

**TO:** MAYOR & COUNCILLORS  
**FROM:** DEPUTY GENERAL MANAGER FINANCE  
**SUBJECT:** CA - SUPPLY, DELIVERY, AND MAINTENANCE OF COMPUTER  
HARDWARE & SERVICES  
**PURPOSE:** To obtain Council approval for a Contract Award (CA) for Supply,  
Delivery and Maintenance of Computer Hardware and Services.

## RECOMMENDATION

**THAT** a contract award to 341234 BC Ltd. dba Microserve Business Computer Services for an estimated total cost of \$2,142,192 including GST and PST in the amount of \$229,521 as outlined in the report titled “CA - Supply, Delivery, and Maintenance of Computer Hardware & Services” dated November 04, 2024 be approved; and

**THAT** final payment be based on the actual quantities of services delivered and unit prices as tendered.

## 1.0 POLICY SECTION

The City’s Procurement Policy requires that contracts for goods, services, and construction with values over \$1,000,000 be approved by Council following a competitive procurement process.

## 2.0 BACKGROUND

Following RFP #291-11-23 Supply, Delivery, and Maintenance of Computer Hardware and Services, two submissions were received by closing time on June 27, 2024.

Based on the RFP’s evaluation criteria consisting of capabilities of proposed hardware according to RFP specifications, qualifications and experience, proposed methodology and work plan, pricing, support and maintenance services, value-added offerings and decommissioning procedure and services, 341234 BC Ltd. dba Microserve Business Computer Services received the highest overall scoring.

## 3.0 GENERAL INFORMATION

The work of this contract includes the supply and delivery of new enterprise grade computer hardware (desktop, laptops, monitors, Apple products, servers, etc.), peripherals and services including delivery, replacement, maintenance, decommissioning, deployment, transferring of equipment, technical training and any other related services. This contract award is for a two-year period from January 1, 2025 to December 31, 2026, with up to three optional one year extensions at the discretion of the City.

341234 BC Ltd. dba Microserve Business Computer Services has provided similar products in the past with a proven track record for performance and reliability to the satisfaction of the City, and their prices are competitive and reflective of current market conditions. Review by City staff indicates that 341234 BC Ltd. dba Microserve Business Computer Services has the capability to successfully complete the work required under this contract. The Chief Information Officer concurs with this recommendation.

**4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT**

RFP #291-11-23 Supply, Delivery, and Maintenance of Computer Hardware and Services (Attachment 1) was publicly advertised. Upon closing, the City received a total of two submissions.

**5.0 FINANCIAL CONSIDERATIONS**

Funding for this work is included in the 2024 – 2028 Financial Plan under General Government Services – Information Technology in various capital and operating accounts.

Respectfully submitted,  
Ratan Grewal, Deputy General Manager Finance

**ATTACHMENTS**

Attachment 1 – RFP #291-11-23

**REPORT CONTRIBUTORS**

This report was prepared by Frank Wang, Senior Buyer, and reviewed by Scott Lovas, Acting Senior Manager, Procurement Services - Capital.