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CONTRACT AWARD FOR NETWORK RELATED PROFESSIONAL SERVICES, HARDWARE AND SOFTWARE

The Finance and Administration Committee recommends the adoption of the recommendation contained in the following report dated April 24, 2012, from the Commissioner of Finance.

1. RECOMMENDATION

It is recommended that:

1. NCI (Net Cyclops Inc.) be engaged to provide the professional services, hardware and software for the design and implementation of reliable internet access infrastructure as outlined in this report, at a fee of \$1,093,862.03 excluding taxes.

2. PURPOSE

This report seeks Council authorization to retain professional technical services, hardware and software related to the design and implementation of the Region's core computer and telephone network infrastructure. The purchasing bylaw requires Council authorization to award a Request for Proposal over \$500,000, or when the recommended proponent does not have the lowest cost. In this instance, the recommended proponent's bid was more than \$500,000.

3. BACKGROUND

In 2008, the Region's network experienced a significant number of network failures and network instability. To address the network issues, staff took temporary remedial technical measures and an extensive network architecture assessment was conducted. The assessment was completed in Q2 2009 and included a five-year plan.

The plan was split into three phases: (1) Perimeter upgrade and consolidation, (2) Internet access infrastructure and (3) Network core redesign. The estimated total cost was \$2,300,000. The first phase was completed in 2010 and replaced aging network firewalls with a highly available network perimeter infrastructure. It also resulted in a significantly more stable and secure network, and provided the robust perimeter required for the second phase to proceed.

This procurement is the second phase of the project. It involves a combination of professional services, hardware and software to redesign the Region's Internet access

infrastructure. The Internet access infrastructure is the group of technologies that connect the Region's network to the Internet. Phase two will result in greater network reliability, capacity, security, performance, and network traffic control capabilities. The project is scheduled to be completed in Q4 2012. It will also provide the necessary environment for the third phase (network core redesign), currently scheduled for 2013.

4. ANALYSIS AND OPTIONS

RFP issued for hardware, software and services

To meet the schedule for delivery of the design and implementation of reliable Internet access infrastructure (Phase 2), staff issued a Request for Proposal (P-11-118) for professional services, hardware and software, in accordance with the Region's Purchasing By-law.

Four bids were received from four companies

In accordance with the Region's Purchasing By-law, the Request for Proposal (P-11-118) was advertised electronically on Merx.com and Biddingo.com and via the Region's Bids and Tenders notification system.

In response to the advertisement, a total of four bids were received from four companies:

- Bell Canada
- Compugen Inc.
- NCI (Net Cyclops Inc.)
- Scalar Decisions Inc.

The evaluation of the submitted proposals is complete. The award now requires Council approval.

A Bid Review Committee was held and the proposals from Bell Canada and Compugen Inc. were deemed non-compliant.

The financial envelopes for those with passing scores after the Technical Evaluation were opened with the following results:

Table 1
Summary of Technical Evaluations for RFP-11-118

Name	Technical Score (out of 70)	Total Score	Bid Value	Rank
NCI (Net Cyclops Inc.)	45.60	75.60	\$1,093,862.03	1
Scalar Decisions Inc.	42.95	69.18	\$1,251,287.88	2

As shown in Table 1, NCI's bid was ranked first based on the bid's total score and low price. It is recommended that NCI (Net Cyclops Inc.) be awarded the contract as it represents the best value to the Region.

Link to Key Council-approved Plans

The design and implementation of the Region's core network infrastructure is a major consideration in all York Region's plans and visions for the future.

5. FINANCIAL IMPLICATIONS

The cost of the project is included in the approved 2012 Capital Plan, as outlined in Table 2 below.

Table 2
Total Costs for Professional Services

Design and Implementation of Reliable Internet Access Infrastructure

Description	Cost Estimate
Professional Services	\$156,000.00
Hardware	\$920,363.75
Software	\$17,498.28
TOTAL	\$1,093,862.03

6. LOCAL MUNICIPAL IMPACT

The design and implementation of reliable internet access infrastructure will provide the required capacity, reliability, performance and efficiency required to stabilize the Region's Internet infrastructure. Numerous public-facing applications, the Region's website and public access to online services such as York Rapid Transit, rely upon this infrastructure.

7. CONCLUSION

It is recommended that Council approve the award of a contract to upgrade the Region's Internet access infrastructure.

For more information on this report, please contact Karen Close, Acting Director, Information Technology Services at (905) 830-4444. Ext. 1752.

The Senior Management Group has reviewed this report.