

## **Amendment to Blanket Contract 47024408 with Computacenter TeraMach Inc. for Veritas Software Licences and Maintenance to Support City Data Centre Backup and Recovery**

**Date:** October 9, 2025

**To:** General Government Committee

**From:** Chief Technology Officer and Chief Procurement Officer

**Wards:** All

### **SUMMARY**

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This purpose of this report is to request authority to amend Blanket Contract 47024408 with Computacenter TeraMach Inc., a Canadian business subsidiary of a non-US-based supplier, for Veritas NetBackup software to support automated backup and recovery services essential for IT modernization and disaster recovery initiatives through July 2027. The total value of the amendment being requested is \$3,500,000 net of all applicable taxes and charges.

This contract amendment pertains to the contract awarded in 2022 to Computacenter TeraMach Inc. for Veritas NetBackup software, which supports automated backups. The amendment ensures continued support for the City's critical backup infrastructure and disaster recovery capabilities through July 2027, with a new competitive request for services planned for early 2027. At the time of writing this report, City staff verified through third-party analysis that pricing within this contract remains competitive.

The City of Toronto operates three data centres to ensure robust data security and the continuity of critical services. These centres regularly back up data to protect against various threats. The City's multi-year Enterprise IT Disaster Recovery (DR) Program and Auditor General's assessments have highlighted the need to expand data backup capacity. To address this, the City is enhancing backup and recovery capabilities at the upgraded Tiffield Data Centre as part of the Datacentre Modernization Program.

## RECOMMENDATIONS

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

1. The General Government Committee in accordance with Section 71-11.1.C of the City of Toronto Municipal Code Chapter 71(Financial Control By-Law) grant authority to the Chief Technology Officer to amend Blanket Contract 47024408 with Computacenter TeraMach Inc. by increasing the contract value by \$3,500,000 net of all applicable charges and taxes (\$3,561,600 net of Harmonized Sales Tax Recoveries), revising the current Blanket Contract Value from \$4,072,592 to \$7,572,592 (\$4,144,270 to \$7,705,870 net of Harmonized Sales Tax Recoveries).

## FINANCIAL IMPACT

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The total value of the Blanket Contract Amendment identified in this report is \$3,500,000 net of all applicable taxes (\$3,561,600 net of Harmonized Sales Tax Recoveries) and charges will increase the contract value from \$4,072,592.00 to \$7,572,592.00(\$4,144,270 to \$7,705,870 net of Harmonized Sales Tax Recoveries).

Funding for the requested amendment for 2025 is available within the 2025 Operating Budgets of participating Divisions and the 2025-2034 Capital Budget and Plan for Technology Services. Additional funding for the balance of the term will be included in the 2026 and 2027 Operating Budget submissions for participating Divisions.

Table 1: Financial Impact Summary (Net of Harmonized Sales Tax Recoveries)

Division	Cost Centre	Cost Element	2025	2026	2027	Total
Technology Services Division	IT1010	4472/4474	\$712,320	\$712,320	\$101,760	\$1,526,400
	CIT030-26	3410/3420	-	\$1,831,680	-	\$1,831,680
Other Divisions	Various Cost Centres	4472/4474	\$101,760	\$101,760	-	\$203,520
<b>Total Net of Harmonized Sales Tax Recoveries</b>			<b>\$814,080</b>	<b>\$2,645,760</b>	<b>\$101,760</b>	<b>\$3,561,600</b>

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

## DECISION HISTORY

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In November 2024, the Audit Committee received an update on the City's Enterprise IT Disaster Recovery Program, including business continuity and cyber major incident management, as well as the status of IT disaster recovery plans from City of Toronto divisions, agencies, and corporations.

<https://secure.toronto.ca/council/agenda-item.do?item=2024.AU7.4>

In December 2023, the Audit Committee requested the Chief Technology Officer, in coordination with the Chief Information Security Officer and the Executive Director, Toronto Emergency Management to report to the Audit Committee in the third quarter of 2024 on the status and progress of the Information Technology Disaster Recovery Plan from each City of Toronto division, agency and corporation; the status update should also be reported for the City of Toronto's Corporate Technology Services Disaster Recovery Plan, including business continuity and cyber major incident management.

<https://secure.toronto.ca/council/agenda-item.do?item=2023.AU3.7>

In July 2022, the Audit Committee requested the Chief Technology Officer, in coordination with the Chief Information Security Officer and the Executive Director, Toronto Emergency Management to report to the Audit Committee in the third quarter of 2023 on the status of the Information Technology Disaster Recovery Plan from each City of Toronto division, agency and corporation, including the status update for City of Toronto's Corporate Technology Services Disaster Recovery Plan, business continuity, and cyber major incident management.

<https://secure.toronto.ca/council/agenda-item.do?item=2022.AU13.9>

In June 2022, the Bid Award Panel granted authority to the Chief Procurement Officer to award Ariba Document Number 3443207753 to Computacenter TeraMach Inc. for Veritas Hardware, Software Licences and Maintenance for the City's Technology Services Division.

<https://secure.toronto.ca/council/agenda-item.do?item=2022.BA191.7>

In November 2021, the Audit Committee requested the City Manager to report to the Audit Committee with information from each City of Toronto division, agency and corporation on their Information Technology Disaster Recovery Plan should the City's systems, technology, communications, or backups be made unavailable. The Chief Technology Officer was also requested to report to the Audit Committee with an update on the status of City of Toronto's Corporate Technology Services Disaster Recovery Plan, including implementation, testing and a full project plan for any outstanding work.

<https://secure.toronto.ca/council/agenda-item.do?item=2021.AU10.8>

The Council motions related to Audit Committee are anchored on audit report [AU 7.3 - Disaster Recovery Planning for City Computer Facilities](#), which articulates on the City's contingency plans in the event of a disaster disabling City technology services. This audit report was adopted by the City Council on May 26, 2008.

## COMMENTS

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The City of Toronto operates three data centres to ensure robust data security and the continuity of critical services, including the City's website, 311, and corporate systems. These data centres regularly back up data to protect against threats such as hardware failure, human error, hacking, malware, and natural disasters.

The City's multi-year Enterprise IT Disaster Recovery (DR) Program, along with audits and assessments by the Auditor General, has highlighted the growing need to expand data backup capacity beyond previous requirements. To address this need, the City is enhancing backup and recovery capabilities at the newly upgraded Tiffield Data Centre as part of the Datacentre Modernization Program. This program is a foundational element necessary to support the outstanding recommendations from the Auditor General.

In 2022, the City competitively awarded a contract to Computacenter TeraMach Inc. to procure Veritas NetBackup software and related maintenance to support automated City Data Centre backup and recovery. This Blanket Contract Amendment facilitates the increased capacity to automate and schedule backups, ensuring consistent data protection. This approach enhances resilience by safeguarding against hardware failures, accidental deletions, and cyber threats, while also supporting regulatory compliance and maintaining operational continuity.

This contract amendment will ensure continued support for the City's critical backup infrastructure and disaster recovery capabilities and provide necessary capacity for IT modernization initiatives through the contract term ending in July 2027. The City will initiate a new competitive request for services in early 2027 to secure a new contract. At the time of writing this report, City staff verified through third-party analysis that pricing within this contract remains competitive.

## CONTACT

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## SIGNATURE

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