REPORT FOR ACTION

Renewal of Proprietary Technology Maintenance Contracts supporting the City Services from 2021-2025

Date: September 30, 2020
To: General Government and Licensing Committee
From: Chief Technology Officer and Chief Procurement Officer
Wards: All

SUMMARY

The purpose of this report is to seek authority to renegotiate and renew to maximize City interest of 187 non-competitive contracts for maintenance of proprietary technology (which includes software, hardware, and subscriptions), supporting City services identified in Appendix B and C of this report, for the five (5) year period from January 1, 2021 to December 31, 2025. This maintenance is required to maintain the City's Strategic Plan of a Well-Run City. The estimated total value of renewing these contracts during this period is up to $169,996,371, net of Harmonized Sales Tax ($172,988,307 net of Harmonized Sales Tax recoveries). As the City reviews modernization of services, Technology Services is reviewing opportunities to limit dependencies on proprietary technology resulting in digitization of government through utilization of best practice standards and platforms such as enterprise customer relationship management tools for call centres.

The contracts listed in Appendix B and C are renewed annually to ensure support for the business solutions pertaining to hardware and software applications, many of which are critical to the day-to-day operations of the City and can only be provided by the vendors identified therein because of Exclusive Rights. These renewals will cover the City's most critical and functional enterprise-wide systems and divisional or service specific applications supported by various technology solution providers.

Appendix B includes 122 contracts for maintenance of proprietary technology supporting City services that were previously reported to Council in 2015, 2016 and 2017 under GM8.8, GM16.7, and GM23.9 respectively. Appendix C includes 65 new contracts for maintenance of proprietary technology supporting City services that are now being reported to Council.

City Council approval is required in accordance with Municipal Code Chapter 195-Purchasing, where the current request exceeds the Chief Purchasing Official's authority of the cumulative five year commitment for each vendor, under Article 7, Section 195-7.3 (D) of the Purchasing By-Law or exceeds the threshold of $500,000 net of HST allowed under staff authority as per the Toronto Municipal Code, Chapter 71- Financial Control, Section 71-11A.

RECOMMENDATIONS

The Chief Technology Officer and the Chief Procurement Officer recommend that:

1. City Council grant authority to the Chief Technology Officer, subject to budget approval, to renegotiate and renew the contracts listed in Appendix B and C, for a period of up to five (5) years from January 1, 2021 to December 31, 2025, for a maximum estimated amount of $169,996,371, net of Harmonized Sales Tax ($172,988,307 net of Harmonized Sales Tax recoveries), subject to recommendation 2.

2. City Council grant authority to the appropriate City Division Heads and the Chief Technology Officer to negotiate, enter into and execute new contracts or to renew and extend existing contracts identified in Appendix B and C and any ancillary documents required to give effect thereto, for a period of up to five (5) years from January 1, 2021 to December 31, 2025, in accordance with City policies and procedures, and in a form satisfactory to the City Solicitor.

FINANCIAL IMPACT

Funding in the following amounts, net of Harmonized Sales Tax recoveries, will be included in the programs' Operating and Capital Budget submissions in the respective years:

Table 1 - Proprietary Technology Maintenance Contract Renewals for 5 Years (2021 to 2025)

	2021	2022	2023	2024	2025	5 Year Total
Previously Reported Contract Renewals	$27,629,254	$29,846,638	$30,812,413	$32,018,698	$33,538,222	$153,845,225
New Contract Renewals	$2,592,335	$3,196,974	$3,638,577	$4,643,236	$5,071,959	$19,143,081

	2021	2022	2023	2024	2025	5 Year Total
Total Contract Amounts Requested for Approval for 2021 - 2025	$30,221,589	$33,043,612	$34,450,990	$36,661,934	$38,610,182	$172,988,307

The potential increase for the 5-year period over the 2020 reported amount for these contracts is an average of $819,642, net of Harmonized Sales Tax ($834,068 net of Harmonized Sales Tax recoveries), or approximately 3% per year. This is an aggregate high-level estimate only, specific pricing and increases will be determined on a contract by contract and vendor by vendor basis as they are renewed. A breakdown of the amounts for each contract grouped by Division and a breakdown of amounts for each year overall is attached as Appendix A and Appendix D, respectively, to this staff report.

The requested amounts for 2021, 2022, 2023, 2024, and 2025 are the estimated costs over the five (5) year period to renew the contracts listed in Appendix B and C, and will be subject to budget approvals in each of the respective Program's Budgets. The amounts are based on the current proprietary technology maintenance requirements, potential future requirements resulting from approved procurements and anticipated inflationary increases.

The Chief Financial Officer and Treasurer has been provided the financial impacts associated with the programs identified in this report for review as part of the 2021 budget process.

DECISION HISTORY

On July 6, 7, and 8, 2010, City Council granted the authority under GM32.20 for Information & Technology Division and the respective city divisions to enter into agreements with proprietary vendors for Information Technology software and hardware maintenance services for a period of five (5) years from January 1, 2011 to December 31, 2015 at a total cost not to exceed $73,744,911 (net of HST recoveries). The following is the link to City Council Decision Document:
http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2010.GM32.20

On October 2, 3 and 4, 2012, Information and Technology was granted approval by City Council under GM16.5 to amend the contracts that were approved on GM32.20 and to renew additional contracts that have reached either the $500,000 cumulative threshold increase or will have exceeded the five (5) year commitment limit by end of December 31, 2015. The following is the link to City council Decision Document:
http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2012.GM16.5

On December 16, 17, and 18, 2013, Information & Technology was granted approval by City Council under GM26.12 to amend the contracts that were approved on GM32.20 and GM16.5 and to renew additional contracts that have reached either the $500,000 cumulative threshold increase or will have exceeded the five (5) year commitment limit by end of December 31, 2015. The following is the link to City council Decision Document:
http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.GM26.12

On December 9 and 10, 2015, City Council granted the authority under GM8.8 for Information & Technology Division and the respective City Divisions to enter into agreements with proprietary vendors for IT software and hardware maintenance services for a period of five (5) years from January 1, 2016 to December 31, 2020. The following is the link to City Council Decision Document:
http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.GM8.8

On December 13, 14 and 15, 2016, City Council granted the authority under GM16.7 for Information & Technology Division and the respective City Divisions to enter into agreements with proprietary vendors for IT software and hardware maintenance services for a period of four (4) years from January 1, 2017 to December 31, 2020. The following is the link to City Council Decision Document:
http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.GM16.7

On December 5, 6, 7 and 8, 2017, City Council granted the authority under GM23.9 for Information & Technology Division and the respective City Divisions to enter into agreements with proprietary vendors for IT software and hardware maintenance services for a period of three (3) years from January 1, 2018 to December 31, 2020. The following is the link to City Council Decision Document:
http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.GM23.9

COMMENTS

The proprietary technology maintenance contracts identified in this report are contracts that support business solutions and hardware and software applications, many of which are critical to providing day-to-day support to City services.

These contracts allow the City to receive:

- Technology patches that mitigate technical risk of a device by closing any gaps in the software.
- Current versions of the software, to ensure compatibility and operational efficiency in the City's technology environment.
- Proprietary technical support services from the software and hardware vendors to support the City's technology infrastructure.

Based on exclusive rights, support and maintenance of these products is only available directly from the vendors identified in this report.

As proprietary technology maintenance contracts come up for renewal, Technology Services Division continues to work with the various divisions within the City to review, consolidate contracts and ensure cost controls are in place to manage proprietary dependency. As a best practice, Technology Services Division includes renewal clauses with a set maximum percentage increase that cannot be exceeded in these contracts, for example, percentage increase cannot exceed the Consumer Price Index (CPI).

CPI is an indicator of changes in consumer prices experienced by Canadians. It is obtained by comparing, over time, the cost of a fixed set of goods and services purchased by consumers.

The current CPI for this commodity is less than 3%. This makes it easier to manage and prevents vendors from increasing prices unexpectedly.

Securing contracts with five (5) year terms gives the City more leverage and flexibility to negotiate contracts with the vendors to provide better overall value for the City. Consolidating all proprietary technology maintenance contracts onto one staff report also reduces the administrative costs of preparing individual reports for each contract.

The requested amounts are estimated for the period for purposes of obtaining approval to negotiate the contracts listed in the attachments of this report and will be subject to Budget approval in each year. The amounts are based on the current requirements and potential future requirements.

Upon approval of this staff report, the Technology Services Division and City Divisions will be in a position to negotiate five (5) year pricing arrangements with vendors listed in Appendix B and C, with potential savings to be achieved. Contracts will also be reviewed to include renewal options subject to future City Council approval in 2025, however, the City will continue to pay for technology maintenance on an annual basis as per current policies. Rights to terminate such contract will be maintained in the event the City elects to discontinue service on any of its business solutions, hardware or software. The Technology Services Division will continue to identify opportunities to consolidate contracts and ensure cost controls are in place and all contracts will be renewed or re-negotiated in accordance with City policies and procedures, and in a form acceptable to the City Solicitor.

The Fair Wage Office has reported that all the proprietary technology maintenance vendors identified in this staff report and in the attachments have reviewed and understand the Fair Wage Policy and Labour Trades requirements and have agreed to comply fully.

