

Contract Awards Provided for Information (contracts over \$50,000 and up to \$175,000)

#	User/Budget Holder School/Department	Products/Services Details	Recommended Supplier	Low Bid/ Highest Score	Objections	# of Bids Rec'd	Estimated Annual Amount	Projected Start/End Date of Contract	Customer Involvement
1	Legal Services	School Safety Reviews	King International Advisory Group Turner Consulting Group	N/A	N/A	Single Sources	\$70,000 \$20,400	December 2022/ April 2023	Legal Services
2	IT Services	ServiceNOW Field Service Management Licenses AS23-223P OECM-2020-348 See Appendix "D"	Ernst & Young LLP	Yes	No	2	\$55,860	January 2023/ August 2023	IT Services
3	Network Services & Telecommunications	Palo Alto Global Protect Implementation Support Provision of external professional services to support implementation of a new Virtual Private Network (VPN) solution. AS23-267P Ministry of Public & Business Service Delivery (formerly MGCS) Tender-11558 See Appendix "E"	Softchoice	Yes	No	1	\$96,853	January 2023/ June 2023	IT Services
4	IT Services	Splunk IT Operations Analytics Support Renewal AS23-280P Ministry of Public & Business Service Delivery (formerly MGCS) Tender-11558 See Appendix "F"	rSolutions Corporation	Yes	No	4	\$89,700 USD	February 2023/ January 2024	IT Services

Contracts Requiring Finance, Budget and Enrolment Committee Approval
(contracts over \$175,000 and up to \$250,000)

#	User/Budget Holder School/Department	Products/Services Details	Recommended Supplier	Low Bid/ Highest Score	Objections	# of Bids Rec'd	Estimated Annual Amount	Projected Start/End Date of Contract	Customer Involvement
-	Nil Items	-	-	-	-	-	-	-	-

Contracts Requiring Board Approval (contracts over \$250,000 and Consulting Services over \$50,000)

#	User/Budget Holder School/Department	Products/Services Details	Recommended Supplier	Low Bid/Highest Score	Objections	# of Bids Rec'd	Estimated Annual Amount	Projected Start/End Date of Contract	Customer Involvement
1	Finance / All Schools & Education Centres	<p>Music Copyright Licensing Agreement</p> <p>System wide music licensing agreement allows for music to be played/performed legally in schools and education centres across the district. These license fees ensure the creators (including writers, composers, performers) of the music receive the royalties to which they are entitled under the Copyright Act.</p>	Entandem Inc.	N/A	N/A	Sole Source	\$135,000	December 2022/ Perpetual	Legal Services / Finance
2	Employee Services	<p>Employee Services Departmental Review</p> <p>AS22-621P</p> <p>Ministry of Public & Business Service Delivery (formerly MGCS) Tender 7434</p> <p>See Appendix "G"</p>	Pricewaterhouse Coopers LLP	Yes	No	2	\$159,500	March 2023 / August 2023	Associate Director's Office

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BRIEFING NOTE

Date 15 February 2023

To Finance, Budget & Enrolment

From Peter Singh, Executive Officer, Information Technology and Information Management

Subject **ServiceNow Field Service Management Licenses**

Purpose IT Field Service work orders are currently managed using Incidents and Requests in the ITSM ServiceNOW module. To enhance efficiency and optimize resources, IT Services (ITS) has initiated the process to procure licensing for ServiceNOW's Field Service Management (FSM) module. The FSM module will allow for the auto assignment of work orders, manage inventory, schedule appointments and track work time.

Strategic Direction • Allocate human and financial resources strategically to support student needs.

BRIEFING NOTE

Date 15 February 2023

To Finance, Budget & Enrolment Committee

From Peter Singh, Executive Officer, Information Technology and Information Management

Subject **Palo Alto GlobalProtect Implementation Support**

Purpose Palo Alto GlobalProtect is a Virtual Private Network (VPN) solution that is currently included as part of a software package already in use at TDSB. Currently the TDSB is using a Cisco VPN that allows IT Services to safely secure TDSB workstations connections when accessing resources internal and external to the board when they're off-site (working remotely).

To realize cost savings and service improvements, IT Services is planning to transition from the current Cisco VPN solution to the GlobalProtect solution. Due to the complex nature of the configuration, the professional services of an external resource (Softchoice) is needed to to successfully implement the GlobalProtect product in conjunction with TDSB IT resources.

The cost of purchasing new Cisco hardware (current hardware has passed end-of-life), and licensing required for the Cisco AnyConnect software will be avoided going forward. The GlobalProtect product is already included in our current SD-WAN licensing. Engaging Softchoice is a one-time cost for implementation support services.

Strategic Direction • Allocate human and financial resources strategically to support student needs.

BRIEFING NOTE

Date 15 February 2023

To Finance, Budget & Enrolment Committee

From Peter Singh, Executive Officer, Information Technology and Information Management

Subject **Splunk ITOA Support Renewal**

Purpose Splunk IT Operations Analytics (OA) is an on-premise solution that monitors and analyzes our IT infrastructure including servers, databases and storage. It is used to identify and prevent service disruptions, while also minimizing the time to restore service when outages do occur. Licensing and support for this solution is required to be renewed annually.

Strategic Direction • Allocate human and financial resources strategically to support student needs.

BRIEFING NOTE

Date 15 February 2023

To Finance, Budget & Enrolment Committee

From Leola Pon, Interim Associate Director - Org Transformation and Accountability

Subject **Employee Services Departmental Review**

Purpose The TDSB is preparing a roadmap to improve the way Employee Services work is delivered to all stakeholders it serves within the system. In order to best establish this roadmap an independent review and assessment of the department's current structure and operational processes is being sought in order to identify best practices, existing gaps and opportunities for improvement along with recommendations on how to implement improvements. For greater clarity, the scope will include an examination of how:

- each area/division within Employee Services operates (intra-departmental relationships)
- each area/division within Employee Services operates with other areas/divisions within Employee Services (inter-departmental relationships)
- operations and outcomes align with the Multi Year Strategic Plan
- practices enhance outcomes for staff, students and community
- Employee Services is committed to Truth and Reconciliation, Indigenous Ways of Knowing and the United Nations Declaration on the Rights of Indigenous Peoples
- Employee Services operates with other key departments outside Employee Services (cross-departmental relationships)
- Employee Services serves the stakeholders listed above
- Comparison of industry standards to deliver services with that of Employee Services

The TDSB used the vendor of record list for consulting services established by the Ministry of Public and Business Service Delivery (formerly the Ministry of Government and Consumer Services) to issue a second stage pricing process to seek a vendor to conduct this Employee Services Review.

- Strategic Direction**
- Allocate human and financial resources strategically to support student needs.

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