

Amendment to Non-Competitive Purchase Order 6052384 with OnX Enterprise Solutions Ltd. for Wiring, Cabling and Hardware for the Provision of Wireless Internet Services at Various Shelter Locations

Date: May 6, 2025

To: General Government Committee

From: General Manager, Toronto Shelter and Support Services and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to seek authority from City Council to amend Non-Competitive Purchase Order 6052384 with OnX Enterprise Solutions Ltd. for wiring, cabling and hardware for the provision of wireless internet services by increasing the overall value in the amount of \$1,250,000 net of all applicable taxes and charges (\$1,272,000 net of Harmonized Sales Tax recoveries), increasing the overall value of the purchase order from \$248,400 net of all applicable taxes and charges (\$252,772 net of Harmonized Sales Tax recoveries) to \$1,498,400 net of Harmonized Sales Tax (\$1,524,772 net of Harmonized Sales Tax recoveries). Additionally, it is requested that the delivery date of the Purchase Order be extended by two (2) years from April 18, 2026 to April 18, 2028, beyond the allowable five-year term. This service must continue with OnX Enterprise Solutions Ltd. and cannot be sourced competitively because the existing wireless internet network hardware and licensing is provided by OnX Enterprise Solutions Ltd.

This amendment is required to extend wireless internet services throughout the building at seven directly operated shelter locations and will ensure a wireless internet network is installed at all new directly operated shelter locations that open during the next three years.

RECOMMENDATIONS

The General Manager, Toronto Shelter and Support Services and the Chief Procurement Officer recommend that:

City Council, in accordance with Municipal Code Chapter 195, Purchasing, where the current request exceeds the Chief Procurement Officer's authority of the cumulative five-year commitment limit for each vendor under Article 7, Section 195-7.3(D) of the Purchasing By-law or exceeds the threshold of \$500,000 net of Harmonized Sales Tax allowed under staff authority as per the Toronto Municipal Code Chapter 71, Financial Control, Section 71-11.1., grant authority to enter into the necessary amending agreements on terms and conditions satisfactory to the General Manager, Toronto Shelter and Support Services, and in a form satisfactory to the City Solicitor to amend Non-Competitive Purchase Order 6052384 with OnX Enterprise Solutions Ltd. for wiring, cabling and hardware for the provision of wireless internet services by increasing the value in the amount of \$1,250,000 net of all applicable taxes and charges (\$1,272,000 net of Harmonized Sales Tax recoveries), increasing the overall value of the purchase order from \$248,400 net of all applicable taxes and charges (\$252,772 net of Harmonized Sales Tax recoveries) to \$1,498,400 net of all applicable taxes and charges (\$1,524,772 net of Harmonized Sales Tax recoveries) and extending the term to April 18, 2028. Extending the term of this contract to April 18, 2028 will extend the contract beyond the allowable five year term.

FINANCIAL IMPACT

The requested amendment increases the overall value of the Non-Competitive Purchase Order 6052384 with OnX Enterprise Solutions Ltd. by \$1,250,000 net of all applicable taxes and charges (\$1,272,000 net of Harmonized Sales Tax recoveries). The amendment will increase the overall contract value from \$248,400 net of all applicable taxes and charges (\$252,772 net of Harmonized Sales Tax recoveries) to \$1,498,400 net of all applicable taxes and charges (\$1,524,772 net of Harmonized Sales Tax recoveries).

Funding is included in the 2025-2034 Capital Budget and Plan for Toronto Shelter and Support Services. See Table 1 for additional funding details.

Table 1: Financial Impact Summary, Net of Harmonized Sales Tax Recoveries

WBS Element: CHS050-01, Cost Element: 4474, 4808		
Year	Period	Amendment Amount
2025	January 1, 2025 to December 31, 2025	\$763,200
2026	January 1, 2026 to December 31, 2026	\$318,000
2027	January 1, 2027 to December 31, 2027	\$127,200
2028	January 1, 2028 to April 18, 2028	\$63,600
Amendment Total		\$1,272,000

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the information as presented in the Financial Impact Section.

