

Non-Competitive Contract with Salesforce.com Canada Corporation for Proprietary Tableau Software Licenses, Training, Maintenance and Support Services

Date: March 24, 2025

To: General Government Committee

From: Chief Technology Officer and Chief Procurement Officer

Wards: All

REASON FOR CONFIDENTIAL INFORMATION

The attachments to this report are about criteria to be applied to negotiations carried on or to be carried on by or on behalf of the City of Toronto and contain technical and commercial information supplied in confidence to the City of Toronto, which, if disclosed, could reasonably be expected to prejudice the competitive position significantly or interfere significantly with the contractual or other negotiations of a person, group of persons, or organization.

SUMMARY

The purpose of this report is to request City Council authority to enter into a non-competitive contract with Salesforce.com Canada Corporation, a Canadian Business Subsidiary of Salesforce Inc. (USA Based Supplier) for proprietary Tableau software licences, training, and maintenance and support services.

Tableau is the City of Toronto's primary enterprise-level data visualization tools. It enables City staff to integrate data from multiple systems to create internal dashboards and support decision-making processes. Since originally procuring Tableau from an authorized third-party supplier in 2022, use of product across the City has grown. With this stabilization, recent market research indicates that the City can benefit from purchasing directly from the supplier to avoid reseller markup.

The City plans to enter a direct agreement with the supplier Salesforce and amend its pre-existing Master Services Cloud Agreement (MSCA) with Salesforce to incorporate Tableau with the aim of accessing improved volume pricing and secure annual price protection and expanding to include on-premise software.

City Council approval is required in accordance with Municipal Code Chapter 195 - Procurement, where the current request exceeds the Chief Procurement Officer's authority of the cumulative five-year commitment limit for each supplier under Article 7,

Section 195-7.3D of the Purchasing By-Law or exceeds the threshold of \$500,000 net of Harmonized Sales Tax allowed under staff authority as per the Toronto Municipal Code, Chapter 71-Financial Control, Section 71-11A.

DECISION HISTORY

On July 10, 2023, General Government Committee authorized the Chief Technology Officer to renew the Master Services Agreement with Salesforce for a period of five (5) years effective August 1, 2023 and ending July 31, 2028. [Agenda Item 2023.GG5.5](#)

Following Bid Award Panel authority in June 2017 to award a contract for Request for Proposal Number 3407-17-0066 to Salesforce.com Canada Corporation, a five-year Master Services Agreement was established in July 2018 with Salesforce.com Canada Corporation to support the City of Toronto in delivering digital services to the City's residents and businesses. [Agenda Item 2017.BA27](#)

RECOMMENDATIONS

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

1. City Council grant the authority to the Chief Technology Officer, in accordance with Sections 195-6.6 and 195-8.5 of the Toronto Municipal Code Chapter 195 (Procurement), to enter into, and execute a non-competitive contract with Salesforce.com Canada Corporation commencing from April 1, 2025 for an initial term of three (3) years with options to extend the Contract by up to two (2) additional one (1) year periods for up to the total amount set out in Confidential Attachment 1, subject to terms and conditions acceptable to the Chief Technology Officer.
2. City Council adopt the confidential instructions to staff in Confidential Attachment 1.
3. City Council direct that Confidential Attachment 1 remain confidential at this time as it pertains to criteria to be applied to negotiations carried on or to be carried on by or on behalf of the City of Toronto and be made public at the discretion of the Chief Procurement Officer following the execution of the contract authorized by recommendation 1.

FINANCIAL IMPACT

Financial Impact is included in Confidential Attachment 1.

The financial impact outlined in Confidential Attachment 1 is estimated based on current pricing, as negotiations are still ongoing at the time of writing this report. Financial costs based on this estimate will vary based on divisional operational requirements.

COMMENTS

Tableau is one of the City of Toronto's enterprise-level data visualization tools. It enables City staff to integrate data from multiple systems to create internal dashboards and support decision-making processes. Since its introduction to the City in 2022, use of Tableau has grown. At the time of writing this report it's used by approximately 1900 staff across 26 divisions.

With this stabilization, the City plans to enter an agreement directly with the supplier Salesforce and amend its pre-existing Master Services Cloud Agreement (MSCA) with Salesforce for other products to incorporate Tableau with the aim of accessing improved volume pricing and secure annual price protection.

The City has procured Tableau software competitively through a third-party reseller since 2022. Recent market analysis indicates that large organizations like the City of Toronto can leverage working directly with suppliers to avoid reseller markup and even further operational benefits through direct supplier technical support, engagement and streamlined licence deployment.

This report requests City Council authority to enter into a non-competitive contract with Salesforce.com Canada Corporation for Tableau software licences, training, maintenance and support services for a total potential five (5) year term.

The Fair Wage Office has reported that Salesforce.com Canada Corporation has reviewed and understood the Fair Wage Policy and Labour Trades requirements and has agreed to fully comply.

CONTACT

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SIGNATURE

Sonia Brar
Chief Technology Officer

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ATTACHMENTS

Confidential Attachment 1