



STAFF REPORT ACTION REQUIRED

Mobile Devices and Services for Public and Corporate Use - Award of Contract

Date: March 23, 2026
To: Toronto Public Library Board
From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval to award a contract to Rogers Communications Canada Inc. for mobile devices and services to support the continued delivery of the Wi-Fi Hotspot Lending program and the Internet Connectivity Kit service, as well as for mobile devices, accessories, voice and data services for Toronto Public Library (TPL) staff operations.

The initial contract term will commence April 1, 2026, to July 31, 2030, with two optional two-year extensions to July 31, 2034. The total potential value of the contract award is \$6,909,000 excluding Harmonized Sales Tax (HST) over the initial term and optional extension periods.

The Wi-Fi Hotspot Lending program is an initiative in support of the City of Toronto's Poverty Reduction Strategy to help further its strategic objective of increasing service access and availability. The program began in 2016 and now

supports a service level of 1,000 Wi-Fi hotspot devices with unlimited data service available for six-month loans.

The Internet Connectivity Kit service provides a laptop and a Wi-Fi hotspot with two (2) years of unlimited data service to Torontonians in highest need of home internet access. This award of contract includes the Wi-Fi hotspot and the unlimited data service, but not the laptop. Required laptops are purchased through TPL's approved contract for end-user computing devices and services. There is potential for up to 450 Internet Connectivity Kits to be funded over this new contract period.

The contract will also provide mobile devices, accessories, and voice and data services to support TPL operations, enabling communication and access to mobile applications for TPL staff. With approximately 600 managed devices across all TPL departments, reliable mobile service and data connectivity is of critical importance to TPL operations.

TPL is leveraging an existing Province of Ontario Vendor of Record (VOR) agreement for mobile devices and services for this contract, which allows TPL to benefit from preferred contract pricing. The award of this contract is being made in accordance with TPL Purchasing Policy section 4.6 – Procurement of same goods and services as another public body.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. award a contract to Rogers Communications Canada Inc. for mobile devices and services for the Wi-Fi Hotspot Lending program, Internet Connectivity Kit service and TPL staff use of mobile devices, accessories, voice and data services for a total potential value of \$6,909,000 excluding Harmonized Sales Tax (HST), comprised of:
 - a. an initial term from April 1, 2026, to July 31, 2030, with a contract value of \$3,563,584; and
 - b. two two-year optional renewal periods for a total potential additional contract value of \$3,345,416 comprised of:

- i. August 1, 2030, to July 31, 2032, for \$1,672,375; and
- ii. August 1, 2032, to July 31, 2034, for \$1,673,041.

FINANCIAL IMPACT

The total potential value of the commitment to Rogers Communications Canada Inc. is \$6,909,000 excluding HST, over a period of 8 years as detailed in the table below.

Service	Initial Term: April 1, 2026 to July 31, 2030	First Optional Term: August 1, 2030 to July 31, 2032	Second Optional Term: August 1, 2032 to July 31, 2034	Total (2026 -2034)
Wi-Fi Hotspot Lending program	\$2,550,000	\$1,200,000	\$1,200,000	\$4,950,000
Internet Connectivity Kits Service	\$130,000	\$60,000	\$60,000	\$250,000
Corporate Mobile Devices & Services	\$883,584	\$412,375	\$413,041	\$1,709,000
Total	\$3,563,584	\$1,672,375	\$1,673,041	\$6,909,000

The estimated 2026 cost for the Wi-Fi Hotspot Lending program is \$400,000 and is included within the approved 2026 TPL operating budget. The annual cost in subsequent years is estimated to be \$600,000 and will be included in future budget submissions.

The Internet Connectivity Kits service is only offered when fully funded by donations received through the TPL Foundation, with no net impact on TPL's approved operating and capital budgets. The estimated cost for the Internet Connectivity Kits for the remainder of 2026 is \$22,500, with an annual estimated cost of \$30,000 from 2027 to 2030, all with matching funding through donations received from the TPL Foundation.

The estimated cost for corporate mobile devices and services for the remainder of 2026 is \$149,000 and is included within TPL's approved 2026 operating budget. The cost in subsequent years is estimated to be approximately \$200,000 annually and will be included in future budget submissions.

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

ALIGNMENT WITH STRATEGIC PLAN

The Wi-Fi Hotspot Lending program and Internet Connectivity Kit service support TPL's Digital Strategy and Learning & Growth strategic priority. With the continued delivery of these services, TPL will be helping provide the internet connectivity that low-income families and individuals need to remain connected in their communities and provide equitable access to online resources and services.

EQUITY IMPACT STATEMENT

Both the Wi-Fi Hotspot Lending Program and Internet Connectivity Kit service have a positive impact on all equity-seeking groups, with a focus on low-income families, by providing opportunities for them to remain connected in their communities and provide access to online resources and services.

