City of Kingston
Report to Council
Report Number 19-201

To:	**Mayor and Members of Council**
From:	**Deanne Roberge, Acting Commissioner, Corporate Enterprise Services**
Resource Staff:	**Jeff Bumstead, Chief Information Officer**
Date of Meeting:	**July 9, 2019**
Subject:	**Info-Tech Research Annual Subscription Renewal**

Executive Summary:

In July 2018 the Information Systems and Technology (IS&T) department contracted with Info-Tech Research Group to provide consulting and research services in the information gathering, analysis and creation of and an Information Technology Strategy for the City of Kingston. The year-long contract provided access to diagnostic surveys, direct analyst interactions and deep technical research. IS&T used these services to guide its way through the complex challenges associated with implementing and leveraging technology to drive innovation, reduce costs, and manage risk.

Info-Tech is used by numerous federal, provincial, municipal and private sector organizations in both Canada and the United States. InfoTech is considered to be one of the top tier research and advisory firms with respect to information technology issues, best practices and trends. This report seeks Council approval to renew the annual subscription to provide information technology advisory services for a one-year term starting July 22, 2019 with the option for two one-year extensions. The cost per year is approximately $82,000 with a total cost of approximately $246,000 over the full three-year term. Funds for this purchase are included in the approved and forecasted IS&T capital budget.

In accordance with Section 4.5 of Purchasing By-law Number 2000-134, Council approval is required for single source procurement.
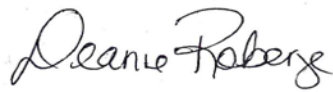
Recommendation:

That Council authorize the Chief Information Officer to renew the annual subscription with Info-Tech Research Group for a one-year term commencing July 22, 2019, plus the option for two one-year extensions, in a form satisfactory to the Director of Legal Services.

Authorizing Signatures:

**Deanne Roberge, Acting Commissioner,
Corporate Enterprise Services**

**Lanie Hurdle, Acting Chief
Administrative Officer**

Consultation with the following Members of the Corporate Management Team:

Peter Huigenbos, Acting Commissioner, Community Services	Not required
Jim Keech, President & CEO, Utilities Kingston	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required
Sheila Kidd, Commissioner, Transportation & Public Works	Not required

Options/Discussion:

Info-Tech Research Group is the world's fastest growing information technology research and advisory company, serving over 30,000 IT professionals. Info-Tech produces unbiased and highly relevant research to help CIOs (Chief Information Officer) and IT leaders make strategic, timely, and well-informed decisions. The subscription provides the entire IS&T management team with access to the full set of Info-Tech research and subject matter experts.

Info-Tech Research Group offers a focused and tailored set delivery options that make it unique in the industry, including:

- In-depth research and industry data for all levels of government in the US and Canada;
- Opportunity to interact directly with experienced CIOs from Canadian City's such as Toronto and Brampton;
- Guided implementations for complex technology solutions including roadmaps, best practice experience and lessons learned from other government and private sector organizations;
- On site workshops facilitated by industry experts;
- Diagnostic programs that collect feedback from stakeholders, analyse results, and provide reports and insights to help with strategic planning and critical decisions;
- Comparative benchmarks across industry sector;
- Contract review and advice for complex negotiations such as Oracle and Microsoft; and
- Best practices research and guidance in critical policy areas such as Cybersecurity, mobile device management and information management.

In the last 12 months IS&T has used Info-Tech specifically to:

- Guide the development of a multi-year Business Technology Strategy for the City of Kingston;
- Advise on best practices for the development of Mobile Device policies;
- Assist with contract negotiations for Microsoft O365 implementations;
- Provide guidance on best practice for project prioritization and project management office processes; and
- Provide guidance on best practices for technology governance in government organizations.

Info-Tech holds several key technology events each year including the Info-Tech Live event which is attended by Government CIOs from Canada and the world. One Info-Tech Live ticket is included in the annual subscription.

The initial contract was awarded to Info-Tech as the result of a competitive procurement process whereby an environmental scan was conducted and three organizations with expertise in this area were invited to participate in a telephone interview and to provide pricing information, an

overview of their methodology and past experience. The Info-Tech proposal scored the highest and was the lowest price option.

We anticipate continuing our relationship with Info-Tech Research Group in the foreseeable future.

Existing Policy/By-Law:

By-Law Number 2000-134, a By-Law to Establish Purchasing Policies and Procedures, as amended.

Notice Provisions:

There are no notice requirements for this report.

Accessibility Considerations:

There are no accessibility provisions with this report.

Financial Considerations:

Funding for the first year of the contract is approved in the 2019 Capital Budget for IS&T, and funding for additional years has been included in the IS&T 15 year capital plan. The cost per year for the next three years will be approximately $82,000.

Contacts:

Jeff Bumstead, Chief Information Officer, extension 1341

Other City of Kingston Staff Consulted:

None required.

Exhibits Attached:

None.