NO: R109		COUNCIL DATE: May 30, 2022

REGULAR COUNCIL

TO:	**Mayor & Council**	DATE:	**May 26, 2022**
FROM:	**General Manager, Engineering** **General Manager, Corporate Services**	FILE:	**1345-01**
SUBJECT:	**GIS and Work Management Software Enterprise License Agreement Renewal**		

RECOMMENDATION

The Engineering Department and Corporate Services Department recommend that Council:

1. Approve a single source award to Esri Canada Ltd. for the provision of geographic information system software, licensing and technical support for a three-year term at an annual (averaged) cost of $490,422.67, including applicable taxes;

2. Approve a single source award to Esri Canada Ltd. for the provision of work management software, licensing and technical support for a three-year term at an annual (averaged) cost of $373,619.33, including applicable taxes; and

3. Authorize the General Manager, Engineering to execute the contracts with Esri Canada Ltd. for the three-year terms.

INTENT

This report seeks Council authorization for three-year contracts with Esri Canada Ltd. ("Esri Canada") to provide geographic information system ("GIS") software and work management ("Cityworks") software.

BACKGROUND

GIS software has been used by the City for mapping and analysis purposes for more than 20 years. In 2005, the use evolved to include a centralized spatial database, formal maintenance processes and map information sharing via COSMOS, the City's flagship web mapping application. The software was developed by Esri, a US -based market leader in GIS mapping and spatial analytics software.

In 2006, a software called Cityworks was implemented to improve the City's ability to respond to service requests and track work done on transportation, water, sanitary, drainage and park infrastructure and the City's fleet assets. Cityworks software interfaces with the City's GIS software providing a powerful work management solution. Cityworks software was developed by Trimble Inc., also a US-based company that specializes in GIS-centric digital asset and infrastructure work management solutions.

Esri Canada is the reseller of both Esri's GIS software and Trimble Inc.'s Cityworks software. The City has engaged with Esri Canada on a single source contractual basis since 2005. The City's most current agreements with Esri will expire on June 30, 2022.

DISCUSSION

GIS and Cityworks are an integral part of the City's operations. As noted above, these software systems are interfaced, providing a powerful work management solution. Cityworks essentially leverages the City's GIS database providing a complete solution for managing the City's dispersed infrastructure with tools for effectively creating and tracking work activities associated to assets and addresses. This includes efficiently handling customer service requests, work orders, and inspections.

The GIS and Cityworks solution has vastly improved workflow efficiency, customer service, and supported continuous improvement of numerous processes, both in the field and in the office. Additionally, staff relies on the use of this software in the development of the City's key strategic initiatives. Some recent examples include:

- Sustainable Service Delivery;
- 10 Year Capital Plan;
- NextGen 911;
- Disaster Debris Management; and
- Data Driven Decision Making (D3M).

Hundreds of staff interact with the software daily. New data are regularly added to numerous asset inventories maintained by the Engineering Department, the Parks, Recreation & Culture Department and the Planning & Development Department. The resulting information is integrated with City business systems and publicly shared on COSMOS, which is consistently one of the top visited pages on the City's website with over 150,000 visits in 2021.

The City continues to leverage software from Esri Canada to improve processes and add new capabilities in support of data driven decision making, improved data collection, processing and analysis of internal business data or information.

GIS and Cityworks software are available to the City through two distinct Enterprise License Agreements ("ELA"). These are described below, along with a discussion on pricing and evaluation.

GIS Enterprise License Agreement

Pricing for the GIS ELA is based on software utilization, i.e., the content and quantity of software used by staff or contractors working for the City. Licenses are required for enterprise servers, staff workstations and for staff utilizing cloud-based software in the field.

Cityworks Enterprise License Agreement

Cityworks ELA pricing is a function of City population and the number of optional extensions used. The City currently uses the Standard Cityworks Server AMS Package, with the Service Request, Work Order and Inspection API extensions. Cityworks software can be installed on any number of staff workstations and allow unlimited use without impacting cost.

Pricing

Total annual costs for GIS and Cityworks is provided below:

ELA	Year 1 Cost (incl. applicable taxes)	Year 2 Cost (incl. applicable taxes)	Year 3 Cost (incl. applicable taxes)	Total 3-year Cost (incl. applicable taxes)
GIS Software	$476,000	$490,280	$504,988	$1,471,268
Cityworks Software	$362,630	$373,511	$384,717	$1,120,858

GIS and Cityworks Software Alternatives

In addition to GIS and Cityworks being interfaced with each other, they are heavily embedded in the City's enterprise system architecture and are significantly integrated with many business systems and processes. The software has continued to support City strategies and initiatives, projects and processes, and deliver on expectations at a discounted local government rate. In 2019, a review of software alternatives was conducted that found while alternatives do exist, no competing vendors can offer the same enterprise suite of software on the scale of Esri-based products. This is a benefit to the City as one suite of software is easier to maintain than many distinct and separate solutions.

Legal Services Review

Legal Services has reviewed the ELAs as well as the content of this report and has no concerns.

SUSTAINABILITY CONSIDERATIONS

Renewal of GIS and Cityworks enterprise license agreements support the objectives of the City's Sustainability Charter 2.0 theme of Infrastructure, specifically the following desired outcome (DO) and strategic direction (SD):

- All Infrastructure DO1: City facilities and infrastructure systems are well managed, adaptable, and long lasting, and are effectively integrated into regional systems; and
- All Infrastructure SD1: Proactively manage community assets to maintain them over the long-term in a state of good repair.

FUNDING

Funding for the ELA license contracts is available within the Corporate Services Department's operating budget.

CONCLUSION

Esri Canada's GIS and Cityworks software are an integral part of the City's operations business systems and processes. Hundreds of staff interact with the software every day. The Engineering and Corporate Services departments are seeking Council authorization of single-source contracts with Esri Canada for the provision of GIS and Cityworks software for a term of three years.

Scott Neuman, P.Eng.　　　　　　　　　　Rob Costanzo
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