DECISION HISTORY

In 2018, the City's Chief Transformation Officer established a public-private partnership with OnX Enterprise Solutions Ltd. to provide wireless internet hardware and Rogers to provide wireless internet services to provide free wireless internet access at seven shelter locations for a period of three years.

On April 19, 2021, Toronto Shelter and Support Services issued Non-Competitive Purchase Order 6052384 with OnX Enterprise Solutions Ltd. for wiring, cabling and hardware for the provision of wireless internet services in the amount of \$9,600 net of all applicable taxes and charges (\$9,769 net of Harmonized Sales Tax recoveries) to maintain wireless internet access at seven shelter locations for a period of 12 months, expiring on July 23, 2021.

On November 6, 2023 through a Purchase Order Amendment the value of Purchase Order 6052384 with OnX Enterprise Solutions Ltd. for wiring, cabling and hardware for the provision of wireless internet services was increased by an amount of \$38,800 net of all applicable taxes and charges (\$39,483 net of Harmonized Sales Tax recoveries), increasing the purchase order value from \$9,600 net of all applicable taxes and charges (\$9,769 net of Harmonized Sales Tax recoveries) to \$48,400 net of all applicable taxes and charges (\$49,252 net of Harmonized Sales Tax recoveries) and the term was extended to April 18, 2026, to maintain wireless internet access at existing and new shelter locations.

On October 28, 2024 through a Purchase Order Amendment the value of Non-Competitive Purchase Order 6052384 with OnX Enterprise Solutions Ltd. for wiring, cabling and hardware for the provision of wireless internet services was increased by an amount of \$200,000 net of all applicable taxes and charges (\$203,520 net of Harmonized Sales Tax recoveries), increasing the purchase order value from \$48,400 net of all applicable taxes and charges (\$49,252 net of Harmonized Sales Tax recoveries) to \$248,400 net of all applicable taxes and charges (\$252,772 net of Harmonized Sales Tax recoveries) to maintain wireless internet access at existing shelter locations and expand services to new shelter sites.

COMMENTS

Amendment to Non-Competitive Purchase Order 6052384 with OnX Enterprise Solutions Ltd. for Wiring, Cabling and Hardware for the Provision of Wireless Internet Services

Toronto's shelter system is the largest in Canada, providing more beds per capita than any other Canadian city. The City continues to experience unprecedented demand and

pressure for shelter services. The City is accommodating more than 12,000 people experiencing homelessness each night. Toronto is accommodating record levels of demand for emergency shelter.

Demand for shelter services has increased significantly over the past few years and is projected to continue throughout 2025 for many reasons including, but not limited to, insufficient affordable housing supply, increased costs of living, inadequate wage and income supports, and an increase in the number of refugee claimants arriving in the City. Many people remain unable to access shelter beds each night.

Ten directly operated shelter locations currently provide people with access to a wireless internet network in common spaces. The request to amend Purchase Order 6052384 with OnX Enterprise Solutions Ltd. by \$1,250,000 net of all applicable taxes and charges (\$1,272,000 net of Harmonized Sales Tax recoveries) and extend the term to April 18, 2028 will allow the existing wireless internet network to be extended throughout the building at seven directly operated shelter locations and will ensure a wireless internet network is installed at all new directly operated shelter locations that open during the next three years. The scope of wireless internet network coverage at each shelter site is determined on a site-by-site basis and is dependent on operational factors at each location. This service cannot be sourced competitively because the existing wireless internet network hardware and licensing is provided by OnX Enterprise Solutions Ltd. Extending the term of this contract to April 18, 2028 will extend the contract beyond the allowable five-year term. Toronto Shelter and Support Services will continue to review the market conditions and options available and in the meantime will continue liaising with Technology Services on the possibility of a corporate contract for non-staff Wi-Fi.

CONTACT

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SIGNATURE

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Chief Procurement Officer