CONTACT

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SIGNATURE

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Lawrence Eta
Chief Technology Officer

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Michael Pacholok
Chief Procurement Officer

ATTACHMENTS

Appendix A- Divisional Summary of Proprietary Technology Maintenance Contracts

Appendix B- Divisional Breakdown of Previously Reported Proprietary Technology
Maintenance Contracts

Appendix C- Divisional Breakdown of Newly Reported Proprietary Technology
Maintenance Contracts

Appendix D- Annual Summary of Proprietary Technology Maintenance Contracts

Appendix A
Divisional Summary of Proprietary Technology Maintenance Contracts

Divisions	2021	2022	2023	2024	2025	Grand Total for 2021-2025
311 Toronto	$483,000	$483,160	$483,323	$483,490	$483,659	$2,416,632
Accounting Services	$11,000	$12,000	$12,000	$13,000	$13,000	$61,000
Auditor General	$23,995	$139,027	$147,708	$197,978	$210,733	$719,440
Capital Markets	$44,000	$45,000	$46,000	$47,000	$48,000	$230,000
City Clerk's Office	$103,287	$109,025	$169,095	$154,375	$105,735	$641,516
City Planning	$23,407	$22,740	$23,140	$23,540	$23,940	$116,767
Corporate Real Estate Management	$260,164	$325,203	$338,985	$353,100	$367,576	$1,645,027
Court Services	$81,360	$85,428	$89,700	$94,185	$98,894	$449,567
Economic Development & Culture	$15,000	$16,000	$17,000	$18,000	$19,000	$85,000
Engineering & Construction Services	$768,650	$915,515	$1,091,707	$1,302,396	$1,554,409	$5,632,676
Environment & Energy	$-	$-	$-	$-	$2,658	$2,658
Fleet Services	$135,494	$142,269	$149,382	$156,851	$164,694	$748,690

*Amounts net of Harmonized Sales Tax

Appendix A
Divisional Summary of Proprietary Technology Maintenance Contracts

Divisions	2021	2022	2023	2024	2025	Grand Total for 2021-2025
Insurance & Risk Management	$67,407	$69,629	$71,851	$74,074	$76,296	$359,257
Internal Audit	$-	$95,000	$95,000	$95,000	$95,000	$380,000
Lobbyist Registrar	$-	$-	$-	$10,522	$10,522	$21,044
Municipal Licensing & Standards	$-	$-	$125,000	$125,000	$125,000	$375,000
Office of the CISO	$-	$-	$75,000	$75,000	$75,000	$225,000
Ombudsman Toronto	$20,683	$26,273	$30,952	$34,047	$37,452	$149,407
Parks, Forestry & Recreation	$40,000	$185,000	$195,000	$225,000	$250,000	$895,000
Pension, Payroll & Employee Benefits	$410,000	$430,500	$390,750	$347,290	$364,660	$1,943,200
People & Equity	$270,643	$174,056	$177,537	$181,088	$184,710	$988,033
Revenue Services	$97,280	$111,872	$128,653	$147,951	$170,143	$655,898
Seniors Services and Long-Term Care	$95,000	$95,000	$100,000	$791,512	$796,512	$1,878,024
Shelter, Support & Housing Administration	$24,815	$24,815	$24,815	$24,815	$24,815	$124,074
Social Development, Finance & Administration	$50,000	$50,000	$50,000	$75,000	$269,000	$494,000
Solid Waste Management Services	$195,025	$239,930	$247,127	$254,541	$262,177	$1,198,801
Technology Services	$21,084,365	$22,843,245	$23,328,037	$23,988,505	$24,821,567	$116,065,719
Toronto Building	$9,210	$9,928	$10,706	$11,548	$12,460	$53,851
Toronto Fire Services	$1,343,720	$1,472,715	$1,606,838	$1,752,359	$1,982,999	$8,158,631
Toronto Paramedics Services	$940,813	$999,853	$1,049,847	$1,104,337	$1,159,556	$5,254,406
Toronto Public Health	$349,800	$393,800	$441,100	$474,900	$544,300	$2,203,900

Appendix A
Divisional Summary of Proprietary Technology Maintenance Contracts

Divisions	2021	2022	2023	2024	2025	Grand Total for 2021-2025
Toronto Water	$2,321,727	$2,522,990	$2,693,223	$2,870,582	$3,052,635	$13,461,159
Transportation Services	$429,044	$432,130	$445,664	$520,859	$535,294	$2,362,992
Grand Total (Net of Harmonized Sales Tax)	$29,698,889	$32,472,103	$33,855,140	$36,027,844	$37,942,395	$169,996,371

Appendix B – Previously Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

311 Toronto

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Verint Americas Inc.	6043882	$475,000	$475,000	$475,000	$475,000	$475,000	$2,375,000	Software support and maintenance Service for Lagan CRM Solution which is used to create service request, manage customer's information, store knowledge base, integrate systems and produce reporting.	No Change
RMG Enterprise Solutions, Inc.	6045013	$8,000	$8,160	$8,323	$8,490	$8,659	$41,632	Maintenance and support for large digital (Symon) display board. The Digital Display Board solution is an integral part of 311 Contact Centre operational management, used as a central statistical dashboard, which provides critical information related to call wait times, call volumes, call queues and service levels. It also regularly displays information (visible to all 311 staff), that could be informative or urgent in nature. **Amounts in USD**	Cost increases are consistent with previous years and reflect original agreement between Vendor and City.
Total Net of Harmonized Sales Tax		$483,000	$483,160	$483,323	$483,490	$483,659	$2,416,632		

Accounting Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
WNS North America Inc	6043401	$11,000	$12,000	$12,000	$13,000	$13,000	$61,000	Maintenance and support for PCard software. **Amounts in USD**	Increases are consistent with terms of the original agreement.
Total Net of Harmonized Sales Tax		$11,000	$12,000	$12,000	$13,000	$13,000	$61,000		

Appendix B – Previously Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

Auditor General

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
ACL Services Ltd. dba Galvanize	6044765	$23,995	$32,995	$36,294	$55,924	$61,516	$210,724	Maintenance and support for ACL Analytics and Direct Link Licences. Audit Command Language (ACL) is a data analytics tool used by AG's Office to analyze large volumes of data. Direct Link is a module of ACL used to extract information from SAP.	Increases are consistent with terms of the current contractual agreement with vendor.
Total Net of Harmonized Sales Tax		$23,995	$32,995	$36,294	$55,924	$61,516	$210,724		

Capital Markets

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Quatro Group Software Systems Inc.	6042570	$44,000	$45,000	$46,000	$47,000	$48,000	$230,000	Maintenance and support for Quatro software. The Quatro software is a database and reporting system with some analytics ability. It is used for Financial Investment and Debt Management. The reports produced through this system are used for financial reporting, compliance reporting and for management and cash flow reporting.	Annual increase is consistent with the original agreement and is consistent with all City of Toronto Maintenance contracts with this Vendor.
Total Net of Harmonized Sales Tax		$44,000	$45,000	$46,000	$47,000	$48,000	$230,000		

Appendix B – Previously Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

City Clerk's Office

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Calytera Software Inc. (formerly CSDC Systems)	6043819	$20,504	$21,119	$21,753	$ -	$ -	$63,377	Maintenance and support for AccessPro Case Management - Freedom of Information Tracking System.	Increases are consistent with terms of the original agreement.
Kodak Canada ULC	47019718	$47,143	$49,500	$51,975	$54,573	$57,302	$260,493	Maintenance and support for Kodak NexPress Digital Printer.	Increases are consistent with terms of the current contractual agreement with vendor.
AGFA Inc.	3581507	$7,000	$7,200	$7,400	$7,600	$7,800	$37,000	Maintenance and support for Agfa Apogee Prepress. This is a print production setup, control and verification software.	Increases are consistent with terms of the current contractual agreement with vendor.
Lucidea Technologies Corp. (formerly Eloquent Systems)	6045012	$24,030	$26,433	$29,076	$31,983	$35,182	$146,703	Maintenance and support for WebGenCat Descriptive Database. Is a tool the public uses to search the Toronto Archives online and in person.	Increases are consistent with terms of the current contractual agreement with vendor.
Luratech Inc	6048063	$1,346	$1,346	$1,414	$1,484	$1,484	$7,075	Maintenance and support for Luratech PDF Compressor software. This is a proprietary file compression tool used to facilitate long term storage and searchability of digital archival filing. **Amounts in USD**	Increases are consistent with terms of the original agreement.
Total Net of Harmonized Sales Tax		$100,023	$105,598	$111,617	$95,641	$101,768	$514,648		

City Planning

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Pitney Bowes Software International	6045328	$11,660	$11,660	$11,660	$11,660	$11,660	$58,300	Maintenance and support for MapInfo Professional, which is a desktop GIS (geographic information system) application used by City Planning for thematic mapping and spatial analysis for land use planning and demographic analysis.	No Change

Divisional Breakdown of Proprietary Technology Maintenance Contracts

Vendor	PO/ Contract							Description	Reason for Change
Lucidea Technologies Corp.	6045341	$8,767	$9,100	$9,500	$9,900	$10,300	$47,567	Maintenance and support for SydneyEnterprise Library Information Management System. SydneyEnterprise is the server platform for the operation of the City Planning Division's library and information centre, used to maintain a collection of 10,000 periodicals and serials, to provide research support to the Division, for subscription management, circulations and bibliographic services.	Increases are consistent with terms of the current contractual agreement with vendor.
Total Net of Harmonized Sales Tax		$20,427	$20,760	$21,160	$21,560	$21,960	$105,867		

Corporate Real Estate Management

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Riva Modelling Systems Inc.	6042838	$123,929	$127,929	$131,929	$135,929	$139,929	$659,647	Maintenance and support of Capital Asset Management (CAMS) software. This software is being used by CREM for capital asset planning, budgeting and forecasting. It is also used as a repository for storing of financial data from building condition assessment (BCA) reports and this data is leveraged during the budget cycle.	Increases are consistent with terms of the current contractual agreement with vendor.
EnergyCAP Canada	3589003	$38,660	$41,160	$43,660	$46,160	$48,660	$218,300	Subscription and support of EnergyCAP® Software. This system is being used to track and approve utility bills for all properties maintained by the City. . EnergyCAP is necessary for meeting the City's regulatory obligations around energy and GHG (Green House Gas) reporting..	Increases are consistent with terms of the current contractual agreement with vendor.
Innovative Business Software	6042850	$20,295	$22,325	$24,557	$27,013	$29,714	$123,903	Maintenance and support for security business net software used to monitor DSC (Digital Security Controls) alarm systems used at various City facilities.	Increases are consistent with terms of the current contractual agreement with vendor.
Total Net of Harmonized Sales Tax		$182,884	$191,414	$200,146	$209,102	$218,303	$1,001,850		

Appendix B – Previously Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

Court Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
High Criteria Inc	6042479	$49,122	$51,578	$54,157	$56,865	$59,709	$271,432	Support and Software Assurance Subscription (SAS) for Liberty Digital Audio Recording System. This system is used in courtrooms and tribunals for recording court proceedings and tribunal hearings.	Increase of 1 courtroom plus Inflationary rate increase annually.
Total Net of Harmonized Sales Tax		$49,122	$51,578	$54,157	$56,865	$59,709	$271,432		

Economic Development & Culture

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Minisis Inc	6046539	$15,000	$16,000	$17,000	$18,000	$19,000	$85,000	Maintenance and support of Minisis, - a museum Collections Management System, which is a software tool and database that allows for the organization, control, and management of all information related to every artifact in the City's collection. It helps staff manage the workflow, tasks, and checklists for all acquisition, loan, and exhibition processes.	Increases are consistent with terms of the current contractual agreement with vendor.
Total Net of Harmonized Sales Tax		$15,000	$16,000	$17,000	$18,000	$19,000	$85,000		

