendor hosted recipe nutrient analysis software tool which is available to around 20 Toronto restaurants who conduct nutritional analysis of their menu in order to provide nutrition information to their customers. The software links to various nutrient databases, and performs nutritional analysis on recipes and generates Nutrition Facts Sheet for each recipe.

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Toronto Public Health

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
Kornyk Computer Solutions International, Inc	3523136	\$5,000	\$7,000	\$9,000	\$11,000	\$13,000	\$45,000	Maintenance and support for an Asset and Inventory Management application. The application provides a front end on-line catalogue of inventory with an ability to place an order / request and a backend administrative module to manage the catalogue and details about the inventory and produced reports.
Officespace Software Inc.	3498385	-	\$12,000	\$15,000	\$18,000	\$21,000	\$66,000	Maintenance and Support for a electronic e-floorplan solution that facilitates the management of space for Toronto Public Health for short, medium and long term space planning and staff moves. It provides for electronic updating of floor plans including adding, deleting and editing information regarding space, occupant and assets. The information is available in real time and provide instant access to information for space planning in emergency situations such as H1N1 and planning scenarios for business continuity.
Phoenix Centre For Children & Families	47017663	-	-	\$58,000	\$62,000	\$66,000	\$186,000	Maintenance and Support for a a web based vendor hosted service which provides an online prenatal education program whose content aligns with Canadian guidelines for pregnancy.
Results Scorecard LLC	3500138	\$16,800	\$21,600	\$26,400	\$31,200	\$36,000	\$132,000	Maintenance and support for a vendor hosted web based tool that supports the Results Based Accountability initiative as mandated by the Medical Officer of Health. The software ensures TPH meets its accountability agreement commitments and supports strategic management planning. This tool also facilitates the storage, analysis, and monitoring of performance measures across TPH and enables effective and consistent results.
Total Excluding All Taxes		\$72,800	\$116,600	\$204,900	\$323,700	\$352,500	\$1,070,500	

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Toronto Water

Vendor	PO/ Contract	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
3S Consultant GmbH	3523273	\$3,750	\$3,900	\$4,100	\$4,250	\$6,600	\$22,600	Maintenance and support of KANEW 5 software used to quantify the future renewal and investment needs of water mains and sewers. In addition to identifying future investment needs, the KANEW software identifies classes of infrastructure which should be targeted for renewal.
Atlassian	3521303	\$14,760	\$15,498	\$17,823	\$20,496	\$23,571	\$92,147	JIRA and Confluence Tracking Software
BPMS	3523169	\$2,000	\$2,400	\$2,880	\$3,456	\$4,147	\$14,883	Maintenance and support of Backflow Prevention Management Software used by Environmental Monitoring & Protection Unit to manage Backflow prevention initiative.
Citrix	3525529	\$100,000	\$75,000	\$78,750	\$82,688	\$86,822	\$423,259	Maintenance and Support for Citrix which is an essential deployment tool for all applications in Toronto Water. Amounts are in USD
Dell	3517706	\$2,519	\$2,645	\$3,042	\$3,498	\$4,023	\$15,726	Tool for Oracle Application Developers (TOAD) is used for database development and administration
FieldWorker	47015463-8913763	\$9,765	\$10,253	\$25,000	\$26,000	\$28,000	\$89,253	FieldWorker is used for capturing and exchanging mobile data as Electronic Forms, Map information, GPS information and Digital Photo information.
INNOVYZE Inc.	6037747	\$38,000	\$39,900	\$55,000	\$57,750	\$60,638	\$251,288	InfoWorks maintenance and support. Software used for sewer modelling for planning and design. Amounts are in USD
INNOVYZE Inc.	6037747	\$35,000	\$36,750	\$50,000	\$52,500	\$55,125	\$229,375	InfoNet maintenance and support. Software used for asset management for watermains and sewers. Amounts are in USD
Microsoft	n/a	\$16,700	\$18,000	\$23,000	\$27,500	\$30,500	\$115,700	Maintenance and Support for MS SQL

