



Contract Awards, Operations

To: Finance, Budget and Enrolment Committee

Date: 7 April, 2021

Report No.: 04-21-4071

Strategic Directions

- Allocate Human and Financial Resources Strategically to Support Student Needs

Recommendation

It is recommended that:

1. the contract award on Appendix A be received for information; and
2. the contract awards on Appendices B and C be approved.

Context

In accordance with the Board's Policy P.017: Purchasing:

- The Director or designate may approve operations contracts over \$50,000 and up to \$175,000 and report such contracts to Finance, Budget and Enrolment Committee;
- Finance, Budget and Enrolment Committee may approve operations contracts in excess of \$175,000 and up to \$250,000; and
- The Board shall approve all operations contracts over \$250,000. All contracts for consulting services (as defined in the Broader Public Sector Procurement Directive) in excess of \$50,000 must be approved by the Board.

The recommended suppliers and the term of each contract are shown in the attached appendices. Appendix A outlines contract awards provided for information; Appendix B outlines contracts requiring Finance, Budget and Enrolment Committee approval, and

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Appendix C outlines contracts requiring Board approval. The amounts shown are based on the estimated annual consumption unless indicated otherwise. Actual amounts depend on the volume of products/services actually used during the term of the contract.

Purchasing Services invited bids from a minimum of three firms except where sole/single source is indicated. Requirements expected to exceed \$100,000 were posted on the Bids & Tenders e-Tendering portal (www.bidsandtenders.ca), to advertise procurement opportunities in compliance with the Broader Public Sector Procurement Directive, applicable trades treaties (e.g. Canadian Free Trade Agreement, Comprehensive Economic and Trade Agreement, etc.) and Board policy and procedure.

When a Request for Tender is issued, the lowest cost bid is accepted where quality, functionality, safety, environmental and other requirements are met. When a Request for Proposals is issued, a variety of evaluation criteria are used, including price. Each of those criteria is weighted based on relative importance to the Board. The bidder with the highest overall score is recommended for contract award. Every effort is made to include input from end users in the development of specifications and the evaluation process. Copies of all bids received and detailed information regarding all recommended awards are available in the Purchasing Services department.

Action Plan and Associated Timeline

Not applicable.

Resource Implications

Funding sources have been identified for each award listed in the attached appendices.

Communications Considerations

Not applicable.

Board Policy and Procedure Reference(s)

PO:17 - Purchasing

Appendices

- Appendix A: Contract Awards Provided for Information
- Appendix B: Contracts Requiring Finance, Budget and Enrolment Committee Approval
- Appendix C: Contracts Requiring Board Approval
- Appendix D: Briefing Note – SAN Migration – Dell EMC Connectrix
- Appendix E: Briefing Note – Bell Canada Individual Business Line Service

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- Appendix F: Briefing Note – Safe Arrival Add-on for School Messenger
- Appendix G: Briefing Note – Printing Services – Production Equipment Lease Extension
- Appendix H: Briefing Note – Amended Internet Broadband Services Award

From

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APPENDIX A

Contract Awards Provided for Information (contracts over \$50,000 and up to \$175,000)

#	User/Budget Holder School/Department	Products/Services Details	Ward	Recommended Supplier	Low Bid/ Highest Score	Objections	# of Bids Rec'd	Estimated Annual Amount	Projected Start/End Date of Contract	Customer Involvement
1	IT Services	Networking Products & Related Services Provision of EMC Connectrix switches and software. OECM-2019-340-08 See Appendix "D"	N/A	Dell Canada	N/A	N/A	Sole Source	\$169,192 (one-time)	April 2021	IT Services

APPENDIX B

Contracts Requiring Finance, Budget and Enrolment Committee Approval
(contracts over \$175,000 and up to \$250,000)

