

COMMON COUNCIL REPORT

M&C No.	2024-324
Report Date	December 02, 2024
Meeting Date	December 09, 2024
Service Area	General Counsel

Her Worship Mayor Donna Noade Reardon and Members of Common Council

SUBJECT: Software Agreement Amendment with Thomson Reuters for Legal Practice Management Software (HighQ)

AUTHORIZATION

Primary Author	Commissioner/Dept. Head	Chief Administrative Officer
<i>Jacqueline Boucher</i>	<i>Melanie C. Tompkins, K.C.</i>	<i>J. Brent McGovern</i>

RECOMMENDATION

That the City enter into the Order Form Agreement attached to M&C 2024-324 with Thomson Reuters to fix a three-year price adjustment for the legal practice management software currently used by the General Counsel Office known as “HighQ” and that the Mayor and Clerk be authorized to sign the Order Form and any other documents necessary to effect the transaction.

EXECUTIVE SUMMARY

In 2021, the General Counsel Office (“GCO”) acquired a software from provider Thomson Reuters known as “HighQ” to assist with contract management, information governance, and legal practice management. The software was deployed in GCO mid-2022 and across the organization early 2023. All service requests to the legal department are managed through this software. The purpose of this report is to seek authority for the City to enter into a revised Order Form Agreement with the software provider that will reduce the yearly cost increase of the license over a term of 3 years.

PREVIOUS RESOLUTION

At its meeting held July 21, 2021, Council adopted the following resolution:

1. The City of Saint John enter into a Software Licence Agreement comprised of and incorporating the:

(i) Order Form Agreement;

(ii) HighQ Product Specific Terms;

(iii) HighQ Information Security Controls;

(iv) HighQ Service Availability, Maintenance, and Support Terms;

and

(v) Thomson Reuters Terms and Conditions

in the form as attached to this M&C with Thomson Reuters for the Contract Lifecycle Management product known as HighQ, and further

- 2. the City enter into the Thomson Reuters Mutual Non-Disclosure Agreement in the form as attached to this M&C, and further*
- 3. the Mayor and Clerk be authorized to execute the Software Licence Agreement and Mutual Non-Disclosure Agreement and any document ancillary thereto.*

REPORT

In 2021, the General Counsel Office (“GCO”) acquired a software from provider Thomson Reuters known as “HighQ” to assist with contract management, information governance, and legal practice management. The software has been deployed in GCO since mid-2022 and across the organization since early 2023. The software has improved GCO’s file management and provided real-time data and analytics which will be used to enhance GCO’s delivery of legal services in the future.

When the software was acquired in 2021, the annual licensing cost was estimated to be \$14000-\$25000 yearly. In late 2023, when reviewing the 2023 renewal amount, it was identified that committing to a four-year term would reduce the cost of annual increases for the software licensing fee which is otherwise subject to an increase calculated on the basis of inflation and the US exchange rate. In order to lock in a preferred increase limited to 2% annually, Thomson Reuters requires a 4 year term. Without this four-year commitment, the cost would have increased by 7% on October 1, 2023, and then 9% on October 1, 2024. The cost for 2023 and 2024 under the proposed 4 year arrangement is \$11,299.23+HST and \$11,525.21+HST respectively (as opposed to \$13,161.36+HST in 2024) with a similar pricing for 2025 and 2026. The term of the 4 year arrangement will end September 30, 2027, and will have been deemed to commence in October of 2023. There are no other changes to the standard terms and conditions of the software license agreement and staff are recommending that Council approve the City entering into a 4-year term (commencing Oct. 2023) for the software at the reduced annual rate.

STRATEGIC ALIGNMENT

This report aligns with the City’s priority of Perform

SERVICE AND FINANCIAL OUTCOMES

Committing to a 4-year term will reduce the overall cost of the software by a minimum of 5% annually.

INPUT FROM OTHER SERVICE AREAS AND STAKEHOLDERS

N/A

ATTACHMENTS

1. *Thomson Reuters Order Form*