



Contract Awards – Operations

To: Finance, Budget and Enrolment Committee

Date: 26 February, 2020

Report No.: 02-20-3848

Strategic Directions

- Allocate Human and Financial Resources Strategically to Support Student Needs

Recommendation

It is recommended that:

1. the contract awards on Appendix A be received for information; and
2. the contract awards on Appendix B 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 and Enrolment Committee Approval
- Appendix C: Contracts Requiring Board Approval
- Appendix D: Briefing Note – IT Technical Support Services for Software Programmers/Developers

- Appendix E: Briefing Note – Continuing Education Registration Solution
- Appendix F: Briefing Note – Veritas NetBackup Software
- Appendix G: Briefing Note – Upcoming Recommendation for a New Student Information System

From

Craig Snider, Executive Officer – Finance, at craig.snider@tdsb.on.ca or at 416-397-3188.

Chris Ferris, Senior Manager, Administrative Services, at chris.ferris@tdsb.on.ca or at 416-395-8036.

APPENDIX A

Contract Awards Provided for Information (contracts over \$50,000 and up to \$175,000)

| # | 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 | Information Technology & Management Services MISA Funding & Dual Credits | External IT Technical Support Services for two (2) Software Programmers/ Developers OECM 2014-213 See Appendix 'D' | N/A | Altis Professional Recruitment TEKSystems Canada | Yes | No | 4 | \$95,650 \$76,300 | Feb. 3, 2020/ Aug. 31, 2020 Feb. 3, 2020/ July 15, 2020 | Information Technology & Management Services |

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 |
|---|---|--|------|-------------------------------|------------------------------|------------|-----------------------|-------------------------------|---|--|
| 1 | Continuing Education | Continuing Education Registration Solution AS19-003P See Appendix 'E' | N/A | DMS Technologies | Yes | No | 5 | \$48,000 | April 2020 / March 2025 | IT Services Purchasing Services Continuing Education |
| 2 | IT Services | Veritas NetBackup Software OECM RFP 2018-318 See Appendix 'F' | N/A | TeraMach Technologies Inc. | Yes | No | 3 | \$190,257 | March 2020/ Feb 2021 | IT Services |

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 |
|---|---|------------------------------|------|-------------------------|------------------------------|------------|-----------------------|-------------------------------|---|-------------------------|
| - | Nil Items | - | - | - | - | - | - | - | - | - |

BRIEFING NOTE

Date 26 February 2020
To Finance, Budget & Enrolment Committee
From Peter Singh, Executive Officer, Information Technology and Information Management

Subject **External Technical Support Services**

Purpose Information Technology and Management Services requires the occasional use of external service providers to assist with project-based work in instances where internal capacity is stretched or does not exist.

A list of vendors of record in this service category was established through the Ontario Education Collaborative Marketplace (OECM) for use by school boards, colleges, universities and other interested Broader Public Sector entities in Ontario.

IT staff contacted four service providers from the OECM vendor of record list, and subsequently interviewed five potential candidates. The two resources reported above in Appendix A were selected to work on the following three projects below. The resource from Altis Professional Recruitment will be working on the first two projects, and the resource from TEKSystems Canada will be working on the third project.

1. Dual Credits Application

The project is to include a number of enhancements within an existing application 'Dual Credits Application' used by Secondary Schools allowing high school students to earn college credits, while completing their high school education. TDSB students can take courses at participating colleges, earning both OSSD and college credits at the same time. Enhancements include:

1. the ability for the administrators to enter student marks into Dual Credits Application - to replace a cumbersome process of communicating marks to the teachers; and
2. automation of the applications' school transfers for students that have changed schools following their applications' submission – to replace a lengthy manual process.

2. Data Quality Management Application

This tool exposes OnSIS errors to schools and central departments on

an ongoing basis to ensure schools can address all their known issues in timely manner. SIS, Planning, Special Education and Employee Services are looking at improvements and efficiencies around the ONSIS submission process. Enhancements have been requested to automate the PowerSchool OnSIS snapshot process and present all the discrepancies to the school staff in an informative, intuitive and easy-to-manage form. In addition, include functionality to enable weekly auto-notification to school inbox during peak ONSIS time indicating number of errors to be corrected or investigated.