Appendix B – Previously Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

Engineering & Construction Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Axiom International	6042481	$12,000	$13,200	$15,180	$17,457	$20,076	$77,913	Maintenance and support for MicroStation Productivity Toolkit V8i. **Amounts in USD**	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement.
eQuorum Corporation	6042836	$18,200	$20,020	$22,022	$24,224	$26,647	$111,113	Support for ImageSite web based application for viewing scanned Engineering drawings and more. **Amounts in USD**	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement.
Bentley Systems Inc	6042856	$700,000	$840,000	$1,008,000	$1,209,600	$1,451,520	$5,209,120	Maintenance and support for MicroStation & ProjectWise software application to support Capital Works Delivery projects.	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement. Furthermore, Bentley has changed the way they provide their Enterprise License Subscription Program and has now split ProjectWise into a separate Subscription.
Safe Software	6042934	$15,000	$16,500	$18,130	$19,903	$21,833	$91,366	Maintenance and support for FME (Feature Manipulation Engine) Software - used for data translations by Engineering & Construction Serv to produce maps and reports used throughout the City.	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement.
Transoft Solutions	6043075	$13,350	$14,685	$16,154	$17,769	$19,546	$81,503	Maintenance and support for AutoTurn used for designing improved turning movement at locations where service vehicles encounter turn around restrictions, design of access and exits ramps to expressways.	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement.
BitWise Ideas Inc	6048165	$4,100	$4,510	$4,961	$5,457	$6,003	$25,031	Subscription and support for GeoLab Software used for surveying network adjustments of Global Positioning System/Global Navigation Satellite System, total station (conventional), and leveling data. .	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement.
Leica Geosystems Ltd	6048223	$4,000	$4,400	$4,840	$5,324	$5,856	$24,420	Maintenance and support for Infinity Complete Global Navigation Satellite System & Terrestrial Bundle to manage, process, analyse and quality check all field raw survey measure data.	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement.
Total Net of Harmonized Sales Tax		$766,650	$913,315	$1,089,287	$1,299,734	$1,551,480	$5,620,466		

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Divisional Breakdown of Proprietary Technology Maintenance Contracts

Fleet Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
AssetWorks Inc.	6044082	$135,494	$142,269	$149,382	$156,851	$164,694	$748,690	Maintenance and support for FleetFocus which is used to manage and track the City's fleet life cycle, from acquisition to maintenance and disposal, this includes creating work orders for maintenance and repair of the assets, track warranties and warranty savings, as well as the outsourced parts management program. It is also used to manage and track usage of the fuel dispensed to all city assets from the city's fuel sites. TFS and TPS also use FleetFocues to manage their fleets. **Amounts in USD**	Increases are consistent with terms of the current contractual agreement with vendor.
Total Net of Harmonized Sales Tax		$135,494	$142,269	$149,382	$156,851	$164,694	$748,690		

Insurance & Risk Management

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Riskonnect Clearsight LLC	6043254	$67,407	$69,629	$71,851	$74,074	$76,296	$359,257	Maintenance and support for Risk management information system (RMIS). **Amounts in USD**	Based on historic increases and includes costs for future maintenance of additional licenses.
Total Net of Harmonized Sales Tax		$67,407	$69,629	$71,851	$74,074	$76,296	$359,257		

Pension, Payroll & Employee Benefits

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Quatro Group Software Systems Inc.	6042593	$110,000	$115,500	$60,000	$-	$-	$285,500	Maintenance and support of TES and Non-Omers Pension Plans.	Annual increase is consistent with the original agreement and is consistent with all City of Toronto Maintenance contracts with this Vendor.
Total Net of Harmonized Sales Tax		$110,000	$115,500	$60,000	$-	$-	$285,500		

Appendix B – Previously Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

People & Equity

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Quatro Group Software Systems Inc.	6042650	$170,643	$174,056	$177,537	$181,088	$184,710	$888,033	Application maintenance and support of QuatroSafety, the Occupational Health & Safety system; and annual licence renewal and maintenance for QuatroSafety Tableau.	Annual increase is consistent with the original agreement and is consistent with all City of Toronto Maintenance contracts with this Vendor.
Brainhunter Systems Ltd.	6042935	$100,000	$-	$-	$-	$-	$100,000	Maintenace for TalentFlow, City's Applicant Tracking System (ATS).	No change
Total Net of Harmonized Sales Tax		$270,643	$174,056	$177,537	$181,088	$184,710	$988,033		

Revenue Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
eCrane Computing Inc.	6044134	$250	$288	$331	$380	$437	$1,686	Maintenance & support of PowerGen® products used in creating Tax/Water programs. **Amounts in USD**	Annual increases reflect costs for incidentals, pricing increases and inflation.
Broadcom Inc. (Formerly CA Canada Company)	3592037	$18,000	$20,700	$23,805	$27,376	$31,482	$121,363	Maintenance for Harvest Change Management Workbench software. It is used for Revenue Services program source control and service request workflow management. The software is required to ensure program sources for TMACS, WMACS (tax and water revenue software systems) and Parking Tags are version controlled to support concurrent development, and to mitigate risk of loss of source code.	Annual increases reflect costs for incidentals, pricing increases and inflation.
Micro Focus (Canada) Limited	3592030	$21,000	$24,150	$27,773	$31,938	$36,729	$141,590	Maintenance & support for Micro Focus COBOL® Server Express 5.1. This is what the core Parking Tags Management System is written in. It is server based software that can be scheduled to run automatically. There are hundreds of programs involved, both online and batch.	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement.
In Software	6044149	$1,649	$1,896	$2,181	$2,508	$2,884	$11,118	Maintenance for Red Carpet Subscription to their Secure Socket Layer suite of products, used in Revenue Services Parking Tags.	Annual increases reflect costs for incidentals, pricing increases and inflation.
Polaris Technologies Ltd.	3587440	$1,202	$1,382	$1,589	$1,827	$2,102	$8,101	Maintenance and support of PowerGen® and Harvest Power Builder (HarPB®) products used in creating Tax/Water programs.	Annual increases reflect costs for incidentals, pricing increases and inflation.
DataTech SmartSoft Inc	6044439	$2,311	$2,658	$3,056	$3,515	$4,042	$15,582	Maintenance and Support of SmartAddresser validation software as mandated by Canada Post.	Annual increases reflect costs for incidentals, pricing increases and inflation.

Appendix B – Previously Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

Vendor	PO/ Contract						Grand Total	Description	Reason for Change
SAP Canada Inc.	6045192	$4,476	$5,147	$5,919	$6,807	$7,828	$30,178	Hardware and software maintenance and support for Crystal Reporting tool. It is used to design reports for adhoc use and for regular operational reporting by scheduling to run daily, weekly or monthly.	Annual increases reflect costs for incidentals, pricing increases and inflation.
Rocket Software	6042741	$9,948	$11,440	$13,156	$15,129	$17,398	$67,070	Maintenance for BlueZone Emulator. This is the terminal emulator for the Parking Tags Management system as well as Court Services access to the Province's ICON mainframe system.	Annual increases reflect costs for incidentals, pricing increases and inflation.
GEO Warehouse	P-Card	$38,445	$44,212	$50,844	$58,470	$67,241	$259,211	Maintenance and support of geo warehouse licenses. This is for Revenue Services' program source control and service request workflow management. It is required to ensure program sources for TMACS, WMACS and Parking Tags are version controlled to support concurrent development, and to mitigate risk of loss of source code.	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement.
Total Net of Harmonized Sales Tax		$97,280	$111,872	$128,653	$147,951	$170,143	$655,898		

Seniors Services and Long-Term Care

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Campana Systems Inc.	6042826	$35,000	$35,000	$40,000	$40,000	$45,000	$195,000	Maintenance and support of GoldCare and Universe Server. The division's Community Programs uses GoldCare as their client management system; to track number of clients admitted and discharged from the program; to schedule assessments with clients in the community, track services provided and corresponding billing for services	Annual increases reflect costs for incidentals, pricing increases and inflation.
Quatro Group Software Systems Inc.	6042851	$60,000	$60,000	$60,000	$60,000	$60,000	$300,000	Support, maintenance and upgrades of QuatroTime Systems. QuatroTime system is used for time and attendance, generating and uploading payroll file to city's SAP payroll system each pay period; creating staff schedules for 6-week period; tracking staff absences and filling vacant shifts to meet legislated staffing requirements.	No change
Total Net of Harmonized Sales Tax		$95,000	$95,000	$100,000	$100,000	$105,000	$495,000		

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Shelter, Support & Housing Administration

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Roxy Software Inc.	6043142	$24,815	$24,815	$24,815	$24,815	$24,815	$124,074	Software hosting and service plan of Roxy Software System. The Streets To Homes unit funds 20 community agencies to provide homeless support. The Pirouette application by Roxy Software provides the tracking and reporting of funds and resources.	No change
Total Net of Harmonized Sales Tax		$24,815	$24,815	$24,815	$24,815	$24,815	$124,074		

Social Development, Finance & Administration

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Quatro Group Software Systems Inc.	6042575	$50,000	$50,000	$50,000	$50,000	$50,000	$250,000	Maintenance and Support of 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.	No change
Total Net of Harmonized Sales Tax		$50,000	$50,000	$50,000	$50,000	$50,000	$250,000		

Solid Waste Management Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
RouteSmart Technologies Inc.	6043428	$23,000	$23,690	$24,401	$25,133	$25,887	$122,110	Maintenance and support of RouteSmart software. **Amounts in USD**	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement.
Paradigm Software LLC	6043292	$100,000	$142,054	$146,315	$150,705	$155,226	$694,300	Maintenance and support of Weigh Scale solution. Paradigm provides a full suite of tools to collect information on all loads entering and leaving the 7 SWMS Transfer Stations and Green Lane Landfill, processes $8-10 million in payments by cash customers bringing material to the transfer stations and $7-12 million in charge accounts. It provides required reporting for the Ministry of the	Increases as a result of upgrade of software functionality, cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement.

