

**Date:** 2022-12-08

**Subject:** Request to Begin Procurement – End User Technology Products and Desktop Management Services for a Three (3) Year Period

**Contact:** Adam Hughes  
Chief Information Officer  
Digital Innovation & IT  
905-874-2018  
Adam.hughes@brampton.ca

**Report Number:** Corporate Support Services-2023-014

**Recommendations:**

1. THAT the report titled Request to Begin Procurement – End User Technology Products and Desktop Management Services for a Three (3) Year Period to the Committee of Council Meeting of January 18, 2023 be received; and
2. THAT the Purchasing Agent be authorized to commence the procurement of End User Technology Products and Desktop Management Services for a Three (3) Year Period

**Overview:**

- The City's current contract for End User Computing Equipment and Desktop Management Services expired November 7, 2022
- The purpose of this report is to obtain authorization to begin procurement for End User Technology Products and Desktop Management Services for a Three (3) Year Period, with Two (2) Additional One (1) year Renewal Options.
- The recommendation is to directly engage CompuCom Canada Inc. using the Province of Ontario's (Ministry of Government and Consumer Services) recently conducted public competitive procurement process to achieve significant cost savings.

**Background:**

In 2015, the City awarded a contract to CompuCom Canada Inc. for the Supply of End User Technology Products and Services. The City leveraged the Ontario Provincial VOR (vendor of record) agreement via Council resolution C253-2015.

The current standing agreement with CompuCom Canada Inc. ended on November 7, 2022.

The province conducted a public procurement process in 2021, which resulted in a new Contract with CompuCom Canada Inc. awarded May 2022. As part of the Province's Contract, all provincial agencies, including the Ontario Broader Public Sector can use their pre-established pricing.

Digital Innovation & Information Technology (DI&IT) is seeking authorization to establish a Contract to acquire End User Technology Products and Desktop Management Services under the Province's recently established Contract (Tender-14952), Province of Ontario Agreement for the 3-year term for Personal Computing Devices and Services (PCDS) from CompuCom Canada Inc.

Digital Innovation & Information Technology (DI&IT) has established a set lifecycle for End User Computing Technology Products, which includes scheduled replacement of devices such as laptops, desktops, and tablets. It also provides the City with numerous benefits by deploying stable equipment with on-site warranty, including minimized downtime of equipment, overall energy savings, improved performance, and reduces the demand of hardware upgrades that are required for new and enhanced business applications.

The scope of work for a new Contract includes but is not limited to the following:

- Supply, installation and servicing of end-user computing hardware and infrastructure including the following technologies:
  - Laptops
  - Workstation and Desktop Computers
  - Tablets
  - Computer accessories and peripherals
  - Shrink Wrap Software
  - Cables
- Provide hardware maintenance and support for new and existing equipment, which could include:
  - Adding hardware components
  - Imaging Services
  - Maintenance and Repair
  - Warranty Work
  - Asset Management and Tagging

Establishing a Contract will allow the City to provide standardized technology, ensuring consistency and predictability for City staff and ongoing support, warranty, maintenance, technical support and lifecycle health.

### **Current Situation:**

As a result of upcoming project and regular business hardware refresh cycle, the City has a need to establish a new Contract, given the expiration of the previous Contract (November 7, 2022).

- The province has conducted their procurement process with the award of the Tender-14952 to CompuCom Canada Inc. for End User Computing Equipment and Desktop Management Services for a three (3) year period, with defined dates of May 16, 2022 to May 15, 2025. The province also included a provision for Two (2) Additional One (1) year Renewal Options.

Details related to the Provincial procurement process can be found below:

<https://www.doingbusiness.mgs.gov.on.ca/mbs/psb/psb.nsf/VORDetails?OpenForm&Lang=EN&unid=ED2678AACFC17644852588B700075453>

The results of engaging CompuCom, based on the provincial contract, provides the City a Vendor of Record for Desktop and End User computing requirements. This will ensure the City has access to the required technology and services at the best price.

### **Purchasing implications:**

Purchase approval to establish a Contract will be obtained in accordance with the Purchasing By-law.

### **Financial Implications:**

This procurement will be funded from various cost centres throughout the City. The Goods and Services Inventory account 720000.001 will be used for the purpose of the procurement, and as services are rendered, expenses will be charged to the respective cost centres. Staff will monitor and ensure that sufficient funding is in place until the end of the contract, pending Council approval.

### **Term of Council Priorities:**

This report achieves Council Priority of a Well-Run City, continuously improving the day-to-day operations of the corporation by streamlining service delivery, effectively managing and leveraging municipal assets.

Living the Mosaic – 2040 Vision

This report aligns with the 2040 Vision by streamlining service delivery and effectively managing municipal assets as a well-run city.

**Conclusion:**

It is recommended that the Purchasing Agent be authorized to begin the procurement for End User Technology Products and Desktop Management Services as described in this report.

Authored by:

---

Jose Nunes, Program Manager, IT

Reviewed by:

---

Adam Hughes, Chief Information Officer,  
Digital Innovation & IT

Approved by:

---

Rick Conard, Commissioner, Corporate  
Support Services (Acting)

**Attachments:**