

TO: CHAIR AND MEMBERS
FINANCIAL MANAGEMENT COMMITTEE

DATE: 2016 February 18

FROM: DIRECTOR FINANCE

FILE: 5210-01

**SUBJECT: IBM HARDWARE/SOFTWARE & CISCO HARDWARE
MAINTENANCE AND SUPPORT**

PURPOSE: To obtain Council approval to award a contract to IBM Canada Ltd. for IBM hardware/software maintenance/support and Cisco maintenance/support.

RECOMMENDATION:

1. **THAT** a contract be awarded to IBM Canada Ltd. for IBM hardware/software maintenance & support and Cisco maintenance & support at an estimated cost of \$283,137.35 including GST and PST in the amount of \$16,859.53 as outlined in this report for a 21-month period commencing 2016 April 01 to 2017 December 31.

REPORT**1.0 INTRODUCTION**

The City had a maintenance and support contract with IBM Canada Ltd. ("IBM") which expired on 2015 December 31. The City is now required to enter into a new support contract which covers technical support and maintenance of hardware and software supplied by IBM.

The work of this contract is for technical support and maintenance of equipment and software supplied by IBM which is no longer under factory warranty.

Old equipment is removed from the list as it is retired, while new equipment is automatically added as the factory warranties expire. As part of managing the IT infrastructure environment, IT staff evaluates the overall business and technology risk of each component to determine which should be replaced before the warranty expires and which should be placed on a maintenance agreement to extend its useful life.

Under this agreement, IBM will remediate issues and provide security and performance upgrades and general support for the term of the contract.

A Notice of Intent was issued on BC Bid to comply with BC legislative requirements. The City did not receive any objections to the award notice.

To: Financial Management Committee
From: Director Finance
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2.0 RECOMMENDATION

Staff recommend proceeding with the award to IBM. The total cost of the new contract is \$283,137.35 including GST and PST in the amount of \$16,859.50 for a twenty-one (21) month period commencing 2016 April 01 to 2017 December 31. Funding for this expenditure is included in operating accounts within the 2016 – 2020 Provisional Financial Plan.



for
Denise Jorgenson
DIRECTOR FINANCE

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Copied to: City Manager
Chief Information Officer