Divisional Breakdown of Proprietary Technology Maintenance Contracts

Vendor	PO/ Contract						Description	Reason for Change
							Environment, Weights and Measures Canada	
RadComm Systems Corp	6048631	$70,000	$72,100	$74,263	$76,491	$78,786	$371,640 — Maintenance and support of Radiation Detection System. This software system works with the radiation portals to scan loads at the 7 transfer stations for radioactive material (approximately 500 instances per year) and provide required reporting to Atomic Energy Canada. This system helps protect the health and safety of our employees and the public that attend the sites.	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement.
Total Net of Harmonized Sales Tax		$193,000	$237,844	$244,979	$252,329	$259,898	$1,188,050		

Technology Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
HLP Inc.	6042574	$31,104	$32,037	$32,998	$33,988	$35,008	$165,135	Maintenance and support of Chameleon/CMS Products. Chameleon products are utilized to support Municipal Licensing & Standards Animal Services Operations. This includes animal nuisance inspections/complaints/enforcement and animal licensing. **Amounts in USD**	Increases are consistent with terms of the current contractual agreement with vendor.
Citrix Systems Inc.	6042619	$74,000	$82,000	$91,000	$101,000	$112,000	$460,000	Maintenance and Advantage and Preferred Support of Citrix licenses. Citrix is used as remote access solution for external parties to access City network resources. It also is an application access hub for employees to remotely access City applications such as Class, Toronto Maintenance Management System (TMMS), etc. **Amounts in USD**	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement
Ventraq Corporation	6042590	$75,000	$80,000	$80,000	$80,000	$85,000	$400,000	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.	Increases are consistent with terms of the current contractual agreement with vendor.
Bluebee Software Inc. (formerly Chassels Computer)	6048168	$40,658	$41,878	$43,134	$44,429	$45,761	$215,861	Support, maintenance and upgrades of Bluebee Software which is used to support the Progress system. Progress is the core Business Licensing/Permitting and Inspections application used by Municipal Licensing & Standards.	Increases are consistent with terms of the current contractual agreement with vendor.
Calytera Software Inc. (formerly CSDC Systems)	6042553	$356,014	$366,695	$377,696	$389,026	$400,697	$1,890,128	Support, maintenance and upgrades for Amanda products.	Increases are consistent with terms of the current contractual agreement with vendor.

Appendix B – Previously Reported Contract Renewals
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								It is the key business system used to support Municipal Licensing & Standards Property inspections, Toronto Building Inspections & Permitting, and City Planning Development Applications & Land Use Planning	
IBM Canada Ltd	6042589	$450,000	$500,000	$550,000	$600,000	$600,000	$2,700,000	Maintenance of IBM Unix hardware (Unix HW).	Increase is due to migration from Solaris, some servers need to be hosted in IBM. Hence IBM support increase and Sun Solaris support decrease as seen in Oracle contract for Sun hardware.
ESRI	6042543	$990,349	$1,039,866	$1,091,860	$1,146,453	$1,203,775	$5,472,303	Maintenance and support of GIS technology foundation for geospatial data management, access & distribution.	Increases are consistent with terms of the current contractual agreement with vendor.
Microsoft Canada Inc.	6046883	$1,200,000	$2,701,000	$2,620,000	$2,510,000	$2,335,000	$11,366,000	Software support, maintenance and upgrades for Microsoft Unified Support Program which provides support for all Microsoft technologies.	Increase due to a change in the maintenance and support model and the full implementation of Office 365 in 2021.
Micro Focus Software (Canada) ULC (formerly Novell)	6044360	$1,654,800	$1,986,000	$2,384,000	$2,861,000	$3,434,000	$12,319,800	Software support, maintenance and upgrades. Micro Focus (formerly Novell) Open Enterprise Services (OES) is used to allow all City-wide users to create and access file share network directories.	Annual changes due to anticipated increase in pricing and lower discount from vendor as City will no longer have 2 year price protection starting in 2021.
SAS Institute (Canada) Inc.	6042587	$130,000	$150,000	$173,000	$199,000	$229,000	$881,000	Software support, maintenance and upgrades. SAS is an integrated software suite for advanced analytics, business intelligence, data management, etc. used by 12 Divisions.	Increases are consistent with terms of the current contractual agreement with vendor and anticipated growth in licenses.
Oracle Canada ULC	6042588	$425,000	$400,000	$375,000	$350,000	$300,000	$1,850,000	Sun hardware maintenance and support (Previously Known as Sun (Unix HW).	No change
Oracle Canada ULC	6046252	$3,400,000	$3,468,000	$3,538,000	$3,609,000	$3,682,000	$17,697,000	Maintenance of Oracle licenses.	Increases are consistent with terms of the current contractual agreement with vendor.
SAP Canada Inc.	6042551	$8,989,581	$9,169,425	$9,352,901	$9,540,084	$9,731,047	$46,783,040	Software support, maintenance and upgrades. (Vignette)	Added 1.4% inflation for 2021 and 2.02% for 2022 to 2024.
Active Network Ltd	6044475	$500,000	$520,000	$540,000	$560,000	$580,000	$2,700,000	Maintenance and support of Class Booking System and Payment Manager.	Current maintenance contract expires at the end of 2020 and the Vendor has already indicated increased costs for securing further extended support years of services as this is an end-of-life product. The City has a project underway to replace this product. This current system will be used until the new replacement system is implemented.
L-SOFT Sweden AB	6042739	$5,000	$6,000	$7,200	$8,640	$10,368	$37,208	Maintenance and support for City news releases system. **Amounts in USD**	Increase reflects agreed upon amount between the City and the Vendor.
ASG Technologies Group Inc. (previously Allen Systems Group)	6044513	$653,437	$60,000	$60,000	$-	$-	$773,437	Subscription, and license maintenance and support for DocumentDirect, Document Direct Image and ViewDirect used to allow	The 2021 amount includes the term license cost payable at the commencement of the 3 year renewal period in addition to

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
								users the ability to easily view, download and link content across repositories and platforms. **Amounts in USD**	the annual maintenance costs. The City has a project underway to replace this product. This current system will be used until the new replacement system is implemented.
Uniface B V (formerly Compuware)	6044068	$116,749	$123,754	$131,179	$-	$-	$371,682	Upgrade (maintenance) required for Compuware Uniface SW platform utilized by TMMS.	Increase reflects agreed upon amount between the City and the Vendor.
Software AG (Canada) Inc.	6042483	$315,367	$327,982	$-	$-	$-	$643,349	Maintenance and support of WebMethods, an enterprise application integration product. This product is being used across the organization for exchanging information between business systems allowing City to deliver electronic services such as 311 service requests and on-line payment processing.	Increases to accommodate cost of inflation. Annual increases are in line with original Vendor Agreement. The City has a project underway to replace this product. This current system will be used until the new replacement system is implemented.
Total Net of Harmonized Sales Tax		$19,407,060	$21,054,637	$21,447,968	$22,032,620	$22,783,657	$106,725,943		

Toronto Building

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
S-Frame Software Inc.	6047951	$2,100	$2,331	$2,587	$2,872	$3,188	$13,078	Maintenance and support for structural analysis software.	Annual increase reflects inflation and Vendor agreement. The estimate is based on increases seen over the past years.
Structure Point	6048672	$6,850	$7,330	$7,843	$8,392	$8,979	$39,393	Software licence, Maintenance and Support for structural analysis software. **Amounts in USD**	Increases are consistent with terms of the current contractual agreement with vendor and anticipated growth in licenses.
Total Net of Harmonized Sales Tax		$8,950	$9,661	$10,430	$11,264	$12,167	$52,471		

Toronto Fire Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Biddle Consulting Group	6043132	$3,500	$3,675	$3,859	$4,052	$4,255	$19,340	Maintenance of Kidde Fire Trainer T2000. This is a SCADA application – controls propane burners in the TFS burnhouse used for live fire. training. **Amounts in USD**	Increase reflects move to unlimited seat licensing model and agreed upon amount between the City and the Vendor.

Appendix B – Previously Reported Contract Renewals

Divisional Breakdown of Proprietary Technology Maintenance Contracts

Vendor	Contract #						Total	Description	Rationale
Kiddie Fire Trainers Inc	6042571	$49,773	$54,750	$60,225	$66,248	$72,872	$303,868	Maintenance of Kidde Fire Trainer T2000. This is a SCADA application – controls propane burners in the TFS burnhouse used for live fire training. **Amounts in USD**	Increase is based on estimated annual inflation rate increase & estimated Vendor pricing.
Doron Precision Systems	FR527701	$9,471	$10,418	$11,460	$12,606	$13,866	$57,821	Maintenance and support of Driving Simulator. This is a Fire truck driver simulator software, and used for training. **Amounts in USD**	Increase is based on estimated annual inflation rate increase & estimated Vendor pricing.
Intergraph Canada Ltd.	6043253	$649,050	$713,955	$785,351	$863,886	$950,274	$3,962,515	Maintenance and support of the I/CAD ComputerAided Dispatch system for Toronto Fire.	Increase related to potential growth however there is a greater degree of uncertainty to annual costs as the vendor has announced a significant redesign of the platform architecture. The impact to annual license and support is not fully understood so it is prudent to have a reasonable margin.
Zoll Medical Canada Inc.	6043239	$92,400	$101,640	$111,804	$122,984	$135,283	$564,111	Maintenance and support of FireRMS - Fire Incident Reporting software.	Increase is based on estimated annual inflation rate increase & estimated Vendor pricing.
Quatro Group Software Systems Inc.	6043258	$82,700	$86,835	$91,177	$95,736	$100,522	$456,970	Maintenance and support of TFS Payroll Time Entry System.	Annual increase is consistent with the original agreement and is consistent with all City of Toronto Maintenance contracts with this Vendor.
One Step Systems Inc	6043198	$213,840	$235,224	$258,746	$284,621	$313,083	$1,305,515	Maintenance and user support for the One Step Fire Inspection System, a fire inspection/enforcement solution.	Vendor has revised their licensing model resulting in dramatic cost increases.
Radio IP Software Inc.	6045814	$28,878	$31,765	$34,942	$38,436	$42,280	$176,301	Maintenance and support of Multi-IP Mobile VPN Software. Secure Mobile VPN platform utilized to support emergency response mobile devices.	Annual increase is consistent with Vendor agreement.
Dark Horse Analytics	6043966	$170,465	$178,989	$187,938	$197,335	$207,202	$941,929	Maintenance and support of Predictive Modelling Software. Analytic and predictive modelling data processing tool used to support decision making.	Increase reflects agreed upon amount between the City and the Vendor.
Total Net of Harmonized Sales Tax		$1,300,077	$1,417,251	$1,545,501	$1,685,903	$1,839,638	$7,788,370		

