

## SINGLE SOURCE AGREEMENT - GOOGLE ENTERPRISE CLOUD SOFTWARE AND SERVICES

### Recommendation

1. That the Google Enterprise Cloud Software and Services agreements for Google Licensing, Support and Cloud Platform Services, for an amount not to exceed \$57 million (including GST) over 10 years ending December 29, 2034, as outlined in the October 30, 2024, Financial and Corporate Services report FCS02584, be approved, and that the agreements be in form and content acceptable to the City Manager.
2. That Attachment 1 of the October 30, 2024, Financial and Corporate Services report FCS02584, remain private pursuant to sections 16 (disclosure harmful to the business interests of a third party), 24 (advice from officials), 25 (disclosure harmful to economic and other interests of a public body) and 27 (privileged information) of the *Freedom of Information and Protection of Privacy Act*.

<b>Requested Action</b>	Committee decision required		
<b>ConnectEdmonton's Guiding Principle</b>	<b>ConnectEdmonton Strategic Goals</b>		
<b>CONNECTED</b> This unifies our work to achieve our strategic goals.	N/A		
<b>City Plan Values</b>	ACCESS		
<b>City Plan Big City Move(s)</b>	Catalyze and converge	<b>Relationship to Council's Strategic Priorities</b>	Conditions for service success
<b>Corporate Business Plan</b>	Managing the corporation		
<b>Council Policy, Program or Project Relationships</b>	<ul style="list-style-type: none"> <li>• Bylaw 16620 - City Administration Bylaw</li> </ul>		
<b>Related Council Discussions</b>	<ul style="list-style-type: none"> <li>• May 27, 2021, Financial and Corporate Services FCS00304, Single Source Google Services</li> </ul>		

## Executive Summary

- Since 2013, the City of Edmonton has been using Google Workspace (formerly G-Suite) for its productivity and collaboration needs.
- Administration is requesting approval of a Single Source agreement for up to 10 years ending December 29, 2034, for an amount not to exceed \$57 million (including GST).
- The terms of the most recent agreement will expire on December 29, 2026. Council approval, through the appropriate Standing Committee, to pursue an early renewal will strategically position the City to negotiate more favourable terms before the current contract expires in 2026. The budget for Google Enterprise Cloud Software and Services is part of the current and planned operational budgets going forward. No new budget is required.

## REPORT

In 2010, Administration reviewed the City's desktop productivity environment and chose Google Apps for Business (later rebranded as G-Suite, then Workspace) as the preferred desktop productivity platform. In 2011, Administration signed the first agreement with Google, and by 2013, the City completed its transition to using the Google suite of products.

Google is integrated with the City's daily operations in how staff communicate with one another, and how Administration serves the public. Changing to another provider for tools like calendars, email, presentations, spreadsheets and documents would require a significant financial investment, as well as administrative time for training and integration. Google's products provide a wide range of services, especially when considering competitors at the same or increased costs. As part of the agreement with Google, the City has access to the Google Cloud Platform, which provides advanced features like secure file storage and tools for building new applications, machine learning and generative artificial intelligence.

Executive Committee has approved continued use of Google Workspace and Google Cloud Services twice leading up to the current need for renewal, providing stability to the price and functionality of the tools that support the City's operations. Administration proposes extending the Google Enterprise Cloud Software and Services agreements for up to 10 years, locking in long-term pricing and mitigating the need to return to Executive Committee every four to five years.

## Budget/Financial Implications

All costs associated with the maintenance of Google are included in existing operating budgets.

## Legal Implications

As per the City Administration Bylaw 16620, agreements exceeding \$1,000,000 that do not arise from a competitive procurement process must be approved by the appropriate Standing Committee.

## SINGLE SOURCE AGREEMENT - GOOGLE ENTERPRISE CLOUD SOFTWARE AND SERVICES

The City is subject to trade agreements that require an open competitive process for procurements of this value, unless a trade agreement exemption applies. Additional legal implications are included in Attachment 1.

### Community Insight

Public engagement and/or research were not completed for this report as it is related to the internal administrative system. The recommendation minimizes risk and expenditures for the City in pursuit of reliable service delivery.

### GBA+

The City of Edmonton's continued use of Google Workspace and Google Cloud Platform will impact all City employees who utilize these services in their daily work. This includes staff across all departments and levels of seniority. These services support efficient and effective collaboration, communication, and data management.

Potential social, economic, and physical barriers that could prohibit the benefits of Google Workspace, particularly within the context of a municipal organization like the City of Edmonton:

#### Social barriers include:

- *Digital Literacy and Technical Skills:* Employees with lower levels of digital literacy or technical skills may struggle to adopt and effectively utilize Google Workspace tools. This could create a digital divide within the workforce, limiting the benefits of the platform for some employees.
- *Organizational Culture:* If the organizational culture is resistant to change or slow to adopt new technologies, it could hinder the successful implementation and utilization of Google Workspace.
- *Language Barriers:* Employees who are not proficient in the primary language used in Google Workspace may face challenges in understanding and using the platform effectively.

#### Physical Barriers:

- *Disabilities:* Employees with disabilities may face challenges in accessing and using Google Workspace if hardware tools are not designed with accessibility in mind. This could include visual, auditory, motor, or cognitive impairments.
- *Remote Work Challenges:* Employees who work remotely or in locations with limited internet connectivity may experience difficulties in accessing and utilizing Google Workspace tools, impacting their ability to collaborate and communicate effectively.

### Environment and Climate Review

This report was reviewed for environment and climate risks. Based on the review completed no significant interactions with the City's environmental and climate goals were identified within the scope of this report.

# SINGLE SOURCE AGREEMENT - GOOGLE ENTERPRISE CLOUD SOFTWARE AND SERVICES

## Risk Assessment

Risk Category	Risk Description	Likelihood	Impact	Risk Score (with current mitigations)	Current Mitigations	Potential Future Mitigations
<b>If recommendation is not approved</b>						
Security	Not renewing the contract would result in the suspension of all Google licensing and related services at the end of the current term (Dec, 29, 2026), negating or removing the majority of Google functionality and City-owned data would need to be removed and stored elsewhere.	4 - Likely	4 - Severe	16 - High	Some storage available outside of Google.	Extend the Google Agreement, promote use of Google across the organization.
Service / Professional Liability and Public Perception	Google Workplace is the foundational office suite of Administration. Not renewing this contract would result in significant impact to the organization's ability to achieve the day-to-day service levels.	4 - Likely	4 - Severe	16 - High	While some Microsoft licences remain in the city, they only support an outdated version with no support or security assurances. As such, there is no near-term mitigation.	Extend the Google Agreement, tailoring licence usage to each business area.
Financial	The City would have until December 2026 to switch its enterprise systems supporting all operations to a comparable provider.	5 - Almost Certain	4 - Severe	20 - High	While some Microsoft licenses remain in the city, they only support an outdated version with no support or security assurances. As such, there is no near-term mitigation.	Begin negotiations and potential change management planning for another service provider and platform.  In addition to MS licensing costs, a 2016 study estimated transition costs back to Microsoft in the \$5-8 million range, in addition to annual licensing costs.

## Attachment

1. PRIVATE - Google Enterprise Cloud Software and Services Agreement - Additional Details