

## **Integrated Telecommunications Infrastructure Agreement – Extension of Contract**

<b>Date:</b>	November 16, 2020
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

### **SUMMARY**

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The purpose of this report is to seek Toronto Public Library (TPL) Board approval to extend the existing Integrated Telecommunications Infrastructure Agreement (ITI) with Bell Canada.

The term of the contract, expected to start in December 2020, is for approximately five years, and the total cost is estimated at \$5,101,268, excluding Harmonized Sales Tax (HST), over the term of the contract. Services included in the contract are analog phone lines, VOIP and facilities sensor services, branch and data center networks, and Internet connectivity.

The contract is the result of a joint procurement initiative with the City and other Agencies that will enable a seamless continuation, enhancement and growth of the telecommunications infrastructure and services that Bell has provided to TPL for both staff and public.

### **RECOMMENDATIONS**

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

1. approves an extension of the existing Integrated Telecommunications Infrastructure Agreement (ITI) with Bell Canada for a period of approximately five years with a total value estimated at \$5,101,268, excluding Harmonized Sales Tax.

## FINANCIAL IMPACT

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The total value for the approximate five-year contract with Bell for the supply of telecommunications services is estimated at \$5,101,268, excluding HST, and the estimated annual operating costs are shown in the following table.

### Integrated Telecommunications Infrastructure Agreement

SERVICE	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Analog telephone lines	327,779	327,779	327,779	327,779	327,779	1,638,893
Branch connectivity	511,632	523,656	531,048	541,848	541,848	2,650,032
Data centre connectivity	26,909	26,909	26,909	26,909	26,909	134,543
VoIP phone service	38,594	38,594	38,594	38,594	38,594	192,972
Facilities sensors service	42,226	42,226	42,226	42,226	42,226	211,128
Internet connectivity	42,424	50,452	58,444	55,944	66,436	273,700
<b>TOTAL</b>	<b>989,563</b>	<b>1,009,615</b>	<b>1,024,999</b>	<b>1,033,299</b>	<b>1,043,791</b>	<b>5,101,268</b>

The first year of the contract is estimated at \$989,563, slightly less than what is being paid under the current contract, and is funded by the approved operating budget.

As part of the on-going strategic cost savings and infrastructure optimization program, TPL will be analysing the use of analog phone lines and continuing with the transition to VoIP phone technology and reassessing the infrastructure design. As a result, costs may fluctuate as improvements are made and services are decommissioned, resulting in savings.

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

## ALIGNMENT WITH STRATEGIC PLAN

TPL's Strategic Plan (2020-2024): Vital to Toronto – Building Success, Resilience and Well-Being for our City includes *expanding access to technology and digital literacy training* as one of five priorities. Torontonians need access to current and emerging technology to fully participate in the digital world yet the high cost of technology and the Internet are barriers to access. TPL is well positioned to take a leading role in advancing digital inclusion and digital literacy by offering access to desktops and laptops, printing, scanning, photocopying and Wi-Fi in its network of 100 branches to advance the outcome that all residents have access to technology. The provision of a telecommunications network is a key initiative in advancing this priority. This will ensure network connectivity continues for the 48 of branches serviced by Bell for staff

and public computing environments. The contract will also ensure Internet and network services to all TPL branches for staff and public computing environments.

## **EQUITY IMPACT STATEMENT**

The 2020-2024 Strategic Plan has embedded the City's equity lens into the plan. This lens supports understanding and addressing of barriers to TPL services by equity-seeking groups and vulnerable populations in the City of Toronto to advance equitable outcomes for all, and address the Truth and Reconciliation calls to action. A 2019 study *Bridge: Technology Access in Public Libraries: Outcomes and Impacts* outlines the importance of library technology, including computer devices and access to the Internet in addressing a fundamental barrier to access and advancing digital inclusion and digital literacy for all. This investment is necessary to support TPL's continued efforts in providing access to technology and digital literacy program.

## **DECISION HISTORY**

At the meeting on March 1, 2011, the Board approved participation in the [Integrated Telecommunications Infrastructure Agreement \(the "ITI"\) from Bell Canada](#) for a five-year contract for voice and data communications. The contract with Bell Canada was made under the master Integrated Telecommunications Infrastructure (ITI) Agreement #1-61-671731 between the City of Toronto and Bell Canada dated October 1, 2010.

At the meeting on April 2015, City Council considered [GM.15 Bell Canada Integrated Telecommunications Infrastructure Contract Amendment and Extension](#) and authorized an extension to the Bell contract until other related contractual matters are resolved. Utilizing the City's master contract with Bell, TPL also extended its contract with no fixed term.

At the meeting on July 23, 2018, City Council considered [GM29.29 Integrated Telecommunications Infrastructure \(ITI\) Agreement](#) and authorized the negotiation of an extension of the ITI with Bell Canada, and it was noted again that other related contractual matters are being resolved.

## **COMMENTS**

With Council approval at the July 23, 2018 meeting, the City, TPL and Bell worked together toward a number of objectives for the contract extension, including:

- providing for new service applications and new technologies into the City's and TPL's base service;
- refreshing pricing;
- enhancing the strategic partnership and relationship between the City, TPL and Bell.

These goals and more have been achieved in the extension of the ITI agreement.

The City has now extended its ITI contract with Bell, which is effective July 1, 2020 for approximately five years and provides options for individual one-year extensions for up to five years thereafter. Utilizing the City's master agreement, TPL proposes to also enter into a five year ITI agreement with Bell starting in December 2020.

The extended ITI provides for seamless continuation, enhancement and growth of the telecommunications infrastructure and services that Bell has provided to the City and TPL.

## **CONTACT**

Angela Copeland; Director, Digital Strategy & CIO; Tel: 416-393-7104;  
Email: [acopeland@tpl.ca](mailto:acopeland@tpl.ca)

Ian Stegman; Manager, Technology Infrastructure; Tel: 416-395-5920;  
Email: [istegman@tpl.ca](mailto:istegman@tpl.ca)

## **SIGNATURE**

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Vickery Bowles  
City Librarian