**PRE-QUALIFICATION OF COMPUTER HARDWARE SUPPLIERS AND
SERVICE PROVIDERS – RFPQ09-053**

Recommendation

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

1. That Dell Canada Inc., Agil IT Inc. and Duocom Canada Inc. be established as the City's vendors of record for supply of computer hardware and services for a term of three (3) years subject to annual review by the City, as described in the Request for Pre-qualifications RFPQ09-053, and;

2. That staff be authorized to seek competitive bids, negotiate, and enter into service agreements in accordance with the Purchasing Policies with the computer hardware and services vendors of record to meet the City's computer hardware requirements at a cost not exceeding previously approved budget for such services, and;

3. That a by-law be enacted to authorize the Mayor and City Clerk to sign related documents.

Contribution to Sustainability

As part of the technology asset management methodology, consideration is given to environmental sustainability when assets are acquired, used and decommissioned. During the vendor of record selection process, additional evaluation points are given to vendors who demonstrate environmentally responsible business practices. As technology assets are acquired, equipment specification is set to minimize power consumption and minimize unfriendly environmental emissions during the use of such equipment. As the technology assets reach their end of life, they are disposed through auctioned sale to organizations that either recycle or refurbish the equipment.

Economic Impact

The City of Vaughan maintains a large and complex technology infrastructure, consisting of computer hardware and software that is deployed in most City facilities, including community centers, parks, Libraries and Vaughan Fire and Rescue Services locations. Additionally, the City acquires related services for configuration, installation and maintenance of complex technology solutions. The total operating and capital cost of all hardware, software, maintenance and support services in all City facilities is approximately $1.4 million per year. This amount is included in the City's annual operating and capital budgets.

Communications Plan

Not required.

Purpose

The purpose of this report is to receive Council approval for the establishment of qualified vendors of record for supply of computer hardware and services to the City.

Background - Analysis and Options

The City of Vaughan maintains a large and complex technology infrastructure, consisting of computer hardware and software that is deployed in most City facilities, including community centers, parks, Libraries and Vaughan Fire and Rescue Services locations. Additionally, the City acquires related services for configuration, installation and maintenance of complex technology solutions.

Use of technology is a key business requirement for efficient City operations and delivery of services to residents. Effective management of the City's technology assets must be aligned with departmental business requirements and performed on a timely basis by qualified professionals.

To efficiently and effectively manage the City's technology 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 technology needs.

By establishing a set of pre-qualified computer hardware suppliers and service providers vendors of record will enable the City to quickly communicate its requirements for hardware, software and related services to qualified vendors, receive competitive bids and engage the vendors in delivery of needed services. This approach ensures integrity of the City's technology infrastructure, and enhances the City's ability to adapt to its rapidly changing technology needs.

Pre-Qualification Process

Request for Pre-Qualification of Computer Hardware Suppliers and Service Providers (RFPQ09-053) was advertised in the Vaughan Citizen, Electronic Tendering Network (ETN) and with Ontario Public Buyers Association (OPBA) on March 19, 2009 with closing date of April 2, 2009. Twenty-two (22) proponents picked up the RFPQ documents from the Purchasing Services department.

Nine (9) proposals were received, five (5) of which were declared non-compliant. The following four (4) qualified proposals were evaluated by a selection team in consultation with Purchasing Services department and Legal Services department staff:

- ✓ Dell Canada Inc.
- ✓ Duocom Canada Inc.
- ✓ HCQ Technologies Inc.
- ✓ Agil IT Inc.

The following evaluation criteria, as outlined in the RFPQ09-053, were used in the evaluation process:

EVALUATION CRITERIA	EVALUATION POINTS
Company Profile and Financial Status • Company profile, history, business practices, clients, locations and size of offices, warehouses within the GTA • Financial Status – financial statements, revenue, equity and expenditure figures, Bank reference, etc.	40

Technical Capabilities, Qualifications, Experience	
• Demonstrated experience and qualifications necessary to deliver the services • Demonstrated ability to provide the breadth of services including the number, experience and qualifications of technical personnel employed	40

Additional Value Add Services	
• Distinct services provided that demonstrate leadership, innovation and customer service. This can include portals, online ordering and tracking systems, environmentally friendly policies and practices, etc	20

Based on the above evaluation criteria, as put out in the RFPQ, the evaluation team determined that Dell Canada Inc., Agil IT Inc. and Duocom Canada Inc. achieved the required minimum amount of evaluation points to qualify as the City's vendors of record for supply of computer hardware and related services.

Engagement with Computer Hardware and Services Vendors of Record

As the City's technology needs are identified, the computer hardware and 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 RFPQ09-053 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 technology 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 VaughanVision 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

Use of technology is a key business requirement for efficient City operations and delivery of services to residents. Effective management of the City's technology assets must be aligned with departmental business requirements and performed on a timely basis by qualified professionals.

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

The total operating and capital cost of all hardware, software, maintenance and support services in all City facilities is approximately $1.4 million per year. This amount is included in the City's annual operating and capital budgets.

Attachments

None

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Respectfully submitted,

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Chief Information Officer (CIO)