

**TO:** MAYOR & COUNCIL  
**FROM:** DEPUTY CHIEF ADMINISTRATIVE OFFICER AND CHIEF FINANCIAL OFFICER  
**SUBJECT:** **CI - SUPPLY, DELIVERY AND MAINTENANCE COMPUTER HARDWARE**  
**PURPOSE:** To obtain Council approval to award a Contract Increase (CI) for additional supply, delivery and maintenance computer hardware.

### **RECOMMENDATION**

**THAT** a contract increase to Microserve Business Computer Services (“Microserve”) for an estimated cost of \$415,694 including GST and PST in the amount of \$44,539, as outlined in the August 28, 2023, Council Report titled “CI – Supply, Delivery and Maintenance Computer Hardware” be approved; and

**THAT** final payment will be based on the actual quantity of goods and services delivered and unit prices as tendered.

### **CHIEF ADMINISTRATIVE OFFICER’S COMMENTS**

I concur with the recommendation of the Deputy Chief Administrative Officer and Chief Financial Officer.

#### **1.0 POLICY SECTION**

The City’s Change Order Policy requires Council’s approval for change orders, which individually or when accumulated with prior change orders, increase the total value of the contract by \$1,000,000.

#### **2.0 BACKGROUND**

The City’s IT department manages all computer servers and desktops at over 62 different locations throughout the City.

The City also requires on-site maintenance services and secure disposal of decommissioned hardware.

**3.0 GENERAL INFORMATION**

On December 7, 2020, the City awarded a contract to Microserve Business Computer Services (“Microserve”) in the amount of \$1,596,100 including GST and PST in the amount of \$171,011 for the supply, delivery and maintenance of computer hardware and services.

Since the award of this contract, there has been approved change orders for a total of \$925,650 including GST and PST in the amount of \$99,176.79 for additional hardware and maintenance requirements for the desktop replacement program and other capital initiatives.

The Information Technology Department has completed an assessment of the resources needed by the City. This recommendation is for an addition to the contract in the amount of \$415,694 including GST and PST in the amount of \$44,539 to cover outstanding commitments and anticipated spend till the end of 2023. This contract update is recommended to fulfill the City’s computer hardware and service requirements to the end of the first contract period, expiring December 31, 2023. This change results from inflation, increase in staff and hardware purchases made for capital initiatives such as PRISM, golf system upgrade, CAD upgrade, mobile app for common citizen, business license and anniversary billing, infrastructure appliances, operating peripherals and servers.

The total revised contract value will be \$2,937,444 including GST and PST in the amount of \$314,727.

<b>Contract History</b>	<b>Date</b>	<b>Accumulative Total Change (including GST and PST)</b>
<b>Original Contract Award</b>	<b>December 2020</b>	<b>\$1,596,100</b>
Previous Change Orders	September 2022	\$680,695
Previous Change Orders	October 2022 – July 2023	\$244,956
Change Order – Contract Additions	Pending	\$415,694
<b>TOTAL</b>		<b>\$ 2,937,445</b>

City staff have reviewed the change orders and believe they appropriately address the City’s needs at a fair cost. The Chief Information Officer concurs with this recommendation.

**4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT**

The RFP #253-12/19 Supply, Delivery, and Maintenance of Computer Hardware and Services (Attachment 1) was publicly advertised. Upon closing, the City received a total of four submissions.

**5.0 FINANCIAL CONSIDERATIONS**

Funding for this work is provided in the 2023 – 2027 Financial Plan under various capital projects and departmental operating budgets.

Respectfully submitted,  
Noreen Kassam, Deputy Chief Administrative Officer and Chief Financial Officer

**ATTACHMENTS**

Attachment 1 – RFP #253-12/19

**REPORT CONTRIBUTORS**

This report was prepared by Frank Wang, Senior Buyer, and reviewed by Sophan Lum, Assistant Manager, Purchasing – Capital.

Remaining time:

Submission due date has passed or a new amendment has been issued

Note all times shown are in Pacific Time.

