

Telecommunications Services Review
Toronto Public Library Management Response

Recommendation	TPL Management Response	Status and Timeline for Implementation
2 The Commissioner, Corporate Services, ensure that new contracts are properly reviewed, approved and executed prior to the termination of the previous contract:	The Library uses City vendors and the City negotiates the contract for Voice Lines, Data Lines, Cell Phones, Pagers and BlackBerrys.	
3 The Commissioner, Corporate Services, evaluate whether or not there is the potential for the recovery of fees paid to the network service provider in regard to the non-performance of certain provisions in the contract. In addition, the Commissioner, Corporate Services, consider including in contracts, where appropriate, remedies for non-compliance of contract terms and conditions. Such potential remedies to include liquidated damages (penalty clauses) for non-performance;	Not relevant	
4 The Commissioner, Corporate Services, ensure that all appropriate contracts contain the necessary insurance guarantee provisions, that renewals are executed as required, and documentation to be provided is received in a timely manner;	Not relevant	
5 The Chief Administrative Officer, in the development of its contract management framework, develop a standard template which identifies in a summary form all relevant contract revisions such that: <ul style="list-style-type: none"> - changes from the previous contract terms are highlighted; - appropriate performance requirements are highlighted; and prices, costs and other relevant details are identified; 	Not relevant	
6 The Chief Administrative Officer, in the development of its contract management framework, ensure that the responsibility for reviewing contract terms and conditions is clearly articulated. The process for determining whether or not invoices submitted by vendors are in compliance with contract provisions should also be clearly defined;	The appropriate manager currently reviews and approves invoices for compliance.	

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7	<p>The Commissioner, Corporate Services, in consultation with the Chief Financial Officer and Treasurer, review the accounting process to ensure that any credits for discontinued land line and data services are tracked and received. In addition, the Commissioner, Corporate Services, ensure that at least once a year, the number of telephone lines, voice mail and data circuits billed by the vendor is reconciled to the City's inventory records. Differences should be appropriately reviewed and adjustments be made where appropriate;</p>	<p>Voice The Facilities Department currently reviews billings to see if they are appropriate and determines if there are lines we are billed for which are not in use. Due to the Facilities Dept.'s actions TPL has realized an annual cost avoidance of \$90,000 [not including taxes] since 2003.</p> <p>Data: All invoices are reviewed for accuracy before they are authorized for payment by the IT Department. The department has a list of all active connections and makes sure the library is not being billed for any cancelled lines.</p>	
8	<p>The Commissioner, Corporate Services, in consultation with departments, review the activation of telephone long distance calling features to ensure that such capability is only provided on a need-to-have basis and is removed from telephones located in shared or open areas. Where it is necessary to have the long distance feature activated on telephones located in shared or open areas, long distance activity for these telephones be monitored monthly;</p>	<p>The amount of long distance fees at TPL is minimal, approximately \$10,000 per year. Long distance capability at present is provided on an as required basis.</p>	
9	<p>The Commissioner, Corporate Services, in consultation with the service providers, ensure that an appropriate level of cellular telephone billing information is provided to all departments. Departments ensure that controls are in place for the recovery of non-business related calls;</p>	<p>Monthly Bell Cell phone invoices are distributed to all appropriate Directors for review and recovery of non-business related calls.</p>	
10	<p>The Commissioner, Corporate Services, review the invoice validation practices in relation to the provider of Internet services. Where billing amounts exceed a predetermined threshold, such differences be reviewed with the provider;</p>	<p>All invoices are validated for accuracy before they are signed. The Library pays a fixed monthly rate for Internet services.</p>	
11	<p>The Commissioner, Corporate Services, in consultation with departments, expedite a comprehensive review of the use of cellular telephones and pagers by all City departments. The review should include an assessment of each department's communication needs and the identification of cost saving opportunities such as the pooling of unused cell phone usage;</p>	<ul style="list-style-type: none"> - a review of the benefits of pooling did not provide anticipated cost savings - annual review of departmental needs is combined with annual verification of inventory - cancellation of cell phones for BlackBerry users planned for 2006 (when phone number transfer is implemented) 	

