



## Request for Proposals

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# Hardware and Software provider

**Closing:**

Two complete hard copies and one (CD or USB key) copy prepared in .pdf format

or

By e-mail prepared in .pdf format to [mmoody@Parksville.ca](mailto:mmoody@Parksville.ca).

Response must be received before 2 pm Pacific Time on Friday April 5, 2019.

**Closing Location:**

City of Parksville – Parksville Civic & Technology Centre  
Administration (First floor)  
PO Box 1390  
100 Jensen Avenue East  
Parksville, BC V9P 2H3

**Contact Person:**

Michael Moody,  
Manager of Information Systems  
[mmoody@Parksville.ca](mailto:mmoody@Parksville.ca)  
250 954-3085

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## 1.0 BACKGROUND

The City of Parksville is situated on Vancouver Island along Highway 19A approximately 37 Kilometres Northwest of Nanaimo. The City provides local government services to a population of 12,514 (2016).

The City has three main sites, being City Hall, the Firehall and Public Works facility. All three facilities are networked together with the majority of the computing resources located at City Hall (**see Appendix 1 - Facility Diagram**).

The City is looking to partner with a technology solutions provider or Value Added Reseller in the provision of computer hardware and software licensing solutions for a period of five years.

The City utilizes various types of hardware to provide services. Equipment such as PCs, Monitors, Laptops, Tablets, Servers, Storage, Network Equipment, Network Appliances, Wireless Access Points, Point to Point Wireless and other miscellaneous peripheral equipment. A five-year capital replacement cycle on equipment acquired will be implemented.

Software licensing solutions will encompass all aspects of Microsoft Software Licensing (Select, Enterprise agreements) and also non-Microsoft software and licensing services used by local governments. Some software examples, but not limited to, such as Adobe, AutoCAD, Backup Exec, Acronis, Sophos, etc.

Proponents may provide a response for either the hardware or software components of this RFP or for both hardware and software components.

## 2.0 SCOPE OF WORK

- ❖ Provide a dedicated Account Representative.
- ❖ Provide a dedicated website for ordering hardware / software products.
- ❖ Provide Electronic invoicing via email.
- ❖ Provide a Reporting System that allows City Staff to view online and print order / delivery status and history on purchases of hardware.
- ❖ Provide a Reporting System that allows City Staff to view online and print order / delivery status and history on purchases of software.

### **HARDWARE**

Over the course of a Five-year agreement, all hardware components noted will be replaced and put on a five-year replacement schedule. Approximately 20% of the 140 computers will be replaced every year, starting in 2019. **See bottom of Appendix 3.**

#### **PCs**

- Provide a base configuration for desktop PCs in Small Form Factor, Desktop and Tower models. Minimum specifications should be:
  - Intel i5 processor
  - 8GB Ram
  - 256GB SSD
  - Onboard video (minimum 1920 x 1080).
  - Three-year onsite service warranty
- ❖ Provide specifications for all above.
- ❖ Provide additional options (and costs) for increased capacity of Processor, RAM, SSD, Video, Five-year onsite service warranty.

#### **MONITORS**

Monitor needs may vary across the organization.

- Please provide various screen size options (22 - 24, 27 etc.).
- Resolution should be at a minimum of 1920 x 1080.
- Three-year onsite service warranty

#### **LAPTOPS**

- Screen size options from 11" – 15.6" (minimum resolution 1920 x 1080)
- Intel i5 processor
- 8GB Ram
- 256GB SSD
- Three-year onsite service warranty
- ❖ Provide additional options (and costs) for increased capacity of Processor, RAM, SSD, Video, Five-year onsite service warranty.

## **SERVERS**

There are four main host servers (HV1, HV2, HV3, HV4) running Microsoft Hyper-V with the majority of production servers running as Virtual Servers. Storage is currently located within the host servers entirely. These servers are not clustered or sharing storage. **Please see Appendix 2 – Current Server configurations.**

Depending on budget funds available, server replacements may be done as a phased approach in 2019, 2020 and 2021.