## Overview

### RFx General Information

**Opportunity Type**

Historic Record- General (pre-Jan 2023)

**Notice Type**

Request for Proposal

**Opportunity Description**

Supply,Delivery,& Maintenance of Computer Hardware and Services

**Opportunity ID**

253-12/19

**Status**

Closed

**Issued by**

City of Burnaby

**BC GSIN Commodities**

- 7005 - Desktops
- 7010 - Notebooks and Portables
- 7030 - Monitors
- 7050 - Peripherals

**Lot # ⓘ**

1

**Amendment #**

2

**Amendment reason**



**Amendment History**

### RFx Documents

Title	Type	Last Modification (Pacific Time)
Revised Appendix C - Requirements and Questionnaire	Supplier Migrated Documents (Approved)	2020-08-19 8:50:00 AM
Addendum No. 1	Supplier Migrated Documents (Approved)	2020-08-19 8:48:00 AM
Attachment K - Contractor's Living Wage Obligations	Supplier Migrated Documents (Approved)	2020-08-19 8:48:00 AM
Appendix J - Form of Agreement (Sample)	Supplier Migrated Documents (Approved)	2020-08-19 8:48:00 AM
Appendix I - Corporate References	Supplier Migrated Documents (Approved)	2020-08-19 8:48:00 AM
Appendix G - Proposed Sub-Contractors	Supplier Migrated Documents (Approved)	2020-08-19 8:48:00 AM
Appendix F - Site Locations	Supplier Migrated Documents (Approved)	2020-08-19 8:48:00 AM
Appendix D - Pricing	Supplier Migrated Documents (Approved)	2020-08-19 8:48:00 AM
Appendix A - Insurance Requirements	Supplier Migrated Documents (Approved)	2020-08-19 8:48:00 AM
Appendix C - Requirements	Supplier Migrated Documents (Approved)	2020-08-19 8:48:00 AM

#	Amendment reason	Date & time (Pacific Time)
1		2020-08-13 3:31:00 PM

**Issue Date**

2020-07-24 4:25:00 PM

**Closing Date and Time**

2020-08-27 3:00:00 PM

**Amendment Date & Time ⓘ**

2020-08-19

8:59:00 AM

**Summary Details**

Amendment No.2 issues Addendum No.2 consisting of 2 pages. 2020 August 19

Amendment No.1 issues Addendum No.1 consisting of 1 page. 2020 August 13

Due to the COVID-19 pandemic, the City of Burnaby prefers to accept electronic bid submissions via email to [Purchasing@burnaby.ca](mailto:Purchasing@burnaby.ca) until further notice. Delivery of hard copy submissions will continue to be accepted at this time as an alternative.

**Please Note:**

Email submissions could be delayed or rejected by the City of Burnaby's email security system. The onus is on the Proponent to make sure the City receives the Proposal before the closing date and time. Maximum email submission size is 50 MB. If your email submission is larger than 50 MB, please submit in multiple emails.

The City of Burnaby invites Proposals from qualified Proponents who has a full range of products with mainstream solutions and is constantly innovating new technology into its product line. The work of the Contractor will include, but not be limited to:

- (a) the supply and delivery of desktop computers, including Small Form Factor (SFF), Micro Form Factor (MFF) and High End Workstations, laptop computers, including standard and Lightweight model;
- (b) ruggedized tablets suitable for commercial fleet vehicles and fire trucks; and
- (c) All-In-One computers equipped with touch screens for point-of-sale and kiosk operations.

Proposals will not be opened in public. Submissions and/or amendments will not be accepted by facsimile or email. Late submissions or submissions delivered to locations other than the address indicated, will be returned to the Proponent unopened.

Title	Type	Last Modification (Pacific Time)
and Questionnaire	Documents (Approved)	
RFP253-1219 Supply Delivery & Maint. of Cmpt Hardware & Svcs	Supplier Migrated Documents (Approved)	2020-08-19 8:48:00 AM
Addendum No 2	Supplier Migrated Documents (Approved)	2020-08-19 8:50:00 AM
Appendix H - Form of Submission	Supplier Migrated Documents (Approved)	2020-08-19 8:48:00 AM
Appendix E - Hardware Specifications	Supplier Migrated Documents (Approved)	2020-08-19 8:48:00 AM
Appendix B - Insurance Certificate	Supplier Migrated Documents (Approved)	2020-08-19 8:48:00 AM

15 Result(s)

## Opportunity Details

### Official Contact Information

Enquiries related to this RfX may only be directed in writing to the Official Contact using the "enquiries" interface if available, or the email address identified on the "opportunity details" tab. Information obtained from any other source is not official and should not be relied upon. Other information and rules regarding enquiries are set out in the "process rules" tab or within the attached RfX documents.

#### Official Contact

Issued By: City of Burnaby  
Issued For: City of Burnaby

Contact Name: purchasing@burnaby.ca  
Title:  
Email: purchasing@burnaby.ca  
Phone:  
Fax:

### Additional Information

#### Contact Address

6161 Deer Lake Avenue  
Burnaby British Columbia  
Canada V5G 4A3

## Pricing

-  Download in Excel 2007-2016 format (xlsx)
-  Download in Excel 97-2003 format (xls)

### Prepare RfX - Item

RfX Grid

Group(s)

Search by keyword