3. OnSIS Tracker Application

SIS, Planning, Special Education and Employee Services are looking at improvements and efficiencies around the ONSIS submission process. Enhancements have been requested to include Special Education to the current process of tracking errors. A new process will be added for school principals to sign off on the Ministry Section Reports for their schools as part of the OnSIS process. In addition, the application will be expanded to support tracking of the ConEd and Suspension/Expulsion yearly submission.

- Strategic Direction**
- Allocate human and financial resources strategically to support student needs.

BRIEFING NOTE

Date 26 February 2020

To Finance, Budget and Enrolment Committee

From Uton Robinson, System Superintendent, Continuing Education, Alt, Adult, Partnerships, Summer Program

Subject **Continuing Education Online Registration**

Purpose The Board's current Continuing Education registration system is an on premise solution called Class, provided by Active Network. This solution has been in place for a number of years and the vendor is retiring support for this product.

A Request for Proposals (RFP) was issued to solicit proposals for a new vendor hosted "cloud" based solution. The RFP was created based on input from the various stakeholders within the Continuing Education and IT Services departments. There were four compliant bids received by the submission deadline. These bids were from CampusCE, DMS Technologies, Focus School Software and Web4You Inc.

After evaluating the rated criteria and pricing portions of the four submissions, the bids from CampusCE and DMS Technologies scored highest and were shortlisted. Both vendors were invited to present a high level overview of their solutions to the evaluation committee. With their eBase platform, DMS Technologies demonstrated that they could best meet user and staff functionality, along with the reporting and implementation requirements outlined in the RFP. At the completion of this stage, DMS Technologies was engaged in a Proof of Concept (PoC) session for the Continuing Education department that included a hands-on demonstration of their solution. While providing greater detail in terms of staff and customer functionality, DMS Technologies also addressed the concerns that were raised as a result of the PoC. Their eBase platform will enhance the ability of the Continuing Education

department to provide Service Excellence to its existing and future clients.

It is recommended that DMS Technologies be awarded the contract to host the Continuing Education online registration system via their eBase platform.

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

BRIEFING NOTE

Date 26 February 2020

To Finance, Budget & Enrolment Committee

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

Subject **Veritas NetBackup Software**

Purpose NetBackup is an enterprise backup software solution used to back up all data in our production environment.

This includes and is not limited to the following:

- Oracle databases
- SAP systems
- Exchange systems
- SQL databases
- User data on storage area network file servers
- All other application data backup requests

Netbackup is used in the recovery process of all data above and used by IT Services to support any client requests for data restores. NetBackup is also used to create data duplicates to be sent off-site as part of our disaster recovery process and is currently backing up 80-100 TB of data stored in our systems.

Backups for changed files are performed nightly during the week while full backups are performed on weekends.

The annual maintenance renewal provides software version upgrades to keep the software current as well as technical support and assistance.

Strategic Direction • Allocate human and financial resources strategically to support student needs.

BRIEFING NOTE

Date 26 February 2020

To Finance, Budget & Enrolment Committee

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

Subject **Upcoming Recommendation for a New Student Information System (SIS)**

Purpose Following the amalgamation of the legacy school boards creating the Toronto District School Board in 1998, the Board standardized on Trillium as the Student Information System (SIS) for the entire district. The original vendor providing this system was SRB Education Solutions. A few years ago, SRB was bought out by PowerSchool LLC, with Canadian headquarters in Burlington, Ontario. PowerSchool is a well established provider of SIS solutions with a global footprint. PowerSchool has continued to maintain the Trillium platform for TDSB and other Ontario school boards ensuring compliance with Ministry of Education reporting requirements. Our current SIS (Trillium) is based on an outdated software platform making it difficult to support and find skilled resources who can work of the old software, bringing it to end-of-life. In fact, the intent is to “sunset” the Trillium product entirely in the near future meaning that a brand new SIS product is required. All of the other forty-four (44) Trillium school boards in Ontario have started the journey to migrate to a new SIS system.

Staff are reviewing all options including a Vendor of Record arrangement available through the Ontario Education Collaborative Marketplace (OECM). What is clear is that a new SIS will lead to increased cost over what is currently budgeted to cover the current end-of-life system. A recommendation for a new SIS product is planned to be brought forward for the April 2, 2020 Finance, Budget, and Enrolment Committee.

Strategic Direction • Allocate human and financial resources strategically to support student needs.