


# HALIFAX

P.O. Box 1749  
Halifax, Nova Scotia  
B3J 3A5 Canada


**Item No. 11.1.1**  
**Halifax Regional Council**  
**September 9, 2014**

**TO:** Mayor Savage and Members of Halifax Regional Council

Original signed by 

**SUBMITTED BY:**

Richard Butts, Chief Administrative Officer

Original Signed by 

Mike Labrecque, Deputy Chief Administrative Officer

**DATE:** August 18, 2014

**SUBJECT:** Award – RFP # P14-048 - ICT Backup System Modernization

---

## **ORIGIN**

The Approved 2013/14 Project Budget.

## **LEGISLATIVE AUTHORITY**

Under the HRM Charter, Section 79 Halifax Regional Council may expend money for municipal purposes. Administrative Order #35, the Procurement Policy, requires Council to approve the award of contracts for sole sources exceeding \$50,000 or \$500,000 for RFPs and Tenders respectively.

## **RECOMMENDATION:**

It is recommended Halifax Regional Council award RFP No. P14-048, ICT Backup System Modernization, to the highest scoring proponent, ABM Integrated Solutions, for a total value of \$680,243.43 including net HST with funding from Project Account # CI000004 – ICT Infrastructure Recapitalization as outlined in the Financial Implications section of this report.

## **BACKGROUND**

The Information, Communication and Technology (ICT) division is responsible for the backup and recoverability of approximately 30 terabytes (TB) of information maintained within HRM and HRP corporate applications, including but not limited to Police/Fire Dispatch and Records Management, Tax Billing, Permitting, 311, GIS, Recreation, and Transit.

The organization currently utilizes a 6 year old tape-based backup solution that fails on a regular basis. This impacts ICT's ability to successfully backup all municipal ICT systems and, more importantly, ensure recovery of a system should that be required. In addition to reliability of the backup appliances, the organization has outgrown the existing solution due to substantial data growth. This growth in data is expected to continue as HRM's dependency on corporate applications continues to expand in the quest to provide services more efficiently to HRM citizens. When the current system was implemented, 15 tapes per week were required. Today, ICT's backup processes require 80 tapes per week. This growth will continue with deployment of new technologies in support of Halifax Transit, the Enterprise Asset Management (EAM) program, the implementation of Business Intelligence (BI) capabilities, and further investments in GIS and Microsoft-provided technologies like Microsoft SharePoint.

The new solution will:

- Provide reliability, flexibility, expandability, and usability for 5-7 years without a complete system replacement
- Be able to handle at least 20x the number of backup jobs concurrently over the current system. This will decrease the amount of time it takes to complete backups, thereby reducing the potential for users to be impacted by poor application performance.
- Be more efficient to manage as it will be an on-line storage system and therefore not require manual effort to change physical tapes. Given the expected reliability of the new system, less staff time will be required to maintain it.
- Minimize the time to recover a file or system as the backups will be online.

## **DISCUSSION**

RFP No. P14-048 was publicly advertised on the Province of Nova Scotia's Procurement website on May 5, 2014 and closed on June 5, 2014. Proposals were received from the following firms:

- CGI,
- OnX Enterprises,
- Softchoice,
- Bell Aliant,
- ABM Integrated Solutions

The proposals were evaluated by staff from ICT and facilitated by Procurement per the evaluation criteria listed in Appendix A, attached.

The RFP was evaluated using a two envelope process. Envelope one was the technical component of the RFP. Envelope two consisted of the fixed firm cost for this project. Only those proponents that received 75% or better on the Technical Submission (52.5 points out of a maximum score of 70 points) from envelope one had their cost envelopes opened and evaluated. The proposals from CGI, OnX Enterprises, and Bell Aliant failed to meet the minimum mandatory score and their cost proposals will be returned unopened.

Subsequent to the technical evaluation, the firms that achieved the mandatory minimum score requirement, Softchoice and ABM Integrated Solutions, were invited to demonstrate their solution to the evaluation team. After the proponent presentations, technical scores were adjusted to reflect clarification gained through the demonstration and as a result, Softchoice's revised score did not meet the minimum required technical score. Their cost envelope will be returned unopened. ABM Integrated Solutions final score is 88/100.

