
DATE: February 17, 2012

REPORT TITLE: **PROFESSIONAL SERVICES FOR DESKTOP VIRTUALIZATION
DOCUMENT 2011-531P**

FROM: R. Kent Gillespie, Commissioner of Employee and Business Services

RECOMMENDATION

That the contract (Document 2011-531P) for Professional Services for Desktop Virtualization be awarded to Onx Enterprise Solutions Ltd. in the estimated amount of \$512,983.50 (excluding applicable taxes), in accordance with Purchasing By-law 63-2008.

REPORT HIGHLIGHTS

- Computers used by Regional employees are due for replacement as they have reached the end of their replacement cycle (4-5 years). The new computers are required to conform to more modern and versatile technologies and trends that will enhance user experience and enable employees to work more efficiently by using a technology called Desktop Virtualization
- Professional services are required to further conduct a detailed technical analysis of the Region's computer applications and compatibility with the newer technologies to determine the best deployment configurations.
- Request for Proposal 2011-531P was competitively bid and Onx Enterprise Solutions Ltd. is recommended for award.

DISCUSSION

1. Background

The Region of Peel client computing environment currently consists of approximately 4,200 computers. Information, Systems & Technology Services (ISTS) initiated an investigation into emerging trends in desktop computing technology along with a review of the computing needs at the Region of Peel in order to prepare for a migration of the Region's computer environment to a new operating system and new versions of productivity computer applications, as well as to position the Region's computing environment for a more versatile and efficient use of computing resources. Based on this review, ISTS adopted a newer technology, known as 'desktop virtualization' in which the Region's computer applications will be moved out of desktop and laptop computers and into centralized locations in the Region's data centres.

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Desktop virtualization is a newer and proven technology for which the Region does not currently have the in-house expertise, as such professional services are required to conduct an analysis of the Region's current computer applications and environment and to implement, validate and test desktop virtualization technology and assist with a corporate rollout of this technology.

The main benefit to the Region is expected to be a new computer application delivery model that will present computer users with their applications, settings and data, regardless of what computing device they use and where they access network resources from (desktops, laptops, home computers, etc.). The objective is to deliver a computer user experience that is consistent, measured, monitored and better managed.

2. Procurement Process

The Region issued a Request for Proposal (RFP) to engage a Vendor for Professional Services for Desktop Virtualization.

The Region issued RFP Document 2011-531P on September 19, 2011 and it was publicly advertised in the Globe and Mail as well as the Region of Peel's and Ontario Public Buyers Association's internet sites. There are a limited number of vendors capable of performing this work, which requires the use of specialized applications. On the closing date of October 12, 2011, one compliant submission was received from Onx Enterprise Solutions Ltd.

The proposals are submitted in two parts: the first being the technical component and the second the financial component. The Evaluation Team reviewed the submission in accordance with set criteria, including vendor profile, staff and relevant experience, approach and process, project timeline and vendor interview. Upon completion of the technical evaluation, the purchasing representative opened the financial proposal and completed the financial analysis.

The vendor demonstrated a thorough understanding of the assignment, proposed a comprehensive project approach and presented an experienced project team. Onx Enterprise Solutions Inc. proposed a solution that is within the approved budget and staff research indicated the price provided by the Vendor is in line with current market rates. The staff evaluation committee has concluded that the proposal submitted by Onx Enterprise Solutions Ltd. provides the best overall value to the Region.

FINANCIAL IMPLICATIONS

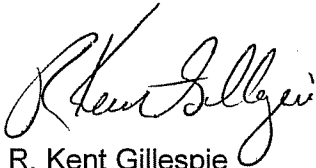
Sufficient funding is available under Capital Budget 11-7545.

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CONCLUSION

The contract award will ensure the timely implementation of new virtualized desktop technology that will enable the versatile and efficient use of computing resources at the Region of Peel, as well as a migration of the Region's computer environment to a new operating system and new versions of productivity computer applications. Request for Proposal 2011-531P was competitively bid and Onx Enterprise Solutions Ltd. is recommended for award.



R. Kent Gillespie
Commissioner of Employee
and Business Services

Approved for Submission:



D. Szwarc, Chief Administrative Officer

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