#	User/Budget Holder School/Department	Products/Services Details	Ward	Recommended Supplier	Low Bid/ Highest Score	Objections	# of Bids Rec'd	Estimated Annual Amount	Projected Start/End Date of Contract	Customer Involvement
1	Logistics Services	<p>Purchase of Six Cargo Vans These new vehicles are part of the logistic fleet refresh plan to update/right size the Logistic Department's fleet. This revitalization ensures schools and departments service expectations can be met now and into the future.</p> <p align="center">JM21-246P</p>	N/A	City Buick Chevrolet Cadillac GMC Limited	Yes	No	4	\$205,327 (one-time)	April 21, 2021	Logistics / Fleet Management

APPENDIX C

Contracts Requiring Board Approval (contracts over \$250,000 and Consulting Services over \$50,000)

#	User/Budget Holder School/Department	Products/Services Details	Ward	Recommended Supplier	Low Bid/Highest Score	Objections	# of Bids Rec'd	Estimated Annual Amount	Projected Start/End Date of Contract	Customer Involvement
1	IT Services	Bell Canada Individual Business Line Service See Appendix "E"	N/A	Bell Canada	Na	NA	Sole Source	See Appendix E for Annual Cost Breakdown	April 2021 – March 2026	IT/Telecom
2	SIS - IT Services	Safe Arrival add-on Module of SchoolMessenger See Appendix "F"	N/A	Intrado Interactive Services Inc.	N/A	N/A	Single Source	\$146,400	September 2021/ August 2024	Purchasing Services Organizational Design & Information Mgmt
3	Distribution Centre	Adhesive Supplies Products to be provided as and when required to replenish inventory at the Distribution Centre. Product examples include Scotch tape, various types of glue, masking tape, clear packaging tape, etc. SS21-206P	N/A	School Specialty Baldwin School Supply Office Central	Yes	No	3	\$8,219 \$37,398 \$257,175	June 2021/ May 2025	Distribution Centre Purchasing Services
4	Printing Services	TDSB Printing Services production equipment lease extension and enhancements. See Appendix "G"	N/A	Ricoh Canada	N/A	N/A	N/A	\$116,322	April 2021/ March 2024	Printing Services/ Purchasing Services/ TSAA/ School Office staff
5	IT Services	REVISED AWARD INFORMATION Internet Broadband Services AS20-114P See Appendix "H"	N/A	Beanfield Technologies Bell Canada Rogers Communications	Yes	No	6	\$2,471,026 (Years 1-2) \$3,974,747 (Years 3-8)	May 1 2021/ September 2028	TDSB IT Services and Purchasing Services / YCDSB / TCDSB

BRIEFING NOTE

Date 7 April 2021

To Finance, Budget & Enrolment Committee

From Peter Singh, Executive Officer, Information Technology and Information Management

Subject **Storage Area Network Migration: Dell EMC Connectrix**

Purpose The IT Services department is migrating its Storage Area Network (SAN) solution to the Dell EMC Connectrix platform from Dell's legacy EMC Brocade platform. A SAN solution ensures data redundancy, high speed throughput and allows disk space to be dynamically allocated for various on-premise servers as required.

This purchase is for the EMC Connectrix switches and software, and is being bought under the existing Ontario Education Collaborative Marketplace (OECM) agreement for Networking Products and Related Services.

Strategic Direction • Allocate human and financial resources strategically to support student needs.

BRIEFING NOTE

Date 7 April 2021

To Finance, Budget & Enrolment Committee

From Peter Singh, Executive Officer, Information Technology and Information Management

Subject **Bell Canada – Individual Business Line Service**

Purpose In recent years TDSB has transitioned to Voice over Internet Protocol (VoIP) technology for voice communications, replacing a large portion of analogue services. Voice over Internet Protocol (VoIP) is a set of transmission technologies for delivery of voice communications over Internet Protocol data networks, replacing traditional analogue telephone service. In short, VoIP allows the Board to run telephone services on the same fiber optic, wide area network, that provides access to email and other networked applications.

Bell Canada Business telephone lines (also described as analogue telephone service) have been a standard service for Boards of Education for many decades. They still offer limited, but essential voice communications when VoIP services are not available due to network maintenance work or repair. These services are also used by TDSB's Outdoor Education Centres, where TDSB VoIP services are not available.