- ❖ Provide proposed server configurations with an alternate external storage solution if applicable.
- ❖ Provide costs for optional configured items such as processor type / speed, memory, disk space, disk configuration(s) etc.

### **Minimum server specifications for HV1, HV2, HV3:**

- Rack Mounted
- 2 Xeon Processors - 10 Cores per Processor
- 256GB RAM
- 2 x 500GB SSD RAID1 (O/S Drives)
- 12 TB of additional internal storage
- Five-year onsite service warranty

### **Minimum server specifications for HV4:**

- Standalone Tower Server
- 2 Xeon Processors – 8 Cores per Processor
- 128GB Ram
- 2 x 500GB SSD RAID 1 (O/S Drives)
- 6 TB of additional internal Data Storage
- Five-year onsite service warranty

## **STORAGE**

Currently the City is using QNAP backup NAS devices acquired in 2015 / 2016 and will not be replaced until 2020 under a five-year replacement cycle. The City is using Acronis Backup Advanced 12.5 for backing up data to these QNAP storage devices

- ❖ Provide proposed replacement equipment and a replacement strategy to be implemented in 2020.

## NETWORK EQUIPMENT

The City utilizes various network switches throughout the three facilities.

Current network switch inventory by facility:

### City Hall

- 3 - D-Link Gigabit DGS3120 (2 switches are POE)
- 1 - D-Link 24 Port Gigabit Switch
- 1 - D-Link DGS 3100 - 24 Port Gigabit Switch

### Firehall

- 1 - D-Link 48 Port GB Web Smart Switch + 4 Expansion Slots

### Public Works

- 2 - D-Link 24 Port Switch
- 2 - D-Link 28 Port Switch
- 1 - D-Link 52 Port Switch

- ❖ Provide a replacement schedule and pricing in the event that all network switches will be replaced in 2019. Switch ports are to be at a minimum 1 Gigabit and POE.

## NET APPLIANCES

### City Hall

SonicWall NSA 2600 ADV – *(no current end of support) - to be replaced in 2020*

### Public Works

SonicWALL NSA 250M – *(end of support 2021) - to be replaced in 2021*

## WIRELESS ACCESS POINTS

The City employs several wireless access points at its three main facilities. Quantities are listed below.

### City Hall

- 3 - SonicWALL SonicPoint
- 1 - Lantronix Wibox (for Irrigation)

### Firehall

- 3 - SonicWALL SonicPoint

### Public Works

- 4 - SonicWALL SonicPoint

All Wireless Access points are being considered for replacement possibly in 2019 / 2020 if budget funds are available. The SonicWall Firewalls administratively control the SonicPoints + provide management and control of all access points.

### **POINT TO POINT WIRELESS**

Proxim Tsunami 8100

The current point to point wireless system that connects the City Hall and Public Works facility is to be replaced in 2019 or 2020.

The City is considering an alternate configuration to a relay site atop Little Mountain (outside the City Limits) in order to attain an unobstructed signal path with >100Mbps Full Duplex connection speeds.

- ❖ Provide a pricing solution for both alternatives (Point to Point and Relayed).

### **HARDWARE MANAGEMENT PLATFORM**

The focus on monitoring devices is for the main devices that are operational 24 x 7, such as, Servers, Storage, Network Switches.

- ❖ Please provide a proposed management platform that demonstrates the ability to provide operational efficiency for IT staff to monitor all aspects of network attached hardware.

All monitoring would be done within the IT department, possibly on a dedicated workstation.

### **DELIVERY LEAD-TIME**

- ❖ Provide approximate lead-time for product deliveries for the various products offered from time of order.

## **SOFTWARE LICENSING**

### **Microsoft Software Licenses**

The City is requiring a Microsoft Licensing Reseller to provide Microsoft Software Licensing options and pricing under a Select or Enterprise Agreement format with Microsoft.

The Reseller must have Microsoft Licensing Experts on staff to provide licensing advice to City IT staff.

