

Amendment to Blanket Contract 47025543 with OpenText Corporation for Enterprise Document and Records Management Products and Professional Services leveraging the Provincial Volume Licensing Agreement

Date: October 9, 2025

To: General Government Committee

From: Chief Technology Officer and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to request City Council authority to amend Blanket Contract 47025543 with OpenText Corporation, a Canadian supplier, for the purchase of Enterprise Information Management products and services in the amount of \$8,970,589 net of all applicable taxes and charges and to extend the contract by three years from 2028-2030.

Blanket Contract 47025543 is established according to the pricing, terms, and conditions outlined in the Ontario Public Service Vendor of Record (VOR) for Enterprise Information Services. The current VOR is valid until 2027, and the City intends to continue utilizing the VOR as long as it remains available. By leveraging this Vendor of Record, the City benefits from the Province's competitive procurement process and purchasing power, providing the best value.

When the City initially set up the contract to utilize the Vendor of Record in 2023, it sought only two years of project funding due to limited activity during the pandemic. In 2024, the City resumed the program and updated its five-year roadmap, focusing on integrating key enterprise technologies.

City divisions, agencies, and corporations manage large volumes of digital records, from routine operational information to sensitive records. The OpenText Records Management Application centralizes and streamlines records lifecycle management, improving security, compliance, and reducing physical storage needs. Toronto Records, also known as T-Recs, is a records management solution built on OpenText, and has been in use since 2018 for multiple City divisions.

This report seeks approval for the originally planned spending authority, postponed due to the pandemic, for the period from 2026 to 2030. Additionally, it requests an extension of the contract by three years (2028-2030) to sustain ongoing projects and support new initiatives, including the Digital Employee File, rolling out in-house scanning to digitize appropriate physical records, and migrating T-Recs to the cloud.

RECOMMENDATIONS

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

1. General Government Committee authorize the Chief Technology Officer, in accordance with Section 71-11.1.C of the City of Toronto Municipal Code Chapter 71, Financial Control, to amend Blanket Contract 47025543 with OpenText Corporation by increasing the contract value by \$8,970,589 net of all applicable charges and taxes (\$9,128,471.00 net of Harmonized Sales Tax Recoveries), revising the current Blanket Contract Value from \$1,440,328 to \$10,410,917 (\$1,465,678 to \$10,594,149 net of Harmonized Sales Tax Recoveries) and extending the term for three (3) additional one (1)-year periods from December 1, 2027 to November 30, 2030; extending the term of this contract will extend the contract beyond the allowable five year term.

FINANCIAL IMPACT

Amending Contract 47025543 by an additional \$8,970,589 net of all applicable taxes and charges (\$9,128,471.00 net of Harmonized Sales Tax Recoveries) will increase the contract value from \$1,440,328 to \$10,410,917 (\$1,465,678 to \$10,594,149 net of Harmonized Sales Tax Recoveries).

Funding for the amendment increase is available in the 2025-2034 Capital Budgets and Plans for Technology Services Division and Solid Waste Management Services. Additional funding will be included in the 2026-2030 Operating Budget and 2026-2035 Capital Budget and Plan Submissions for Technology Services Division and Solid Waste Management Services.

Table 1: Financial Impact Summary (Net of HST Recoveries)

Division	Cost Centre	Cost Element	2026	2027	2028	2029	2030	Total
Technology Services Division	CIT046-26 (ADJ project)	3420	\$193,344	\$122,112	-	-	-	\$315,456
		4038		\$111,936	-	-	-	\$111,936
	CIT046-25 (T-Recs Cloud)	4038	\$534,240	\$457,920	-	-	-	\$992,160

Division	Cost Centre	Cost Element	2026	2027	2028	2029	2030	Total
	IT2017	4474	\$817,407	\$1,342,214	\$1,453,458	\$1,526,400	\$1,648,512	\$6,787,991
		4038	\$20,352	\$101,760	\$101,760	\$101,760	\$101,760	\$427,392
Solid Waste Management Services	CSW01 9-04-01	4474	\$10,176	-	-	-	-	\$10,176
		4038	\$356,160	\$127,200	-	-	-	\$483,360
Total Net of Harmonized Sales Tax Recoveries			\$1,931,679	\$2,263,142	\$1,555,218	\$1,628,160	\$1,750,272	\$9,128,471

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

In March 2023, City Council authorized the Chief Technology Officer to execute a non-competitive Non-Ontario Public Service Client Agreement to the Volume Licensing Agreement with OpenText Corporation for the purchase of Enterprise Information Management products and services for a term from the date of award to November 24, 2025, with an option at the City's discretion to extend for up to two consecutive one-year terms, and in the amount of \$965,000 net of all applicable taxes and charges (\$981,984 net of Harmonized Sales Tax recoveries), on terms and conditions satisfactory to the Chief Technology Officer, and in a form satisfactory to the City Solicitor.

