Toronto
District
School
Board

Contract Awards - Operations

To: Finance, Budget and Enrolment Committee

Date: 6 June, 2019

Report No.:   06-19-3677

Strategic Directions

- Allocate Human and Financial Resources Strategically to Support Student Needs

Recommendation

It is recommended that the:

1. contract awards on Appendix A be received for information; and

2. contract awards on Appendix C be approved.

Context

In accordance with the Board's Policy P.017: Purchasing:

- The Director or designate may approve operations contracts over $50,000 and up to $175,000 and report such contracts to Finance, Budget and Enrolment Committee;

- Finance, Budget and Enrolment Committee may approve operations contracts in excess of $175,000 and up to $250,000; and

- The Board shall approve all operations contracts over $250,000. All contracts for consulting services (as defined in the Broader Public Sector Procurement Directive) in excess of $50,000 must be approved by the Board.

The recommended suppliers and the term of each contract are shown in the attached appendices. Appendix A outlines contract awards provided for information; Appendix B outlines contracts requiring Finance, Budget and Enrolment Committee approval, and Appendix C outlines contracts requiring Board approval. The amounts shown are based on the estimated annual consumption unless indicated otherwise. Actual amounts

depend on the volume of products/services actually used during the term of the contract.

Purchasing Services invited bids from a minimum of three firms except where sole/single source is indicated. Requirements expected to exceed $100,000 were posted on the Bids & Tenders e-Tendering portal (www.bidsandtenders.ca), to advertise procurement opportunities in compliance with the Broader Public Sector Procurement Directive, applicable trades treaties (e.g. Canadian Free Trade Agreement, Comprehensive Economic and Trade Agreement, etc.) and Board policy and procedure.

When a Request for Tender is issued, the lowest cost bid is accepted where quality, functionality, safety, environmental and other requirements are met. When a Request for Proposals is issued, a variety of evaluation criteria are used, including price. Each of those criteria is weighted based on relative importance to the Board. The bidder with the highest overall score is recommended for contract award. Every effort is made to include input from end users in the development of specifications and the evaluation process. Copies of all bids received and detailed information regarding all recommended awards are available in the Purchasing Services department.

Action Plan and Associated Timeline

Not applicable.

Resource Implications

Funding sources have been identified for each award listed in the attached appendices.

Communications Considerations

Not applicable.

Board Policy and Procedure Reference(s)

PO:17 Purchasing

Appendices

- Appendix A: Contract Awards Provided for Information
- Appendix B: Contracts Requiring Finance, Budget & Enrolment Committee Approval (Nil Items this report)
- Appendix C: Contracts Requiring Board Approval
- Appendix D: Briefing Note – Senior Level 4 Business Intelligence Specialist – External Resource
- Appendix E: Briefing Note – Security Partner Services
- Appendix F: Briefing Note – Applied Suicide Intervention Skills Training (ASIST)

- Appendix G: Briefing Note - New Computers – Desktops, Laptops and Tablets
- Appendix H: Briefing Note - Digital Duplicators
- Appendix I: Briefing Note - Enterprise Communication Platform

From

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APPENDIX A

<u>Contract Awards Provided for Information (contracts over $50,000 and up to $175,000)</u>

#	User/Budget Holder School/Department	Products/Services Details	Ward	Recommended Supplier	Low Bid/ Highest Score	Objections	# of Bids Rec'd	Estimated Annual Amount	Projected Start/End Date of Contract	Customer Involvement
1	Information Technology & Management Services Managing Information for Student Acheivement (MISA) funding.	Senior Level 4 BI Specialist – External Resource **See Appendix "D"**	N/A	NewComp Analytics	N/A	No	Sole Source	$119,848	May 2019/ August 2019	Information Technology& Management Services, Purchasing Services
2	Information Technology Security, Risk and Audit	Security Partner Services- Incident Report **LG19-375PQ** Vendors of Record **See Appendix "E"**	N/A	Deloite Information Systems Architects Bulletproof Solutions ULC KPMG LLP	Yes	No	8	$50,000.	July 2019/ June 2021	Information Technology Security, Risk and Audit Purchasing Services
3	Student Voice, Engagement & Well-Being	Applied Suicide Intervention Skills Training (ASIST) Training for Trainers Course **See Appendix "F"**	N/A	LivingWorks Education Inc.	N/A	N/A	Sole Source	$57,240	July 2019	Student Voice, Engagement & Well-Being

APPENDIX B

Contracts Requiring Finance, Budget and Enrolment Committee Approval
(contracts over $175,000 and up to $250,000)

