

Clause 7 in Report No. 11 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on June 25, 2015.

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Software License and Hardware
Maintenance and Support Agreement Extensions

Committee of the Whole recommends adoption of the following recommendation contained in the report dated May 21, 2015 from the Commissioner of Transportation Services:

1. Recommendations

It is recommended that:

1. Council authorize the Region to extend and/or renew the agreements with each of the vendors listed in Private Attachment 1 for software license and hardware maintenance and support.
2. The term and the associated costs of these agreements be authorized as outlined in Private Attachment 1.
3. The Commissioner of Transportation Services be authorized to execute the necessary amendment to the agreements on behalf of the Region.

2. Purpose

This report seeks Council authorization to extend agreements with current providers of technology software license and hardware maintenance and support for the provision of a variety of services for Regional infrastructure.

Council approval is required for a direct purchase pursuant to the provisions of Section 9 of the Purchasing Bylaw, on the basis that the paramount consideration in seeking the system upgrade is compatibility with existing equipment and service.

The attachment with this report is private pursuant to Section 239(2)(a) of the *Municipal Act, 2001*, as the subject matter of the attachment involves security of the property of the Region.

3. Background

The Region's Purchasing Bylaw requires Council approval for direct purchases where the value is greater than \$100,000 or total term exceeds five years

The extension and/or renewal of these agreements are deemed to be direct purchases under the Bylaw. Purchases in excess of \$100,000 require Council approval. The extension and/or renewal of contracts with total terms in excess of five years also require Council approval.

Transportation Services uses several technology systems to deliver services to York Region residents

Transportation Services utilizes a wide range of software applications and hardware equipment to support operations and provide services to York Region residents. The software applications and hardware equipment enable staff to carry out mandated service guidelines and ensure industry standards are met. The vendors listed in Private Attachment 1 have supplied technology systems including Viva automated fare collection, computer-aided dispatch and automatic vehicle location, scheduling, traveler information, security cameras, work order management system, permit system, centralized traffic control system, and bridge and pavement management systems.

These software applications and hardware equipment have been in use for several years, and due to the complexity of business needs and the operational impact to changing technology, are not replaced frequently. Considering the continuity of services provided to residents, financial benefit, safety and security of staff, continued use of exiting technology systems is required.

4. Analysis and Options

Extension and/or renewal of the existing agreements for software license maintenance and support services is required to ensure compatibility with the existing systems

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Software applications and hardware equipment, currently in use by Transportation Services, are proprietary in nature and ongoing software and hardware maintenance and support from vendors is necessary to maintain daily operations.

The existing agreements, make provisions for the following services to be rendered by the vendor to Transportation Services:

- Ensure software operates in conformity with the descriptions and specifications
- Provide telephone support, in the form of technical assistance and advice, on the use and configuration of the software
- Correct software deficiencies within a timeframe as agreed between York Region and the vendor, based on the severity of the deficiency
- Provide York Region with minor upgrades to the software at no additional charge
- Make other generic developments, such as reports, interfaces, etc., available to York Region
- Provide 24/7 telephone support

Extension and/or renewal of hardware maintenance and support agreements is necessary to ensure that the equipment that staff and residents use is in working condition at all times

The hardware maintenance agreements include specialized regular, preventive maintenance, periodic emergency corrective maintenance and supply and storage of spare parts for the complex machines installed at Transit terminals, Viva stations, vivaNext stations, signalized intersections, garages and Regional vehicles. York Region staff rely on hardware maintenance contractors to ensure that the devices are in good working condition. As the contractors have been providing these services satisfactorily, it is recommended that the existing agreements be extended and/or renewed.

Extension and/or renewal of the agreements with hardware maintenance contractors is supported by the following:

- Specialized skills - Service contractors that work on these devices are suitably trained and equipped in the maintenance of specialized machinery and equipment

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- Continuity and single point of responsibility - having the existing vendor perform planned and emergency maintenance services, provides continuity and single point of responsibility
- Staff focus - Transportation Services staff has some knowledge to undertake technical maintenance services, but do not have enough resources to undertake maintenance during service hours
- Shop maintenance services - Repair of damaged parts or replacement of defective parts, which involves the use of specialized tools and employment of specialized skills, will continued to be supplied and repaired

The software applications and hardware equipment listed in Private Attachment 1 are required to deliver various transportation services to York Region residents.

Link to key Council-approved plans

Technology maintenance and support services are an integral component of managing the department's technology needs in a safe and efficient manner. Continued use and support of existing systems align with the following 2015-2019 Strategic Plan goals:

- Continue to deliver and sustain critical infrastructure – through technology systems used to collect data and model systems
- Manage the Region's finances prudently – working to optimize decision making to ensure programs are managed and audited efficiently and within corporate guidelines
- Strengthen organizational capacity – through implementation of best practices, continuous improvement and efficient use of existing systems

5. Financial Implications

Private Attachment 1 summarizes the 2015 annual costs and the estimated annual costs for extension years for each agreement that exceed the financial threshold in the Purchasing Bylaw. The five-year total cost is based on continued utilization over the five years and also factor in estimated change in user licensing requirements. In some cases, the software may be replaced or upgraded prior to the end of 2019, and the total costs may be less than the estimates provided in Private Attachment 1.

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The costs for all licensing, maintenance, and support agreements will be managed within the approved Transportation Services annual operating budget.

6. Local Municipal Impact

There are no direct municipal impacts as a result of this report. Continued use of established technology systems that meet required business needs will ensure timely, safe and reliable services and support effective customer service to York Region residents.

7. Conclusion

Technology systems play a key role in delivering various transportation services to York Region residents. The Purchasing Bylaw requires Council approval for purchases over \$100,000. The Purchasing Bylaw also requires Council approval for extension and/or renewal of contracts with total terms in excess of five years. The Transportation Services department has completed a review of its technology systems and seeks approval for the extension and/or renewal of existing vendor agreements as detailed in Private Attachment 1 of this report.

For more information on this report, please contact Rajeev Roy, Director (A), Strategic Business Planning at ext. 75682.

The Senior Management Group has reviewed this report.

May 21, 2015

Private Attachment (1)

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Accessible formats or communication supports are available upon request