<https://secure.toronto.ca/council/agenda-item.do?item=2023.GG2.23>

In November 2019, the Province of Ontario entered into a new Volume Licensing Agreement (VLA) with OpenText Corporation (OpenText) to provide Modules and Services related to Enterprise Information Management. In January 2020, City Council granted authority to authorize the Chief Technology Officer to leverage the Provincial VLA with OpenText Corporation and to negotiate and enter into a Subordinate Agreement for the purchase of Enterprise Information Management products and services for a two-year term at a total contract value of up to \$5,114,340, excluding all taxes and charges, on terms and conditions satisfactory to the Chief Technology Officer and in a form satisfactory to the City Solicitor.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.GL11.12>

In April 2019, General Government and Licensing Committee granted authority to amend the existing agreement to increase the contract with OpenText Corporation for the additional purchase of Enterprise Information Management products and services by an estimated amount of \$2,300,000 net of Harmonized Sales Tax (\$2,340,480 net of Harmonized Sales Tax recoveries), increasing the total authorization amount from \$5,438,085 to \$7,778,565 net of Harmonized Sales Tax recoveries under the same terms and conditions of the existing agreement and in a form satisfactory to the City Solicitor.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.GL3.6>

In December 2015, City Council authorized the Chief Information Officer, the City Clerk, and the Director, Revenue Services to negotiate and execute a separate non-exclusive three-year agreement with OpenText Corporation (the Province of Ontario's Vendor of Record for Enterprise Information Management) based on the Provincial VOR, for the purchase of professional services, as well as licenses, associated support and maintenance for these licenses on terms and conditions satisfactory to the Chief Information Officer, the City Clerk and the Director, Revenue Services and in a form satisfactory to the City Solicitor.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.GM8.5>

In 2009, the Province of Ontario named OpenText Corporation as its Enterprise Information Management ("EIM") Vendor of Record ("VOR") Number 1020 for Enterprise Document and Records Management Products and Professional Services ("EDRMS") after an extensive competitive procurement process. After a successful implementation, the Province made the VOR available to Provincially Funded Organizations, including municipalities, in 2014.

COMMENTS

City divisions, agencies, and corporations manage large volumes of digital records, ranging from routine operational information to sensitive client records. Managing these records involves maintaining them through their full lifecycle, following specific policies and legal requirements.

The OpenText Records Management Application provides the City with a software solution that centralizes and streamlines records lifecycle management, improves security and compliance, and reduces physical storage needs and paper use. Toronto Records (T-Recs) is the City's enterprise records management solution built on OpenText's suite of applications and products. T-Recs has been in production since 2018 and is now in use by City Clerk's Office (Corporate Information Management Services), Municipal Licensing and Standards (MLS), and is being piloted in Solid Waste Management Services.

Blanket Contract 47025543 is established according to the pricing, terms, and conditions outlined in the Ontario Public Service Vendor of Record (VOR) for Enterprise Information Services. The current VOR is valid until 2027, and the City intends to continue utilizing the VOR as long as it remains available. By leveraging this Vendor of Record, the City benefits from the Province's competitive procurement process and purchasing power, providing the best value.

When the City initially set up the contract to utilize the Vendor of Record in 2023, it sought only two years of project funding due to limited activity during the pandemic. In 2024, the City resumed the program and updated its five-year roadmap, focusing on integrating key enterprise technologies like SAP S/4HANA and enterprise resource planning systems. This report seeks approval for the originally planned spending authority, postponed due to the pandemic, for the period from 2026 to 2030.

Additionally, it requests an extension of the contract by three years (2028-2030) to sustain ongoing projects and support new initiatives, including the Digital Employee File, rolling out in-house scanning to digitize appropriate physical records, and migrating T-Recs to the cloud.

This extension will maintain existing records management projects and support new and expanded record management and digitization programs, services and capabilities, including:

- **Maturing the Digital Employee File** for Pension, Payroll & Employee Benefits for onboarding People & Equity and Parks & Recreation staff records to provide better auditable management of employee records, ensuring compliance with legal and corporate policies.
- **Ongoing roll out of in-house scanning for appropriate physical records**, using OpenText Intelligent Capture as the enterprise-wide tool. Digitization of existing paper records is a key strategic priority to reduce physical storage needs and improve access to records through digital solutions.
- **Migrating the existing T-Recs system from on-premises to cloud** in alignment with the City's IT Cloud Strategy to enable cost optimization, enhanced security, scalability, and resilience. This move supports modernization through automation, analytics, and improved user experiences while laying the foundation for future growth and system integration.

CONTACT

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SIGNATURE

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