#	User/Budget Holder School/Department	Products/Services Details	Ward	Recommended Supplier	Low Bid/ Highest Score	Objections	# of Bids Rec'd	Estimated Annual Amount	Projected Start/End Date of Contract	Customer Involvement
-	Nil Items	-	-	-	-	-	-	-	-	-

APPENDIX C

Contracts Requiring Board Approval (contracts over $250,000 and Consulting Services over $50,000)

#	User/Budget Holder School/Department	Products/Services Details	Ward	Recommended Supplier	Low Bid/ Highest Score	Objections	# of Bids Rec'd	Estimated Annual Amount	Projected Start/End Date of Contract	Customer Involvement
1	All Schools/Departments	**New Computers – Desktops, Laptops and Tablets** AS19-002Q (OECM 2016-261) **See Appendix "G"**	N/A	Compugen	Yes	No	3	$7,000,000	July 2019/ Oct 2025	IT Services/ Purchasing Services
2	All Schools/Departments	**Digital Duplicators** **See Appendix "H"**	N/A	Bryte Com Inc.	Sole Source	No	N/A	$450,000	June 2019/ May 2022	Purchasing Services
3	All Schools/Departments	**Enterprise Communication Platform** LG19-340P **See Appendix "I"**	N/A	West Unified Communications Services Canada Inc.	Yes	No	5	$307,500.	Sept.2019/ Aug.2024	IT Services/ Purchasing Services

APPENDIX D

BRIEFING NOTE

Date   6 June 2019

To   Finance, Budget and Enrolment Committee

From   Peter Singh, Executive Officer, Information Technology and Information Management

Subject   **Senior Level 4 Business Intelligence (BI) Specialist Resource**

Purpose   TDSB received MISA (Managing Information for Student Achievement) funding to support the provision of self-serve capabilities within our Student Success Dashboard, to allow for flexibility to report across multiple data sources, comparing various indicators such as achievement, attendance, EQAO, etc. This is in support of 1) Transform Student Learning and 2) Provide Equity of Access to Learning Opportunities for All Students.

In order to achieve these capabilities, the Student Success Dashboard requires a complete upgrade and re-architecture of the existing foundation.

We were looking for a specific Senior Level 4 Business Intelligence Specialist resource who has solid experience/skillset with the migration of IBM Cognos Compatibility Query Mode (CQM) 10.2 to Dynamic Query Mode (DQM) 11.1 and Introduction of Dynamic Cubes, leveraging virtual cube technology. The competitive process was followed, 5 OECM vendors (Altis, TekSystems, Info Tek, Eagle, and Bagg) were contacted with our resource requirements. We received resumes from 3 vendors and conducted interviews with 6 individuals. The candidates had some of the qualifications, however there was not one individual with the breadth of qualifications that is required in this situation.

Alternatively, IT has engaged NewComp, an IBM Platinum Partner, one of only a few in Canada. They have been coaching clients to analytics excellence for over 20 years. NewComp focuses heavily in education, having recently worked with the Edmonton School Board on their school and principal level dashboarding project.

NewComp has provided TDSB with a competitive Statement of Work (SOW) which fully meets the resource requirements for this engagement.

Strategic Direction
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APPENDIX E

BRIEFING NOTE

Date	6 June 2019
To	Finance, Budget and Enrolment Committee
From	Peter Singh, Executive Officer, Information Technology and Information Management
Subject	**Security Partner Services – Incident Report**

Purpose   Due to the increased number and increased complexity of cyber threats faced in the TDSB computing environment, the IT Security Operations department requires the services of a third party security partner. The cyber security partner(s) will be tasked with assisting in the assessment, investigation and containment of major IT security breaches faced by the Board, from both internal and external sources.

A Request for Pre-Qualification (RFPQ) was issued on Wednesday March 20, 2019 to elicit responses from qualified vendors. The RFPQ closed on Wednesday April 3, 2019. Eight bids were received and shortlisted to four.

The four shortlisted bids from Deloitte, Information Systems Architects, Bulletproof Solutions ULC, and KPMG LLP be listed as Vendors or Record for cybersecurity services.   Any of these vendors can be contacted and engaged quickly in the event of a cyber security event or breach to the TDSB's computing environment.

These partners can provide reactive assistance to the IT Security Operations group for cybersecurity events. They will serve to mitigate the potential impact of security breaches and ensure that the IT Services department can continue to provide Service Excellence to students, faculty and staff.