DECISION HISTORY

At its meeting on March 25, 2024, the Toronto Public Library Board considered the report titled [Data Communications for Wi-Fi Hotspot Lending & Internet Connectivity Kits - Award of Contract](#) and approved the recommendations supporting additional service from May 2024 to April 2026.

ISSUE BACKGROUND

In partnership with the City of Toronto, TPL has offered the Wi-Fi Hotspot Lending program in branches serving communities with a large number of low-income households since 2016. The program now supports a service level of 1,000 Wi-Fi hotspot devices with unlimited data service available for six-month loans. This initiative is aligned with TPL's strategic priority to broaden Toronto's digital access

and inclusion across the city. The Wi-Fi Hotspot Lending Program supports the Poverty Reduction Strategy initiative to help further the City's strategic objective of increasing service access and availability. Access to the internet and technology supports full participation in society, education, employment, government, and community, and is increasingly seen as essential as more information and services are only available online. Public libraries are important access points for technology, and for some people, the public library is their only access to the internet. While the Library provides free access to computers and Wi-Fi in all branches, this program provides unlimited access to home internet service for low-income households.

Since starting the Internet Connectivity Kit service in 2020, TPL has provided over 934 kits to high priority households exclusively with funding from donations received through the TPL Foundation. Kits are comprised of a new laptop and a Wi-Fi hotspot with two-years of unlimited data access.

Corporate mobile devices and services are essential tools for organizations with multiple locations to enable communication, collaboration, and access to mobile applications. Mobile devices enhance employee productivity, from routine communications to critical operations, such as safety and emergency responses. These devices provide a flexible, efficient means of connecting the workforce, facilitating real-time collaboration, and ensuring employees remain reachable, regardless of their location.

The Province of Ontario's enterprise-wide Vendor of Record (VOR) arrangements and volume licensing agreements are available to public sector entities including municipalities and their agencies. Leveraging VOR arrangements enables cost savings by providing public sectors entities with advantageous pricing and streamlined administrative efforts required to procure commonplace goods and services independently.

Since 2019, TPL has leveraged the Provincial VOR with Rogers Communications Canada Inc. and benefited from preferred pricing. The Province of Ontario has established a new VOR for mobile devices and services with Rogers Communications Canada Inc. again as the primary vendor.

COMMENTS

The Wi-Fi Hotspot Lending program provides 1,000 Wi-Fi Hotspots to customers who do not have internet access at home for six-month loans. Internet access has become an essential part of the services the library provides. People who do not have internet access at home are at a disadvantage, and TPL aims to bridge the digital divide by lending out Wi-Fi Hotspots.

Each service commitment with Rogers Canada Communications Inc. for the Wi-Fi Hotspot Lending program is for up to 1,000 Wi-Fi Hotspot devices on two-year unlimited data plans. With the approval of this award of contract, the Wi-Fi Hotspot Lending program will continue with the established service level of 1,000 Wi-Fi hotspot devices providing unlimited data service for a six-month loan period. Distribution of units will remain focused on low-income families living in high-needs areas.

The Internet Connectivity Kit service, launched in the spring 2020 at the start of the pandemic, has provided some of Toronto's most vulnerable residents with a free laptop and Wi-Fi hotspot, which they can keep, plus a 2-year unlimited data plan. The service helps these residents stay connected and improve their quality of life.

As the Internet Connectivity Kit service is fully dependent on donor funding, the purchase of Wi-Fi hotspots with a two-year unlimited data plan only occurs when funding is provided to TPL. If further funding is made available, TPL will continue to work with community agencies to identify and distribute the kits to Torontonians in most urgent need and routinely assess the service for effectiveness and best use of the available funds.

At TPL, mobile devices play a crucial role in supporting staff's growing mobility needs. With more than 600 managed devices in use, consisting of cellular phones and hotspots with corresponding data and/or voice plans, employees across various departments rely on these devices to perform job responsibilities effectively. From TPL staff that offer remote public programming that require data connectivity, to field staff requiring on-the-go communication and access to mobile applications, use of TPL provided mobile devices help to ensure effective operations.

The City of Toronto as well as other agencies and entities in the municipal sector are currently leveraging the provincial VOR with Rogers Communications Canada Inc. for Mobile Devices and Services including In-Building Wireless (IBW) Solutions, and Cellular Internet of Things (IoT) Devices and Services for the Province of Ontario (Tender-18677).

This VOR arrangement may be optionally used by public sector entities on an as-and-when-requested basis. By leveraging this VOR contract, TPL is able to secure the best possible pricing through volume discounts negotiated at the provincial level, ensuring cost-efficiency and warranty support while also meeting TPL's specific requirements. Rogers Communications Canada Inc. and TPL will amend the existing Master Adoption Agreement to include the Wi-Fi Hotspot Lending program and Internet Connectivity Kit service.

The award of this contract is being made in accordance with TPL Purchasing Policy section 4.6 – Procurement of same goods and services as another public body.

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SIGNATURE

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