

**COUNCIL AUTHORITY FOR CONTRACT AWARDS
CONTRACT INCREASE**

Project Award	Contract Increase for Rogers Communications Canada Inc. for dedicated internet connections at Town Facilities.
Recommendation	Staff is recommending approval to proceed with a new 5 year contract total value increase for Rogers Communications Canada Inc. in the amount of \$176,400 (exclusive of HST) to provide dedicated internet connections at Town Facilities.
Purpose of Report	As per Section 10.1 of Purchasing By-law No. 061-2018, Council approval is required.
Background information	<p>The Town of Milton relies on site-to-site fiber optic communication links between its various facilities to provide a robust, reliable and secure network infrastructure that supports critical Town-wide information technology services. As part of this robust and reliable network infrastructure, the Town also offers free high speed internet access to residents and patrons across all publicly- accessible Town facilities. Presently, the Town relies on a single communication service provider for all its site-to-site communication links as well as its primary internet connection that allows the Town to communicate with and interface to the outside world. Public internet browsing from free Wi-Fi services offered at Town facilities traverses through the Town's site-to-site communication links and out its primary internet connection as well. Additionally, as internet-connectivity requirements continue to become more pervasive across the organization, the Town has experienced an increase in traditionally non internet-connected appliances and internet of thing (IOT) devices now requiring access to the internet in order to take advantage of full functionality or offer efficient support and/or monitoring. It is now common in many Town facilities to require a dedicated internet connection on a building automation or mechanical system that monitors/controls lights, heating, cooling, power distribution, etc.</p> <p>In order to increase network resiliency within the Town's IT infrastructure and limit potential future impacts of single service provider internet failures, the organization needs to ensure it provides a dedicated backup internet connection at its remote facilities that can be leveraged in times of need. The importance of this has grown over the past couple years as the organization has begun to invest and implement new cloud-based solutions that facilitate many internal and external Town services. A backup internet provider would be able to operate independently, irrespective of any outages or issues experienced with the Town's primary service provider. The organization will also be able to offload free public Wi-Fi traffic to this standalone backup connection. This would free up valuable bandwidth and availability on the Town's high performance site-to-site connection links and</p>

Schedule E

	<p>ensure the organization could continue to maintain necessary internal communications and critical IT services, even during periods of high Wi-Fi usage. Additionally, the Town will gain a cost-effective method to facilitate offering internet access as required to IOT devices and mechanical systems without impacting the availability or security of internal communications and core IT systems running over its site-to-site links and the organization’s primary internet connection.</p> <p>Staff are requesting a contract increase to Rogers Communications in the amount of \$176,400 (exclusive of HST) in order to provide backup internet connectivity at 3 remote facilities within the organization for a period of 60 months. Rogers Communications meets the Town’s requirements of being able to operate independently of the Town’s current primary internet service provider and is able to provision a service that meets the technical specifications required by the Town to fully leverage this connection in the manner(s) outlined within this report. Rogers Communications is presently the Town’s primary cellular communication provider under Vendor of Record (VOR) agreement OSS-00415819 and was recently awarded a 36 month contract to provide the Town with Absolute Software Secure Access software licenses (CORS-056-23).</p> <p>The Town will evaluate its options for expanding backup internet connection options at remaining facilities and will opt to issue a public tender or return to Council in 2024 for additional contract increases to existing communications vendors if deemed the most appropriate path forward for the organization.</p>
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Financial Planning Section: Budget Impact (Note 1)	
Account Number(s)	2216-3706
Account Description	Technology Service Programs - Communications
Project Total Budget	N/A
Contract Budget	\$ 0
Actual (Net of HST Rebate)	\$ 35,901
Variance (Note 2)	\$ 35,901 (U)
Funding Source	Operating

Note 1: Financial impact includes any non-refundable portion of HST.

Note 2: This contract commits the Town to a five year operational expense of \$35,280 (exclusive of HST) annually. Although this contract increase was not specifically incorporated into the planned spending for 2024, it is anticipated that the contract increase can be managed within the overall IT budget. Spending relative to the approved budgets will be reviewed with Financial Planning and any variances reported through the variance process. The increases will be considered in the development of the 2025 budget.