The City currently has been acquiring Microsoft Software licenses when required for compatibility and compliance. PCs / Laptops when acquired, have been using the OEM license for the life of the equipment. Other software such as Office is acquired and / or updated when required if version compatibility becomes an issue as old workstations are replaced. Windows Server, Exchange, SharePoint and SQL server versions are updated along with the applicable CALS (Client Access Licenses) to stay current. **See Appendix 3 for the current software inventory.**

Moving into the future, the City would like to consider keeping software on an Enterprise Agreement in order to standardize versions of software (Windows, Office) across PCs / Laptops for users and for Windows Servers / CALS, Exchange Server, SharePoint, SQL Server, etc.

The City is considering the Office 365 or Microsoft 365 plans for users. There are approximately 90 users. 60 of those users have dedicated desktop / laptops. The remaining 30 users share computers, with a majority of those 30 users requiring the full Office suite of applications, while some only require email access.

- ❖ Provide in your proposal the recommended software solutions with applicable pricing for the City.
- ❖ Include specific pricing levels within the Office 365 and Microsoft 365 versions offered by Microsoft.
- ❖ Provide a detailed description of the feature differences between Office 365 and Microsoft 365, as well as the rationale for using one version over the other.

### **Non-Microsoft Licenses**

The City requires the ability to purchase various other non-Microsoft software products from time to time.

- ❖ Provide a catalog / schedule of all your non-Microsoft software products with applicable pricing under Section 4.0 Fees / Costs.



### 3.0 SCHEDULE

The following dates, other than the RFP closing date, are guidelines only and may be adjusted based on the schedule proposed by the successful proponent.

RFP release date February 28, 2019

RFP Closing Date: April 5, 2019

Anticipated Award Date: May 27, 2019 \*

\* Requires Council approval to award recommended proponent

## 4.0 PROPOSAL FORMAT

This section describes the expectations for proposal formatting. Any proposal submitted should be in general alignment with these expectations to facilitate comparative evaluation.

**Following the proposal format when submitting your proposal, will assist the City in performing a more accurate evaluation of proposals.**

### COVER LETTER

- ❖ Provide a single-page cover letter that introduces your company and products and services that you are offering in this RFP response.

### TABLE OF CONTENTS

- ❖ Include a list of all sections and appendices in the proposal response and indicate corresponding page numbers.

### PROJECT TEAM AND CORPORATE COMMITMENT

Establish that the proponent's organizational structure and proposed team, including sub-consultants and specialists, has the necessary technical and managerial knowledge to successfully carry out the requirements of this RFP. As well, confirm the proponent's corporate commitment to the adhering of the terms and conditions of this RFP.

- ❖ Provide a brief introduction of the proponent's company and any required sub-consultants.
- ❖ Identify the primary contact for the project. Should this primary contact not have the signing authority required to execute an agreement with the City, identify the individual who will fulfill this role in addition to the primary contact.
- ❖ Summarize the past relevant experience and performance of the proposed team's key personnel.
- ❖ Provide an organization chart showing the names and responsibilities of key personnel.
- ❖ Provide resumes (maximum 2 pages in length) for key personnel.
- ❖ State the corporate commitment to completing this project within the scope, budget, and timelines outlined.
- ❖ Declare that the proponent, if successful, will purchase a City of Parksville business licence prior to beginning the project.

- ❖ Any deviation or exceptions to the terms and conditions included within this RFP must be fully described. Any proposal that contains terms or conditions that are contrary to, or inconsistent with, those included within this RFP may be rejected at the discretion of the City.
- ❖ Include a completed copy of section 7.0 *Proposal Commitment* from this RFP.

#### PAST PERFORMANCE AND REFERENCES

Present recent similar projects completed by the proponent, demonstrating a documented history of success at completing works similar to those described within this RFP.

- ❖ Provide an overview of a minimum of three and maximum of six recent similar projects. Include details of what aspects of these projects were undertaken by key personnel of proposed project team and/or any proposed sub-consultants.
- ❖ List the name, position, and telephone number of a contact person from each project to serve as a reference. References may be contacted to confirm the proponent's ability to meet budget, schedule, and quality targets.

