



REPORT

TO: Mayor Lawlor and Members of Council

FROM: Pete Routledge, Director of Information Technology Services

DATE: October 7, 2024

REPORT NO.: CS-2024-032

SUBJECT: Award of Technology Refresh Computing Equipment and Services Contract

RECOMMENDATION:

THAT Report No. CS-2024-032, dated October 7, 2024, regarding the Award of Technology Refresh Computing Equipment and Services Contract be received;

AND FURTHER THAT CDW Canada Corp be awarded the Computing Equipment and Services Contract through leveraging Kinetic GPO agreement (Cooperative Purchasing Organization) for an upset amount of \$250,000 plus applicable taxes for a one year term with the options to renew up to two (2) years, based on price negotiation and satisfactory performance;

AND FURTHER THAT the Manager of Purchasing be authorized to issue purchase orders for the above, and for subsequent renewal terms, if exercised;

AND FURTHER THAT Council authorizes the Mayor and Clerk to execute the necessary contract documents.

KEY POINTS:

The following are key points for consideration with respect to this report:

- Replacement Cycle: End User Computing equipment is replaced every four years to match the warranty period.
- Equipment Included: Monitors, keyboards, laptops, and computers.
- Vendor: currently procured through Ontario Education Collaborative Marketplace with Dell Canada as the vendor of record.

- **Business Model Shift:** Dell Canada is transitioning from direct-to-client to a partner-based approach.
- **Customer Service Impact:** Resulted in reduced customer service and a more transactional relationship.
- **New Partnership:** Moving to partner with CDW Canada Corporation for competitive pricing and enhanced technical services.
- **Agreement:** Leveraging the pre-negotiated Kinetic agreement, valid until 2025 with the options to renew up to two (2) years.

BACKGROUND AND DISCUSSION:

The Information Technology Services team of the Town of Halton Hills replaces End-User Computing (EUC) equipment on a four-year cycle, in line with the warranty period for these assets. This includes items such as monitors, keyboards, laptops, and computers. Occasionally, additional purchases are necessary to support expansion, new staff members, or other project needs. Most recently, EUC equipment has been procured through the Ontario Education Collaborative Marketplace (OECM), with Dell Canada serving as the vendor of record.

Dell Canada is currently transitioning its business model from direct-to-client sales to a partner-based approach. This shift has resulted in decreased customer service due to internal changes, including staffing shifts, altering our previously collaborative and capability-enhancing relationship into a more transactional one. With support from Dell Canada, we are moving towards a partnership with CDW Canada Corporation. This change will provide competitive pricing and offer an operational advantage with enhanced technical services included in the partnership. Additionally, several strategic initiatives important to the ITS team will benefit from streamlined efforts and extended capabilities available through this new partnership.

Kinetic GPO is a cooperative purchasing organization established for Broader Public Sector and Municipalities, Academic Institutions, Schools, and Hospitals (MASH) entities across Canada, with the purpose of reducing procurement costs by leveraging the purchasing power of group-buying. Kinetic GPO and CDW Canada Corp have entered into the Kinetic GPO Master Agreement dated October 1, 2022 pursuant to the Standing Offer RFSO 21-12 Information Technology Solutions & Services, which includes a diverse cross-section of fully-integrated and connected services, including managed services, assessment and advisory, professional services, security services, and consulting services. The Town will leverage the Kinetic GPO program for this award.

STRATEGIC PLAN ALIGNMENT:

This report identifies infrastructure and asset management as one of the Town's Strategic priorities.

The strategic plan emphasizes the importance of leveraging technology to improve municipal service delivery, increase productivity, and enhance customer satisfaction. By partnering with CDW Canada Corporation, the Town can ensure that its technology infrastructure is robust and capable of supporting these goals. The pre-negotiated Kinetic agreement, which is in place until 2025 with the options to renew up to two (2) years, further supports the strategic plan by providing a cost-effective and efficient procurement process

RELATIONSHIP TO CLIMATE CHANGE:

This report is administrative in nature and does not directly impact or address climate change and the Town's Net Zero target.

PUBLIC ENGAGEMENT:

Public Engagement was not needed as this report is administrative in nature.

INTERNAL CONSULTATION:

The Commissioner of Corporate Services and the Supervisor of Operations and Infrastructure were consulted on the decision to transition from our existing partner. The Manager of Purchasing was consulted on leveraging the Kinetic GPO purchasing program. Finance staff were also consulted on this report with respect to the funding requirements.

FINANCIAL IMPLICATIONS:

This report will be funded through an existing approved budget source.

Reviewed and approved by,

Laura Lancaster, Commissioner of Corporate Services

Chris Mills, Chief Administrative Officer