

- 1 **Q. Please provide a summary of the expected cost of maintenance and upgrades during**
2 **the first 10 years of operation of the new CSS and provide the basis for the estimate.**
3 **Please provide a comparison of these costs to the expected costs of continuing**
4 **operation of the existing CSS.**
5
- 6 A. Sustaining costs of the new CSS fall under two categories: Annual Maintenance and
7 Support and Software Upgrades. Both are comprised of third-party consultant, hardware,
8 and internal labour costs. Recurring annual maintenance and support costs are estimated
9 at \$1.3 million per year. These costs are based on estimates to cover software licensing
10 fees, vendor support, hardware maintenance, and internal labour.
11
- 12 To maintain vendor software support and implement major software functionality
13 enhancements, vendors mandate software upgrades every 3-4 years. A minor upgrade in
14 year four is estimated at \$2.1 million with a larger upgrade/hardware refresh in year eight
15 estimated at \$4.0 million. These costs are based on estimates of vendor support, hardware
16 maintenance, and internal labour.
17
- 18 These costs would be subject to inflationary increases over the 10 year period.
19
- 20 A comparison of the new CSS sustaining costs to the expected cost of continuing
21 operation of the existing CSS was not included in the scope of work.