

**Report to / Rapport au:**

**OTTAWA POLICE SERVICES BOARD  
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

**22 March 2021 / 22 mars 2021**

**Submitted by / Soumis par:**

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

**Contact Person / Personne ressource:**

**Jeff Letourneau, CAO, Corporate Support Command**

***LetourneauJ@ottawapolice.ca***

**SUBJECT: RENEWAL OF MICROSOFT ENTERPRISE AGREEMENT**

**OBJET: RENOUELEMENT DE L'ENTENTE AVEC MICROSOFT  
ENTERPRISE**

**REPORT RECOMMENDATIONS**

**That the Ottawa Police Services Board delegate authority to the Chief for the purchase of the Microsoft Canada Inc. Enterprise Agreement renewal for a three-year term from 01 April 2021 to 31 March 2024 at a three-year cost of \$4,051,969.20M.**

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de services policiers d'Ottawa approuve le renouvellement d'une entente avec Microsoft Enterprise par l'entremise de Microsoft pour une période de trois ans, soit du 1<sup>er</sup> avril 2021 au 31 mars 2024.**

**BACKGROUND**

As police services nationwide embark on a modernization process to keep up with changing technologies, the Ottawa Police Service (OPS) is undergoing its own transformation, with a focus on mobility. Technology is a key support to policing operations; it impacts everything from intake to customer service to investigations and resolution. It has become increasingly more important as a tool for officers to complete their duty of care to the residents of Ottawa. The OPS' computing environment includes

a range of computing devices which reflect the unique nature of police operations: desktop computers, laptop computers, in-car mobile laptops, motorcycle mobile laptops and other mobile wireless devices such as smart phones.

The software environment is also quite specialized and is dominated by police-specific applications. The OPS uses Microsoft Office products and operating systems as a basic component of its computing environment. The Ottawa Police Services Board (Board) had approved the execution of a Microsoft Enterprise Agreement for the OPS since June 2008.

This report recommends the renewal of this agreement which is reviewed every three years.

## **DISCUSSION**

Since 2018, the OPS has had a subscription-based Enterprise Agreement (EA) with Microsoft; which offers a typical array of products from Word, Excel, PowerPoint, Outlook, etc., that help OPS members conduct their work. This licenced subscription allows the OPS to remain current with any latest features, security updates, tools and bug fixes; making it easier for the Service to respond to rapid changes in technology without having to invest in costly consultant services, hardware and software procurement and performance upgrades. This has included support for Windows 10, Enterprise Mobility and Security, and more recently an upgrade to Office 365.

This agreement provides 1 terabyte of storage per user that is secured in a private Azure cloud. Microsoft EA includes on-site tools that our IT department uses to support members, including Visio, Project and SQL database licensing.

Additionally, the ability to use Power BI, a business analytic software service by Microsoft helps to provide operational dashboards that help us to better-respond to calls for service more efficiently by allowing us to understand multiple data sources at a glance.

Key EA benefits include:

- Discounted Office 365 licensing by leveraging the City of Ottawa's negotiated EA contract for all 3 years of the agreement. This allows the OPS to realize maximum benefit over the term of the EA;
- Payments spread over a three-year term which enables the OPS to plan and budget for software licensing purchases;
- One annual payment each year in conjunction with a yearly 'True Up' so licenses can be added, and the cost paid annually;

- Flexible licensing to choose from Microsoft cloud services, on-premises software, or a mix of both and migrate on our own terms; and
- Quick response to the rapidly changing technological landscape by accessing the latest versions of cloud and on-premises software without paying additional fees.

## CONSULTATION

Microsoft Licensing specialists from Microsoft and Compugen Inc. 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 Microsoft EA negotiated prices, which are deeply discounted.

## FINANCIAL IMPLICATIONS

The three-year EA renewal, identified in quotes obtained, is estimated to be \$4,051,969.2 net of HST.

The current funding requirement for the Microsoft EA renewal is included in the ITS base Operating Budget currently, contained within the ITS Infrastructure Support software maintenance account (124211-502445). The annual increases in year 2 and 3 will be offset with infrastructure savings within existing ITS base budgets obtained through continuing to leverage Microsoft enterprise products.

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

	Year 1 <b>2021</b>	Year 2 <b>2022</b>	Year 3 <b>2023</b>	<b>Total</b>
Total EA Renewal	\$1,275,879.40	\$1,359,864.60	\$1,416,226.20	\$4,051,969.20

It is recommended that we leverage the same prices negotiated by the City of Ottawa to continue to deliver these software products to OPS members in order to meet operational requirements.

Failure to renew this EA within 30 days of the anniversary date (April 1, 2021) would result in the shut down of access to the subscription-based software and the functional capabilities of the OPS.

## CONCLUSION

The OPS will be able to maximize our investment in Microsoft technologies with the best pricing and flexible administration by continuing to use an EA to obtain Microsoft

enterprise products. The OPS recommend that the Board approve the renewal of this agreement.

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