



Change Order: Rogers Communication Canada Inc. Mobile Devices, Voice and Data Services

Item 8

April 8, 2022

Building Investment, Finance and Audit Committee

Report: BIFAC:2022-49

To: Building Investment, Finance and Audit Committee
("BIFAC")

From: Vice President, Information Technology Services

Date: March 20, 2022

PURPOSE:

The purpose of this report is to seek the BIFAC's approval for a change order for mobile devices, voice and data services provided by **Rogers Communications Canada Inc.** for TCHC's (and post June 1, Toronto Seniors Housing Corporation) wireless/cellular airtime and data services.

BIFAC approval is required for the recommended change order, as the cumulative amount of all change orders exceeds the financial approval limit of Toronto Community Housing's ("TCHC") Procurement Award Committee ("PAC").

RECOMMENDATIONS:

It is recommended that BIFAC approve the following recommendations to:

1. Approve a change order to **Rogers Communications Canada Ltd ("Rogers")** for **\$1,407,022.65** (exclusive of taxes) to accommodate a substantial increase in TCHC's requirements for services provided by Rogers Communications as outlined below:

- **\$1,279,111.50** for additional funds for mobile voice and data services; and
 - **\$127,911.15** representing an additional 10% contingency for unplanned additional demand.
2. Authorize the appropriate staff to take the necessary actions to give effect to the above recommendation.

REASONS FOR RECOMMENDATIONS:

In July 2019, TCHC started negotiations with Rogers to transition from its current mobile provider to Rogers for a period of 49 months to commence on Jan 1, 2020 ending on January 31, 2024.

The original award to Rogers was based on facts available at the time.

- 1250 smartphone subscriptions;
- A conversion of 360 flip phones to smart phones over the course of new agreement;
- Mobile apps enabled for HoMES would be accessed via a smartphone;
- No additional requirements were identified by the organization for LTE enabled devices outside of smartphones;
- No additional requirements identified by the business to provide smartphones to roles which did not currently have a smartphone; and
- A projected increase of approximately 5% for new staff over the course of the contract.

Substantial planning is required to make a transition from one provider to another. The final agreement was executed in December 2019. The original award amount was \$1,781,300.00 approved by the Procurement Award Committee.

Changing Environment

Several events occurred after the signing of the agreement in December 2019 necessitating this change order.

1. COVID-19 Pandemic: In February 2020 TCHC transitioned to a remote working model as a result of the COVID-19 pandemic. Transitioning employees to remote working required issuing mobile smartphones and enrollment in mobile device plans. During the transition period between February and July 2020 approximately 291 additional users (an unplanned increase 18.3%) were enrolled with a Rogers's mobility plan
2. HoMES Mobile (Mobile): The release of HoMES Tack 2B will include two (2) new Yardi mobile applications for the Operations business unit, Yardi Maintenance IQ application and Yardi Management application. When the HoMES project was originally scope, the intent was to use smartphones and deploy some additional devices regionally, as needed. The operations restructure to the Hub model; the changes to the superintendents' responsibilities and introduction of a new Yardi Module, Maintenance IQ, not originally planned necessitated a change in this strategy. The Yardi Maintenance application will allow operations staff (e.g. Superintendent's, CMP1s, Construction Superintendents, EHU Technicians and Facilities Management Technicians) to conduct annual unit inspections (AUI) using a large display mobile tablet. The Yardi Manager application on the other hand, which can only be utilized on tablets, provides additional functionality such as allowing staff to delegate work order assignments to another staff member. ITS procured 650 new Apple iPad tablets in early 2022 for the Operations unit to support the effective use of the Yardi Maintenance and Manager applications requiring 650 new data services.
3. Transition of Contract Managed Buildings to Direct Managed: TCHC is currently transitioning contract managed properties back to direct management by Toronto Community Housing. This initiative includes the transition of employees from Del and Greenwin to TCHC. This resulted in an unplanned increase of an additional 300 data and voice plans (18% unplanned increase)
4. Flexible Work Policy In 2022, TCHC will be implementing a flexible work policy. New and existing employees eligible for flexible work will require a company issued smartphone device with a voice and data services plan to facilitate remote working. There are some employees, who will be eligible for flexible work, who currently do not have a mobile

device. Working outside of TCHC's offices requires additional cyber security measures. Mobile devices will be part of this strategy.

Overall Impact to Original Award

In December 2019, the total number of voice and data service plans was originally projected to be 1700 over the course of the contract. Events outlined in the previous paragraphs has resulted in a substantial change to the number of plans required by TCHC. The new projected number of plans required to manage TCHC needs is now 3610, an overall increase of 112%.

Table 1: Purchase Order and Change Order Summary

To date, there have been no change orders executed for this award.

Cumulative approved change orders to date	\$0
Change order as requested in this report	\$1,407,022.65
Total Cumulative change orders	\$1,407,022.65
Original contract awarded	\$1,781,300.00
Revised total contract amount	\$3,188,322.65
Cumulative CO % of contract award/purchase order	78.99%

PROCUREMENT PROCESS:

This change order is recommended under the following justification under section 4.3(a) of TCHC's Procurement Policy:

- v. To ensure compatibility with goods and services previously acquired where there are no reasonable alternatives or substitutes.

IMPLICATIONS AND RISKS:

Rogers Communication Canada Ltd. is the current provider of mobile devices, voice and data service.

The Vice-President, Information Technology Services has reviewed the pricing and determined it to be reasonable and acceptable for the work.

Funding for the Change Order award is within the 2022 ITS budget. A portion of the mobility costs have been funded by the COVID-19 budget in 2020 and 2021, however, the change order requested represents business needs outside of COVID and are therefore, will be budgeted going forward as an operating expense in the information technology services budget.

SIGNATURE:

“Luisa Andrews”

Luisa Andrews
Vice President, Information Technology Services

STAFF CONTACT:

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