

COMMITTEE OF THE WHOLE – NOVEMBER 3, 2008

PRE-QUALIFICATION OF TELECOMMUNICATIONS SERVICE PROVIDERS RFPQ08-045

Recommendation

The Chief Information Officer (CIO), in consultation with the Director of Information Technology and Telecommunications, Director of Purchasing Services and the Deputy City Manager / Commissioner of Finance and Corporate Services recommends:

1. That Bell Canada, Rogers Communication Inc, and Telus Communications Company be established as the City's vendors of record for provision of telecommunications services for a term of three (3) years subject to annual review by the City, as described in the Request for Pre-qualifications RFPQ08-045, and;
2. That staff be authorized to seek competitive bids, negotiate, and enter into service agreements in accordance with the Purchasing Policies with the telecommunications services vendors of record to meet the City's telecommunications requirements at a cost not exceeding previously approved budget for such services, and;
3. That the Mayor and City Clerk be authorized to sign related documents.

Economic Impact

The City of Vaughan maintains a large and complex data/voice network infrastructure that extends to most City facilities, including community centers, parks, Libraries and Vaughan Fire and Rescue Services locations. Additionally, the City subscribes to land and wireless telecommunications carrier services, and acquires related resources such as telephone system maintenance, network devices maintenance, network monitoring and security. The total operating cost of all telecommunications facilities and related infrastructure maintenance for the City is approximately \$1.5 million per year. This amount is included in the City's annual base operating budget as a recurring cost.

Communications Plan

Not required.

Purpose

The purpose of this report is to receive Council approval for the establishment of qualified vendors of record for delivery of telecommunications services to the City.

Background - Analysis and Options

The City of Vaughan maintains a large and complex data/voice network infrastructure that extends to most City facilities, including community centers, parks, Libraries and Vaughan Fire and Rescue Services locations. Additionally, the City subscribes to land and wireless telecommunications carrier services, and acquires related resources such as telephone system maintenance, network devices maintenance, network monitoring and security.

Reliable, responsive and secure operation of the City's telecommunications infrastructure is a key business requirement for efficient City operations and delivery of services to residents. The design, deployment and maintenance of the City's telecommunications infrastructure must be focused on the City's business requirements and performed on a timely basis by qualified professionals.

As the City's data/voice network infrastructure is large and complex, the use of multiple services from multiple service providers is necessary to address the City's business needs. To efficiently and effectively manage the City's telecommunications infrastructure, a process needs to be put in place to enable timely and competitive response from qualified service providers to the City's rapidly changing telecommunications needs. Issuing Requests for Proposals (RFP) for every identifiable need is administratively time consuming and costly.

By establishing a set of pre-qualified telecommunications services vendors of record will enable the City to quickly communicate its requirements for telecommunications services to qualified vendors, receive competitive proposals and engage the vendors in delivery of needed services. This approach ensures integrity of the City's telecommunications infrastructure, and enhances the City's ability to adapt to its rapidly changing telecommunications needs.

Pre-Qualification Process

Request for Pre-Qualification of Telecommunications Services Providers (RFPQ08-045) was advertised in the Vaughan Citizen, Electronic Tendering Network (ETN) and with Ontario Public Buyers Association (OPBA) on July 31, 2008 with closing date of August 19, 2008. Twelve (12) proponents picked up the RFPQ documents from the Purchasing Services department.

Six (6) proposals were received, one (1) of which was declared non-compliant. The following five (5) qualified proposals were evaluated by a selection team in consultation with Purchasing Services department and Legal Services department staff:

- ✓ Bell Canada
- ✓ Rogers Communication Inc
- ✓ Telus Communication Company
- ✓ Tricrest Professional Services
- ✓ DCS Telecom Ltd

The following evaluation criteria, as outlined in the RFPQ08-045, were used in the evaluation process:

