



CHANGE ORDER APPROVAL RECOMMENDATION

Meeting Date: March 20, 2025.
Contact: Alexander Ralph
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TO: Bid Committee
FROM: Chief Procurement Officer

RECOMMENDATION

Recommendation to approve a change order to an existing contract (ref: PS20210622) with Telus Communications Inc. ("Telus") for the Provision of Contact Center Support Services.

Pursuant to the City's Procurement Policy (ADMIN-008), the Chief Procurement Officer recommends the Bid Committee approve the change order to the contract described below.

Contract Number and Title:	PS20210622 Provision of Contact Center Support Services
Description of Services:	Provision of 7x24x365 support for Cisco UCCE, Calabrio, and 2Ring contact center-related servers, software, and licenses.
Vendor:	Telus Communications Inc. with an office at PO Box 80700, Burnaby, BC V5H 4P7
Original Contract Value/Term	<p>The three (3)-year initial term of the original contract commenced on June 23, 2023, with the City's option to extend for two (2) additional three (3)-year periods.</p> <p>The estimated contract value was \$682,934, plus applicable taxes, during the initial contract period of June 23, 2023 to June 22, 2026.</p> <p>The current estimated maximum nine (9)-year contract value, inclusive of the two (2) three (3)-year contract extensions is approximately \$1,162,229, plus applicable taxes.</p>

New Contract Value/Term	<p>The change order is specific to Calabrio: Telus will transition services from on-premise to the cloud ("Calabrio Upgrade").</p> <p>The value of the Calabrio Upgrade change order, inclusive of one-time professional services, three (3) years' license fees, software support services, and data storage costs is approximately \$556,966.</p> <p>The new contract value will be approximately \$1,239,900, inclusive of the value of the Calabrio Upgrade change order.</p>
Reason for Change Order	<p>Telus will provide Calabrio Upgrade from the current on-premise installation to a cloud solution, inclusive of software licenses, professional services, software support services, and data storage.</p>

DECISION

Pursuant to the City's Procurement Policy (ADMIN-008), the Bid Committee approved the recommended Change Order to the contract with Telus Communications Inc. for the Provision of Contact Center Support Services, under PS20210622.