

Report to Corporate Services Committee

To: Chair and Members
Corporate Services Committee

From: Mat Daley, Director, Information Technology Services

Subject: Contract Award: Tender No. RFT-2022-247
Solarwinds Orion Network Performance Monitoring System
Licensing, Warranty and Technical Support Services –
Irregular Result

Date: February 21, 2023

Recommendation

That on the recommendation of the Director, Information Technology Services (ITS), and with the concurrence of the City Manager, the following actions be taken with respect to the Irregular Result RFT-2022-247-Solarwinds Orion Network Performance Monitoring System Licensing, Warranty and Technical Support Services single bid award recommendation, as per City of London Procurement of Goods and Services Policy Section 19.4 “Only One Bid Received”, that;

- a) the Request for Tender (RFT 2022-247) submitted by Softchoice LP for an initial cost of \$103,738.87, excluding HST, for perpetual licensing and for a one (1) year term of software support, with ongoing annual software support in the amount of \$1,909.70, excluding HST, **BE ACCEPTED**;
- b) that the funding for this project **BE APPROVED** as set out in the Source of Financing Report attached, hereto, as Appendix A;
- c) that Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in relation to this project, and;
- d) that approvals hereby given **BE CONDITIONAL** upon the Corporation entering into a formal contract or having a purchase order relating to the subject matter of this approval.

Executive Summary

Information Technology Services' (ITS) Network and Telecommunications team supports over 400 network devices that together enable wired and wireless communication across the City's facilities. To maintain situational awareness and to maximize response capabilities in the event of network outages or performance issues, the team requires a Network Performance Monitoring System that can log network performance events and alert team members to such issues, thereby reducing the impacts of such events on City computer users and the services they support.

The procurement process to award a contract for Network Performance Monitoring System (RFT 2022-247) provided an irregular result with a single compliant submission from Softchoice LP. In accordance with City of London Procurement of Goods and Services Policy Section 8.10, Committee and Council approval is required to award the irregular result.

Linkage to the Corporate Strategic Plan

2019-2023 Strategic Plan for the City of London

Leading in Public Service

- Continue to maintain, build, and enhance a high-performing and secure computing environment.
- The City of London is trusted, open, and accountable in service of our community

- Londoners experience exceptional and valued customer service
- The City of London is a leader in public service as an employer, a steward of public funds, and an innovator of service.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- N/A

1.2 Network Performance Monitoring System

The ITS Network and Telecommunications team operates and maintains over 400 network devices that together enable wireless (WiFi), local area (within a building), and wide area (between buildings) communication within and between over 50 facilities. Not only does this network connectivity allow end users to communicate with each other and access service-supporting applications, but many back-office services – such as Corporate Security cameras and alarm panels, and Facilities energy and building management systems – depend on the seamless functioning of City networks.

ITS has relied for many years on a legacy network performance monitoring solution. The City requires an updated Network Performance Monitoring System to more effectively and efficiently manage the performance of these devices and the network as a whole: ITS averages 480 network support calls each month, in addition to efforts expended on maintaining the existing fleet of network devices and supporting new networking requirements in existing and new facilities.

A modern Network Performance Monitoring System will allow ITS to automatically correlate and alert on acute network performance events, as well as to better understand network performance issues and thereby continuously improve ITS' ability to provide a high-performance network for our end users.

2.0 Discussion and Considerations

2.1 Procurement Process

On October 28, 2022, Request for Proposal (RFT 2022-247) "Solarwinds Orion Network Performance Monitoring System Licensing, Warranty and Technical Support Services" was issued on london.bidsandtenders.ca with a closing date of November 16, 2022. No questions were received. When the RFT closed, two (2) bid submissions were received. Information Technology Services, with support from Procurement Services reviewed the submissions for compliance to mandatory requirements stated in the RFT. It was determined that one (1) submission was not compliant and was rejected, leaving only one (1) compliant bid received from Softchoice LP. As per Section 19.4(b) of the City of London's Procurement of Goods and Services Policy, the bid was opened with approval from the Director, Information Technology Services and the Senior Manager, Purchasing and Supply. Softchoice LP's submission met the City's terms, conditions and specifications in all areas and as per Section 19.4(c) of the Policy, the single acceptable bid is to be awarded as an Irregular Result requiring Committee and Council approval, per Section 8.10.

The contract period was identified as a period of one year, including the acquisition of perpetual software licences and the first year of warranty and support costs. Firm prices for the one (1) year contract period were required for submission.

3.0 Financial Impact/Considerations

The following table outlines the Softchoice LP fees (excluding HST) recommended by the evaluation committee:

Term of Contract	Software Licensing	Warranty & Support	Net Cost to the City of London
Year 1	\$ 103,738.87	\$ -	\$ 103,738.87
Year 2+	\$ -	\$ 1,909.70	\$ 1,909.70

Capital and operating funding to deliver and maintain this project was approved within the ITS 2020-2023 Multi-Year Budget. Funding for this project is outlined in the attached Source of Financing (Appendix A).

Conclusion

Effective management of the City's networks requires a Network Performance Monitoring System that enables productivity of all City staff and supports the delivery of public service to residents.

RFT-2022-247 Solarwinds Orion Network Performance Monitoring System Licensing, Warranty and Technical Support Services provided an irregular result and City Administration is recommending Council approve the award to Softchoice LP, the single bidder, and enable subsequent contractual formalities to be executed.

Submitted by: James McCloskey, Senior Manager, Information Technology Services

Recommended by: Mat Daley, Director, Information Technology Services

Concurred by: Lynne Livingstone, City Manager

Cc: Ian Collins, Director, Financial Services
Steve Mollon, Senior Manager, Procurement & Supply

Appendix "A"

#23024

February 21, 2023
(Award Contract)

Chair and Members
Corporate Services Committee

RE: RFT-2022-247 - Solarwinds Orion Network Performance Monitoring System
Licensing, Warranty and Technical Support Services - Irregular Result
(Subledger NT23CP01)
Capital Project IT3022 - Network Modernization
Softchoice LP - \$103,738.87 (excluding HST)

Finance Supports Report on the Sources of Financing:

Finance Supports confirms that the cost of this project can be accommodated within the financing available for it in the Capital Budget and that, subject to the approval of the recommendation of the Director, Information Technology Services, the detailed source of financing is:

Estimated Expenditures	Approved Budget	Committed to Date	This Submission	Balance for Future Work
Engineering	69,921	69,921	0	0
Construction	46,300	46,300	0	0
Computer Equipment	4,713,325	3,192,047	105,565	1,415,713
Total Expenditures	\$4,829,546	\$3,308,268	\$105,565	\$1,415,713

Sources of Financing

Capital Levy	234,546	234,546	0	0
Drawdown from Technology Renewal Reserve Fund	4,595,000	3,073,722	105,565	1,415,713
Total Financing	\$4,829,546	\$3,308,268	\$105,565	\$1,415,713

Financial Note:

	IT3022H
Contract Price	\$103,739
Add: HST @13%	13,486
Total Contract Price Including Taxes	117,225
Less: HST Rebate	-11,660
Net Contract Price	\$105,565

Note 1: There will be ongoing annual operating software support in the amount of \$1,909.70 excluding HST.



 Jason Davies
 Manager of Financial Planning & Policy