



## REQUEST FOR EXPRESSIONS OF INTEREST NO. 214-2006

### *With respect to the provisioning of* **INFORMATION TECHNOLOGY SERVICES**

The City of Winnipeg is requesting Expressions of Interest (EOI) from Information Technology (IT) Service Providers (including telecommunications and electronics), "Respondents", and will use the information for its Competitive Market Assessment, along with subsequent sourcing decisions.

#### **1. Background**

- 1.1. With a staff of approximately 8,000, the City of Winnipeg provides typical municipal government services including, but not limited to, police, fire, ambulance, public works, community services, and transit.
- 1.2. For more information on the City of Winnipeg, its Corporate Organization Structure, descriptions of City Departments and Plans (such as Plan Winnipeg 2020 Vision), please refer to the City of Winnipeg Internet Home page at: <http://www.winnipeg.ca> Select "Government."

A copy of the City of Winnipeg's IT Strategic Plan is available at:

[http://www.winnipeg.ca/cit/pdfs/it\\_plan\\_final.pdf](http://www.winnipeg.ca/cit/pdfs/it_plan_final.pdf).

- 1.3. The Corporate Information Technology (CIT) Department, comprising 110 staff, has embarked on a broad and ambitious Business Transformation Project (Right-IT). The Chief Information Officer of the City of Winnipeg is the project sponsor. Following are a few key project concepts related to this EOI and its anticipated contributions to our Right-IT changes.
  - 1.3.1. The City of Winnipeg understands that its internal support operations / services (including IT services) must be provided in the most cost effective manner.
  - 1.3.2. City IT spending amounts to approximately \$ 30 Million annually. Many senior managers in the City consider more and more effective IT investment as one of the few levers available to close the gap between service demand and service affordability.
  - 1.3.3. The City recognizes that the best approach for IT cost and service optimization lies in a blended sourcing environment where certain IT services are self-provided in operating departments, others are provided centrally through the CIT department, while others should be contracted out to External Service Providers. Some internally-managed services will also require external staff augmentation from time to time as circumstances warrant.

- 1.3.4. We expect that this sourcing mix will evolve over time as business requirements change, technology advances, and internal staff capabilities evolve. City Council and Senior Administration expect City IT and business managers to make good business choices concerning the optimization of IT sourcing and resourcing.
- 1.3.5. This EOI represents a first formal and important step in CIT's strategy to make IT service sourcing decisions based on competitive market information and analysis. The CIT department intends to keep this real time market information up to date and current.
- 1.4. Further background on the project, CIT, and the City is available in Appendices F-I. Respondents should note that these efforts (Service Portfolio, Service Catalogue, etc.) are targeted to our internal customers, not this EOI.

## **2. Purpose**

- 2.1. The purpose of this EOI Request is to seek responses from Respondents that will:
  - 2.1.1. Provide The City of Winnipeg with information related to various types of IT services offered by Respondents. This information will contribute to future CIT department service planning and service sourcing decisions.
  - 2.1.2. Allow The City of Winnipeg to gauge the level of interest among respondents in providing such service(s) and will provide the City with information necessary to understand the respondent's value proposition. The City may use respondents' information should a decision be made to move forward with a more formal Request For Proposals (RFP) for the following future opportunities:
    - a) Call out list (standing offer) of preferred Respondents eligible to assist the City of Winnipeg to meet variable demand for IT service(s) – staff augmentation;
    - b) Respondents interested and qualified to provide IT services to / for CIT as an option to its continued provision on an in house basis. While the City does not currently have any specific plans in this area, any future activities will be based on internal management analysis of the responses of this EOI. Any potential future decision to seek outsourced IT services would be undertaken through an RFP.