TECHNICAL CAPABILITIES	EVALUATION POINTS
Identify and list all different types of available data communications services (for example 100 MBPS, Giga MBPS, point-to-point T-1, network management, on-line capability, ADSL, corporate Internet access, VPN)	15
Identify and list all different types of available voice services (for example PRI's, tandem PRI's, trunks, business lines, extended reach LD business lines, ISDN, long distance, network call queuing, on-line)	15
Identify and list all different type of available security services including a description, confidentiality, available enhanced security	5
Identify and list all different type of available wireless services including availability of CDMA, GSM and more enhanced protocols for traditional cellular / blackberry communications, WIFI, WIMAX	15

EXPERIENCE, REPUTATION, RESOURCES and REFERENCES	EVALUATION POINTS
Provide company profile and information experience of proposed staff that will undertaken the services including:	
1) company background 2) location of branches in Vaughan and GTA area 3) stability and organization structure of company 4) background and experience of key project management 5) background and experience of support personnel 6) vast investment of infra structure in the City of Vaughan	10
Experience and Qualifications - demonstrate experience and qualifications in delivering services similar to the RFPQ	10
Breadth of Services - demonstrate the ability to provide the breadth of Services as required by this RFPQ	10
References - provide a minimum of three (3) qualified customer references	10
Financial Strength - financial information such as financial statements, revenue, equity and expenditure figures, bank reference	10

Based on the above evaluation criteria, as put out in the RFPQ, the evaluation team determined that Bell Canada, Rogers Communications Inc., and Telus Communications Company achieved the required minimum amount of evaluation points to qualify as the City's vendors of record for delivery of telecommunications services.

It should be noted that prior to issuing RFPQ08-045, two (2) other similar RFPQ's have been issued by the City. These RFPQ's were cancelled because none of the proponents were able to provide acceptable proposals as per the City's Purchasing Policies. The typical discrepancies were of administrative nature, such as improper completion of RFPQ forms and documentation.

Engagement with Telecommunications Services Vendors of Record

As the City's telecommunications needs are identified, the telecommunications services vendors of record will be required to propose solutions to address identified needs on a case-by-case basis. The proposed solutions will be assessed for technical compatibility with the City's technology infrastructure, effectiveness in addressing the City's needs and value of the solution. Information and Technology Management department, in consultation with Purchasing Services department will engage the appropriate vendor of record to provide the needed solution. Specific terms and conditions of engagement have been detailed in the RFPQ08-045 and acknowledged by all qualified proponents.

In the event that none of the vendors of record are able to propose solutions to address the City's telecommunications needs, an open Request for Proposals (RFP) will be issued.

Relationship to Vaughan Vision 2020

This report is consistent with the priorities previously set by Council and the necessary resources have been allocated and approved.

Specifically, the recommendations of this report support the following Vaughan Vision 2020 initiatives:

- A-1 *Pursue Excellence in Service Delivery* – To deliver a high quality of services within approved service standards to all City stakeholders e.g. staff, citizens and businesses.
- C-2 *Enhance Productivity, Cost Effectiveness and Innovation* – To develop and implement innovative solutions and technological infrastructure, providing enhanced productivity and operational efficiency.
- C-3 *Maintain Assets and Infrastructure*– To optimize existing infrastructure through sound asset management.

Regional Implications

None

Conclusion

As the City's data/voice network infrastructure is large and complex, the use of multiple services from multiple service providers is necessary to address the City's business needs. To efficiently and effectively manage the City's telecommunications infrastructure, a process needs to be put in place to enable timely and competitive response from qualified service providers to the City's rapidly changing telecommunications needs. Issuing Requests for Proposals (RFP) for every identifiable need is administratively time consuming and costly.

By establishing a set of pre-qualified telecommunications services vendors of record will enable the City to quickly communicate its requirements for telecommunications services to qualified vendors, receive competitive proposals and engage the vendors in delivery of needed services. This approach ensures integrity of the City's telecommunications infrastructure, and enhances the City's ability to adapt to its rapidly changing telecommunications needs.

The total annual cost of all telecommunications infrastructure maintenance and related services for the City is approximately \$1.5 million. This amount is included in the City's annual operating budget, as a recurring cost.

Attachments

None

Report prepared by:

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Respectfully submitted,

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