

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: December 19, 2013

SUBJECT: PROCUREMENT AUTHORIZATION
SUPPLY OF INTEGRATED PC HARDWARE AND SERVERS
PROPOSAL NO. P25BF13119

ACTION ITEM

RECOMMENDATION

It is recommended that the Board authorize the award of a contract to CompuCom Canada Co. (CompuCom) in the total upset limit amount of \$11,100,000 (inclusive of contingency and all applicable taxes) for a 5 year period effective January 1, 2014, with the option to renew for an additional 2 years on the basis of only qualified proposal received.

FUNDING

Sufficient funds have been included in the 2014-2023 Capital Budget under the 7.15 Service Delivery Management program which was approved by the Board on November 20, 2013, with City Council approval expected in January 2014.

BACKGROUND

In 2006, a competitive Request for Proposal (RFP) was issued for the supply of various requirements broken down into 8 categories consisting of networking, facsimile and photocopier equipment; business productivity software; and maintenance and repair of facsimile, photocopier and integrated PC hardware and servers. The supply of integrated PC hardware and servers was one of the 8 categories.

Approval for the award of a contract to CompuCom Canada Co. (formerly CCSI Technology Systems, Inc.) was received at the September 20, 2006 Board meeting in the total amount of \$13,329,000 (including contingency and all applicable taxes), for a 5 year period from November 1, 2006 with an optional 2 year extension on the basis of only compliant bid received. In 2011, the 2 year option to extend was exercised with an approved additional \$2,500,000. The current contract value is \$15,829,000 (including all applicable taxes) and expires January 31, 2014.

To date, four of the eight categories have been retendered as separate RFP's. The remaining categories will be issued as separate tenders and staff will also explore, where reasonable and feasible, joint purchases with the City for these categories.

DISCUSSION

Six companies were invited to submit Proposals in addition to the public advertisement on the TTC Materials and Procurement website on August 23, 2013, out of which three (3) companies submitted Proposals by the closing date of September 27, 2013.

The scope of service for this contract requires a company to supply Integrated PC Hardware (Workstations, Printers, and Peripherals) and Client/Servers for the Information Technology Services Department (ITS) to be deployed throughout the TTC based on TTC's current infrastructure standards, technical environment requirements and planned budgets.

The RFP stated that it is the TTC's intent to award a 5-year contract to one company and at its sole discretion may exercise the option to extend the contract for an additional two years.

Evaluation of the Proposal Submissions

Submissions were received from the following companies:

1. CompuCom Canada Co.
2. Softchoice Corporation
3. Compugen Inc.

An evaluation team from ITS and Materials and Procurement Department evaluated the qualitative portion of the proposals in accordance with the criteria set out in the RFP and attached Appendix A.

The RFP indicated that the recommendation for award would be based on the lowest priced qualified proponent. It was predetermined that proposals achieving a minimum of 80 points out of 100 for the qualitative evaluation would be considered qualified. The qualitative criteria consisted of the review of the proponent's corporate and project staff qualifications; relevant experience based on examples of their recently performed contracts of a similar size and nature; methodology/business requirements and reporting.

In addition, the proponents were required to submit supporting technical documentation and specification sheets for each of the proposed equipment, confirming that the minimum technical requirements specified in the RFP were met.

Final scores for the qualitative evaluation of proposal submissions were arrived at by consensus, whereby only one company (CompuCom) was considered qualified to perform the work and are being recommended for award of this contract. CompuCom is currently providing this service under the current contract and is satisfactorily performing this work.

CompuCom's proposed overall contract pricing is approximately 18.5% lower than the current contract pricing.

The submission from Compugen was not considered qualified as they did not meet the minimum 80% score. The proposed Account Manager did not have the minimum direct years experience required. Further, they were required to submit details on their reporting systems as well as samples of daily and monthly sales reports; however this information was insufficient to fully evaluate.

Non-Compliant Submissions

Softchoice Corporation (Softchoice) did not acknowledge receipt of Addendum 1 and 2 which included a revised Price Schedule and revisions to configurations and specifications on a few of the items required in the RFP. TTC Legal staff were consulted and confirmed that since Softchoice did not acknowledge the Addenda which materially affected the intent of the RFP, their proposal is considered non-compliant.

JUSTIFICATION

The issuance of this contract will ensure timely delivery of approved hardware and services for the existing information technology infrastructure; support new project requirements; ensure the TTC's information technology infrastructure is maintained in a state of good repair for future technology development needs and scalability to the changing technology environment at the TTC.

December 5, 2013
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Attachments – Appendix A

APPENDIX A

PROCUREMENT AUTHORIZATION SUPPLY OF INTEGRATED PC HARDWARE AND SERVERS PROPOSAL NO. P25BF13119

EVALUATION CRITERIA

1. Corporate Qualifications/Experience
 - Number of years in business
 - Relevant corporate experience
 - References/Similar Contracts Completed

- 2 Project Manager/Key Staff Qualifications/Experience
 - Number of years of direct experience
 - Work of a Similar Size and Nature

3. Methodology/Business Requirements
 - Proposed Methodology/Approach to the Work
 - On-line access
 - On-site configuration lab
 - ISO 9000-2000 Certification
 - Secured on/off site storage facilities

4. Reporting
 - Daily Reports
 - Monthly Reports