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Neptune Technology Group	n/a	-	\$250,000	\$250,000	\$250,000	\$250,000	\$1,000,000	Maintenance and Support for NCC (NCC is used to collect automated water meter readings from across the City, and manages associated equipment and data with the Automated Meter Reading infrastructure as part of the Water Meter Program) and DR (DR is used to allows users to access account meter reading data, and also acts as a data repository for analysis of water meter data).
OpenText Corporation	3522737	\$6,701	\$11,057	\$16,217	\$22,298	\$29,434	\$85,707	Maintenance and Support Brava Licenses part of Document Management System and is used extensively on a daily basis for storage and retrieval of documents.
Ricoh Canada Inc.	3522660	\$24,000	\$28,800	\$34,560	\$41,472	\$49,766	\$178,598	LSAP used to store and manage Toronto Water's assets and related information, such as drawings, designs, etc.
Ricoh Canada Inc.	3520629	\$7,144	\$8,572	\$10,287	\$12,344	\$14,813	\$53,160	Technical and Configuration Support
SAP Canada Inc	3526068	\$38,910	\$79,347	\$95,216	\$114,259	\$137,111	\$464,843	SAP Business Objects Edge Business Intelligence
SAP Canada Inc	3520510	\$4,448	\$5,337	\$6,405	\$7,686	\$9,223	\$33,099	Maintenance and support SAP Crystal Report Server 2011
Westburne	3517189	-	\$11,324	\$13,022	\$14,975	\$17,222	\$56,543	TechConnect (Rockwell)
Total Excluding All Taxes		\$303,697	\$598,783	\$685,301	\$741,172	\$806,994	\$3,126,182	

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Transportation Services

Vendor	PO/Contract # provided by client	Requested Amount 2016	Requested Amount 2017	Requested Amount 2018	Requested Amount 2019	Requested Amount 2020	Grand Total 2016-2020	Description
TransCore ITS	47015271	\$55,000	\$55,000	\$55,000	\$55,000	\$55,000	\$275,000	TransSuite is a traffic control system used for traffic management.
Stantec Consulting Ltd.	6036489	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$100,000	Municipal Pavement Management Application - Annual Software Maintenance Agreement
Transoft Solution	3521191	PAID	\$847	\$932	\$1,025	\$1,128	\$3,932	AutoTurn Software maintenance plan for licence 34379
Total Excluding All Taxes		\$75,000	\$75,847	\$75,932	\$76,025	\$76,128	\$378,932	

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Contract Summary

	2015	2016	2017	2018	2019	2020	5 Year Total
Contract Total (Exclusive of all Taxes)		\$21,938,747	\$26,142,331	\$29,096,191	\$31,097,052	\$32,880,027	\$141,144,581
Previously Reported Contract Renewals (Exclusive of all Taxes)		\$20,918,149	\$24,661,995	\$27,375,809	\$29,191,529	\$30,733,793	\$132,881,273
New Contract Renewals (Exclusive of all Taxes)		\$1,020,596	\$1,480,336	\$1,720,382	\$1,905,523	\$2,146,231	\$8,263,308
Previously Reported Contract Renewals (Net of HST Recoveries)		\$21,286,308	\$25,096,046	\$27,857,623	\$29,705,300	\$31,274,708	\$135,219,984
New Contract Renewals (Net of HST Recoveries)		\$1,038,561	\$1,506,391	\$1,750,661	\$1,939,061	\$2,184,006	\$8,408,743
Total Contract Amounts Requested for Approval for 2016- 2020 (Net of HST Recoveries)	\$27,027,182	\$22,324,869	\$26,602,436	\$29,608,284	\$31,644,360	\$33,458,715	\$143,628,726

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	2015	2016	2017	2018	2019	2020	5 Year Total
Total Contract \$ Increase from Previous Year		-\$4,702,315	\$4,277,569	\$3,005,848	\$2,036,076	\$1,814,352	\$1,286,306 (5 Year average)
Total Contract % Increase from Previous Year		-21%	16%	10%	6%	5%	3% (5 Year average)