17.

STAFF REPORT
ACTION REQUIRED

Wireless Service Solution – Extension of Contract

Date: February 24, 2025

To: Toronto Public Library Board

From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval to extend and increase the total value of the contract with Lanworks Inc. for supply of a Wireless Service Solution, including hardware, software, installation and technical support.

The original contract was awarded to Lanworks Inc. (formerly IntelliGO Networks Inc.) following a request for proposal procurement process. The initial term of January 1, 2019 to December 31, 2023, was extended under the City Librarian's authority for the period of January 1, 2024 until June 30, 2025.

The term of the additional extension is for one year from July 1, 2025 until June 30, 2026. The increase in the value of the contract, including all extension terms over 30 months, for the period 2019 - 2026 is $1.292 million excluding Harmonized Sales Tax (HST) bringing the total value to $3.293 million.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves an additional one-year contract extension from July 1, 2025 to June 30, 2026 with Lanworks Inc. for a Wireless Service Solution for a total estimated contract extension value of $1.292 million excluding Harmonized Sales Tax (HST), which increases the value of the contract from $2.001 million to $3.293 million for the period January, 2019 to June, 2026.

FINANCIAL IMPACT

The value of the increased commitment with Lanworks Inc. is approximately $1.292 million (excluding HST).

Funding for the additional commitment is included in the approved annual operating budget and the capital budget. The estimated expenditure for the contract extension is included in the table below.

Wireless Charges	**2019 to 2023**	**January 1, 2024 to December 31, 2024**	**January 1, 2025 to February 28, 2025**	**March 1, 2025 to December 31, 2025**	**Jan. 1 2026 to Jun. 30, 2026**	**Total**
Monthly Managed Services	$1,610,902	$391,832	$66,000	$132,000	$396,000	$2,596,734
Other	$390,000	$21,645		$183,633	$100,115	$695,392
	$2,000,902	**$413,477**	**$66,000**	**$315,633**	**$496,115**	**$3,292,126**

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

ALIGNMENT WITH STRATEGIC PLAN

The Wireless Service Solution supports the strategic priority *Shared community spaces* by enabling free access to digital platforms and resources throughout library branches. Toronto Public Library's (TPL's) strategic plan also places a

strong emphasis on increasing awareness and service use among current library users. Delivery of a free high quality wireless service supports customers with online and app discoverability, program registration and timely access to relevant information about a range of library services.

The Wireless Service Solution also provides the Library with enhanced data analytics capabilities and promotional tools to enable the Library to efficiently deliver and measure excellent customer service experiences.

EQUITY IMPACT STATEMENT

The Wireless Service Solution enables customers with equitable access to Internet and Wi-Fi connected technology in a secure manner that protects the privacy and confidentiality of customers and staff. Free availability of Wi-Fi access throughout TPL's branch locations ensures equitable access for Torontonians to the internet and TPL's many digital resources and online services.

DECISION HISTORY

At its meeting on June 24, 2013, the Library Board approved the Supply of Wireless Service Solution – Award of Contract to Spyders Inc. (renamed IntelliGO Networks Inc. in August 2016) for a Wireless Service Solution. The contract was extended for two years beginning in October 2016 in accordance with the terms and conditions of the 2013 award and was authorized under the authority of the City Librarian.

At its meeting on November 19, 2018, the Library Board approved the Wireless Service Solution – Award of Contract to Lanworks Inc. (formerly IntelliGo Networks Inc.) for a Wireless Service Solution. The term of the contract was from January 1, 2019, until December 31, 2021, with an option, at the sole discretion of TPL, for two one-year extensions.

ISSUE BACKGROUND

In July 2020, TPL consented to the transfer/assignment of wireless service to Lanworks Inc. by IntelliGO Networks Inc. of the existing contract in connection with the acquisition of the IntelliGO Networks Inc. managed services business by Lanworks Inc.

At the end of the contract term on December 31, 2023, TPL extended the contract for an 18-month period up to June 30, 2025 under the City Librarian's authority to extend the contract. The initial contract extensions have been required to sustain the availability of a Wireless Service Solution during a period of IT leadership staffing constraints and a Library-wide cybersecurity attack.

During the contract term, Lanworks has supported TPL with monthly operational management services and provision of hardware replacement services when necessary for break fix, refurbishment and/or branch capital projects. Budgetary projections have reflected the inclusion of all associated costs for the sustainment and delivery of the Wireless Service Solution.

A further extension and increase to the awarded is now required to prepare a new competitive Request for Proposal (RFP) for delivery, implementation and operational management of an expanded Wi-Fi network throughout TPL.

COMMENTS

Most of the current Wi-Fi infrastructure fleet has achieved or is approaching end of serviceable life. There is an enterprise-wide requirement to conduct an evergreen hardware replacement. Additionally, workplace mobility and delivery of Wi-Fi enabled services has significantly increased over the life of the current Wireless Service Solution contract term. To meet increasing demand for connectivity and adequately support staff with secure wireless connectivity, an expansion of the existing wireless network is required.

This contract extension, for an additional one year until June 30, 2026, will bring the increase in the value of the contract over the 30-month extension period to $1,292,000. Expenses to date beyond the original contract award are approximately $450,000. The City Librarian's authority for contract extensions in this instance is $500,000. Therefore, the Board's authority is requested to

further increase this contract and extend to ensure adequate time to complete an infrastructure inventory and initiate a procurement process.

The further extension will allow TPL to undertake a competitive RFP process, which will include drafting updated requirements for service expansion, infrastructure replacement, and operational management transition based on technology and service enhancements. The awarded vendor of the future RFP would assume responsibilities for system wide implementation and delivery of refreshed wireless network infrastructure including expansion of the existing coverage. The awarded vendor will be accountable for initial hosting management services and with a future expectation of operational transition back to TPL.

CONTACT

Steve Till-Rogers, Director, Digital Strategy & CIO; Tel: 416-395-5577;
Email: stillrogers@tpl.ca

SIGNATURE

_____

Vickery Bowles
City Librarian