

Clause 21 in Report No. 1 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on January 26, 2017.

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OrgPublisher

### Maintenance and Support Services Contract Renewal

Committee of the Whole recommends adoption of the following recommendations contained in the report dated November 4, 2016 from the Commissioner of Finance:

1. Council authorize an extension of the agreement between the Region and Aquire Solutions Inc. to provide OrgPublisher maintenance and support services for a further term of five years, expiring on November 30, 2021, at a total renewal cost of \$45,741.65, excluding applicable taxes.
2. The Commissioner of Finance be authorized to execute the agreement on behalf of the Region.

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Report dated November 4, 2016 from the Commissioner of Finance now follows:

#### 1. Recommendations

It is recommended that:

1. Council authorize an extension of the agreement between the Region and Aquire Solutions Inc. to provide OrgPublisher maintenance and support services for a further term of five years, expiring on November 30, 2021, at a total renewal cost of \$45,741.65, excluding applicable taxes.
2. The Commissioner of Finance be authorized to execute the agreement on behalf of the Region.

#### 2. Purpose

This report seeks authority for the Region to extend an agreement with Aquire Solutions Inc. (Aquire) for OrgPublisher maintenance and support services under the direct purchase provisions of Purchasing Bylaw 2014-53. A direct purchase is required as Aquire is the only entity capable of providing maintenance and

support services for OrgPublisher software. Council approval is required because the total contract price exceeds \$100,000 and the term of the proposed contract is greater than five years.

### 3. Background

The Region uses OrgPublisher software to create organization charts and reports

Organization charts are diagrams that visually represent the structure of an organization and relationships between positions. The Region uses Aquire's OrgPublisher software to generate up-to-date organizational charts and reports to inform annual budgeting and workforce planning. The charts and reports also assist in meeting requirements under Letters of Intent signed with CUPE Locals 905 (York Region Unit) and 905 (Long Term Care Unit) to provide staff complement summaries and organizational charts.

OrgPublisher software requires maintenance and support service contracts to ensure system reliability and business continuity

Service contracts are established during the initial procurement of software to maintain the software's reliability and provide technical support. These contracts include maintenance services such as upgrades, security patches and basic repair, and support services such as access to help desk support and professional services to aid staff in developing reports and resolving problems.

Maintenance and support services for OrgPublisher are directly purchased from Aquire as these services are only available from this vendor. Direct purchases are permitted under Section 9.1 (b) of the Region's Purchasing Bylaw where there is only one entity reasonably capable of providing the deliverables.

### 4. Analysis and Options

Council approval of the renewal of the OrgPublisher services contract is needed to continue maintenance and support

A renewal of the Aquire contract is required to continue OrgPublisher maintenance and support services.

The Region's Purchasing Bylaw specifies thresholds that require Council approval. Section 9.2 requires Council approval for contracts awarded under Section 9.1 (b) with a total cost exceeding \$100,000. Section 11.3 requires Council approval for contract renewals in excess of five years.

## OrgPublisher Maintenance and Support Services Contract Renewal

The renewal of the existing contract with Aquire for OrgPublisher maintenance and support services would bring the total contract price to over \$100,000 and the total contract term to over five years.

### 5. Financial Considerations

The cost for the OrgPublisher maintenance and support services contract over the next five years is \$45,741.65, excluding taxes. This amount is consistent with previous renewal amounts for this contract. The contract end date is November 30, 2021.

The required funding is included in the annual Information Technology Services operating budget.

### 6. Local Municipal Impact

There are no direct local municipal impacts as a result of this report.

### 7. Conclusion

Staff is seeking Council authorization for a five-year renewal of the OrgPublisher maintenance and support services contract with Aquire. OrgPublisher supports several of the Region's business requirements and its use is expected to continue into the foreseeable future.

For more information on this report, please contact John Swan, Director, Information Technology Services, at 1-877-464-9675 ext. 71756.

The Senior Management Group has reviewed this report.

November 4, 2016

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Accessible formats or communication supports are available upon request