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Toronto Paramedic Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Biddle Consulting Group	6042566	$5,495	$5,769	$6,058	$6,361	$6,679	$30,362	Support and maintenance of CritiCall software licences used for Public-Safety Dispatcher/Calltaker Pre-Employment Testing. CritiCall will determine whether or not applicants have the skills necessary for success in this complex, multi-tasking environment.. **Amounts in USD**	Increases to accommodate online version upgrade and inflation. Annual increases are in line with original Vendor agreement.
Central Square (formerly TriTech Software Systems)	6042745	$215,533	$226,310	$237,625	$249,506	$261,982	$1,190,956	Software and hardware maintenance and upgrades including rehosting support for VisiCad including ARC serve and Stratus is the Computer aided dispatch system for Toronto EMS. **Amounts in USD**	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement
Priority Dispatch	6042577	$62,730	$65,867	$69,160	$72,618	$76,249	$346,623	Maintenance and support of the Medical Priority Dispatch Triage System (MPDS) and Aqua software. **Amounts in USD**	Increases to accommodate cost of inflation and future maintenance of additional licenses. Annual increases are in line with original Vendor agreement
First Watch Solutions Inc.	6042578	$16,942	$17,789	$18,679	$19,612	$20,593	$93,615	Maintenance and support of FirstWatch software which provides real-time situational awareness for EMS of potential pandemic disease outbreaks via interactive FirstWatch Dashboards. **Amounts in USD**	Increases to accommodate inflation. Annual increases are in line with original Vendor agreement.
Locution Systems Inc.	6045031	$57,996	$60,896	$63,941	$67,138	$70,495	$320,466	Support, maintenance, upgrades for the Locution Automatic Voice Alerting System. It integrates with Computer Aided Dispatch and sends ambulance assignments to ambulance stations over IP network and broadcasts over station PA.	Increases to accommodate inflation. Annual increases are in line with original Vendor agreement.
Optima US Limited	6042495	$146,400	$153,720	$161,406	$169,476	$177,950	$808,952	Optima supports, maintenance, and upgrades of the SIREN product that is used for dispatch decision support and is interfaced with the VisiCAD computer aided dispatch system.	Increases to accommodate inflation. Annual increases are in line with original Vendor agreement.
Zoll Medical Canada Inc.	6042515	$189,563	$199,041	$208,993	$219,442	$230,414	$1,047,452	Support, maintenance, and upgrades for Electronic Patient Care Record (ePCR) system.	Increases to accommodate inflation. Annual increases are in line with original Vendor agreement.

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Vendor	PO/Contract							Description	Reason for Change
CAD North Inc	6042546	$5,544	$5,821	$6,112	$6,418	$6,739	$30,634	Support, maintenance and upgrades to software application integrated with the Computer Aided Dispatch. The application is used to simulate dispatch scenarios for training and play back scenarios for quality assurance review using data from existing calls.	Increases to accommodate inflation. Annual increases are in line with original Vendor agreement.
ITG Systems Integration Inc.	6042599	$162,610	$170,741	$179,278	$188,241	$197,653	$898,523	ITG upgrades and maintains customized interface applications for the VisiCAD computer aided dispatch software including; AVL, Vehicle status, TMS,Supervisory monitoring, Quality assurance system application, EMS education application, VisiCAD data warehouse.	Increases to accommodate inflation. Annual increases are in line with original Vendor agreement.
Total Net of Harmonized Sales Tax		$862,813	$905,953	$951,251	$998,812	$1,048,754	$4,767,583		

Toronto Public Health

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
ACC Technical Services Inc.	6047196	$23,000	$25,000	$27,000	$29,000	$31,000	$135,000	Subscription 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.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
COMM100 Network Corporation	6044036	$24,500	$27,500	$30,500	$33,500	$36,500	$152,500	Subscription 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.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Connectis Group	6043494	$2,100	$2,500	$2,900	$3,300	$3,700	$14,500	Maintenance and Support of Food Handler Certification Software. The software is used for the Food Handler Certification program to process exam scorecards.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Calytera Software Inc. (formerly CSDC Systems)	6042652	$75,000	$80,500	$86,000	$91,500	$97,000	$430,000	Maintenance and support of Amanda's CSDC software database tool used to create the Toronto Healthy Environment Information System (THEIS) and to support inspections related functions within Public Health's programs.	Annual increases reflect cost of inflation and future maintenance of additional licenses.

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Divisional Breakdown of Proprietary Technology Maintenance Contracts

Danic Technology Inc	6043961	$40,000	$46,000	$52,000	$58,000	$64,000	$260,000	Maintenance and Support of 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.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
IBM Canada Limited	6043569	$68,000	$72,000	$76,000	$80,000	$84,000	$380,000	Maintenance and Support of standard statistical software packages used for the analysis and reporting of public health data. Without the use of these tools TPH will not be able to fulfil their legally mandated reporting requirements under the Ontario Public Health Standards.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Officespace Software Inc.	6045824	$12,000	$15,000	$18,000	$21,000	$24,000	$90,000	Subscription and Support of an 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.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Phoenix Centre For Children & Families	6047413	$77,000	$80,000	$83,000	$86,000	$89,000	$415,000	Subscription and Support for a web based vendor hosted service which provides an online prenatal and postnatal education program whose content aligns with Canadian guidelines for pregnancy.	Annual increases reflect cost of inflation and future maintenance of additional licenses.

Appendix B – Previously Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

Vendor	PO/ Contract						Grand Total	Description	Reason for Change
SAS Institute (Canada) Inc.	6043493	$22,000	$25,000	$28,000	$31,000	$34,000	$140,000	Maintenance and Support of standard statistical software packages used for the analysis and reporting of public health data. Without the use of these tools TPH will not be able to fulfil their legally mandated reporting requirements under the Ontario Public Health Standards. without this tool.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Esha Research Inc.	6043604	$6,200	$7,400	$8,600	$9,800	$11,000	$43,000	Maintenance and Support for 15 licenses of ESHA's The Food Processor (SQL edition) and 2 licenses of Genesis R&D (SQL edition). In use by TPH Healthy Living and TPH/Child Health and Development (CHD) to provides online resources to clients that help to increase the health of Torontonians. **Amounts in USD**	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Total Net of Harmonized Sales Tax		$349,800	$380,900	$412,000	$443,100	$474,200	$2,060,000		

Toronto Water

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Citrix Systems Inc.	6043047	$45,000	$47,000	$49,000	$51,000	$53,000	$245,000	Maintenance and Support for Citrix which is an essential deployment tool for all applications in Toronto Water. **Amounts in USD**	Annual increases reflect cost of inflation and future maintenance of additional licenses.
EnfoTech & Consulting Inc	6043332	$43,394	$45,564	$47,842	$50,234	$52,746	$239,781	Maintenance and support of iPacs application. iPacs is Environmental Monitoring and Protection unit's Work Management System which documents enforcement, inspection, sampling and compliance, Sampling & Enforcement Management (Industrial waste). **Amounts in USD**	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Innovyze Inc.	6042986	$71,568	$75,146	$78,904	$82,849	$86,991	$395,458	Maintenance and support of InfoWorks ICM software used for sewer modelling for Planning and design. **Amounts in USD**	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Innovyze Inc.	6043148	$129,217	$135,677	$142,461	$149,584	$157,063	$714,003	Maintenance and support of InfoAsset Manager software used for asset management for watermains and sewers. **Amounts in USD**	Annual increases reflect cost of inflation and future maintenance of additional licenses.

Appendix B – Previously Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

Vendor	Contract #						Total	Description	Notes
Innovyze Inc.	6042961	$60,070	$63,073	$66,227	$69,539	$73,015	$331,925	Maintenance and support of InfoWater software is used for hydraulic modelling and capital programming business functions. **Amounts in USD**	Annual increases reflect cost of inflation and future maintenance of additional licenses.
3S Consultant GmbH	6043088	$5,000	$6,000	$7,000	$8,000	$9,000	$35,000	Maintenance and support of KANEW 5 software used to quantify the future renewal and investment needs of water mains and sewers.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
BPMS Software	6044799	$4,500	$5,000	$5,500	$6,000	$6,500	$27,500	Maintenance and support of Backflow Prevention Management Software used by Environmental Monitoring & Protection Unit to manage Backflow prevention initiative.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
CTSpec Technologies Inc	6042489	$175,000	$192,500	$211,750	$232,925	$256,218	$1,068,393	Maintenance and Support for software that assists TW in collecting and analyzing CCTV inspection data.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
GE Intelligent Platforms Canada (previously Grey Matter Systems)	6043062	$451,560	$485,480	$521,520	$559,680	$599,960	$2,618,200	Maintenance and support of Process Control Systems at the Toronto Water & Wastewater plants.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Labware Inc.	6044018	$100,507	$105,533	$110,809	$116,350	$122,167	$555,366	Maintenance and support of LIMS software which is used to automate the Laboratory process, and is designed to analyze, exchange and manage the collected date from all TW laboratories.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Lakeside Process Control Ltd.	6042598	$26,000	$32,000	$39,000	$47,000	$57,000	$201,000	Maintenance and Support of AMS Machinery Manager Software. Software assists Toronto Water in collecting and analyzing vibration, oil and infrared data from assets as part of the equipment condition-monitoring program.	Potential upgrade of software in 2022 that may lead to atypical increase, also incremental increase for future maintenance of additional licenses.
Neptune Technology Group (Canada) Ltd.	6048138	$170,000	$175,000	$180,000	$185,000	$190,000	$900,000	Maintenance and support for IQ API. IQ API is Intelligent Data and Analytics platform to allow data gathering for the MyWaterToronto Website.	Annual increase reflects amount agreed upon with the Vendor.
OpenText Corporation	6043589	$150,000	$170,000	$190,000	$210,000	$230,000	$950,000	Maintenance and support of eDocs software which is TW's Document Management System and is used extensively on a daily basis for storage and retrieval of documents.	Standard year over year vendor increase, plus possible enhancements which would lead to increase in maintenance and support costs.
Quest Software Canada (previously Dell)	6049168	$5,000	$6,000	$7,000	$8,000	$9,000	$35,000	Maintenance and support for TOAD DBA Suite. This is a Database Tool for solving a wide range of challenges related to general database administration, performance diagnostics and performance tuning.	Annual increases reflect cost of inflation and future maintenance of additional licenses.