## **3. General Service Requirements**

- 3.1. For each non-shaded IT service (shaded services are already part of a multi-year sourcing agreement or might be too new for adequate volumes), a Respondent is requested to provide the following information (see Price Form, Appendix A):
  - a) If different from the City's service definition/packaging (see Service Portfolio, Service Catalogue, Service Technical Details Appendices B-D), a clear statement of the IT service to be provided;
  - b) Using the demand volumes provided in Appendix E, a price for the service, projected over 3 years. If the City unit of measure/volumes

provided does not match yours, please provide a clear description of your pricing structure, with associated prices;

- c) Unique value proposition(s) for the service that may be of benefit to the City's IT customers;
- d) Bundled/mandatory and/or optional processes (like incident, problem, service desk). Please provide enough process detail for the City of Winnipeg to relate to its corresponding processes;
- e) Service performance goals, including the possibility of service tiers/differentiated pricing;
- f) Unique/special service skill sets required to ensure quality results; and
- g) State whether your interest is in: staff augmentation, selective sourcing, or both.

**3.2. Respondents should not include information or comments on services they do not offer.**

3.3. Provide a profile of your company.

**4. Submission Requirements**

- 4.1. The EOI Submission should include the name and contact information (address, phone, fax, and email) of the individual who will act as the Respondent's principal contact throughout the EOI process.
- 4.2. The Respondent shall submit 2 bound and 1 unbound copies of the EOI Submission in 8.5" x 11" format with the Respondent's name and contact information and "EOI No. 214-2006 Information Technology Services" clearly visible on the front cover of the Submission.
- 4.3. The City may require the Respondent to clarify any portion of its EOI Submission. Responses to such requests shall be in writing and shall become part of the EOI Submission.

**5. Evaluation of EOI Submissions**

5.1. No evaluation of responses is planned (see 2.0 Purpose).

**6. Anticipated Process**

- 6.1. The City will analyze all provided information for its Competitive Market Assessment. Should a decision be made to proceed to a Request for Proposals (RFP) for a call out list and/or select IT outsourcing engagement, a list of candidates will be based upon the EOI Submissions. However, non-respondents to the EOI and/or new candidates will be allowed to participate.
- 6.2. The City may choose to organize Respondent presentations should these prove beneficial to the City's understanding of the responses.
- 6.3. Notwithstanding any other section of the EOI, The City of Winnipeg may, in its sole discretion, at any time, elect not to proceed with an RFP.

## 7. Delivery

- 7.1. Interested parties shall submit the three copies of their EOI Submission in a sealed envelope clearly marked "EOI No. 214-2006 Information Technology Services" to:

The City of Winnipeg  
Corporate Finance Department  
Materials Management Division  
185 King Street, Main Floor  
Winnipeg, MB R3B 1J1

- 7.2. The deadline for EOI Submissions is:

**4:00 p.m., Winnipeg time  
Thursday June 15, 2006**

## 8. General Conditions

### 8.1. No Contract

**This is an inquiry only. By submitting an EOI Submission and participating in the process as outlined in this EOI, Respondents expressly agree that no contract of any kind is formed under, or arises from, this EOI and that no legal obligations will arise.**

### 8.2. Respondent's Costs and Expenses

Respondents are solely responsible for their own costs and expenses in preparing and submitting an EOI Submission and participating in the EOI including the provision of any additional information or attendance at meetings.

### 8.3. Ownership of Submissions

The City will be entitled to retain all submissions in response to this request for EOI without pay or compensation. However, the service definitions, pricing, processes, and other information provided as part of the EOI will be used for Competitive Market Assessment evaluation purposes only. Respondents are advised that the City is subject to The Freedom of Information and Protection of Privacy Act (Manitoba) and that any documents or other records provided to the City may, by law, be subject to disclosure.

### 8.4. Confidentiality

The City, to the extent permitted by law, will not make public any information in Respondent's submissions which the Respondent has clearly marked as being confidential business information. The City, however, reserves the right to publish the information received in an anonymous fashion ie. ranges of pricing or product/service packaging.

### 8.5. Right to Alter

The City of Winnipeg reserves the right to alter any of the conditions and criteria outlined in this EOI, including the deadline for submissions, by posting addenda on The City of Winnipeg website at

<http://www.winnipeg.ca/matmgt/bidopp.asp>. It is the responsibility of the Respondent to ensure that any possible addenda have been reviewed.

8.6. All enquiries should be directed to:

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Chief Technology Architect  
The City of Winnipeg  
6<sup>th</sup> floor, 510 Main Street  
Winnipeg, MB R3B 1B9  
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Email: [lfontaine@winnipeg.ca](mailto:lfontaine@winnipeg.ca)