

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: February 27, 2008

SUBJECT: PURCHASE AUTHORIZATION – CA MAINTENANCE
CONTRACT/LICENSES

RECOMMENDATION

It is recommended that the Commission approve the issuance of a purchase order to CA Canada Company for the Unicenter Software Maintenance for a three year period, in the upset limit amount of \$1,126,000, commencing February 28, 2008 to February 27, 2011.

FUNDING

Sufficient funds for this expenditure are included in the 2008 TTC Operating Budget and will be included in future Operating Budgets as required.

Sufficient funds for this expenditure are also included in Program 7.1 Corporate Systems, under Information Technology Infrastructure and End User Computing as set out on pages 1313 to 1347 - category State of Good Repair / Safety of the TTC 2008-2012 Capital Program as approved by City Council on December 11, 2007.

BACKGROUND

Computer Associates Unicenter software provides overall management of the Information Technology Enterprise for continuous availability and optimal performance by constantly monitoring the performance of various systems and flagging any anomalous activities. The Unicenter group of products installed at the TTC includes functionality for Service Desk, Asset Management, Remote Control, Software Delivery, Network Management, Event Management, Scheduling, and Systems Management. These functions support critical TTC systems such as the Wheel Trans Information Systems and the Materials Management Systems.

Unicenter software is currently operational on approximately 3,200 desktop computers and 110 application and data servers. Software maintenance is required to provide updates for the Unicenter products. In addition to keeping the product current, the maintenance costs include 24 hours per day, 7 days per week technical support 365 days a year.

The City of Toronto previously entered into the Master Agreement with CA Canada Company (formerly known as Computer Associates Canada Company) for a term of three (3) years commencing December 31, 2004 and ending December 31, 2007 which included that the TTC can enter the City of Toronto's Master Agreement under a separate schedule in order to leverage volume pricing. The TTC availed the opportunity and agreed to the schedule to the Master Agreement which expires on February 27, 2008.

The City pursuant to Report No. GM7.9, Clause 14 of the Government Management Committee Meeting 7 approved at Council on September 26 and 27, 2007, provided authorization and executed an amendment to extend the term of the Master Agreement for a further period of three (3) years ending December 31, 2010.

CA has changed its pricing structure on some of the products from a tiered based pricing structure to a flat rate.

DISCUSSION

On January 10, 2008, CA was invited to submit a single source proposal, as they are the original developers of the software and maintenance for this software is only available from CA. CA is located in Mississauga, Ontario.

Maintenance is required for existing CA software and additional CA licenses, as summarized in Appendix 'A'. CA submitted a Schedule to the City's Amendment to the Master Agreement between the City of Toronto and CA. The Schedule along with the Amendment is currently being reviewed by Legal for acceptance. The Master Agreement has previously been reviewed by Legal and is considered acceptable.

Due to the changes in CA's pricing structure from a lump sum cost for various products to a flat fee pricing structure, changes in the description of the products and due to the deletion and addition of support for various products over the past three years, a price comparison is not possible. CA's pricing is in line with the City of Toronto and they are unable to offer more favourable pricing.

The recommended amount includes a contingency of approximately 25% to allow for growth of the existing products over the three year period (i.e. increase in the number of servers and desktop computers that will require additional licenses of the existing CA software).

JUSTIFICATION

Information Technology Services requires Unicenter Software Maintenance to continue to provide the infrastructure functionality provided by the product. Without this maintenance, an unacceptable risk of system failure would exist, without any warnings or the opportunity for staff to take remedial action prior to failure.

February 12, 2008
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APPENDIX 'A'

PURCHASE AUTHORIZATION - CA MAINTENANCE CONTRACT/LICENSES

PROPOSAL SUMMARY

DESCRIPTION	THREE YEAR MAINTENANCE FOR EXISTING SOFTWARE	ADDITIONAL LICENSES	THREE YEAR MAINTENANCE FOR ADDITIONAL LICENSES
UNICENTER SOFTWARE	\$ 754,253.98	\$ 91,588.76	\$ 54,953.26
THREE YEAR TOTAL	\$ 900,796.00		
THREE YEAR GRAND TOTAL (incl. 25% contingency allowance)	\$ 1,126,000.00 *		

* Recommended for award