



Report to: General Committee

Date Report Authored: December 07, 2015

SUBJECT: Award of 267-S-15 Joint Portal Infrastructure Hardware Refresh and Data Migration

PREPARED BY: Nasir Kenea, Chief Information Officer, Ext. 4733
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RECOMMENDATION:

- 1) THAT the report entitled “Award of 267-S-15 Joint Portal Infrastructure Hardware Refresh and Data Migration” be received;
- 2) Whereas the Regional Municipality of York awarded the contract to Compugen Inc. for Joint Portal Infrastructure Hardware Refresh in the amount of \$937,048.00 inclusive of HST;
- 3) THAT the contract for the Joint Portal Infrastructure Hardware Refresh and Data Migration be shared equally (50/50) between the Regional Municipality of York and the City of Markham on 50% cost sharing basis;
- 4) THAT Markham’s share of the contract for Joint Portal Infrastructure Hardware Refresh in the amount of \$363,690.00 inclusive of HST be funded from the Portal hardware project (account #049-6150-15615-005);
- 5) THAT Markham’s share of the contract for Joint Portal Data Migration in the amount of \$104,834.00 inclusive of HST be funded from the Portal project (account #049-5350-8659-005);
- 6) THAT a purchase order in the amount of \$468,524.00 (\$363,690.00 + \$104,834.00) be issued to Regional Municipality of York to cover the City’s 50% contribution of the Joint Portal Infrastructure Refresh and Data Migration Initiative;
- 7) THAT the remaining balance of \$35,925.71 in the Portal hardware project (account #049-6150-15615-005) be returned to the original funding source;
- 8) THAT the remaining balance of \$650,449.52 in the Portal project (account #049-5350-8659-005) be used to address the remaining scope of Phase 4 of the Portal project;
- 9) THAT this report be taken to the December 15, 2015 Council meeting;
- 10) AND THAT Staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

To obtain approval for an equal cost sharing agreement (50%-50%) with the Regional Municipality of York for hardware and professional services related to the Infrastructure Hardware Refresh and Data Migration of the Joint Portal environment shared by the City and the Region.

BACKGROUND:**The City of Markham and the Regional Municipality of York (“Region”) are partners in the Joint Portal program.**

In 2010, Council approved an equal cost sharing agreement between the City and the Region for the provision of portal infrastructure related to the Joint Portal program. The program has been successful in enabling the City and the Region to reduce web portal costs by sharing a common environment to satisfy development, operational and maintenance requirements. A Memorandum of Understanding is in place between Markham and the Region of York. The Portal has been a critical platform for Markham to meet the expectations of its users through the deployment of over 65 interactive online services, and online payment capability for these services.

The existing Portal hardware used in the program has reached the end of its life cycle and will require replacement. Furthermore, both the City and the Region have considerably expanded their portal footprint over the past several years and have grown their online service offerings significantly. As a result, there is a need to expand the capacity requirements of the current environment in order to support its growing needs and to provide optimal system resources to meet the needs of future Portal initiatives. The scope of work covered in this award report entails replacing the existing Portal Infrastructure hardware and obtaining professional services to setup and build out the new Portal environment, as well as migrate all existing data from the legacy environment to the new infrastructure.

The following table summarizes the hardware components that will be procured as part of the award. All components include 5 years of support and maintenance.

Hardware Components	Number of Units
IBM Power 8 Servers	4
3 Par Primary Storage Area Network (SAN) Server	1
F5 BIG-IP Load Balancers	2
Palo Alto 3020 Firewall Servers	2
Cisco 3850 Port Switches	2
Brocade SAN Switches	2

Procurement Process

Similar to the past arrangement between the City and the Region, the Region managed the procurement process for the new Portal Infrastructure hardware and professional services to migrate to the new environment with input from the City’s Information Technology team.

The following Procurement methodologies were used by the Region:

- Request for Tender to the market for certain hardware components required and awarded to Compugen. **(Servers – Power 8, Load Balancers, Firewall)**
- Competitive process through the Vendor of Record program with the Province of Ontario for certain hardware components and awarded to Compugen. **(Storage Area Network)**
- Region’s Purchasing By Law for small dollar value amount for certain hardware components and awarded to Compugen. **(Switches)**

The new Infrastructure hardware will reside at Compugen Inc., which is currently the provider of managed and hosting services for the Joint Portal environment. Through their tenure, Compugen has demonstrated in-depth knowledge and expertise with management of the environment, as well as provided services to the Region and the City at competitive market prices. Through application of a change record, the Region will acquire the services of Compugen Inc. to perform the setup, design and build of the new Portal Infrastructure as well as perform the migration of data from the legacy environment to the new environment.

The City of Markham will issue a Purchase Order with the Region to cover the City's 50% contribution of the Joint Portal Infrastructure Refresh and Data Migration Initiative.

FINANCIAL CONSIDERATIONS AND TEMPLATE:

Item	Hardware Refresh (Project 15615)	Data Migration Services (Project 8659)	Total
Portal Hardware (49-6150-15615-005) and Portal Project (49-5350-8659-005) budget available	\$ 399,615.71	\$ 755,283.52	\$ 1,154,899.23
Award inclusive of HST (Markham's 50% share)	\$ 363,690.00	\$ 104,834.00	\$ 468,524.00
Budget Remaining in project after this award:*	\$ 35,925.71*	\$650,449.52**	\$ 686,375.23

*The remaining balance in account 049-6150-15615-005 (Portal Hardware) will be returned to original funding source.

**The remaining balance in account 049-5350-8659-005 (Portal Project) will be used to address the remaining scope of Phase 4 of the Portal project which consists of (1) markhm.ca site redesign and (2) Implementation of the Intranet and Collaboration platform.

HUMAN RESOURCES CONSIDERATIONS:

Not Applicable

ALIGNMENT WITH STRATEGIC PRIORITIES:

The Joint Portal initiative is in line with Council strategic plan "Exceptional Service By Exceptional People" with the continued endeavour by the City to provide enhanced customer service to its citizens. The Portal will continue to transform business processes and the way services are offered to citizens with self service capabilities at all times from anywhere, using any device.

BUSINESS UNITS CONSULTED AND AFFECTED:

Council and Finance staff was involved in the process and concurs with the recommendation.

RECOMMENDED BY:

26/11/2015

X 

Trinela Cane
Commissioner, Corporate Services

26/11/2015

X 

Andy Taylor
Chief Administrative Officer