



CITY OF VANCOUVER

ADMINISTRATIVE REPORT

A10

Report Date: June 27, 2006
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VanRIMS No.: 04-4400-50
Meeting Date: July 11, 2006

TO: Vancouver City Council

FROM: Vancouver Public Library (the "Library")

SUBJECT: Telecommunications Network Replacement Contract

RECOMMENDATION

- A. *THAT, subject to the conditions set out in Recommendations B, C and D, the City Librarian be authorized to enter into a contract with Enterasys Network of Canada Limited ("Enterasys") for a replacement telecommunications network at a maximum total cost of \$650,000 plus PST, with the funding to be provided by the City of Vancouver Information Technology Infrastructure budget;*
- B. *THAT the Director of Legal Services and the Library's Director of Corporate Services be authorized to execute and deliver on behalf of the Library all legal documents required to implement Recommendation A;*
- C. *THAT all such legal documents be on terms and conditions satisfactory to the City Librarian, the Director of Information Technology and the Director of Legal Services;*
- D. *THAT no legal rights or obligations will be created or arise by the Vancouver Public Library Board's or Vancouver City Council's adoption of Recommendations A, B and C above unless and until such legal documents are executed and delivered by the Director of Legal Services; and*
- E. *THAT the Library's operating budget be increased by \$31,000 on an annual basis starting in 2007 for telecommunications network maintenance, subject to budget review.*

GENERAL MANAGER'S COMMENTS

The City Librarian recommends approval of A, B, C, D, and E above.

CITY MANAGER'S COMMENTS

The City Manager recommends approval of A, B, C, D, and E above.

COUNCIL POLICY

Contracts over \$300,000 require Vancouver Public Library Board and Vancouver City Council approval.

BACKGROUND

The Library first implemented the current telecommunications network with the opening of the new Central Library in 1994/95.

The Library's Central network was upgraded in 1999 at a cost of \$226,500 by replacing the Gandalf network with Nortel equipment. Increased bandwidth and increased security were the primary reasons for the upgrade. Prior to 1999, the Library had no separation of trusted (staff) and untrusted (public) traffic. The Library was now becoming part of the City of Vancouver's data network and required the capability to separate staff from public traffic to protect the larger City of Vancouver network.

DISCUSSION

A. Rationale for the Replacement

There are five reasons for replacing the current telecommunications network.

i. Obsolete Equipment

The current network is now seven years old and the core switch is no longer under any maintenance agreement, making the whole Library network vulnerable to catastrophic failure which could take many weeks to repair if it can be repaired at all.

ii. Respond to Public Demand

There has been significant public demand for wireless access throughout the Library. The Library has piloted wireless access on Level 4 of the Central Library and in the Renfrew branch. Response has been enthusiastic, especially at the Central Library. Complaints have focused on the lack of Access Points and bandwidth to meet public demand. From the Library's perspective, increased personal laptop use means the Library does not have to purchase additional workstations to meet public demand and those individuals without laptops and home computers or Internet access have greater opportunity to use the Library's limited workstations. Thus the Library's equity role in respect to information technology and information access is improved.

iii. Improved Security

The Library is very security conscious. Significant security improvements are now available which will strengthen both the wireless and the landline network. The Library is one of a few public libraries implementing a full security system with patron authentication and functionality to isolate and quarantine hackers and abusers. An important additional feature is the Intrusion Detection System for detecting threats originating from both inside and outside the network. In our pilot wireless test, there were three potentially serious incidents which will be prevented by the new security capacity.

iv. Improved Management Capacity

The Library required additional management capacity for statistics gathering, and line monitoring. This will be provided by the new telecommunications network.

v. Quality of Service

The Library's present network is incapable of handling the new demands on a telecommunications network such as VoIP, graphics and interactive programs. These demands will be met by the new telecommunications network.

B. Maintenance Budget

The maintenance budget for the telecommunications network must be increased because of the maintenance costs for the new larger servers, the additional hardware and software required for security, and the additional wireless equipment.

C. Selection Process

The Library issued a broadly advertised Request for Information ("RFI") in 2004 Resulting in five vendors responding. The initial RFI was required to assess the telecommunications marketplace, reduce the number of vendors eligible for the full Request for Proposals ("RFP") and to provide background information for budget preparation. Vendors were notified that they must respond to the RFI to be eligible for the RFP.

A full RFP was prepared in the Spring of 2006 consisting of 503 specific questions worth between 1 - 5 points covering 10 different software and hardware sections, and 51 general questions worth 5 points each and broken into the same sections. There were also background questions which weren't evaluated but provided context for the evaluation.

The RFP was sent to five eligible vendors in April 2006. A site tour was arranged and attended by 4 vendors. Questions were received by email and

answers sent to all proponents during the preparation period. Three vendors, Long View, Enterasys and Cygnal Technologies, representing three major manufacturers, replied by the May 23, 2006 deadline.

An intensive 4 - 5 hour clarification session was conducted with the Proponents of each proposal. Technical staff evaluated the written responses and the verbal clarifications. Two further rounds of written clarifications followed.

D. Evaluation

The Evaluation Committee consisted of the Director of Systems and Special Projects, the Systems Librarian and the Senior Network Specialist. The Purchasing Agent also participated in the meetings.

Each of the questions was evaluated and scored. Scores were compiled by section and also by category weighted by the importance of each category to the total telecommunications network.

Enterasys provides the best value to the Library, as they scored the highest and also were the low bid. Total Cost of Ownership was calculated on the basis of the capital cost plus five years maintenance costs.

FINANCIAL IMPLICATIONS

The cost of the telecommunication network replacement is included in the 2006 Information Technology Infrastructure budget. Capital costs for this contract will not exceed \$650,000 plus PST and annual maintenance costs for the new system of approximately \$60,000 per year (an increase of \$31,000 per year over the current maintenance costs).

CONCLUSION

That Enterasys be awarded the Library's telecommunications contract as providing the best value to the Library.

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