Appendix B – Previously Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

Vendor	Contract #							Description	Notes
Ricoh Canada Inc.	6043145	$30,000	$40,000	$50,000	$60,000	$70,000	$250,000	Maintenance and support for Laserfiche Software Assurance Plan (LSAP). Laserfiche is being used to store and manage Toronto Water's assets and related information such as drawings, design, and other related information, etc.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
SAP Canada Inc.	6043840	$85,000	$95,000	$105,000	$115,000	$125,000	$525,000	Maintenance and support for SAP Business Objects Edge Business Intelligence. This Business Intelligence platform hosts a number of reporting and dashboarding solutions.	Annual increase reflects amount agreed upon with the Vendor.
Schneider Electric Software Canada Inc. (previously Invensys Systems Canada)	6046246	$368,889	$378,111	$387,564	$397,253	$407,185	$1,939,002	Maintenance and support of the Avantis software product. The product is utilized by Toronto Water in the Water & Wastewater facilities to track maintenance and the expenditures of maintenance and procurement activities.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Software AG (Canada) Inc.	6043519	$100,000	$105,000	$110,000	$115,000	$120,000	$550,000	Maintenance and support of WebMethods - Integration software for Toronto Water and 311.	Annual increase reflects amount agreed upon with the Vendor.
CB Automation Inc	6044988	$15,200	$16,000	$17,000	$18,000	$19,200	$85,400	Maintenance and support of MDTAutoSave which is a program used to store Master Copies of PLC (Programmable Controller) Configurations and SCADA Supervisory Control and Data Aquistion) Configurations for Toronto Water.	Annual increase reflects amount agreed upon with the Vendor.
GESCAN Inc	47021791	$-	$40,000	$41,600	$43,264	$44,995	$169,859	Maintenance and support of Proficy Machine Edition. This software is used to View, Troubleshoot and Program Toronto Water Emerson PLCs (Prograrmable Controllers).	Annual increase reflects amount agreed upon with the Vendor.
Westburne Ruddy Electric	3560438	$18,000	$19,000	$20,300	$21,500	$22,700	$101,500	Maintenance and support of TechConnect (Rockwell). This software is used to View, Troubleshoot and Program Toronto Water Allen Bradley PLCs (Prograrmable Controllers).	Annual increase reflects amount agreed upon with the Vendor.
Total Net of Harmonized Sales Tax		$2,053,905	$2,237,085	$2,388,477	$2,546,178	$2,711,741	$11,937,386		

Appendix B – Previously Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

Transportation Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Stantec Consulting Ltd.	6045275	$23,000	$23,000	$23,000	$23,000	$23,000	$115,000	Maintenance and support of Bridge Management System (BMS) is used to capture the inventory of the City bridges and big culverts (>3m) and the inspection data, analyzing the performance indices and maintenance and repair needs.	No change
Stantec Consulting Ltd.	6044553	$42,850	$43,940	$45,090	$46,300	$47,570	$225,750	Maintenance and support of Municipal Pavement Management Application (MPMA), Road Matrix.	Increases reflect agreement with vendor and City
Transoft Solutions	6044272	$2,300	$2,500	$2,750	$3,000	$3,300	$13,850	Maintenance and support of AutoTurn Software that is used for dynamic movement of various vehicles used when designing new streets.	Annual increases reflect agreement with Vendor and City.
TransCore ITS Inc	6043517	$60,000	$60,000	$60,000	$60,000	$60,000	$300,000	Maintenance and support of TransSuite system which is a traffic control system used for traffic management. **Amounts in USD**	No change
Siemens Mobility Limited	6043275	$100,000	$90,000	$90,000	$90,000	$90,000	$460,000	Maintenance and support of SCOOT Traffic Signal System.	Decrease in amount after 2021
Applied Geologics Inc.	6043399	$65,000	$70,000	$75,000	$80,000	$85,000	$375,000	Maintenance and support of Cartegraph Signalview Asset Management System. This system is used to maintain the complete inventory of the Traffic Management Section assets, like traffic signals, traffic monitoring cameras, pedestrian crossovers, flashing beacons, etc. **Amounts in USD**	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Applied Geologics Inc.	6043153	$59,784	$62,773	$65,912	$69,208	$72,668	$330,345	Subscription Licensing of Cartegraph OMS. Cartegraph OMS is an integrated asset management and work order management system used to support the Street Furniture Management unit. **Amounts in USD**	Annual increases reflect inflation and agreement between Vendor and City.
Applied Geologics Inc.	6043150	$76,110	$79,917	$83,912	$88,108	$92,513	$420,561	Maintenance and support of Cartegraph OMS. Cartegraph OMS is an integrated asset management and work order management system used to support the Street Furniture Management unit.	Annual increases reflect inflation and agreement between Vendor and City.
Total Net of Harmonized Sales Tax		$429,044	$432,130	$445,664	$459,616	$474,051	$2,240,506		

Appendix B – Previously Reported Contract Renewals

Divisional Breakdown of Proprietary Technology Maintenance Contracts

Previously Reported Contract Renewal Requested Amounts

	2021	2022	2023	2024	2025	5 Year Total
Previously Reported Contract Renewals **(Net of Harmonized Sales Tax)**	$27,151,390	$29,330,422	$30,279,494	$31,464,915	$32,958,159	$151,184,380

Appendix C – Newly Reported Contract Renewals

Divisional Breakdown of Proprietary Technology Maintenance Contracts

Auditor General

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Wolters Kluwer Limited	6048109	$-	$103,632	$108,813	$114,254	$119,967	$446,666	Subscription and support for TeamMate+ Audit and TeamMate Analytics. TeamMate+ Audit is a comprehensive audit management system designed to help auditors manage all aspects of the audit process. TeamMate Analytics is a collection of more than 150 Computer Aided Audit Tools that runs on Microsoft Excel and works with TeamMate+ Audit.	Includes potential annual increase in support cost by the Vendor including inflationary increase
Customer Expressions Corporation	6046813	$-	$-	$-	$25,000	$26,250	$51,250	Subscription and support of i-Sight Cloud-based Complaint and Investigation Management Solution.	Includes potential annual increase in support cost by the Vendor including inflationary increase
Vound Colorado Ltd	3588073	$-	$2,400	$2,600	$2,800	$3,000	$10,800	Subscription and support for Intella software. The software is an email search application. It allows the Forensic Unit to efficiently review a large amount of data for specific information using key word searches and filters. **Amounts in USD**	Includes potential annual increase in support cost by the Vendor including inflationary increase
Total Net of Harmonized Sales Tax		$-	$106,032	$111,413	$142,054	$149,217	$508,716		

City Clerk's Office

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Avanti Computer Systems Ltd.	6048816	$-	$-	$43,800	$44,676	$-	$88,476	Maintenance and support for Avanti Classic Print Management Information System. Back-end system to process ordered City wide for print and copy services.	Increase is based on Inflation. Competitive process to seek new solution anticipated for 2025
Avanti Computer Systems Ltd.	6050013	$-	$-	$10,080	$10,280	$-	$20,360	Maintenance and support for Avanti eAccess system. Front end internet based access for staff to create workorders.	Annual increases are consistent with terms of the original agreement.
Blueprint Software Systems Inc	6048064	$3,263	$3,427	$3,598	$3,778	$3,967	$18,032	Maintenance & Support of Blueprint Software. Requirements capturing and analysis tool, this contract represents the shared expense of the Master Blueprint contract held by TSD.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Total Net of Harmonized Sales Tax		$3,263	$3,427	$57,478	$58,734	$3,967	$126,868		

Appendix C – Newly Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

City Planning

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Synametrics Technologies	3561968	$2,980	$1,980	$1,980	$1,980	$1,980	$10,900	Maintenance and support for WinSQL. WinSQL is a database management tool used by City Planning for land use planning analysis and development approval analysis. **Amounts in USD**	Maintenance upgrade required in 2021, no change in 2022-2025
Total Net of Harmonized Sales Tax		$2,980	$1,980	$1,980	$1,980	$1,980	$10,900		

Corporate Real Estate Management

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
TransitScreen	FDC0010039A	$38,000	$40,000	$42,000	$44,000	$46,000	$210,000	Maintenance and support of Transit Screen software. TransitScreens are located at various Civic Centres to display public live transportation information. They are placed in high traffic areas of the buildings, usually by the entrances) so that the most number of staff and/or visitors see them.	Annual increases are consistent with terms of the original agreement.
inTime Solutions Inc	6049188	$24,600	$25,338	$26,098	$26,881	$27,688	$130,605	Maintenance and support of scheduling application, training management module, and payroll export used to schedule security staff for work, vacation, ad hoc security coverage, etc.	Support for upgrade to enterprise scheduling solution. Estimated 3% annual increase.
Xentrax Inc	3590655	$6,395	$6,843	$7,322	$7,834	$8,382	$36,776	Maintenance and support of audio recording software at Union Station and 703 Don Mills.	Annual increases are consistent with terms of the original agreement.
TrackTik Software	3588217	$2,104	$2,146	$2,189	$2,233	$2,278	$10,951	Maintenance and support for guard tour application and licenses. Software is used to track guard foot and mobile vehicle patrols.	Annual increases are consistent with terms of the original agreement.
Pinders Lock & Security Inc	3589526	$-	$1,596	$1,628	$1,661	$1,694	$6,579	Support for CyberAudit web enterprise system and Key Wizard which manages the electronic locking systems used on office doors at various City facilities.	Annual increases are consistent with terms of the original agreement.