There will continue to be a need to maintain some analogue telephone lines for emergency services when network access is not available.

To facilitate the reduction in analogue telephone lines, Bell Canada has offered TDSB two separate contracts.

1. A five (5) year contract for analogue telephone lines that will be retained for continued service over the long term.
2. A three (3) year contract will be for analogue telephone lines that will be disconnected from schools and administration sites over the next three years. This contract has a slightly higher monthly cost per line than the five-year contract and as these lines are disconnected, termination charges will apply. A shorter contract term helps mitigate the early termination charges which would be higher with more time left on the contract. These lines will be replaced by Cisco Emergency

Responder (CER). CER is a feature of the VoIP system at TDSB that will ensure 911 calls are sent to the appropriate Public Emergency Response Service and can also notify TDSB security staff of an emergency call in progress, along with the caller's location within TDSB.

There are currently a total of 1264 analogue telephone lines at TDSB. The three-year contract includes 574 of these lines. After CER is rolled out, all 574 lines will be disconnected and the 5-year contract for 690 lines will continue.

Year	5 Yr. Contract Cost	3 Yr. Contract Cost*	CER	Net Annual Expenditure
2021-22	\$220,662	\$246,658	\$5,000	\$472,320
2022-23	\$220,662	\$144,810	\$3,000	\$368,472
2023-24	\$220,662	\$42,755	\$3,400	\$266,817
2024-25	\$220,662	N/A	\$3,960	\$224,622
2025-26	\$220,662	N/A	\$3,960	\$224,622

**includes service cancellation fees*

- Strategic Direction**
- Allocate human and financial resources strategically to support student needs.

BRIEFING NOTE

Date 7 April 2021

To Finance, Budget & Enrolment Committee

From Peter Singh, Executive Officer, Information Technology and Information Management

Subject **Safe Arrival Add-On for School Messenger**

Purpose SafeArrival is an optional add-on module that is part of our existing SchoolMessenger Communicate contract that was established via an RFP process in 2019. A limited version of SafeArrival has been deployed during this school year to assist TDSB with daily attendance communication tasks for Virtual Schools. The full version of the product will now be licensed for implementation across the system.

SafeArrival is a tool widely used by more than 45 school boards in Ontario. It leverages the infrastructure of SchoolMessenger Communicate to enable parents to report absences ahead of time via phone, web and app to TDSB schools. The system can then cross check attendance information taken in class and if needed can subsequently contact parents of absent students based on conditional logic (i.e. student was absent but not reported absent by the parent).

Due to the pandemic, the need was accelerated to provide a solution for parents to report absences with minimum involvement of school office staff especially from virtual schools. The schools are already using the toll-free number that is part of the safe arrival system.

The contract will commence on Sept. 1, 2021 and will run until Aug. 31, 2024. The approximate annual cost will be \$146,400.

Strategic Direction • Allocate human and financial resources strategically to support student needs.

BRIEFING NOTE

Date 7 April 2021

To Finance, Budget & Enrolment Committee

From Marisa Chiu, Executive Officer, Finance (Interim)

Subject **TDSB Printing Services – Production Equipment Lease Extension**

Purpose In November 2017 an new lease agreement for production equipment supporting the TDSB Printing Services department was approved leveraging an RFP issued by the Ontario Education Collaborative Marketplace (OECM). The term of the agreement was for five years (a three-year initial term with two additional one-year extension options). The Board is currently mid-way through the first extension year with another extension year available.

