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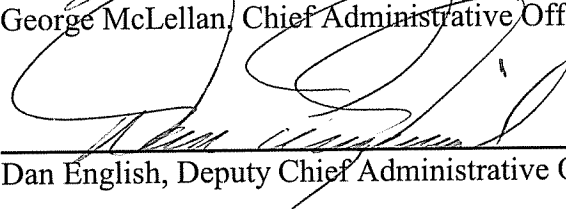
P.O. Box 1749
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Halifax Regional Council
April 15, 2003

TO: Mayor Kelly and Members of Halifax Regional Council

SUBMITTED BY:


George McLellan, Chief Administrative Officer


Dan English, Deputy Chief Administrative Officer

DATE: April 9, 2003

SUBJECT: **Tender #03-025 - Crystal Enterprise Software License, Maintenance and Technical Support**

ORIGIN

The Halifax Regional Municipality publicly advertised tenders for a Crystal Enterprise Software License and related Maintenance and Technical Support.

RECOMMENDATION

It is recommended that Council authorize the award of tender # 03-025 to the lowest bidder meeting specifications, Compatible Computer Services at a cost of \$76,182.77 (non-refundable HST included) with funding outlined in the budget implications section of this report.

BACKGROUND

A total of ten (10) companies received tender documents with two (2) responding.

<u>Name of Company</u>	<u>Amount of Bid (non-ref HST incl)</u>
Compatible Computer Services	\$ 76,182.77*
Crystal Decisions Corp.	\$ 87,648.59

* Recommended Bid

DISCUSSION

Crystal Reports is a software tool that enables consolidation of data from various data sources for enterprise-wide analysis and reporting. The vendor of our corporate Land Information System, Hansen Information Technologies, strongly recommends Crystal as the reporting, analysis, and document printing engine for their software. Due to our broad use of Hansen throughout HRM, the acquisition of a Crystal v8.5 Enterprise processor-based license (unlimited use) is the most cost effective method to acquire this tool. If HRM purchased either concurrent-access or named-user licenses rather than the processor-based license recommended in this report, the cost to meet the reporting needs of our various staff at peak operational times would increase by more than 100%.

Upgrading to version 8.5 will allow HRM to improve client services by enabling proactive user notifications. An example of this would be the ability to electronically notify a client, via e-mail or pager, when their building permit is approved, rather than requiring them to have to call or drop into an HRM office to check on their application status. Other improvements include seamless, web-based access to both our internet and intranet, resulting in easier access to reports and data, less disruption to the end user, and less support required by our technical staff.

Crystal also offers a module that allows for greatly improved and more readily accessible reporting against our SAP system.

BUDGET IMPLICATIONS

Budget Summary	<u>Project CIO00108 - Land Information System</u>
	Cumulative Unspent Budget \$1,208,895
	Less: Tender # 03-025 \$ 60,498.12(Crystal License "only")
	Uncommitted Budget \$1,148,396.88

Funding in the amount of \$60,498.12 for the License portion, is available from Capital account CIO00108, Land information System.

Funding in the amount of \$15,684.65 for Crystal software maintenance and technical support is available in Operating Account # A440-6204.

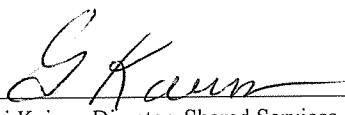
Tha availability has been confirmed by Financial Services.

MULTI-YEAR FINANCIAL IMPLICATIONS

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

Additional copies of this report, and information on its status, can be obtained by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

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