ABM Integrated Solutions is the technology division of Atlantic Corporation Limited and has partnered with HP Canada to present this solution. Relevant past HP Canada projects cited in their proposal include Calgary Public Library, Network Innovations in Calgary AB, and CAA in Thornhill, Ontario.

### **FINANCIAL IMPLICATIONS**

Based on ABM Integrated Solutions' cost of \$652,286.44 plus net HST of \$27,956.99, for a net total of \$680,243.43, funding is available in the Project Account No. CI000004 – ICT Infrastructure Recapitalization. The budget availability has been confirmed by Finance.

Budget Summary: **Project Account No. CI000004 – ICT Infrastructure Recapitalization**

Cumulative Unspent Budget	\$ 850,400.73
<b>Less: RFP No. 14-048</b>	<b><u>\$ 680,243.43 *</u></b>
Balance	\$ 170,157.30

Award of this contract will result in an ongoing annual software maintenance cost of \$28,749.88 net HST included for the life of the solution. The software maintenance cost will be paid as part of the applicable year's approved Operating Budget - Computer Software & Licences (A743-6204).

\* This project was included in the Approved 13/14 Project Budget as one of several projects under the Infrastructure Recapitalization account and was estimated to cost \$500,000. Other items within that budget have been adjusted to cover the overage.

The balance of funds will be used to continue improvements to the ICT Data Center and network infrastructure.

### **ENVIRONMENTAL IMPLICATIONS**

Migrating away from tape technology will eliminate the requirement to dispose of tapes that are end-of-life. Tapes disposed of ultimately end up in land fill sites as they are not biodegradable.

### **ALTERNATIVES**

Council could choose not to award this contract. This is not recommended as the life of the current system cannot be extended. The system fails on a regular basis and does not have the capacity to meet existing and future requirements.

### **ATTACHMENTS**

Appendix A – Evaluation Criteria

---

A copy of this report can be obtained online at <http://www.halifax.ca/council/agendasc/cagenda.php> then choose the appropriate meeting date, or by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by: Phillip Evans, Technology Infrastructure Manager, Service Management & Operations,  
(490-6567)

Report Reviewed by: \_\_\_\_\_  
Donna Davis, Chief Information Officer (490-4417)

Report Reviewed by: \_\_\_\_\_  
Bruce Fisher Acting for Greg Keefe, Director of Finance & ICT/CFO, 490-6308

Procurement Review: \_\_\_\_\_  
Anne Feist, Manager, Procurement (490-4200)

Appendix A  
 P14-048 Evaluation Criteria

Criteria	Summary (considerations may include but are not limited to the following)	Score	ABM Integrated Solutions
Communication Skills	<ul style="list-style-type: none"> <li>Clarity and readability of written proposal</li> </ul>	5	4
Team composition and experience	<ul style="list-style-type: none"> <li>Sector specific experience of the Proponent Firm</li> <li>Balance of level of effort vs. team roles (project mgmt., technical, etc.)</li> </ul>	20	16
Understanding of HRM needs	<ul style="list-style-type: none"> <li>Understanding of the requirements of the scope of work and HRM organizational structure</li> <li>Acceptable proposed schedule and work plan</li> <li>Value added propositions and recommendations</li> <li>Attention to relevant challenges that the committee has not considered</li> </ul>	20	17
Business Solution	<ul style="list-style-type: none"> <li>Solution addresses all technical aspects of the project as identified in the RFP</li> <li>Solution draws on proven methodology</li> <li>Solution is flexible and scalable</li> <li>Solution is cost and time effective</li> </ul>	20	17
Project Management Methodology	<ul style="list-style-type: none"> <li>Management structure within Proponents organization/project team</li> <li>Proposed communication methods between proponent team and HRM</li> <li>Quality Assurance standards and practices</li> </ul>	5	4
Subtotal (Business Proposal)			58
Cost		30	30
<b>Total</b>		<b>100</b>	<b>88</b>
Cost Incl. Net HST			\$680,243.43