

## Report to Corporate Services Committee

**To:** Chair and Members  
Corporate Services Committee  
**From:** Mat Daley, Director, Information Technology Services  
**Subject:** Network Refresh and Secondary Site Portfolio  
Management Services  
**Date:** March 20th, 2023

## Recommendation

That, on the recommendation of the Director, Information Technology Services, and with the concurrence of the City Manager, the following actions **BE TAKEN** with respect to the selection of a vendor for the Request for Proposal (RFP) 2022-154 Network Refresh and Secondary Data Center Upgrade for City of London:

- a) The proposal submitted by CDW Canada Corp., 185 The West Mall, Suite 1700 Toronto On, M9C 5L5 for the Network Refresh and Secondary Data Center Upgrade for the City of London **BE ACCEPTED** in accordance with the Procurement of Goods and Services Policy;
- b) The price submitted by CDW Canada Corp. at the proposed fixed cost of \$329,196.00 (excluding H.S.T.), **BE ACCEPTED**;
- c) The financing for the project **BE APPROVED** as set out in the Sources of Financing Report attached hereto as Appendix 'A'; and
- d) Civic Administration **BE AUTHORIZED** to undertake all administrative acts that are necessary in connection with this purchase;
- e) Approval herein **BE CONDITIONAL** upon the Corporation entering into a formal agreement or having a purchase order, or contract record relating to the subject matter of this approval; and,
- f) The Mayor and City Clerk **BE AUTHORIZED** to execute any contract, statement of work or other documents, if required, to give effect to these recommendations.

## Previous Reports Related to This Matter

- No previous reports on this matter

## Linkage to the Corporate Strategic Plan

This undertaking supports the following specific strategies outlined in the 2023-2027 Strategic Plan:

- Infrastructure is built, maintained, and secured to support future growth and protect the environment;
- Build, maintain, and operate technology on information security, performance, and value;

## Background

### Purpose

The purpose of this report is to request approval to award a contract for portfolio management and technical architecture professional services for the Network Refresh and Secondary Site Upgrade projects to CDW Canada Corp (CDW).

### Background

The City of London's data center and network infrastructure is critical to the operation of all City Service Areas. This infrastructure is approaching end of life and requires upgrading to ensure the City can continue to provide reliable services to residents. As such, Information Technology Services (ITS) has initiated multiple simultaneous projects to upgrade network and data center infrastructure.

A preliminary upgrade plan has been designed, including review of potential technology needs and materials, to prepare for the execution phase of these major projects.

To support ITS in this work, a Request for Proposal (RFP) was issued to procure the services of a portfolio implementation partner. This partner will:

- supplement the City's project team with additional subject matter expertise in Data Center Architecture and provide associated development services;
- support the City's Network Refresh as part of broader network modernization initiatives;
- support the City in management of its portfolio throughout the continued planning, procurement and execution of the multiple, related projects;
- provide supplementary subject matter expertise and, as required, implementation support resources in specialized technology skillsets;
- provide technical support resources for both the Network Refresh and Secondary Site projects; and
- provide implementation support, post go-live support and delivery of related documentation.

## Discussion

In response to the RFP, CDW met the requirements of the evaluation committee and presented a proposal that will support the Corporation in moving forward with the implementation of both the Network Refresh and Secondary Site projects. CDW has experience managing and delivering projects of similar complexity across a number of public sector organizations, including:

- City of Guelph
- City of Cambridge
- City of Woodstock
- County of Middlesex and
- Municipality of Chatham-Kent.

CDW holds Gold partner status with related and relevant technologies and has over 20 years experience delivering network based solutions to Public Sector customers. In addition to Gold partner status, CDW has also achieved the following relevant specialized status:

- Master Partner (First worldwide partner to achieve this)
- Master Collaboration Specialized Partner
- Master Security Specialized Partner
- Master Data Center and Hybrid Cloud Partner

CDW has extensive experience with network and data center design and throughout these successful projects they have leveraged a systematic risk mitigation approach to successfully overcome challenges encountered when delivering projects with this level of complexity.

