

## **COMMITTEE OF THE WHOLE – DECEMBER 1<sup>ST</sup>, 2009**

### **AWARD OF RFP09-180 TELECOMMUNICATIONS SERVICES**

#### **Recommendation**

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

1. That Request For Proposal (RFP09-180) for Telecommunications Services be awarded to Bell Canada for a period of three (3) years, and;
2. That the Mayor and City Clerk be authorized to sign related documents.

#### **Contribution to Sustainability**

As part of telecommunications services proponent qualification process, additional evaluation points were given to proponents that demonstrated environmentally responsible business practices. As various telecommunications services are acquired, every opportunity to use most environment-friendly equipment (low power consumption, low heat emission, etc.) is explored. Whenever possible, aged telecommunications equipment is traded in for recycling.

#### **Economic Impact**

The City of Vaughan maintains a large and complex data/voice network infrastructure that supports most City facilities, including community centres, 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 cost of telecommunications services for the City is approximately \$1.6 million over three (3) years. This amount is included in the City's annual operating budget and additional resources are not required.

#### **Communications Plan**

Not required.

#### **Purpose**

The purpose of this report is to receive Council approval to award RFP09-180 for Telecommunications Services to Bell Canada for a period of three (3) years. The telecommunications services to be awarded include data/voice network infrastructure that supports most City facilities, including community centres, parks, Libraries and Vaughan Fire and Rescue Services locations. Cellular communications services are not in scope of RFP09-180.

## **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 centres, 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.

To efficiently and effectively manage the City's telecommunications infrastructure, a process was put in place to first establish qualified vendors of record for telecommunications services, and then to seek competitive proposals from the vendors of record for delivery of telecommunications services.

### **Proposals Evaluation Process**

On November 10, 2008, Council approved the establishment of Bell Canada, Rogers Communications Inc., and Telus Communications Company as the City's vendors of record for provision of telecommunications services.

On June 30, 2009, Request for Proposal (RFP09-180) was issued to the telecommunications services vendors of record for provisioning of telecommunications services to the City for a period of 3 years. The closing date for RFP09-180 was August 11, 2009.

The following two (2) vendors of record submitted a proposal:

1. Bell Canada
2. Rogers Business Solutions (a division of Rogers Cable Communications Inc.)

The received proposals were evaluated by an evaluation committee which consisted of Information and Technology Management (ITM) department staff and staff from the Purchasing Services department facilitated the evaluation process. The evaluation criteria were:

<b>CRITERIA</b>	<b>EVALUATION POINTS</b>
Cost - Service Pricing - Customer Loyalty Discounts - Economic Impact	75
Service Levels - Problem Diagnosis & Resolution - Problem Escalation - Problem Prevention Techniques	15
Flexibility & Creativity - Technology Strategy - Innovative Use of Technology	10

Based on the evaluation committee's results, Bell Canada's proposal received the highest number of evaluation points. Therefore, it is recommended that Bell Canada be awarded RFP09-180 for provisioning of telecommunications services to the City of Vaughan for a period of three (3) years.

### **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**

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.

To efficiently and effectively manage the City's telecommunications infrastructure, a process was put in place to first establish qualified vendors of record for telecommunications services, and then to seek competitive proposals from the vendors of record for delivery of telecommunications services.

Based on the evaluation committee's results, Bell Canada's proposal received the highest number of evaluation points. Therefore, it is recommended that Bell Canada be awarded RFP09-180 for provisioning of telecommunications services to the City of Vaughan for a period of three (3) years.

The total cost of all telecommunications services for the City is approximately \$1.6 million over three (3) years. This amount is included in the City's annual operating budget.

**Attachments**

None

**Report prepared by:**

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Respectfully submitted,

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