Appendix C – Newly Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

Vendor	PO/ Contract							Description	Reason for Change
Crow Canyon Systems Inc	3585817	$2,266	$2,334	$2,404	$2,476	$2,550	$12,031	Maintenance and support for ticket creation and management module used with SharePoint to receive and track City employee questions, complaints, compliments. **Amounts in USD**	Annual increases are consistent with terms of the original agreement.
RMS Software Inc	6048961	$-	$51,500	$53,045	$54,636	$56,275	$215,457	Maintenance and support for City wide mass notification software.	Annual increases are consistent with terms of the original agreement.
Easyset LLC	3588915	$3,914	$4,031	$4,152	$4,277	$4,405	$20,780	Support for security risk assessment and audit application. Used by security staff to complete threat, risk security assessments on their mobile device. **Amounts in USD**	Annual increases are consistent with terms of the original agreement.
Total Net of Harmonized Sales Tax		$77,279	$133,789	$138,839	$143,998	$149,273	$643,178		

Court Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Trica CXM Solutions Ltd	3577217	$25,935	$27,231	$28,593	$30,022	$31,524	$143,305	Subscription and support for Qmatic System. This system is used at Court services public counters for the queuing system.	Annual increases are consistent with terms of the original agreement.
SAS Institute Inc	3585958	$6,303	$6,619	$6,950	$7,297	$7,662	$34,831	Subscription and support of SAS. The software is used for the automation of retrieval, analysis and reporting of operational, financial and management/information.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Total Net of Harmonized Sales Tax		$32,238	$33,850	$35,542	$37,319	$39,185	$178,135		

Engineering & Construction Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Cleverbridge Inc	3549618	$2,000	$2,200	$2,420	$2,662	$2,928	$12,210	Maintenance and support of Lansweeper for gathering asset information. **Amounts in USD**	Annual increases reflect cost of inflation and future maintenance of additional

Appendix C – Newly Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

									licenses. Lansweeper has a $1.00 per asset charge.
Total Net of Harmonized Sales Tax		$2,000	$2,200	$2,420	$2,662	$2,928	$12,210		

Environment & Energy

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Better Impact Inc	3589759	$-	$-	$-	$-	$2,658	$2,658	Subscription and support for volunteer management system.	No change
Total Net of Harmonized Sales Tax		$-	$-	$-	$-	$2,658	$2,658		

Internal Audit

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Wolters Kluwer Limited	6048109	$-	$95,000	$95,000	$95,000	$95,000	$380,000	Subscription support of TeamMate and Teammate Analytics - comprehensive audit management systems designed to help auditors manage all aspects of the audit process such as risk assessment, scheduling, planning, execution, review, report generation, trend analysis, committee reporting, and storage. In addition to other features, Internal Audit utilizes these tools to perform data analytics on a large volume of data.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Total Net of Harmonized Sales Tax		$-	$95,000	$95,000	$95,000	$95,000	$380,000		

Lobbyist Registrar

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Resolve Software Group Pty Ltd.	6049745	$-	$-	$-	$10,522	$10,522	$21,044	Subscription and support for Resolve software. This is an	No change

							Investigative case management and contact management software and form part of the Lobbyist Registry.	
Total Net of Harmonized Sales Tax		$-	$-	$-	$10,522	$10,522	$21,044		

Municipal Licensing & Standards

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
BasicGov Systems Inc	47022304	$-	$-	$125,000	$125,000	$125,000	$375,000	Subscription and support for Case Management & Licensing solution.	No change
Total Net of Harmonized Sales Tax		$-	$-	$125,000	$125,000	$125,000	$375,000		

Office of the CISO

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Infosec Institute Inc.	6048173	$-	$-	$75,000	$75,000	$75,000	$225,000	Subscription and support of Security IQ Pro. The Office of the CISO uses Security IQ Pro, which is a security education and awareness training program to educate the City of Toronto employees and contractors on best practices when dealing with cyber threats, including phishing and/or spam and the Payment Card Industry Data Security Standards (PCI DSS). **Amounts in USD**	No change
Total Net of Harmonized Sales Tax		$-	$-	$75,000	$75,000	$75,000	$225,000		

Ombudsman Toronto

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Resolve Software Group Pty Ltd.	6045985	$20,683	$26,273	$30,952	$34,047	$37,452	$149,407	Subscription and support services for Resolve software. This is an Investigative case	Annual increases are consistent with terms of the original agreement.

								Description	
								management and contact management software for complaints and investigations.	
Total Net of Harmonized Sales Tax		$20,683	$26,273	$30,952	$34,047	$37,452	$149,407		

Parks, Forestry & Recreation

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
VisionMax Solutions Inc	6049354	$40,000	$50,000	$50,000	$50,000	$50,000	$240,000	Maintenance and support for Ferry Ticketing POS and online solution.	Increase of maintenance costs due to acquiring new functionality for solution
Spatial Networks Inc.	6049425	$-	$135,000	$145,000	$175,000	$200,000	$655,000	Subscription and Support of Fulcrum inspection tool. PFR uses the Fulcrum platform to support the inspection of Playgrounds, Ravines and Watercourses and Park Trees.. **Amounts in USD**	Annual increases reflect cost for inflation and increase in usage of this tool by divisional staff due to modernization.
Total Net of Harmonized Sales Tax		$40,000	$185,000	$195,000	$225,000	$250,000	$895,000		

Pension, Payroll & Employee Benefits

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Kondor Consulting Group Inc	6042781 47019869	$300,000	$315,000	$330,750	$347,290	$364,660	$1,657,700	Support and emergency service to sustain current SAP ECC.	Annual increases are subject to Vendor and City

Appendix C – Newly Reported Contract Renewals
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							SAP ECC is the one and only payroll system that PPEB use to process all salary payments and some operational reimbursements to City of Toronto employees	agreement, as well as cost increases for inflation.
Total Net of Harmonized Sales Tax		$300,000	$315,000	$330,750	$347,290	$364,660	$1,657,700		

Seniors Services and Long-Term Care

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
PointClickCare Technologies Inc.	6047235	$-	$-	$-	$691,512	$691,512	$1,383,024	Subscription and support of Electronic Health Care Records (eHCR) Application.	No change
Total Net of Harmonized Sales Tax		$-	$-	$-	$691,512	$691,512	$1,383,024		

Social Development, Finance & Administration

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Canadian CED Network	6049898	$-	$-	$-	$25,000	$25,000	$50,000	Subscription and support for Social Economic Demographic Data for Urban and Social Planing Purposes and to provide a knowledge sharing network with 33 other Canadian cities on such issues.	No change
SmartSimple Software Inc	6048482	$-	$-	$-	$-	$194,000	$194,000	Maintenance and support for SmartSimple, a grants management application used by 6 Divison, 100 Cot staff, and 2000 external users.	No change
Total Net of Harmonized Sales Tax		$-	$-	$-	$25,000	$219,000	$244,000		

Solid Waste Management Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change

Appendix C – Newly Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

Vendor	PO/ Contract						Grand Total	Description	Reason for Change
Westburne Ontario, a Division of Rexel Canada Electrical Inc.	6050288	$1,200	$1,236	$1,273	$1,311	$1,351	$6,371	Maintenance and support of TechConnect. This service provides support to SWMS electricians when using the solid waste management software (RSLogix software) to troubleshoot Programmable Logic controllers in our larger equipment..	Annual increases are consistent with terms of the original agreement.
Compugen Inc	3585084	$825	$850	$875	$902	$929	$4,380	Subscription for AutoCAD. SWMS has hundreds of AutoCAD drawings for their assets which must be kept up to date using this software.	Annual increases are consistent with terms of the original agreement.
Total Net of Harmonized Sales Tax		$2,025	$2,086	$2,148	$2,213	$2,279	$10,751		

Technology Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Blueprint Software Systems Inc	6048064	$14,299	$15,014	$15,765	$16,553	$17,381	$79,013	Maintenance & Support of Blueprint Software. Blueprint is a business requirements management application used to author, review, approve and manage requirements through the requirements lifecycle. Blueprint offers strong features for requirements traceability and saves considerable time and effort in understanding and articulating the relationship	Annual increases are consistent with terms of the original agreement.

Appendix C – Newly Reported Contract Renewals

Divisional Breakdown of Proprietary Technology Maintenance Contracts

							between requirements (e.g. real-time management of requirements traceability matrices).	
Kronos Canadian Systems Inc.	6041647	$503,990	$530,416	$551,671	$575,394	$604,164	$2,765,635	Maintenance and support for Kronos.Kronos provides workforce management capabilities for both PF&R and Toronto Paramedic Services divisions to enable efficient tracking of staff time and attendance as well as scheduling shifts while adhering to legislative and collective agreement requirements.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Open Text Corportation	6048734 6049024 6046847	$133,685	$140,370	$147,388	$154,757	$162,495	$738,696	Maintenance and support for Open Text Licenses: Open text is an enterprise content management software that manages the lifecycle, distribution and use of information across the organization, from capture through to archiving and disposition. TSD supports Open Text suite of products/tools implemented through the T-RECS (Toronto Records Management) Project. The Content Server licences allow document records to be stored in the Content Server by named users. It is currently used by Corporate Information Management Services (CIMS), and TSD are currently onboarding Municipal Licencing Services (MLS) and Solid Waste Management Services with other Divisions to be onboarded in the future. OpenText's Captiva Server is used by Municipal Licencing and Standards (MLS) and Solid Waste Management Services to scan/capture documents and data from paper, electronic files, and other sources and transforming it into digital content. Brava is a viewer that allows access to virtually any content within OpenText. Blazon is an advanced rendition engine that takes MLS' files in any format and transforms them into PDF's, TIFF or Content Sealed Format (CSF) and stores them in the Content Server.	Annual increases reflect cost of inflation and future maintenance of additional licenses.

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
								Content Server and licenses and Performance Analyzer & Monitoring tools are supported and managed by TSD staff. Performance Analyzer and Monitoring tools are used by TSD's technical team to monitor the Content Server and the environment to assist us in identifying any potential issues within the environment.	
Salesforce.com Canada Corporation	47021645	$1,000,000	$1,000,000	$1,000,000	$1,000,000	$1,000,000	$5,000,000	Subscription and support for Client Relationship Management solution.	No change
Complete Innovations Inc.	3571826 3581452	$24,930	$25,228	$25,535	$35,000	$35,000	$145,693	Maintenance and support for FieldWorker Mobile solution. TSD supports Fieldworker which is a mobile solution that enables Transportation Services' inspectors and supervisors to track and record all utility road cut repairs and summer and winter contracts that are maintained in Toronto Maintenance Management System (TMMS).	Annual increases are consistent with terms of the original agreement.
CheckMarket BVBA	6046521	$-	$-	$22,000	$26,400	$32,000	$80,400	Subscription and support for City eSurvey system. **Amounts in USD**	Annual increase due to cost of inflation, additional subscriptions for single surveys, additonal repondent and email packs.
SearchBlox Software Inc.	6044968 3588292	$-	$77,100	$100,230	$130,300	$169,390	$477,020	Maintenance and support for City search system for the Intranet & Internet (toronto.ca, Insideto.toronto.ca). **Amounts in USD**	Annual increases reflect agreed upon value between the City and the Vendor.
Articulate Global Inc.	3594313	$-	$-	$17,000	$17,000	$17,000	$51,000	Subscription and support for City e-Learning software. **Amounts in USD**	No change
Apple Inc.	P-card	$400	$480	$480	$480	$480	$2,320	Maintenance and support for Apple Enterprise Developer License. The Digital Technology Services section of TSD leverages the Apple Enterprise Developer license to build and deliver applications to Apple mobile devices both for internal solutions (ie. Binspector) and external solutions (ie. Solid Waste Calendar app). by the City. **Amounts in USD**	Increase due to currency fluctuation
Total Net of Harmonized Sales Tax		$1,677,305	$1,788,608	$1,880,069	$1,955,885	$2,037,910	$9,339,776		

