



## STAFF REPORT ACTION REQUIRED

12.

### Wireless Service Solution – Award of Contract

<b>Date:</b>	November 19, 2018
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

### **SUMMARY**

---

The purpose of this report is to request Toronto Public Library Board approval to award the contract for the supply of wireless service solution, as per the Toronto Public Library (TPL)'s Request for Proposal (RFP) TPL 063-2017.

The proposal is that the contract for the supply of wireless service be awarded to TPL's incumbent service provider, IntelliGO Networks Inc., having achieved the highest total score following the evaluation of the RFP submissions. The award is for the supply of wireless service solution, including hardware, software, installation, technical support, the ability to support authentication and communications and promotions targeted to library customers, and the associated ongoing maintenance costs. The award also includes the estimated cost of providing a network connection from 40 library branches to the Internet during the transition from separate wifi Internet connections to the Library's core Internet network.

### **RECOMMENDATIONS**

---

**The City Librarian recommends that the Toronto Public Library Board:**

1. awards the contract to IntelliGO Networks Inc. for the supply of wireless service solution, including hardware, software, installation, technical support, the ability to support authentication and communications and promotions targeted to library customers, and the associated ongoing maintenance costs and estimated cost of Internet communication services, for a three-year term with an option, at the sole discretion of the City Librarian, for two one-year extensions, with a total value of award of approximately \$2,000,902 excluding Harmonized Sales Tax (HST), which is comprised of:
  - i. capital implementation costs estimated at \$340,000, plus a capital contingency of \$50,000, for a total of \$390,000; and
  - ii. total operating costs over the period from 2019 to 2023 estimated at \$1,610,902.

2. approves that IntelliGO Networks Inc. be the vendor of record for any additional requirements for hardware, software, maintenance and professional services for the full term of the contract.

## FINANCIAL IMPACT

---

The five-year estimated cost for the wireless service solution contract based on the RFP is \$2,000,902, and includes capital and operating costs over the five-year period.

Capital costs are required to replace aging equipment, to expand equipment to meet increased service needs, and for new installations as branches are renovated. Based on planned branch renovations and known requirements to replace existing equipment, it is estimated that capital costs will be \$340,000 over the next five years. A \$50,000 contingency has been included for unanticipated changes to branches over this period. The estimated capital costs of \$390,000 are funded by the approved Technology Asset Management Program (TAMP) capital budget and branch renovation capital projects.

The operating costs include annual maintenance, Internet communication for 40 locations and technical support costs, starting at \$314,707 for 2019, for an estimated five-year total of **\$1,610,902**. The award will result in wireless service operating costs savings estimated at \$32,985 for 2019.

	Total 5 Year Cost (Award of Tender)	Total Capital Costs Over 5 years	2019 Operating Costs	2020 Operating Costs	2021 Operating Costs	2022 Operating Costs	2023 Operating Costs	Total 2019-2023 Operating Costs	
Award of Contract	Wireless	\$2,000,902	\$390,000	\$314,707	\$323,707	\$323,932	\$324,163	\$324,393	\$1,610,902
	Current Wireless Operating Costs			\$347,692	\$347,692	\$347,692	\$347,692	\$347,692	\$1,738,460
	Net Savings in Operating Costs			\$32,985	\$23,985	\$23,760	\$23,529	\$23,299	\$127,588

The Director, Finance and Treasurer has reviewed this financial impact statement and agrees with it.

## DECISION HISTORY

The Board, at its June 24, 2013 meeting, approved the award of contract for the supply of wireless service for public Internet access to Spyders Inc. (renamed IntelliGO Networks Inc.

in August 2016). <https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2013/jun24/11.pdf>

The contract was extended for two years beginning in October 2016 in accordance with the terms and conditions of the 2013 award and was authorized under the authority of the City Librarian.

## **ALIGNMENT WITH STRATEGIC PLAN**

The Wireless Service Solution supports the strategic priority of advancing the Library's digital platforms by enhancing technology access in branches. The strategic plan places a strong emphasis on providing customers with seamless, high quality wireless service. The wireless service solution provides the Library with enhanced data analytics capabilities and promotional tools to enable the Library to efficiently deliver excellent customer service experiences for the 21<sup>st</sup> century.

## **BACKGROUND**

In response to public demand, the Library introduced wireless Internet access at the Toronto Reference Library in December 2006. By the end of 2009 all branches had wireless access.

Wireless Internet access is extremely popular with Library users, with almost five million wireless sessions in 2017. The service is easy to access and the 1-800 support line for public users has been effective in reducing calls on front-line library staff to answer technical questions. The demand for wireless access reflects the rapid rise in the use of personal wireless devices such as laptops, tablets and smartphones.

## **COMMENTS**

### **Wireless service requirements**

The scope of the RFP for the supply of wireless service was developed to include requirements that would support the Board's strategic goals.

The wireless service solution includes the following:

- Provision of wireless Internet service at all library locations on a 24/7 basis, with additional flexibility for hours of coverage;
- 1-800 toll-free technical support;
- Customized logon screens and user consent screens that allow customers to easily review and agree to the Library's terms and conditions;
- Tools for communications and promotions targeted to library customers, enabling the Library to conduct surveys and promote local events through the wireless service. Through geolocation functionality the service can be configured to allow the Library to target messages about events to specific branches;
- Web-based reporting tools for library staff use, allowing the Library to monitor use patterns at the branch level and conduct technical troubleshooting; and

- A raw data feed, enabling detailed wireless usage analysis as well as supporting library benchmarking efforts such as the Bridge Technology assessment toolkit.

Other requirements included:

- Support and maintenance for the existing hardware and software;
- Provision of DSL carrier (network connection to the Internet) for wireless at 40 library branches; and
- Support for the changeover from DSL to the Library's fiber network at various branches, which will improve wireless bandwidth, a direct benefit to users.

## **Procurement and Evaluation Process**

In 2018, as part of an ongoing initiative to improve procurement processes, the Library formally engaged BDO Canada to provide fairness commissioning services for a number of competitive RFP processes planned for 2018 and 2019. During the procurement process for the Wireless Service Solution, Purchasing staff as well as the fairness commissioner were present from the RFP preparation stage through the bid evaluation stages to observe and facilitate the process and ensure that it was fair and transparent to all bidders. The fairness commissioner concluded that the procurement process that they observed was carried out in a fair, open, and transparent manner.

The Library publically posted RFP TPL 063-2017 to the Biddingo and MERX bid posting websites on August 21, 2018. Seven proponents attended the mandatory information session, and the Library subsequently received three compliant proposals by the submission deadline in mid-September.

An evaluation team comprised of staff representatives from a number of divisions reviewed and scored the proposals based on the information provided for hardware and software, proponent capabilities and service levels. Following the initial technical and pricing evaluation, all three proponents were invited to make a formal presentation to the team. The team reviewed and scored the presentations. Following the final evaluation of the presentations, IntelliGO Networks Inc. was selected as the preferred proponent having achieved the highest aggregate overall score.

## **CONTACT**

Paul Trumphour; Director, Transformational Projects; Tel: 416-395-5541;  
Email: [ptrumphour@torontopubliclibrary.ca](mailto:ptrumphour@torontopubliclibrary.ca)

## **SIGNATURE**

---

Vickery Bowles  
City Librarian