

ATTACHMENT 1: Management's Response to the Auditor General's Report Entitled: "Improvement Needed in Managing City's Wireless Telecommunication Contracts"

Recommendation 1: City Council request the Chief Information Officer to:

- a. Review the existing wireless service contracts for best value and evaluate the feasibility of negotiating changes in price plans with the vendor(s) based on the City's current cellular voice and data needs
- b. Advise staff to use service contracts that offer best value to the City
- c. Develop and implement a process to ensure compliance with all contract terms and conditions, including annual review of price plans and service rates with the vendor(s). The annual review should be performed after an analysis has been completed on the comparison of cost of similar telecommunication services offered by contracted vendors, and the prices available in the market or to other public sector organizations.

Management Response: Agree Disagree

Comments/Action Plan/Time Frame:

The existing Wireless Telecommunication Service agreement will expire on December 31, 2019 and the City is developing the next RFP tender for the new agreement.

- a. Agree; I&T will set up meeting with current contract vendors to review price plan and this will be considered in the new RFP requirements. Target start Q3 2018
- b. Agree; instead of I&T to advise staff, I&T can provide all the options with details on IT Web for the business to choose the Wireless Telecommunication Service to meet their business requirements. Target start Q3 2018.
- c. Agree; I&T will set up periodic meeting with contract vendors to review price plan as compare to current market rates and this will be considered in the new RFP requirements. Target to start Q4 2018

Recommendation 2: City Council request the Chief Information Officer, in coordination with the Chief Purchasing Officer, to explore inter-governmental procurement opportunities for acquiring telecommunication services for the next RFP.

Management Response: Agree Disagree

Comments/Action Plan/Time Frame:

Agree; The Information and Technology Division, in conjunction with the Purchasing and Materials Management Division will assess potential inter-governmental procurement opportunities through Shared Services initiatives for the next telecommunication Request for Proposal. Target to start Q4 2019.

Recommendation 3: City Council request the Chief Information Officer to evaluate business and administrative feasibility for the introduction of a Bring Your Own Device (BYOD) program for wireless phones at the City. This feasibility and program should be evaluated in consultation with the City Solicitor, the Chief Financial Officer, the Executive Director of Human Resources and any other stakeholder(s).

Management Response: Agree Disagree

Comments/Action Plan/Time Frame:

Agree; Implementation of Bring Your Own Device (BYOD) is not solely a technology decision, it is also a business and policy decision affecting policies and compliance of the City beyond the responsibility of the Information and Technology Division. BYOD direction or decision will involve Legal, Human Resources, Labour Relations, Clerks Record Management and Corporate Finance. Administrative feasibility and capacity from these divisions is required. Therefore, the City Manager's Office will need to provide direction and approval. Information and Technology Division will coordinate with the required stakeholders to evaluate a BYOD program and its feasibility.

Target to start Q3 2019.

Recommendation 4: City Council request the City Manager to forward the following Auditor General's reports to the Chief Executive Officers of City Agencies and Corporations for information and necessary action:

- a. Toronto Transit Commission: Managing Telecommunication Contracts and Payments
- b. Improvements Needed in Managing City's Wireless Telecommunication Contracts.

Management Response: Agree Disagree

Comments/Action Plan/Time Frame:

The City Manager will forward the report to the identified agencies and corporations for review by Q3, 2018.