In the proposal, CDW demonstrated a thorough understanding of the challenges associated with these projects, bringing proven project management methodologies and strategies to streamline the upgrade process and mitigate potential risks. The proposal also includes strategies and guidelines for change management, issue management, quality management and resource management to support the successful delivery of the projects.

A refreshed and modernized network will deliver improved connectivity and communication across the Corporation. The data center upgrade and secondary site will ensure that the Corporation's critical systems and data are secure and reliable, providing increased protection against cyber security threats and reducing the risk of data loss. This will ultimately lead to increased efficiency, reduced downtime, and improved service delivery to residents.

## **Procurement Process**

On November 1, 2022, on behalf of Information Technology Services (ITS), the Procurement & Supply Management section issued a formal Request for Proposal (RFP2022-154) for retaining an Implementation Services for Both Network Refresh and Secondary Data Center Upgrade on the Corporation's Bids&tenders™ website to source a qualified and experienced proponent to provide the services.

After the RFP was posted, there were four (4) Addendum issued in response to Bidder's questions, inquiries and requests for clarification. When the RFP closed, four (4) compliant submissions were received.

A two (2) envelope RFP process was used - one envelope contained the technical project proposal and the second contained the pricing proposal.

Evaluation committee representatives from ITS and Procurement & Supply evaluated all four (4) submissions based on the technical criteria outlined in the RFP document. At the end of this process, the proponent CDW Canada Corp. scored the highest and demonstrated their ability to fully meet the Corporation's requirements.

### **Financial Impact**

The Network Refresh and Secondary Site projects were identified and approved in the 2020-2023 Multi-Year Budget. The total project costs includes the proposal from CDW for \$329,196.00 (excluding H.S.T).

The Source of Financing for this project is attached as Appendix 'A'.

## **Conclusion**

Information Technology Services (ITS) is seeking approval to award the RFP for the Network Refresh and Secondary Site Upgrade to CDW Canada Corp. After a formal RFP process and careful evaluation by a committee from ITS in cooperation with Purchasing Services, the Network Refresh and Secondary Site Upgrade for the City of London submitted by CDW Canada Corp. is recommended for authorization.

**Prepared by:** Quentin Grandine, Manager Core and Cloud, Information Technology Services  
Dan Dobson, Senior Manager Infrastructure and Data Services, Information Technology Services

**Recommended by:** Mat Daley, Director, Information Technology Services

**Concurred by:** Lynne Livingstone, City Manager

**Appendix "A"**

#23061

March 20, 2023  
(Award Contract)

Chair and Members  
Corporate Services Committee

RE: (RFP) 2202-154 Network Refresh and Secondary Site Portfolio Management Service  
(Subledger NT23CP02)

Capital Project IT3025 - Storage, Server Backup  
CDW Canada Corp - \$329,196.00 (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:

<b>Estimated Expenditures</b>	<b>Approved Budget</b>	<b>Committed To Date</b>	<b>This Submission</b>	<b>Balance for Future Work</b>
Engineering	1,945,916	1,945,916	0	0
Computer Equipment	4,328,641	2,017,889	334,989	1,975,763
<b>Total Expenditures</b>	<b>6,274,557</b>	<b>3,963,805</b>	<b>334,989</b>	<b>1,975,763</b>

**Sources of Financing**

Capital Levy	124,557	124,557	0	0
Drawdown from Technology Renewal Reserve Fund	6,150,000	3,839,248	334,989	1,975,763
<b>Total Financing</b>	<b>\$6,274,557</b>	<b>\$3,963,805</b>	<b>\$334,989</b>	<b>\$1,975,763</b>

**Financial Note:**

	<b>IT3025C</b>
Contract Price	\$329,196
Add: HST @13%	42,795
Total Contract Price Including Taxes	371,991
Less: HST Rebate	-37,002
Net Contract Price	<b>\$334,989</b>

  
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 Jason Davies  
 Manager of Financial Planning & Policy  
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