

## SINGLE SOURCE REQUEST FOR DIGITAL SIGNATURE SERVICE AGREEMENT

### Recommendation

1. That an extension of the agreement between the City of Edmonton and DocuSign Inc. to increase the value by up to \$1 million (inclusive of GST) and extend the term for up to five years, with the total value not to exceed \$1,971,000, as outlined in the May 14, 2025, Financial and Corporate Services report FCS02953, be approved, and that the extension be in form and content acceptable to the City Manager.
2. That Attachment 1 of the May 14, 2025, Financial and Corporate Services report FCS02953, remain private pursuant to sections 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*.

Requested Action		Committee Decision Required	
ConnectEdmonton's Guiding Principle		ConnectEdmonton Strategic Goals	
CONNECTED This unifies our work to achieve our strategic goals.		N/A	
City Plan Values	N/A		
City Plan Big City Move(s)	N/A	Relationship to Council's Strategic Priorities	Conditions for Service Success
Corporate Business Plan	Managing the corporation		
Council Policy, Program or Project Relationships	<ul style="list-style-type: none"><li>Bylaw 16620 - City Administration Bylaw</li></ul>		
Related Council Discussions	<ul style="list-style-type: none"><li>N/A</li></ul>		

# **SINGLE SOURCE REQUEST FOR DIGITAL SIGNATURE SERVICE AGREEMENT**

## **Executive Summary**

- Executive Committee approval is required for an extension of the agreement between the City of Edmonton and DocuSign Inc. to continue the use of DocuSign for a value to not exceed \$1 million (inclusive of GST) for up to five years, for an agreement total value since 2016 not to exceed \$1,971,000.
- In 2016, the City of Edmonton implemented DocuSign for digital signatures. The term of the current agreement expires in July, 2025. Contract spend to date is \$971,000, approaching the value requiring Executive Committee approval.
- Executive Committee approval is required per City Administration Bylaw 16620, as the combined expenditure for DocuSign services from 2016 to the proposed end of the new agreement will exceed \$1 million.
- The budget for DocuSign usage is part of the current and planned operational budgets. No new budget is required.
- Continued use of DocuSign will enhance efficiency and reduce administrative burdens associated with traditional paper-based workflows for both City administration and external stakeholders.
  - To optimize savings, the City will actively reduce DocuSign usage by migrating internal, routine administrative documents that do not require legal validation to the free Google Sign service, leveraging the City's existing Google Workspace agreement.
- Extending the existing DocuSign contract will ensure business continuity across the City of Edmonton, Edmonton Police Service (EPS) and Edmonton Public Library (EPL), due to its integration with SAP Ariba. Administration will re-evaluate the possibility of introducing a different e-signature platform following the implementation of the Enterprise Commons project.

## **REPORT**

### **Background**

In 2016, Administration single-sourced and implemented DocuSign to modernize document workflows and enhance efficiency. In 2019, DocuSign was integrated directly with the SAP Ariba procurement and contract management platform to support vendor contract legal execution. DocuSign was critical in ensuring the City's operational continuity during the pandemic, and it remains essential for the ongoing support of administrative functions and workflows.

The current agreement expires in July 2025 and the contract spend to date is \$971,000. The City is seeking Executive Committee approval to extend the contract for up to five years for a value to not exceed an additional \$1 million. This will bring the total term of the contract to 14 years and the total value of the contract to \$1,971,000.

### **DocuSign Optimization**

DocuSign usage and costs have trended upwards over the course of the nine year agreement due to the technology being adopted to reduce the use of paper and create time saving efficiencies. This includes DocuSign integrations with other technologies, such as the City's procurement platform SAP Ariba. The COVID-19 pandemic alone contributed to a significant increase in the use

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of DocuSign. To counter these trends going forward, Administration is actively reducing DocuSign use to optimize savings while maintaining the benefits of digital signatures where critical. This will be achieved by migrating internal, routine administrative documents that do not require legal validation to the free Google Sign service, leveraging the City's existing Google Workspace agreement. This strategic approach will allow the City to manage costs effectively while continuing to benefit from DocuSign's advanced features for more critical documents.

### **Recommendation to Maintain Current E-Signature Solution**

Given the enterprise-wide impacts of integrating EPS/EPL into Ariba and its existing connection with DocuSign, alongside the future Enterprise Commons (EC) launch, Administration recommends extending the current contract with DocuSign. Introducing a new e-signature platform would create additional complexity and potential disruption to these critical ongoing initiatives. Maintaining the current integrated environment with DocuSign ensures stability and reduces the risks associated with implementing a new system during these significant transitions.

Administration will evaluate the e-signature landscape and review procurement options following the completion and stabilization of the Enterprise Commons launch and our ongoing organizational transformation.

### **Budget/Financial Implications**

The budget for DocuSign is part of the current and planned operational budgets in the future. No new budget is required to continue this service. This expenditure will be managed within the existing financial framework of the relevant City departments.

### **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. The extension of the current agreement will bring the total value of the agreement over \$1 million.

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 internal administrative functions.

### **GBA+**

The City applies GBA+ to reduce inequality and ensure equitable outcomes. While the DocuSign renewal is primarily administrative, its continued use supports efficiency and accessibility, benefiting Edmontonians by streamlining processes and reducing barriers. Digital signatures enhance accessibility by minimizing physical paperwork, but varying digital literacy and access

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remain challenges. To ensure equitable access, the City will provide clear guidance, support, and alternative methods where needed. Continuous evaluation will help address emerging inequities.

### **Environment and Climate Review**

Physical paperwork requires resources for printing, transportation and storage, and creates waste once it is no longer needed. Using a digital signature service allows the City to minimize the amount of physical paperwork needed, while still meeting business continuity and legal requirements.

### **Attachment**

1. PRIVATE - Docusign Digital Signature Services Agreement - Additional Details