#### PROJECT UNDERSTANDING, METHODOLOGY, TASK LIST, AND DELIVERABLES

Communicate in detail your understanding of the project, its requirements, and important issues. Describe both the project management and technical methodologies proposed to be used. Clearly indicate all services which are to be included, excluded, optional, or to be provided by others.

- ❖ Describe the proposed methodology and approach to manage the project, as well as identification and management of risks to the project and how those risks will be managed.
- ❖ Identify areas where innovative solutions supporting the purpose of the project are proposed and how they could be leveraged to drive project success.
- ❖ Provide a description of the communication requirements and expectations between the City and the successful proponent.
- ❖ List all phases of work, breakdown each phase into tasks, and discuss what is to be undertaken for each discrete task. Identify deliverables for each phase of work. **At a minimum the phases of work and deliverables listed in "Section 2. Scope of Work" of this RFP must be present.** Additional phases and deliverables proposed to support innovative solutions or project management strategies will be acceptable.

## FEES / COSTS

- ❖ Provide a Five-year total cost of ownership schedule according to the Hardware Categories listed on “Section 2.0 Scope of Work” which reflects the cost of replacing all hardware from 2019 - 2023.
- ❖ If applicable, List hardware implementation costs as a separate item regarding equipment that your company proposes to supply and implement.
- ❖ Provide a Five-year total cost of ownership schedule according to the Software Licensing (Microsoft Software Licenses) information listed in “Section 2.0 Scope of Work”. **See also the bottom of Appendix 3 – Microsoft Software Inventory for more detail.**
- ❖ Provide a catalog / schedule of all your non-Microsoft software products with applicable pricing under Section 4.0 Fees / Costs. License amounts to purchase Non-Microsoft software are not definable at this point as they are on an ad-hoc demand basis.
- ❖ Provide costs for options where applicable for both Hardware and Software categories.

## 5.0 PROPOSAL EVALUATION CRITERIA

The City will evaluate each proposal submitted on the basis of how well the proponents respond to the requirements of the RFP. Each submission will be assessed using a matrix scoring system as set out below.

**PROJECT TEAM AND CORPORATE COMMITMENT - 10%**

**PAST PERFORMANCE AND REFERENCES – 15%**

**PROJECT UNDERSTANDING, METHODOLOGY, TASK LIST, AND DELIVERABLES – 25%**

**FEES / COSTS – 50%**

Evaluation criteria for fees will be as per the following formula:

$$\text{Fees score} = \frac{\text{Lowest Price} \times 50 \text{ Points}}{\text{Proposal Price}}$$

FEES SCORE WILL BE BASED ON A FIVE-YEAR TOTAL COST OF OWNERSHIP FOR BOTH HARDWARE AND SOFTWARE.

## 6.0 PROPOSAL SUBMISSION

### 6.1 General

Before submitting proposals, proponents must satisfy themselves about the nature and location of the work, local conditions, the professional services, equipment, technology and facilities needed for the execution of the work, and all other factors that might have a bearing on their proposal. Proponents are fully responsible for obtaining all information required for the preparation of proposals and the execution of the work.

Proponents are solely responsible for their own expenses in preparing and submitting proposals, and for any meetings, negotiations, or discussions with the City or its representatives and consultants, relating to or arising from this RFP. Proponents agree that by participating in the RFP process, and/or submitting a proposal, they have no claim for compensation.

### 6.2 Inquiries

All inquiries regarding this request for proposal must be directed to:

Michael Moody  
Manager of Information Systems  
City of Parksville  
Telephone: 250 951-3085  
Email: [MMoody@Parksville.ca](mailto:MMoody@Parksville.ca)

All requests for information (RFI) related to this RFP are to be submitted in writing by email at least ten calendar days prior to the Closing Date.

RFIs and answers will be recorded and distributed via addendum posted to BC Bid ([www.bcbid.gov.bc.ca](http://www.bcbid.gov.bc.ca)). It is the responsibility of the proponent to download and obtain any addenda posted. Information obtained from any other source is not official and should not be relied upon.

