

TO:	CHAIR AND MEMBERS FINANCE AND ADMINISTRATIVE COMMITTEE MEETING ON WEDNESDAY, OCTOBER 19, 2011
FROM:	JOSEPH EDWARD CHIEF TECHNOLOGY OFFICER
SUBJECT:	CELLULAR SERVICES SINGLE SOURCE

RECOMMENDATION

That, on the recommendation of the Chief Technology Officer, with the concurrence of the City Manager, the following actions **BE TAKEN** with respect to the provisioning of cellular services for The Corporation of the City of London:

- (a) the Civic Administration **BE AUTHORIZED** to enter into negotiations for a month to month extension of the cellular services contract with Rogers Wireless Inc., 700-40 Weber St. East, Kitchener, Ontario, N2H 6R3;
- (b) the Civic Administration **BE AUTHORIZED** to undertake all the necessary administrative acts in connection with this matter, including the execution of an Agreement; and
- (c) the approval of clause (b) above **BE CONDITIONAL** upon the Corporation negotiating satisfactory prices, terms and conditions with Rogers Wireless to the satisfaction of the Chief Technology Officer and the Manager of Purchasing and Supply

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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Cellular Services and Hardware – Item #2 – Board of Control – October 17, 2007
Cellular Services Single Source – Item #32 – Board of Control – August 25, 2010

BACKGROUND

In 2007, an RFP was issued for a 3-year term for a cellular services provider. After evaluation and benchmarking against predetermined criteria, Rogers Wireless was awarded the contract.

In 2010, a one year extension was applied. The extended contract is currently set to expire on October 31, 2011.

The Technology Services Division (TSD) is in the process of developing a 3 year Information Technology (IT) strategic plan to align IT services with a corporate strategy to maximize the value obtained from IT investment and to drive growth, service excellence, and efficiency. This plan will be submitted to Council in November 2011. As part of this overall IT strategic plan, the Technology Services Division has been working on developing various technology plans including a Unified Communications strategy. The recent corporate email technology upgrade has positioned the Corporation to better utilize Unified Communications services

The Unified Communications strategy will review the current and future communications needs of the Corporation, taking into consideration, major initiatives currently underway within the Corporation, such as Service London, collaboration with Service Ontario and with other inter-jurisdictional bodies. This will also take into consideration the communication technology needs of Boards and Commissions. In addition, emerging technology trends such as mobile computing, WiFi technology, cloud technology, video conferencing and social networking will play a major role in the development of this strategy.

The Unified Communications strategy will help guide the Corporation on the most effective and

efficient way of acquiring, managing and converging various communications technologies, including land phones, mobile devices, email, instant messaging, texting, fax and other messaging services. It will also explore ways of effectively using these technologies to achieve improvements in productivity and long term cost savings.

Key factors that have contributed to the extension request:

- The expiration of our land phone service contract with Telus Corporation in March 2012 will make it possible for the Corporation to renegotiate all communications services together to increase purchasing power to obtain a better price for service.

- The requested extension will allow a Unified Communications Technology Strategy to be fully developed and allow for a formal purchasing process to follow. Depending on the final plan, this could include land and mobile voice and data communications services. Combining all forms of communication services within a single strategy will increase the purchasing power of the Corporation and will result in lower operating costs.

- In late December 2011 or early January 2012, the Province of Ontario will be releasing vendor of record information and cellular pricing schedules that the Corporation can utilize. This may provide us with an opportunity to further reduce cellular costs.

Since we already pay the broader public sector (BPS) pricing, extending the present wireless agreement to a month to month agreement with Rogers will not adversely affect or expose the Corporation to any additional costs. It will also give us valuable time to plan and implement our communications strategy without locking the service into a contract period.

Approval for this selection is requested in accordance with the Procurement of Goods and Services Policy, Section 14.4 sections (d) and (e).

Funding for this is not necessary as this is already included in the TSD operating budget.

PREPARED BY:	RECOMMENDED BY:
IAN MACKAY ASSOCIATE DIRECTOR, TECHNOLOGY SERVICES	JOSEPH EDWARD CHIEF TECHNOLOGY OFFICER
REVIEWED & CONCURRED BY:	
JEFF FIELDING CITY MANAGER	JOHN FREEMAN MANAGER OF PURCHASING AND SUPPLY

Cc: John Freeman, Manager of Purchasing and Supply