

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA
26 February 2024 / 26 février 2024**

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

Contact Person / Personne ressource:

**Deputy Chief Steve Bell, Chief Administrative Officer / Agent administratif
principal
BellS@ottawapolice.ca**

SUBJECT: RENEWAL OF MICROSOFT ENTERPRISE AGREEMENT

OBJET: RENOUELEMENT D'ACCORD MICROSOFT ENTERPRISE

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board delegate authority to the Chief of Police for the purchase of the Microsoft Canada Inc. Enterprise Agreement renewal for a five-year term from April 1, 2024 to March 31, 2029 for the upward amount of \$8,363,015 net of HST.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa délègue au chef de police l'autorité pour l'achat d'un renouvellement d'un Accord Entreprise auprès de Microsoft Canada Inc. pour une période de cinq ans, soit du 1^{er} avril 2024 au 31 mars 2029 pour un montant à concurrence de 8 363 015\$, TVH en sus.

BACKGROUND

As the landscape of police operations continues to evolve, becoming more dynamic and complex, it is increasingly evident that the integration of innovative technology is paramount to ensuring the efficacy and efficiency of Ottawa Police Service (OPS) operations. In this context, the renewal of the Microsoft (MS) Enterprise Agreement (EA), initially approved by the Board in June 2008, emerges as an operational imperative to empower the police service with the tools required to adapt to evolving challenges and enhance overall community safety.

DISCUSSION

In 2008, the Board recognized the importance of leveraging technology to strengthen OPS' capabilities. The Board's decision to adopt the Microsoft Enterprise Agreement was a forward-thinking move that provided the organization with a comprehensive suite of important software and services. Over the years, this agreement has been instrumental in enabling secure communication, data management, and collaboration among our members and with our partners

Today, technology has become even more integral to police operations. The nature of criminal activities has evolved, requiring police services to adopt advanced tools to stay ahead of the curve. Cybersecurity threats, data management challenges, and the need for seamless collaboration demand a renewed commitment to leveraging state-of-the-art technology.

The Microsoft Enterprise Agreement, serving as the backbone of our technological infrastructure, has proven its worth over the years. However, with the expiration of the latest agreement approaching, it is crucial to renew the agreement to ensure uninterrupted access to critical subscription software and services. This renewal will not only sustain current capabilities but also unlock new features and updates that align with our Corporate Strategy moving forward.

Key Benefits of Renewal:

Security and Compliance: The renewed agreement will provide our organization with the latest security protocols and compliance features, safeguarding sensitive data and ensuring adherence to regulatory standards.

Innovation and Collaboration: Renewing our MS suite will foster innovation and enhance collaboration among members and policing partners, promoting real-time information sharing.

Cost Savings: By leveraging the City of Ottawa's negotiated EA, the OPS achieves substantial cost savings on MS EA licensing. This collaborative approach enables us to secure favorable terms that are not achievable through independent negotiations.

Predictable Budgeting: The multi-year commitment ensures predictable and stable budgeting for licensing needs over the next five years. This financial predictability is invaluable for strategic planning and resource allocation.

CONSULTATION

MS Licensing specialists from Microsoft and Compugen were consulted to assist the OPS' Information Technology Service in the licensing review process. The OPS was

also able to consult and leverage the City of Ottawa’s MS EA negotiated prices, which are deeply discounted.

FINANCIAL IMPLICATIONS

The five (5) year MS EA renewal term from April 1, 2024, to March 31, 2029 is estimated to be an upward amount of \$8,363,015 net of HST.

The funding requirement for year one of the MS EA renewal is included in the 2024 ITS (Information & Technology Services) base Operating Budget currently, contained with in the ITS Infrastructure Support software maintenance account (124211-506185). Given that this is a multi-year agreement, and MS EA funds for years two through five will appear in future, currently unapproved budgets, Board approval for commitments to these expenditures is required. The annual increases in years two, three, four, and five will be included in the respective years list of inflationary pressures requiring additional funding.

The financial implications over the life of this agreement can be summarized as follows:

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
	2024	2025	2026	2027	2028	
Total Service	\$1,656,347	\$1,666,484	\$1,673,273	\$1,680,062	\$1,686,851	\$8,363,014

It is recommended that the OPS leverage the same prices negotiated by the City of Ottawa to deliver ITS security services to OPS members to meet operational requirements.

Failure to renew this EA within 30 days of the anniversary date (April 1, 2024) would result in the shutdown of access to the subscription-based software and the functional capabilities of the OPS. Additionally, it would also inhibit the OPS’ ability to detect and effectively and efficiently respond to a cyber incident.

CONCLUSION

The Board's endorsement of this renewal will reinforce the OPS’ commitment to staying at the forefront of technological advancements, ensuring that the OPS remains a resilient and adaptive force in upholding of community safety.

The OPS is seeking financial delegated authority for the Chief of Police to execute this contract.