### 6.3 Instructions, Terms, and Conditions

The following terms and conditions will apply to this Request for Proposal. Submission of a proposal indicates acceptance of all the terms that follow and that are included in any addenda issued by the City.

- Proposals clearly marked “City of Parksville, Technology Request for Proposal” must be received by the **Closing Date: before 2 pm Pacific Time on Friday April 5, 2019.**
- Proposals should be delivered to the attention of Michael Moody, Manager of Information Systems, at the City of Parksville Administration Department as follows:

By hand delivery, courier or mail:

City of Parksville  
Administration Department  
(First floor)  
PO Box 1390  
100 Jensen Avenue East  
Parksville, BC V9P 2H3

By email:

Michael Moody  
Manager of Information Systems  
e-mail: [MMoody@parksville.ca](mailto:MMoody@parksville.ca)

- Proponents are cautioned to carefully read and follow the instructions, terms and conditions required by this Request for Proposal as any deviation, omission, as well as any inaccuracies or misstatements may be cause for rejection. However, the City reserves the right, at its sole discretion, to waive minor irregularities and defects in a proposal and proceed with that respondent.
- In the event only one proposal is received, the City reserves the right to return that proposal unopened.
- Proposals received after the closing time will be returned unopened.
- Proposals must be executed by an authorized signatory of the proponent utilizing the Proponent Commitment section of this Request for Proposal.
- All proposals and subsequent information or material received shall become the property of the City and will not be returned. The proposals will be held in confidence by the City subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.
- Proposals may be withdrawn by written request only to Michael Moody, Manager of Information Systems, or his designate, at any time prior to the scheduled closing time.

Proposals remain valid and may not be withdrawn, for a period of Ninety (90) days following the deadline date for submission of proposals.

- Prior to the deadline date for submission of proposals, proponents must not contact any other representative of the City regarding this Request for Proposal, other than Michael Moody, Manager of Information Systems, or his designate. Unauthorized contact with any City representatives, including members of City Council, may be cause for the rejection of the proponent's proposal.
- The City is under no obligation to award a contract as a result of this Request for Proposal and reserves the right to terminate this Request for Proposal process for any reason, at any time. The City may then do nothing, re-tender, sole-source or complete the work with the City's own forces.
- No proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this Request for Proposal process, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.
- This Request for Proposal and the successful proponent's response may form part of any contract or professional services agreement entered into with the City of Parksville.
- Any information acquired about the City by a proponent during this process must not be disclosed unless authorized by the City, and this obligation will survive the termination of the Request for Proposal process.
- The proponent, including all consultants, sub-consultants, corporation or individual members of a proponent, will promptly disclose to the City any potential conflict of interest and existing business relationships they may have with the City or evaluation committee. The City reserves the right to disqualify any proponent who in its opinion has a conflict of interest, whether such conflict exists now or is likely to arise in the future.
- Pricing will be firm for the contract period unless this Request for Proposal states otherwise. All prices quoted are to be in Canadian funds including fees, charges, contingencies and applicable taxes.
- The lowest priced proposal will not necessarily be chosen, but the proposal that is deemed to offer the best overall value to the City of Parksville.
- Any dispute arising from this Request for Proposal, or subsequent agreement, will be resolved according to the laws of the Province of British Columbia.
- Using a subcontractor (who must be clearly identified in the proposal) is acceptable. This includes a joint submission by two proponents having no formal corporate links. However, in this case, one of these proponents must be prepared to take overall responsibility for successful interconnection of the two products and this must be defined in the proposal.



## 7.0 PROPOSAL COMMITMENT

**This section must be completed by the proponent and included as an appendix with their submitted proposal:**

Provided that this proposal is accepted within ninety (90) calendar days from the closing date, the undersigned agrees on behalf of the company named below, to supply the goods and services listed at the prices quoted, under the terms and conditions set forth in this RFP document, the proponent's proposal, any and all addendum, which shall together form the agreement. This proposal is valid and enforceable for a period of not less than ninety (90) days following the closing date. In accordance with the terms, conditions, instructions and specifications the undersigned agrees to supply products and services at the prices quoted.

