

Section I – Items for Authority Action

TO: Chair and Members of the Authority
Meeting #6/18, Friday, July 20, 2018

FROM: Michael Tolensky, Chief Financial and Operating Officer

RE: **INFORMATION TECHNOLOGY CONSULTING SERVICES**
Award of Preferred Source Contract

KEY ISSUE

Contract for information technology consulting services related to TRCA migration from on premise physical data centre to the Microsoft Azure cloud and IBM Notes to Microsoft Office 365.

RECOMMENDATION

THAT a preferred source contract for professional information technology consulting services for a period of 18 months be awarded to DeVries Technical Services for a total cost not to exceed \$100,000 plus HST;

THAT Toronto and Region Conservation Authority (TRCA) staff be authorized to approve additional expenditures to a maximum of 10% of the contract cost as a contingency allowance if deemed necessary;

THAT the contract be on terms and conditions satisfactory to TRCA staff and, as necessary, solicitor;

AND FURTHER THAT authorized TRCA officials be directed to take the action necessary to implement the contract including signing and execution of documents.

BACKGROUND

TRCA is undergoing a major transformation in how it utilizes information technology (IT) through a migration from on premise IT infrastructure to a cloud based IT environment. Over the last decade TRCA has relied on industry standard virtual server based IT infrastructure to host all of its business applications and data storage. This IT infrastructure was replaced during the Head Office move to 101 Exchange Avenue and has since undergone major maintenance and upgrades. Organizational growth, increased reliance on technology, as well as demands for new business applications, has resulted in the current infrastructure reaching capacity and end of life.

TRCA staff made the decision not to replace the physical infrastructure and migrate all on premise servers and business applications to the Microsoft Azure cloud. Migrating to a cloud based IT environment will eliminate the need for a formal data centre in TRCA's new headquarters as well as allow for better staff access to applications from any location over the internet and improved reliability and business continuity.

This project is also being completed in conjunction with a migration from IBM Notes to Microsoft Office 365. TRCA requires consulting expertise to move forward with Azure and Office 365 migrations as this is a complex new technology which will be the key platform for all IT activities going forward; TRCA does not have the staff resources or expertise to handle this migration in-house. Further, experienced consulting advice will ensure TRCA minimizes downtime and maintains business continuity.

Item 8.15

RATIONALE

TRCA has utilized the services of DeVries Technical Services for over 20 years. DeVries has extensive knowledge of TRCA business processes and technology infrastructure and has been involved in the setup and implementation of all existing server and networking technology at TRCA. This knowledge is critical for the successful migration of the existing virtual machines, file servers and business applications while maintaining ongoing business continuity.

DeVries has demonstrated expertise in Azure cloud implementations and Office 365 deployment with over 25 years consulting experience in Microsoft based architecture implementations in a wide range of settings, from small business, national banks to multinational corporations. Previous projects which TRCA has engaged DeVries in have always been successfully completed on time and on budget, while minimizing any system downtime. DeVries staff has demonstrated expertise, availability 24/7 and developed absolute trust with TRCA IT staff. In all previous projects in which DeVries has been engaged, a key aspect has been training and knowledge transfer to TRCA staff. Knowledge transfer is essential to TRCA IT staff as it allows for future implementations and maintenance of systems while minimizing ongoing support costs.

Therefore, staff is recommending that DeVries be awarded the contract for IT consulting services as per Section 9.3.3 of TRCA's Purchasing Policy as follows:

The required goods and services are to be supplied by a vendor or supplier having specialized knowledge, skills, expertise or experience that cannot be reasonably provided by any other supplier.

FINANCIAL DETAILS

The upset limit for this project is \$100,000, plus HST. Funds are to be split \$50,000 for the remainder of 2018 with the remaining \$50,000 to be spent in 2019. Funds are identified in TRCA's 2018 preliminary capital budget from TRCA's municipal partners in the IT capital budget account 014-01.

DETAILS OF WORK TO BE DONE

2018

- Office 365 migration training and support for mail, calendar, resources;
- Azure server migration technical support and knowledge transfer.

2019

- Azure server migration technical support and knowledge transfer;
- Office 365 future deployments – file storage, teams, Sharepoint;
- ITL (IT Infrastructure Library) implementation and training – Framework for IT service delivery.

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