

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

SEPTEMBER 23, 2020

Direct Purchase for Microsoft Unified Support Subscription

RECOMMENDATIONS

1. That the Board authorize a contract with Microsoft Canada Inc. for the purchase of an Advanced Unified Support subscription at a cost of \$136,788 plus applicable taxes, for a term of one year commencing on October 1, 2020, with an option to renew for one additional one year term for a total cost of \$273,576 plus applicable taxes, if all option years are exercised, under the Direct Purchase provisions of the Purchasing By-law; and
2. That the Chief be authorized to execute the contracts for the subscription and any subsequent renewals, provided that Microsoft Canada has performed to the satisfaction of the Chief and subject to the approval of The Regional Municipality of York's Regional Solicitor or designate as to form and content.

SYNOPSIS

This report requests approval to enter into a direct purchase of the annual subscription of Advanced Unified Support from Microsoft Canada for two one year periods at a total cost of \$273,576 plus applicable taxes. The contract term commences October 1, 2020 and concludes September 30, 2022 if the option year is exercised. Microsoft Canada Inc. is currently the only provider of this level of support. The Purchasing Bylaw 10-17 section 10 permits direct purchases where the compatibility of the purchase with existing equipment or services is the paramount consideration and subject to the Board's approval if greater than \$150,000.

FINANCIAL IMPLICATIONS

Funds in the amount of \$4,574,540 are included in the 2020 Operating Budget for software maintenance including \$90,000 for unified support. For 2020, offsetting savings have been identified within the Software Maintenance account to manage to the bottom line. The outlook year funding will be included in the proposed 2021 Operating Budget and subject to the approval of the Board and Regional Council.

BACKGROUND

York Regional Police has been a strong leader in developing innovative ways of policing our community and engaging our citizens. This innovation relies heavily on new technology that brings a level of complexity.

York Regional Police is currently reaching the end of a one year trial with Microsoft Canada Inc., for the Advanced Microsoft Unified Support offering. The Advanced Unified Support offering, which is proprietary to Microsoft, provides for a four hour response Service Level Agreement (SLA) when opening a non-critical case, and a one hour response for a critical case. This level of support is available 24 hours per day, 365 days a year and only Microsoft can provide this support.

The feedback from the Information Technology staff who have used the support indicates that there is a faster response time from the initial contact with Microsoft Support (four hours vs. 24 hours). Consequently, the faster response times lead to a quicker final resolution of an issue, thereby maximizing the availability of technology systems for York Regional Police staff members. York Regional Police is also able to directly access the second level of support at Microsoft which is a more efficient service that saves staff time when trying to resolve a technical problem therefore issues are resolved in a more timely manner. Included with the Advanced Microsoft Unified Support are training opportunities for users from a select list of official Microsoft courses. This results in additional cost savings by reducing training costs.

Various other Police Agencies including Toronto Police Service, Durham Regional Police Service, Calgary Police Services and Edmonton Police Services are users of Advanced Microsoft Unified Support and benefit from the savings for both the IT staff and the client.

Therefore, this report seeks the Board's approval for a purchase of an Advanced Unified Support subscription, in accordance with the direct purchase process outlined in Section 10.1 and 10.2 of Purchasing By-law 10-17, at a total cost of \$273,576 plus applicable taxes.

Jim MacSween B.A.A.
Chief of Police

JMS:rc

Accessible formats or communication supports are available upon request