



REPORT

Report Date: September 27, 2022
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Meeting Date: October 25, 2022
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TO: Vancouver City Council

FROM: General Manager of Technology Services and Chief Procurement Officer

SUBJECT: Contract Award for RFP PS20190498 – Provision of Value-Added Reseller for Enterprise Hardware, Software, and Services

RECOMMENDATION

- A. THAT Council authorize City staff to negotiate to the satisfaction of the City's General Manager of Technology Services, City's Director of Legal Services, and the City's Chief Procurement Officer and enter into two separate contracts with the following contractors:
- 1) 341234 BC Ltd. dba Microserve, ("Microserve") - Provision of Value-Added Reseller for Client Hardware and Services - \$23,279,397;
 - 2) CDW Canada Corp. ("CDW") - Provision of Value-Added Reseller for Enterprise Software and Services - \$9,939,500;

The contracts with the above vendors will be for a term of five (5) years, with the option to extend for four (4) additional one (1) year terms, with the above estimated contract values plus applicable taxes over the initial five-year term, to be funded through Technology Services' capital budget and Technology Services / Vancouver Police Department / Vancouver Public Library's operating budget.

- B. THAT the Director of Legal Services, Chief Procurement Officer and General Manager of Technology Services be authorized to execute on behalf of the City the contract contemplated by Recommendation A.
- C. THAT no legal rights or obligations will be created by Council's adoption of Recommendations A and B above unless and until such contract is executed by the authorized signatories of the City as set out in these Recommendations.

REPORT SUMMARY

The City issued an RFP PS20190498 on December 16th, 2019 for Provision of Value-Added Reseller for Enterprise Hardware, Software, and Services. The RFP was advertised on City of Vancouver website and BC Bid and the work was called in accordance with the terms and condition of the City's Procurement Policy ADMIN-008. City staffs on the RFP evaluation committee and, subsequently, Bid Committee have considered the responses received, and on that basis recommend that the City negotiate and if such negotiations are successful enter into a contract as describe above with Microserve and CDW.

COUNCIL AUTHORITY/PREVIOUS DECISIONS

The City's Procurement Policy ADMIN-008 requires that contracts with values over \$2 million must be approved by Council following review and recommendations by the Bid Committee. The Bid Committee has considered and recommended Microserve and CDW as the successful proponents.

CITY MANAGER'S/GENERAL MANAGER'S COMMENTS

The City Manager recommends approval of the foregoing.

REPORT

Background/Context

The City of Vancouver, the Vancouver Board of Parks and Recreation (VBPR), the Vancouver Police Board (VPD), and the Vancouver Public Library Board (VPL) (collectively, the "City") require the supply of certain computer hardware and software and related services as categorized as follows:

1. **Category 1 - Client hardware and services:**

- **Client Hardware:** desktop and laptop computers, their peripherals including cables, accessories, scanners, and hard drives.
- **Client Hardware Related Services:** Hard drive imaging, warranty and non-warranty servicing, monitor delivery and setup, product roadmaps indicating end of life of existing models and availability of newer models.

The City's, personal computing environment consists of over 7,000 personal computers, and the current 4-year replacement life cycle requires on-going replacement and maintenance to this fleet. These personal computers are located at over one hundred (100) sites throughout the City (and a few in other Lower Mainland municipalities).

2. **Category 2 - Enterprise software and services:** The City utilizes a wide array of software and related services across its varying departments.

- **Enterprise Software:** a wide variety of data center and client software products sold and / or licensed in a wide variety of ways (e.g. subscription, license + maintenance).
- **Enterprise Software Services:** Software Sales, Agreement Services, Entitlement Tracking, Strategy & Planning, Consultation.

The purpose of the RFP was to identify suppliers with demonstrated capability to meet the City's estimated demand over the term of the contract at competitive pricing and satisfactory service requirements.

Strategic Analysis

The RFP was issued in the accordance with City's Procurement Policy ADMIN-008. The City received responses from CompuCom Canada Co, Compugen Inc., Insight Canada Inc., and 341234 BC Ltd. dba Microserve for Category 1; and CDW Canada Corp., Compugen Inc., Insight Canada Inc., and Long View Systems Corporation for Category 2. The responses were evaluated through the work of an evaluation team comprised of representatives from Technology Services (TS), VPD, and VPL under the stewardship of Supply Chain Management to ascertain if the responses offered good overall value to the City, both quantitative and qualitative factors were evaluated.

Some of the Criteria considered in the overall evaluation process included:

- **Qualifications:** including organizational profile, business and technical reputation and experience with major projects, personnel skill and knowledge relevant to City's requirements;
- **Capabilities:** including breadth of personnel and work plan to respond to City's requirements, more specifically
 - For Category 1 - hardware sourcing, integration, installation, configuration, imaging, deployment, decommissioning services, reporting, performance management, transition plan, and record of fill rates, past performance and customer satisfaction metrics;
 - For Category 2 - software management services, reporting, performance management, transition plan, past performance and customer satisfaction metrics;
- **Sustainability:** including ethical, social and environmental standards, and also the long term sustainability goal related to Just-in-Time inventory management and the support for flexible workforce; and,
- **Financial offering,** including competitive pricing.

Based on the overall evaluation, the team concluded that the proposals submitted by Microserve and CDW, best met the City's requirements and provided best overall value to the City.

Financial

Finance has reviewed and confirmed that funding is available from TS capital budget and TS/VPD/VPL operating budget. As a result of the RFP, the City is able to achieve cost certainty for the proposed five (5) year term.

Environmental

Microserve and CDW have demonstrated compliance with the City's Supplier Code of Conduct, and have satisfied the Supplier and Workplace Diversity and Environmental Sustainability Questionnaires.

Legal

The City's Procurement Policy requires that all contracts that have been awarded by Bid Committee and Council will be signed by the Director of Legal Services.

CONCLUSION

In summary, City staff recommends that the City of Vancouver negotiate and enter into five (5) year contract, with the option to extend the contract for an additional four (4) one (1) year terms, with:

- 1) 341234 BC Ltd. dba Microserve, ("Microserve") - the Provision of Value-Added Reseller for Client Hardware and Services;
- 2) CDW Canada Corp. ("CDW") - the Provision of Value-Added Reseller for Enterprise Software and Services, for (description).

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