

COMMITTEE OF THE WHOLE – NOVEMBER 7, 2005

GEOGRAPHIC INFORMATION SYSTEM (GIS) EXTENDED WARRANTY AND SUPPORT AGREEMENT

Recommendation

The Commissioner of Economic/Technology Development and Communications, in consultation with the Chief Information Officer (CIO) recommends:

1. That the City's Geographic Information System (GIS) vendor of record, Munirom Technologies Inc. (MTi), provide extended warranty and support services for the City's Geographic Information System (GIS) applications at a cost not to exceed \$150,000 (excluding taxes) per year; and
2. That staff be authorized to negotiate the related agreement in consultation with Legal Services department; and
3. That the Mayor and City Clerk be authorized to sign related documents.

Economic Impact

The total cost of Extended Warranty and Support services for the City's GIS applications is estimated to be \$150,000 (excluding taxes) per year. This amount is included in the Information & Technology Management department annual operating budget.

GIS applications have been deployed in numerous City departments in support of service delivery to residents. Ensuring uninterrupted operation of the GIS applications through an Extended Warranty and Support agreement will enable City departments to provide effective and efficient services.

Purpose

The purpose of this report is to receive Council approval to enter into an Extended Warranty and Support agreement with the City's GIS vendor of record, Munirom Technologies Inc. (MTi) for maintenance and support of City GIS applications.

Background - Analysis and Options

Munirom Technologies Inc. (MTi) has been the City's vendor of record for delivery of Geographic Information System (GIS) applications since 2002. During the past 3 years, numerous GIS applications have been developed and deployed in several City departments in support of service delivery to residents. A more detailed GIS initiatives update and future roadmap will be reported to the Committee of the Whole on November 21, 2005.

The terms and conditions of previous GIS applications development agreements with MTi provided for twelve (12) months warranty for the developed and deployed applications. Many of these warranties are now expiring. The Information & Technology Management department does not have sufficient in-house resources to effectively support the deployed GIS applications. An Extended Warranty and Support agreement with MTi is therefore required.

An Extended Warranty and Support agreement with MTi will ensure that timely and effective fixes are made to GIS applications in the event that a malfunction occurs. The agreement would also allow the City to receive functional enhancements of the GIS applications, as they become necessary.

It is the Information & Technology Management department objective to secure appropriate in-house resources to enable self-sufficiency in support of GIS applications as soon as practical. Once self-sufficiency is achieved, the need for an Extended Warranty and Support agreement with external service providers will be diminished.

Relationship to Vaughan Vision 2007

The Access Vaughan initiative supports the following objectives of the Vaughan Vision 2007:

Provide effective and efficient delivery of services

- develop and implement innovative alternatives for service delivery

Technology and Innovation

- Utilize technology to enhance quality and effectiveness of services

This report is consistent with the priorities previously set by Council and the necessary resources have been allocated and approved.

Conclusion

During the past 3 years, numerous GIS applications have been developed and deployed in several City departments in support of service delivery to residents. The original warranties for these applications are now expiring. An Extended Warranty and Support agreement with the City's GIS vendor of record, MTi, is required.

The estimated cost of services to be provided under the Extended Warranty and Support agreement is \$150,000 per year. This amount is part of the Information & Technology Management department's annual operating budget.

Attachments

None

Report prepared by:

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Respectfully submitted,

Frank MIELE, Commissioner
Economic/Technology Development
and Communications