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12.	The Commissioner, Corporate Services, review on an ongoing basis the extent of cellular telephones where there has been no activity for a period of time and where appropriate, ensure that such telephones are deactivated. Inactive cell phones be returned to the Corporate Services Department for disposal or reassignment.	Review for non-activity will be incorporated into annual verification of inventory.	Fall 2005
13.	The Commissioner, Corporate Services, require that the vendor provide the city with information relating to all telephone lines that have not been used for a predetermined period of time. This information be provided to the appropriate departments for review and validation, and lines which are no longer needed should be disconnected;	The Facilities Department currently reviews billings to see if they are appropriate and determines if there are lines billed which are not in use. Due to the Facilities Dept.'s actions TPL has realized an annual cost avoidance of \$90,000 since 2003.	
14	The Commissioner, Corporate Services, ensure that the Network Services Unit monitor the use of data circuits on a periodic basis and data circuits identified as no longer needed should be disconnected;	The IT Department maintains a current inventory of all circuits being used and all circuits that have been cancelled. Unused circuits are cancelled. Circuits for branches closed for renovation are also cancelled for the duration of the closure.	
15	The Commissioner, Corporate Services, ensure that discounts for longer-term cellular telephone subscriptions are considered when acquiring cellular telephones. In addition, procedures by implemented to ensure cellular telephone subscription rebates are identified, tracked, received and accounted for appropriately;	<ul style="list-style-type: none"> - all cellular agreements are determined based on the optimum pricing for the equipment, usually \$0. - Details of cellular billings are entered into a database for review and analysis. 	
16	The Commissioner, Corporate Services, perform a one-time validation of chargeable data circuits used by the City with the inventory records in the Network Inventory Management database;	The Library does use the Cities inventory database. The Library IT department keeps its own records, which are validated on a regular basis.	
17	The Commissioner, Corporate Services, at a minimum of once a year, request departments to validate the complete inventory of all cellular telephones. The results, listing the staff member assigned to each cellular telephone, be forwarded to the Telecommunication Services Unit to update their inventory records;	Annual confirmation of cellular equipment has been in place for several years. Reports are distributed to Directors for review and re-authorizations. Inventory records are maintained in Access Database by Purchasing.	

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18.	The Commissioner, Corporate Services, during the review of the Corporate Disaster Recovery Plan, give consideration to the need for the development of a contingency plan in connection with its Internet services;	The disaster recovery plan is under development. contingency plans for Internet service will be incorporated into the Plan	Plan - December 2005
19	The Commissioner, Corporate Services, codify the criteria for cellular telephone usage in the City and finalize and communicate to all departments the policies, procedure and standards for telecommunication services by the end of June 2005;	<ul style="list-style-type: none"> - the Library will determine if the criteria developed by the City can be applied to the Library. - the Library will review the City format and if appropriate use a as guide. 	June 2005 - We need a copy of the criteria developed by the City.
20	The Commissioner, Corporate Services, in consultation with the Chief Financial Officer and Treasurer, ensure that budget details for all telecommunication services costs are appropriately established in the City's accounting system; and	The Library's Financial system is set up to capture telephone and cellular costs by location. Budgets are also set up by location, to meet individual requirements at each site. Detail and summary variance reports are produced and distributed monthly to each location manager to facilitate ongoing monitoring of variances between budget and actual expenditures.	
21	The Chief Administrative Officer review consolidating cellular telephone usage through a comprehensive RFP	Not relevant	
22	The Chief Administrative Officer consider re-issuing the criteria for cellular telephone usage to all department in the City; and		
23	The Commissioner, Corporate Services, report back to the November 2, 2005 meeting of the Audit Committee on a detailed action plan, including details of specific staff responsibility and time frames in regard to each one of the of the recommendations in this report.	Completed	