As part of the significant review and revitalization of the services provided by the printing department, negotiations have taken place to extend the production equipment lease for an additional two years beyond the one extension year still available on the original contract. Given the COVID-19 pandemic and it’s impact on the system overall, the current equipment usage was down significantly over the past year, and has incurred very little wear and tear extending their effective lifespan. It is beneficial to extend the low use machines at a reduced cost rather than replace with new equipment. This extended term will allow for the following:

- reduction of the fleet by two production black and white copiers, with an option to return a third machine if deemed unnecessary;
- the addition of a wide format printer which will give the department the ability to print posters better meeting the needs of schools and departments (a segment that would have had to be sent to an external print shop up to now);
- the implementation of a “web to print” portal that will give schools/departments a web based print requisition process versus manual completion of requisition forms, emailing forms, re-entering information, etc. This portal will be a huge change in simplifying the process for customers to access the Printing Services department. It will eliminate workflow steps and increase efficiency through automation and workflow improvements. It will make for a much better customer experience and make it easier to submit print requests. It will provide an “Amazon-like” ordering experience;
- Significant reduction in overall costs with significant improvements to service.

Current	Extension
- 4 Black & White Production	- 2 Black & White Production

copiers - 3 Colour Production copiers - 3 Scanners	copiers - 3 colour Production copiers - 1 wide format printer - "web to print" portal - Ability to return 1 additional copier if not required;
\$20,511.56 / month	\$9,693.55 / month
\$246,138.72 / year	\$116,322 / year

- Strategic Direction**
- Allocate human and financial resources strategically to support student needs.

BRIEFING NOTE

Date 7 April 2021

To Finance, Budget & Enrolment Committee

From Peter Singh, Executive Officer, Information Technology and Information Management

Subject **Amended Internet Broadband Services Award**

Purpose Following an RFP process in collaboration with the TCDSB, in October 2020 Internet Broadband Services was awarded on report [10-20-3959](#) to Rogers Communications, Bell Canada and Beanfield Technologies.

After a proof of concept and extensive testing with the provider, it was determined that the cable solution was unable to meet the requirements of schools. As a result, both the TDSB and TCDSB decided to pursue an all fibre broadband solution, requiring the reallocation of sites to the fibre provider with the lowest combined construction cost/monthly cost.

The following table shows the reallocation of affected sites:

Provider	# of Sites	Total 8 Year Contract Price
Beanfield	329	\$14,100,208
Rogers	34	\$1,286,429
Bell	190	\$13,403,896
		\$28,790,534

A combination of pricing from Bell, Rogers and Beanfield will effectively provide coverage and service to all our schools with approximately 23.5% annualized savings starting in year 3.

The Ministry of Education is funding the Internet Broadband Contract for the initial two school years (2020-2021, 2021-2022). The TDSB will be responsible for funding the difference in years 1 and 2, and then the full cost in subsequent years. The allocated amount from the Ministry is \$2,475,006 over the first two years, and the TDSB will pay \$2,467,046 to cover the difference not covered by the Ministry funding over those two years. The chart below illustrates the Ministry and TDSB funded portions.

		Contract Cost	Funded by Ministry	Funded by TDSB
2021	Year 1	\$2,164,592	\$1,075,006	\$1,089,586
2022	Year 2	\$2,777,460	\$1,400,000	\$1,377,460
2023	Year 3	\$3,974,747	-	\$3,974,747
2024	Year 4	\$3,974,747	-	\$3,974,747
2025	Year 5	\$3,974,747	-	\$3,974,747
2026	Year 6	\$3,974,747	-	\$3,974,747
2027	Year 7	\$3,974,747	-	\$3,974,747
2028	Year 8	\$3,974,747	-	\$3,974,747
		\$28,790,534	\$2,475,006	\$26,315,528

The Ministry funding was intended to support the incremental costs of bridging between the existing network and the new network. The Ministry has committed to providing about half of TDSB’s requested funding amount, to support the incremental costs during Year 1 and 2 of the project.

Prior to the broadband conversion, TDSB’s annual cost for this service is approximately \$5.2M. Once fully transitioned to the new networks by the end of 2022, the annual costs will be significantly lower compared to pre-conversion. TDSB is expected to observe annual cost savings of over \$1.2M from Year 3 onwards.

The contracts are based on a 3-year initial term with five optional one-year extensions, with the majority of schools completing migration by March 2022.

- Strategic Direction**
- Allocate human and financial resources strategically to support student needs.
 - Transform Student Learning
 - Provide Equity of Access to Learning Opportunities for All Students