

TO: MAYOR & COUNCILLORS
FROM: DEPUTY GENERAL MANAGER FINANCE
RESPONSIBLE DEPARTMENT(S): CORPORATE SERVICES
SUBJECT: **CR – INFOR (CANADA) SOFTWARE ANNUAL SUPPORT AND MAINTENANCE**
PURPOSE: To obtain Council approval for a Contract Renewal (CR) for Infor (Canada) Software Annual Support and Maintenance.

RECOMMENDATION

THAT a one-year contract renewal to Infor (Canada) Ltd. for an estimated total cost of \$199,528 including taxes, as outlined in the report titled “Infor (Canada) Software Annual Support and Maintenance” dated June 10, 2025 be approved; and

THAT final payment will be based on the actual quantity of goods and services delivered and unit prices as submitted.

1.0 POLICY SECTION

The City's Change Order Policy requires Council's approval for change orders, which individually or when accumulated with prior change orders, increases the total value of the contract by \$500,000.

2.0 EXECUTIVE SUMMARY

This recommendation is to approve a contract renewal in the amount of \$199,528 including taxes. The estimated contract value has increased due to annual price increases and aligning the expiration date of another Infor (Canada) Ltd. software license to a single renewal date. Further details on the contract history are outlined in Attachment 1.

Since the award of this contract, there has been one contract renewal. Contract renewal #1 was for the annual support and maintenance for the Infor software. A Notice of Intent was posted publicly for the original contract award with no objections.

There is no need to go back out to bid at this time because the original contract included optional renewal years, which the City is now exercising.

3.0 BACKGROUND

Following a Notice of Intent, on July 5, 2023, the City awarded a contract to Infor (Canada) Ltd. in the amount of \$177,385 including taxes. The contract was for the period from August 1, 2023 to July 31, 2024 with four options to renew for additional one-year terms. Optional contract renewal terms allow the City to assess the vendor's performance during the initial term and provides the Contractor with the ability to adjust pricing based on market fluctuations at the time of renewal.

The scope of this contract is for the support and maintenance of the Infor Public Sector Suite software. The Infor Public Sector Suite software serves as the City's core asset management platform and has been utilized by the Engineering Department. The system currently supports over 721 users across multiple departments who depend on it to manage infrastructure assets, track and respond to service requests, support dispatch operations, and maintain critical public infrastructure. The Infor software includes a suite of integrated modules such as Customer Service, Work Management, Asset Management, Incident Management, GIS integration, and SAP integration, which work together to improve service delivery, optimize resource allocation, and enhance overall operational efficiency. This enterprise platform plays a vital role in supporting the City's efforts to maintain reliable, responsive, and cost-effective municipal services.

4.0 GENERAL INFORMATION

The total estimated contract value is \$558,625 including taxes.

Review by City staff indicates that the vendor has the capability to successfully complete the work required under this contract. Infor (Canada) Ltd. has worked with the City for over ten years on various projects.

5.0 COMMUNICATION AND COMMUNITY ENGAGEMENT

Notice of Intent (NOI) #146-05-23 Infor Software Support and Maintenance was publicly advertised. Upon closing, the City received no objections.

6.0 FINANCIAL CONSIDERATIONS

Funding for this contract is included in the 2025 – 2029 Financial Plan under the Corporate Services (Geographic Information Systems) operating budget.

Respectfully submitted,

Ratan Grewal, Deputy General Manager Finance

ATTACHMENTS

Attachment 1 – Contract History

REPORT CONTRIBUTORS

This report was prepared by Frank Wang, Senior Buyer, Procurement Services and reviewed by Mehran Malek, Senior Manager GIS and Smart City Initiatives, Corporate Services, Scott Lovas, Assistant Manager, Procurement Services – Capital, and Sophan Lum, Senior Manager, Procurement Services – Capital.