Strategic Direction

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APPENDIX F

BRIEFING NOTE

Date	6 June 2019
To	Finance, Budget and Enrolment Committee
From	Colleen Russell Rawlins, Associate Director – Equity, Well-Being, and School Improvement
Subject	**Applied Suicide Intervention Skills Training (ASIST)**

Purpose The Applied Suicide Intervention Skills Training (ASIST) teaches participants to recognize when someone may have thoughts of suicide and work with them to create a plan that will support their immediate safety. This program is supported by School Mental Health Ontario as a leading evidence-based suicide intervention program.

The Multi-Year Strategic Plan for Student Well-Being and Mental Health Action Plan commits to "Providing training on suicide prevention to various employee groups". Current TDSB staff who have shown a keen interest in this area have been selected for the training. The five-day *ASIST Training for Trainers* (T4T) course is the first step towards becoming a registered ASIST trainer with the approved skills to facilitate learning for others. By training 24 TDSB employees, TDSB will create its own training team which will allow ongoing training to occur and reduce future training costs. This specialized knowledge and capacity in suicide identification and intervention is an overall investment in student mental health and wellbeing in TDSB.

Strategic Direction
- Allocate Human and Financial Resources Strategically to Support Student Needs

APPENDIX G

BRIEFING NOTE

Date   6 June 2019

To   Finance, Budget and Enrolment Committee

From   Peter Singh, Executive Officer, Information Technology and Information Management

Subject   **New Computers – Desktops, Laptops and Tablets**

Purpose   The current contract for new computers expires on 30 June 2019. After analysis of the offering and negotiation with the approved vendor, it was determined that it would be advantageous to take advantage of the existing OECM agreement for End-User Computing Devices and Services.

OECM awarded their agreements to 3 vendors: Dell, Compugen and CDW Canada. TDSB staff requested pricing from all 3 vendors for computer models with defined technical specifications that meet the requirements of the Board.

Compugen was the lowest bidder through this process, and they are also our incumbent vendor of record. Proceeding with Compugen, we have an established process for configuring, asset tagging and delivering, so the transition to the new contract will be seamless.

Strategic Direction
- Allocate Human and Financial Resources Strategically to Support Student Needs

APPENDIX H

BRIEFING NOTE

Date   6 June 2019

To   Finance, Budget and Enrolment Committee

From   Craig Snider, Associate Director – Operations and Service Excellence

Subject   **Digital Duplicator Fleet Refresh**

Purpose   The first agreement for Digital Duplicators in TDSB Schools dates back to 1996, a couple years before amalgamation of the legacy boards. The TDSB has had an active agreement for this type of equipment ever since.

Duplicators have been ideal for school use due to their use of newsprint recycled paper, which makes them an excellent option for printing documents in large numbers at a relatively lower cost. They also have other environmental attributes such as low energy consumption.

On February 6, 2019 the TDSB issued a Request for Tender (RFT) for the provision of Digital Duplicators. The RFT closed on March 14, 2019 and received no bids.

The RFT had 2 document takers, as the market for this particular equipment is small.

The RFT requested a "cost-per-copy" pricing model as has been past practice. That model has proven to no longer be financially viable which is why even the incumbent vendor was unable to bid.

Upon receiving no bids, we met with our current contracted vendor, who was able to construct a cost per copy/lease blend that would allow for us to keep the duplicators in our schools. The new CPC (0.006) will be a decrease of the previous agreement CPC (0.00748) and will include a monthly lease of $116.34. This will feature an optional buy-out option at the end of the 36 month term of $10.00, and will allow all consumables and service to continue for the life of the equipment at the same CPC of $0.006.

The value of the contract is based on approximately 371 units being installed through the new agreement.

Strategic Direction
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BRIEFING NOTE

Date	6 June 2019
To	Finance, Budget and Enrolment Committee
From	Peter Singh, Executive Officer, Information Technology and Information Management
Subject	**Enterprise Communication Platform**

Purpose   The IT Services department requires a solution that will allow for the continuation of the student safe arrival program. The solution offers automatic parental notification in the case of student absences. The current contract expires August 31, 2019.

A Request for Proposal (RFP) was issued on April 1, 2019 to elicit responses from qualified vendors. The RFP closed on April 22, 2019.

Four bids were received in response to this RFP. The bids from IBI Group Professional Services and West Unified Communications Services passed the technical evaluation phase of the RFP.   Of these two bids, West Unified had the highest technical score and the lowest price. Additionally, West Unified is our incumbent provider with its SchoolMessenger platform.

It is recommended that West Unified be awarded the contract.   The award will be for $307,500 annually for a term of 2 years, with the Board having the option to extend for (3) one year terms. The new contract also offers a lower cost per student ($1.25 vs $1.50) over the existing agreement with West Unified.

The continued use of SchoolMessenger will contribute to seamless ongoing safety of the student population.

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