Toronto Building

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change

Appendix C – Newly Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

IDR Solutions Limtied	3561871	$260	$268	$276	$284	$293	$1,380	Maintenance and Support for Java PDF Library. Toronto Building uses this product to support the issuance of building permits. . **Amounts in USD**	Annual increase reflects inflation and Vendor agreement. The estimate is based on increases seen over the past years.
Total Net of Harmonized Sales Tax		$260	$268	$276	$284	$293	$1,380		

Toronto Fire Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Noregon Systems Inc.	FR527459	$-	$-	$-	$1,920	$2,112	$4,032	Maintenance and support of Allison DOC Premium. Automotive diagnostic software specific to Allison brand automatic transmissions used in TFS emergency response apparatus. **Amounts in USD**	Estimated Annual inflation rate increase and estimated Vendor pricing
Snap-On Business Solutions	FR527465	$-	$-	$3,250	$3,575	$3,933	$10,758	Maintenance and support of DiagnosticLink 8.11 Standard. Automotive diagnostic software specific to Detroit brand diesel engines used in TFS emergency response apparatus. **Amounts in USD**	Estimated Annual inflation rate increase and estimated Vendor pricing
D4H Technologies	6045255	$21,710	$27,138	$27,138	$27,138	$27,138	$130,260	Maintenance and support of Incident Reporting, Personnel Training, Equipment Tracking.	Possible increase for product after term of contract and adding additional feature to software.
Deccan International	47019438	$-	$-	$-	$-	$73,205	$73,205	Maintenance and support of LiveMum- Dynamic resource allocation- Fill-ins/move ups. Real time apparatus deployment aid. Recommends re-distribution of TFS apparatus during major incidents. Interfaced directly with CAD.	Annual increases reflect agreed upon value between the City and the Vendor.
Environics Analytics Group Ltd.	6045624	$20,668	$22,734	$25,008	$27,509	$30,259	$126,178	Maintenance and support of Demographic data/analysis.	Annual increases reflect agreed upon value between the City and the Vendor.
Safe Software Inc.	FR527635	$-	$4,200	$4,410	$4,631	$4,862	$18,103	Maintenance and support of FME- Spatial data integration. Geospatial data integration platform used to support BI and visualization of analysis.	Annual increases reflect agreed upon value between the City and the Vendor.
Cummins Canada ULC	FR524189	$636	$699	$769	$846	$931	$3,881	Maintenance and support of Insite Light. Automotive diagnostic software specific to Cummins brand diesel engines used in TFS emergency response apparatus.	Annual increases reflect agreed upon value between the City and the Vendor.

Appendix C – Newly Reported Contract Renewals

Divisional Breakdown of Proprietary Technology Maintenance Contracts

								Description	Reason for Change
Cummins Canada ULC	FR524189	$630	$693	$762	$838	$922	$3,845	Maintenance and support of Quick Serve On-Line. Cummins brand specific online technical support resource access. Manuals, specifications, schematics & parts ordering.	Annual increases reflect agreed upon value between the City and the Vendor.
Total Net of Harmonized Sales Tax		$43,643	$55,464	$61,337	$66,456	$143,361	$370,261		

Toronto Paramedic Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Mensante Corporation	3550585	$-	$12,000	$12,600	$13,230	$13,892	$51,722	Maintenance and support for Feeling Better Now web based software.	Increases to accommodate inflation. Annual increases are in line with original Vendor agreement.
Bell Canada	3584596	$35,000	$36,750	$38,588	$40,517	$42,543	$193,398	Maintenance and support for AQS - 911 software.	Increases to accommodate inflation. Annual increases are in line with Vendor agreement.
Berrn Consulting Ltd	3567380	$-	$-	$-	$2,000	$2,100	$4,100	Maintenace and support for monitoring AEDs.	Increases to accommodate inflation. Annual increases are in line with Vendor agreement.
GINQO Consulting Ltd	3584655	$25,000	$26,250	$27,563	$28,941	$30,388	$138,142	Maintenance and support for Qlikview and Qlik Sense, data integration and analytic tools used to analyze and display complex data sets.	Increases to accommodate inflation. Annual increases are in line with Vendor agreement.
SAP Canada Inc.	3575080	$18,000	$18,900	$19,845	$20,837	$21,879	$99,461	Maintenance and support for Afaria Server consisting of distributing software updates and monitors mobile work stations.	Increases to accommodate inflation. Annual increases are in line with Vendor agreement.
Total Net of Harmonized Sales Tax		$78,000	$93,900	$98,596	$105,525	$110,802	$486,823		

Appendix C – Newly Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

Toronto Public Health

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Bloomfire Inc	3592205	$-	$-	$-	$-	$31,000	$31,000	Subscription and support for Knowledge Base Solution. The Bloomfire Knowledge Base (KB) is a vendor-hosted cloud solution that provides centralized storage, management and searching capabilities for various types of electronic documentation. The KB is currently used by staff that are responsible for responding to health-related inquiries from the public and external TPH partner organizations. **Amounts in USD**	No change
Soutron Global, LLC	3575315	$-	$-	$15,000	$16,500	$17,000	$48,500	Subscription and support for Soutron Library Management system used by library administrators to be able to electronically manage online and physical material. **Amounts in USD**	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Upaknee Inc.	3576402	$-	$-	$-	$-	$5,600	$5,600	Subscription and support for E-mail campaign manager. Upaknee is a user-friendly e-newsletter distribution tool that has been used across the TPH since 2013 to disseminate communications via e-newsletter to over 5000 local stakeholders.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
EZ Web Enterprises Inc	P-Card	$-	$12,900	$14,100	$15,300	$16,500	$58,800	Subscription and support for Asset tracking system and Brochure Management. **Amounts in USD**	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Total Net of Harmonized Sales Tax		$-	$12,900	$29,100	$31,800	$70,100	$143,900		

Appendix C – Newly Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

Toronto Water

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Complete Innovations Inc.	47022465	$30,800	$31,570	$32,359	$33,168	$33,997	$161,895	Maintenance and support for FieldWorker Mobile solution, used for Work Management Inspection.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
CB Automation Inc	3522792	$1,200	$1,272	$1,350	$1,450	$1,540	$6,812	Maintenance and support for Histx Software used by Toronto Water SCADA to extract process data from proprietary log files.	Increases to accommodate inflation. Annual increases are in line with Vendor agreement.
Eramosa Engineering Inc.	6048821	$200,000	$212,000	$224,720	$238,203	$252,495	$1,127,419	Maintenance and support for eRIS Logbooks and Reports Software used by Toronto Water to create report from SCADA data and for electronic log book for facility operations.	Increases to accommodate inflation. Annual increases are in line with Vendor agreement.
Tab Products of Canada Co	3587371	$4,822	$5,064	$5,317	$5,583	$5,862	$26,647	Maintenance and support of tabFussion - A document management system for physical documents.	Annual increases reflect cost of inflation and future maintenance of additional licenses.
Dell Canada Inc	47021875	$31,000	$36,000	$41,000	$46,000	$47,000	$201,000	Maintenance and support for Vertiv Trellis to manage and monitor Toronto Water Data Centre.	Increases to accommodate inflation. Annual increases are in line with Vendor agreement.
Total Net of Harmonized Sales Tax		$267,822	$285,906	$304,746	$324,404	$340,895	$1,523,773		

Transportation Services

Vendor	PO/ Contract	Requested Amount 2021	Requested Amount 2022	Requested Amount 2023	Requested Amount 2024	Requested Amount 2025	Grand Total 2021-2025	Description	Reason for Change
Activu Corporation	6037706	$-	$-	$-	$61,243	$61,243	$122,486	Maintenance and support for Traffic Centre Video Wall. **Amounts in USD**	No change
Total Net of Harmonized Sales Tax		$-	$-	$-	$61,243	$61,243	$122,486		

Appendix C – Newly Reported Contract Renewals
Divisional Breakdown of Proprietary Technology Maintenance Contracts

New Contract Renewal Requested Amounts

	2021	2022	2023	2024	2025	5 Year Total
New Contract Renewals (Net of Harmonized Sales Tax)	$2,547,499	$3,141,681	$3,575,646	$4,562,929	$4,984,237	$18,811,990

Appendix D - Contract Summary

Annual Breakdown of Proprietary Technology Maintenance Contracts

	2020	2021	2022	2023	2024	2025	5 Year Total
Contract Total (Net of Harmonized Sales Tax)		$29,698,889	$32,472,103	$33,855,140	$36,027,844	$37,942,395	$169,996,371
Previously Reported Contract Renewals (Net of Harmonized Sales Tax)		$27,151,390	$29,330,422	$30,279,494	$31,464,915	$32,958,159	$151,184,380
New Contract Renewals (Net of Harmonized Sales Tax)		$2,547,499	$3,141,681	$3,575,646	$4,562,929	$4,984,237	$18,811,990
Previously Reported Contract Renewals (Net of Harmonized Sales Tax Recoveries)		$27,629,254	$29,846,638	$30,812,413	$32,018,698	$33,538,222	$153,845,225
New Contract Renewals (Net of Harmonized Sales Tax Recoveries)		$2,592,335	$3,196,974	$3,638,577	$4,643,236	$5,071,959	$19,143,081
Total Contract Amounts Requested for Approval for 2021-2025	$34,439,841	$30,221,589	$33,043,612	$34,450,990	$36,661,934	$38,610,182	$172,988,307

Appendix D - Contract Summary
Annual Breakdown of Proprietary Technology Maintenance Contracts

(Net of Harmonized Sales Tax Recoveries)							

	2020	2021	2022	2023	2024	2025	5 Year Total
Total Contract $ Increase from Previous Year **(Net of Harmonized Sales Tax Recoveries)**		-$4,218,252	$2,822,023	$1,407,378	$2,210,943	$1,948,248	$834,068 (5 Year average)
Total Contract % Increase from Previous Year **(Net of Harmonized Sales Tax Recoveries)**		-12%	9%	4%	6%	5%	3% (5 Year average)