



REPORT

TO: Mayor Lawlor and Members of Council

FROM: Pete Routledge, Director of Technology Services

DATE: February 10, 2025

REPORT NO.: CS-2025-005

SUBJECT: Award of Cellular Phone Services and Devices

RECOMMENDATION:

THAT Report No. CS-2025-005, dated February 10, 2025, regarding the Award of Cellular Phone Services and Devices, be received;

AND FURTHER THAT Rogers Communications Inc., be awarded the contract for Cellular Phone Services and Devices through the Ministry of Public and Business Service Delivery, Supply Ontario for Vendor of Record (VOR) for Tender- 18677 - Mobile Devices and Services;

AND FURTHER THAT the Manager of Purchasing be authorized to issue a purchasing order in the amount for \$139,000 annually, plus applicable taxes for the initial six (6) year contract term, with the option to renew the contract for two (2) additional terms of two (2) years, aligning with the VOR term and subject to satisfactory performance, budget approval and price negotiations;

AND FURTHER THAT the Mayor and Clerk be authorized to execute the necessary contract documents for the term of this contract.

KEY POINTS:

The following are key points for consideration with respect to this report:

- The majority of staff cellular phones and devices are currently provided by Bell Mobility Inc. and switching over to Rogers Communications Canada Inc. will dramatically reduce costs and streamline processes.

- Since 2021, the Town has used Supply Ontario's Vendor of Record (VOR) arrangement for mobile devices.
- In August 2024, Rogers Communications Inc. was awarded the new VOR arrangement through a competitive tender process, ranking them as the primary vendor.
- Town staff recommend continuing to leverage Supply Ontario's new VOR, not only because Rogers Communications Inc. was ranked primary through a competitive tender process, but also their excellent service level and quality of service.
- Purchasing Policy (PLCY-2022-0003), Section 11 allows the Town to join or participate with other government agencies and co-operative buying groups.
- Purchasing Policy (PLCY-2022-0003), requires awards for Requests for Tenders over \$250,000 dollars including optional contract renewals be authorized by Council.

BACKGROUND AND DISCUSSION:

The Town currently has the majority of cellular service for staff provided by Bell Mobility Inc. Contract pricing is in place through the Supply Ontario's Vendor of Record (VOR). This service is required as a business tool for staff and growing usage due to staff working from home and becoming more mobile.

To achieve better cost savings and ease of device management, staff plan to transfer the Town's cellular services from Bell Mobility Inc. to Rogers Communications Inc. The newly negotiated plan with Rogers will lower our monthly costs, and offer robust device management services, while providing higher quality devices for staff.

Since 2021, the Town has leveraged the Supply Ontario's Vendor of Record (VOR) arrangement for mobile devices. In August 2024, Supply Ontario's new VOR arrangement for Mobile Devices and Services was awarded to Rogers Communications Inc. through a competitive tender process, and ranking them as the primary ranked.

Additionally, Town staff have conducted their due diligence by evaluating the service levels and value-added benefits. Staff concluded that Rogers Communications Inc.'s service level and quality of services are excellent.

Town staff recommend continuing to leverage the Supply Ontario's new VOR and transition over to Rogers Communications Inc. for Mobile Devices and Services. Town staff have been in negotiations and discussions with Rogers Communications Inc. to ensure a smooth and seamless transition with minimal interruption to operations.

The newly negotiated plan with Rogers Communications Inc. will lower the Town's monthly costs, offer robust device management services, while providing higher quality devices for staff.

STRATEGIC PLAN ALIGNMENT:

This report identifies infrastructure and asset management as one of the Town's Strategic priorities.

RELATIONSHIP TO CLIMATE CHANGE:

This report is administrative in nature and does not directly impact or address climate change and the Town's Net Zero target.

PUBLIC ENGAGEMENT:

Public Engagement was not needed as this report is administrative in nature.

INTERNAL CONSULTATION:

Staff will speak to the affected staff as their contract nears expiration.

FINANCIAL IMPLICATIONS:

This report will be funded through an existing approved budget source.

Through the 2025 operating budget, Council approved \$141,900 for telephone services for the Town. The estimated cost of \$139,000 plus \$2,446 non-recoverable HST at 1.76% can be funded through the existing operating budget in 2025.

Reviewed and approved by,

Laura Lancaster, Commissioner of Corporate Services

Chris Mills, Chief Administrative Officer