

Open Tenders \$20,000,000 or Greater (Inclusive of GST) as at June 10, 2013

Desktop and Mobile Computer
Hardware, Software and Related
Services (RFP 924107)

Recommendation:

That the Request for Proposal, as outlined in Attachment 1 of the June 10, 2013, Corporate Services report CR_228, be approved and that all relevant agreements be, in form and content, acceptable to the City Manager.

Report Summary

This report requests the Executive Committee approval on this open tender greater than \$20,000,000.

Report

As per City Administration Bylaw 12005, open tenders greater than \$20,000,000 require Committee approval.

Policy

City Administration Bylaw 12005,
Administrative Directive A1439B -
Purchasing of Goods, Services, and
Construction.

Corporate Outcomes

Not applicable.

Attachments

1. Open Tender \$20,000,000 or Greater (Inclusive of GST) as of June 10, 2013
2. Expanded Contract Information - RFP 924107

Open Tender \$20,000,000 or Greater (Inclusive of GST) as of June 10, 2013

Classifications

- A - \$20 Million to \$30 Million
- B - \$30 Million to \$50 Million
- C - \$50 Million to \$75 Million
- D - \$75 Million to \$100 Million
- E – Over \$100 Million

<u>Item Number</u>	<u>Description</u> <u>Department Name</u>	<u>Closing Date</u>	<u>Class</u>
924107	Desktop and Mobile Computer Hardware, Software and Related Services Request for Proposal (RFP).	June 10, 2013	C

The Work to be undertaken under the Contract involves, but is not limited to:

- The supply of leased desktop computer equipment (desktops, monitors, notebooks, docking stations); purchased, or if possible, leased MAC computer equipment (desktops, notebooks, docking stations); purchased computer peripherals and standard off-the-shelf software as required; and services including installing core image and asset tagging equipment.

Information Technology Branch

Expanded Contract Information

Desktop and Mobile Computer Hardware, Software and Related Services RFP 924107

Current State

The City has a master lease agreement with HP Finance and Acrodex for the supply of enterprise tier microcomputer hardware and software products. Acrodex provides the HW/SW, install, configure, deploy, warranty and retire the equipment (PC Lifecycle Services) as specified in the agreement(s).

Westworld supplies Apple hardware to the City.

Finally, Microserve provides break-fix support for microcomputer hardware and software.

Future State

The August 31, 2013 expiration of the contract with the Acrodex has presented the City's Information Technology Branch (IT Branch) with an opportunity to evaluate the services provided and determine the appropriate go-forward direction for PC lifecycle management services. During a re-examination of the PC lifecycle services, the IT Branch believes that in-sourcing some of the services can be more effective and efficient if performed by City personnel. Also, as Apple computers are now available from a variety of vendors, where previously only Westworld was licensed to provide Apple Computers, IT Branch is looking to include the provision of PC and Apple computers under one contract.

The initial term of the contract will be three (3) years. The City reserves the right to extend the contract for further renewal terms, but the total length of the initial term and extensions shall not exceed ten years.

Scope

The scope of this project includes the selection of a single contractor to:

- Provide leased "Business Class" PC desktop computer equipment (desktops, monitors, notebooks, docking stations) to the City. This includes involvement in various desktop lifecycle service components in collaboration with internal desktop support personnel.
- Provide leased or purchased Apple computer equipment (desktops, notebooks, docking stations) to the City that meets the City's requirements. This includes involvement in various desktop lifecycle service components in collaboration with internal desktop support personnel.
- Provide warranty support for all supplied equipment.
- Provide computer peripherals and accessories for purchase, such as keyboards, mice, portable projectors, speakers, USB flash drives cables, etc.
- Provide the option for the City to purchase standard off-the-shelf computer software when required.

Expanded Contract Information

Desktop and Mobile Computer Hardware, Software and Related Services RFP (924107)

- Provide and maintain an online catalogue of desktop computer equipment to City personnel that includes pricing.
- Provide resources to support the City's refresh processes for computer equipment. This includes the refresh of desktops computers every four (4) years and notebooks every three (3) years.
- Assist the City with the planning and roll-out of its in-sourcing strategy.
- Assist the City during the transition of services currently outsourced, but planned for in-sourcing, to internal support staff.
- Manage a project to transition the City from their current Supply agreement to the new Supply agreement.

The following items are considered out of scope for this project:

- Server hardware, software, support and related services (Oracle, IBM Windows and IBM Power).
- Point of Sale (POS) systems.