CITY OF HAMILTON
CORPORATE SERVICES DEPARTMENT
Information Technology Division

TO:	Chair and Members Audit, Finance and Administration Committee
COMMITTEE DATE:	April 21, 2022
SUBJECT/REPORT NO:	Standardization of Microsoft Power Platform Suite of Products for Corporate Information Technology (FCS22036) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Kathy Nuttall (905) 546-2424 Ext. 4571
SUBMITTED BY: **SIGNATURE:**	Maria McChesney Director, Information Technology Corporate Services

RECOMMENDATION

(a) That Council approve the standardization of Microsoft Power Platform suite of products manufactured by Microsoft, pursuant to Procurement Policy #14 – Standardization for a period of five years from the date of Council approval;

(b) That the General Manager, Corporate Services Department be authorized to negotiate, enter into and execute any required Contract and any ancillary documents required to give effect thereto with Microsoft approved retailer, in a form satisfactory to the City Solicitor.

EXECUTIVE SUMMARY

Pursuant to the City's Procurement Policy, Policy #14 - Standardization, Section 4.14, Report FCS22036 seeks to establish the Microsoft Power Platform suite of software as a Corporate Standard for Information Technology. This Standard will be established for a five-year period, at which point, it will be reviewed and brought back to Council.

The Information Technology Division of the Corporate Services Department is responsible for setting Corporate Technology Standards to ensure the City has a computing environment that provides consistent, reliable services to staff which is efficiently and effectively supported.

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.
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The major benefits of Standardizing software are:

- Simpler administration and operations;
- Investment to date in software licenses and staff training;
- Lower support and testing cost;
- Improved support to business units; and,
- Fewer contracts to prepare and administer.

The Microsoft Power Platform suite of products have the capability to improve citizen interaction, providing a centralized and congruent online experience for citizens, by allowing the citizen to log in to see all their in-progress and completed service requests in one place.

Alternatives for Consideration – See Page 3

FINANCIAL – STAFFING – LEGAL IMPLICATIONS
Financial: None
Staffing: None
Legal: None

HISTORICAL BACKGROUND
January to June 2021, the Information Technology Division completed a Power Platform Proof-of Concept project exploring the capabilities of the Microsoft Power Platform suite of products to meet the City's increasing need to provide citizen facing online services in a nimble scalable manner.

The Power Platform Proof-of Concept project concluded that adoption of the Microsoft Power Platform suite of products will reduce the time and effort required to create and maintain online services, both for citizen services and internal workflows which increase departmental productivity. The Microsoft Power Platform suite of products have the capability to improve citizen interaction, providing a centralized and congruent online experience for citizens, by allowing the citizen to log in to see all their in-progress and completed service requests in one place. Further, once a solution is created, the simplicity of the tool allows for non-IT staff to perform some administrative and maintenance functions without IT support.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS
By-Law 21-215 Procurement Policy, Policy 4.14, Standardization

The intent of Report FCS22036 is to comply with Procurement Policy # 14 – Standardization, Section 4.14, which requires Council approval for the establishment of a Standard for the Microsoft Power Platform suite of products.

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RELEVANT CONSULTATION
The Procurement section was consulted in the preparation of this report and support the recommendation as presented.

ANALYSIS AND RATIONALE FOR RECOMMENDATION
If adopted as an IT standard for the City, the Microsoft Power Platform suite of products will augment the IT Division's solution catalogue to increase our agility and response for low to medium complexity citizen facing and internal services, processes and workflows. Based on these findings a recommendation was made to adopt Microsoft Power Platform as a City standard for the development of online services.

This standardization will allow Information Technology to specify the required Software in a competitive procurement process to obtain an implementation partner for the development of online City services.

Additionally, since the City currently has a corporate contract with a vendor to provide a Microsoft Enterprise Agreement, the cost of the Microsoft Power Platform suite of products is competitive and firm until May 31, 2024.

ALTERNATIVES FOR CONSIDERATION
1. Council may choose not to set a standard for software technologies which, through a competitive bid process, would result in a mixed environment which would have a negative impact on the Total Cost of Ownership and the infrastructure reliability. This would require additional training for all staff to become familiar with supporting multiple software solutions. Cost would increase as the City would be paying software maintenance on multiple software solutions providing a similar service. This also may result in an excessive number of Policy 11 single source requests being processed to meet the corporate needs. This alternative is not being recommended as it would require a significant financial investment to integrate additional manufacturers into our environment as well as add administrative overhead while adding no value. It would also increase the burden on legal services by having to create and administer multiple contracts for similar services.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Built Environment and Infrastructure
Hamilton is supported by state-of-the-art infrastructure, transportation options, buildings and public spaces that create a dynamic City.

Our People and Performance
Hamiltonians have a high level of trust and confidence in their City government.

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APPENDICES AND SCHEDULES ATTACHED
N/A

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