Company Name:

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Company Address:

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Postal Code:

Phone Number:

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Email Contact:

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Signature of Signing Officer:

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Printed Name of Signing Officer:

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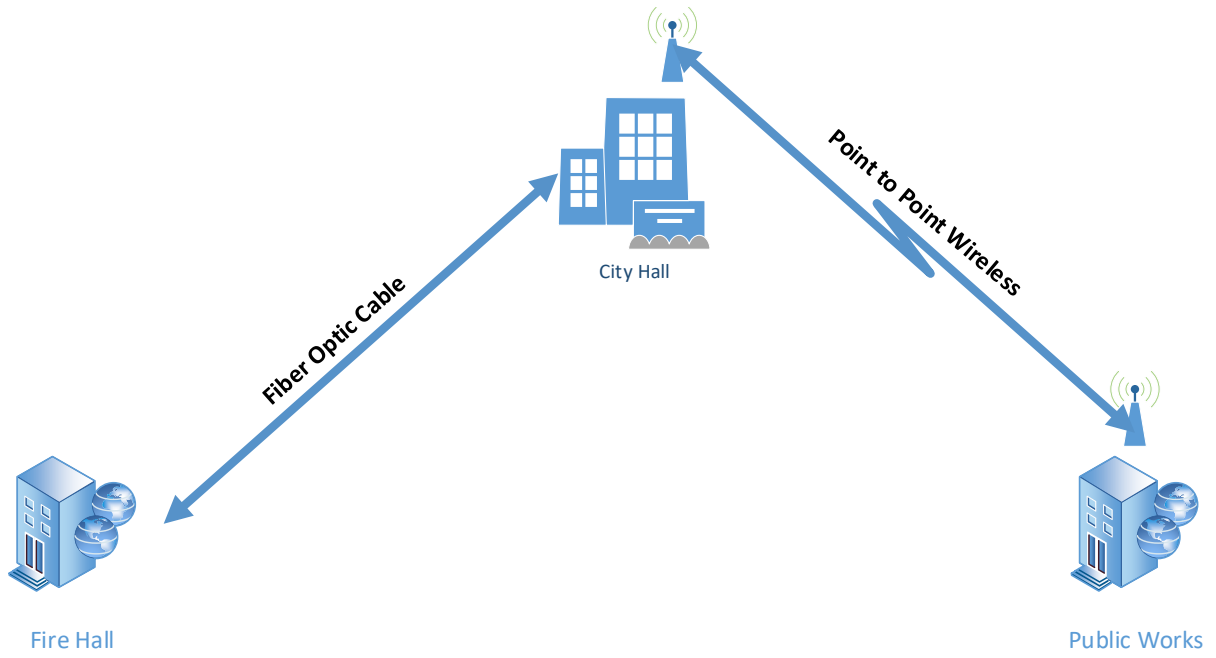
Title of Signing Officer:

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Date:

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### Appendix 1 – Facility Diagram





## Appendix 3 - Microsoft Software Inventory

Software license	Qty	License Type
Server 2019 Std	44	Core
Server 2019 User CALS	95	User CAL
Server 2019 Device CALS	4	Device CAL
Server 2012 R2 Std	10	Server Std
Server 2008 R2 Ent	3	Server Ent
Server 2008 R2 Std	2	Server Std
Office 2019 Pro Plus	5	Device Lic
Office 2016 Pro Plus	28	Device Lic
Office 2013 Pro Plus	14	Device Lic
Office 2010 Pro	44	Device Lic
Office 2007 Pro Plus	40	Device Lic
Exchange 2016 Standard	1	Server lic
Exchange 2016 CALS	80	User CAL
Exchange 2016 Adv CALS	80	Ent User CAL
SQL Server 2016 2Core	2	Core
SQL Server 2014 2CORE	2	Core
SQL Server 2008 R2 1 Proc	1	Processor

- There are 140 Computers / laptops. All have OEM licenses of Windows. Not all computers have Office installed on them. Some are used for process controls and other non-office purposes.
- The City has 90 Users.