

Amendment to Blanket Contract 47025428 with CompuCom Canada Co. for the supply of Personal Computing Devices and Services leveraging the Provincial Vendor of Record Agreement

Date: November 24, 2025

To: General Government Committee

From: Chief Technology Officer and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to request authority to amend Blanket Contract 47025428 with CompuCom Canada Co., a Canadian business subsidiary, increasing the contract value by \$4,000,000 net of all applicable taxes and charges (\$4,070,400 net of Harmonized Sales Tax recoveries) to expand the agreement leveraging the Provincial VOR to now include Panasonic and Apple computing devices, accessories, and services.

Blanket Contract 47025428 is established according to the pricing, terms, and conditions outlined in the Ontario Public Service Vendor of Record (VOR) for Personal Computing Devices and Services. The VOR is in place until 2026 with one additional one-year extension available and allows the City to extend the contract past the VOR expiry date under the same terms.

When this contract was established in 2024, it did not include Panasonic or Apple devices as they were procured through separate contracts at that time. This report incorporates these contracts into Blanket Contract 47025428, leveraging the Province's competitive procurement process and purchasing power to provide the best value.

RECOMMENDATIONS

The Chief Technology Officer and the Chief Procurement Officer recommend that:

1. General Government Committee, in accordance with Section 71-11.1.C of the City of Toronto Municipal Code Chapter 71 (Financial Control By-Law), grant authority to the Chief Technology Officer, to amend Blanket Contract 47025428 with CompuCom

Canada Co. by increasing the contract value by \$4,000,000 net of all applicable charges and taxes (\$4,070,400 net of Harmonized Sales Tax Recoveries), revising the current Blanket Contract Value from \$32,000,000 to \$36,000,000 (\$32,563,200 to \$36,633,600 net of Harmonized Sales Tax Recoveries).

FINANCIAL IMPACT

The total value of the requested amendment to Blanket Contract Number 47025428 is \$4,000,000 net of all applicable charges and taxes (\$4,070,400 net of Harmonized Sales Tax Recoveries). This will increase the contract value from \$32,000,000 net of all taxes and charges (\$32,563,200 net of Harmonized Sales Tax recoveries), to \$36,000,000 net of all taxes and charges (\$36,633,600 net of Harmonized Sales Tax recoveries).

Table 1 – Financial Impact Summary of Recommended Contract Amendment (Net of HST Recoveries)

Division	Cost Centre	Cost Element	2025	2026	2027	Total
Technology Services Division	CIT702-01	3410	\$360,000	\$1,268,160	\$814,080	\$2,442,240
Various Divisions	Operating and Capital account as required	Cost Element as required	\$ 235,440	\$1,000,000	\$392,720	\$1,628,160
Total Net of Harmonized Sales Tax Recoveries (rounded to the nearest dollar)			\$595,440	\$2,268,160	\$1,206,800	\$4,070,400

Funding in the amount of \$2,442,240 net of Harmonized Sales Tax Recoveries is included in the 2025 - 2034 Capital Budget and Plan for the Technology Services Division. This is a regular state of good repair component of the lifecycle replacement plan.

The requested amounts for 2025 -2027 for various City divisions are subject to annual budget approvals within each division's budget to the amount of \$1,628,160 net of Harmonized Sales Tax Recoveries. City Divisions may order equipment on an as-required basis for non-lifecycle management purchases of additional devices and accessories, as funded by their respective Capital and Operating budgets. While the purchases will fluctuate based on divisional requirements and other unforeseen factors, including Workplace Modernization initiatives, new hires, and continued conversion to a hybrid/mobile workforce, the contract value takes this into account based on historical averages.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with information included in the Financial Impact section.

DECISION HISTORY

In January 2024, the General Government Committee granted authority to the Chief Technology Officer to execute a contract with CompuCom Canada Co. to the value of \$32,000,000 net of all taxes and applicable charges (\$32,563,200 net of Harmonized Sale Tax Recoveries) for an initial term of 1.5 years to May 2025 and two (2) additional one-year terms to May 2027, leveraging the Province of Ontario's Vendor of Record agreement that was established through a competitive process.

<https://secure.toronto.ca/council/agenda-item.do?item=2024.GG9.10>

In October 2019, the Bid Award Panel granted authority to the Chief Purchasing Officer to award Request for Quotation 3412-19-0232 to Compugen Inc. for the non-exclusive supply and delivery of Panasonic Toughbooks for the City of Toronto.

<https://secure.toronto.ca/council/agenda-item.do?item=2019.BA49.5>

COMMENTS

The Technology Services Division at the City of Toronto is responsible for providing computing devices – like desktops, laptops, tablets, and accessories – to over 20,000 City staff. This includes managing the full lifecycle of these devices, from purchasing to replacement, across all City divisions.

Historically, the City has used three separate contracts to buy Panasonic, Apple, Panasonic, and other City devices:

- **Panasonic Devices** – These are typically more durable devices used for essential services, including emergency response units like Toronto Fire and Paramedic Services. The Panasonic contract (Blanket Contract 47022473) expired in October 2024. Since then, the City has procured additional Panasonic hardware through the contract with CompuCom due to the favourable pricing provided by leveraging the VOR. Sustainment of Panasonic Toughbooks was delayed from 2020 to 2024 due to funding constraints due to the pandemic. This amendment brings sustainment of the Panasonic Toughbooks back on track for critical emergency response units.
- **Apple Devices** – All Apple devices used by City staff require a business case to be approved by the Chief Technology Officer to ensure there is a clear rationale for use. The Apple contract (Blanket Contract 47024327) is still active until May 2027. While Apple devices are not typically a part of the City's standard technology assets, use of this contract accelerated due to new macOS hardware needs with iOS Application development and requests from the other agencies, corporations, and elected officials' offices that leverage this contract.
- **Other City Devices** – The majority of devices acquired for City staff are through Blanket Contract 47025428 with CompuCom. This contract leverages the provincial

Vendor of Record (VOR) agreement with CompuCom Canada Co. to access discounted rates that are better than current market prices.

This report requests authority to increase total spend authority for Blanket Contract 47025428 by \$4,000,000 over three years to effectively combine all City computing device procurement through one contract to allow for centralized and efficient procurement across multiple departments.

This contract leverages the Provincial VOR agreement and offers the best pricing for Public Sector customers through economies of scale and volume as well as reducing procurement timelines, including overhead costs for all activities related to obtaining new, individual contracts for Panasonic and Apple devices. The VOR is in place until 2026 with one additional one-year extension available and allows the City to extend the contract past the VOR expiry date under the same terms.

More than half of the Apple and Panasonic devices currently in-scope for sustainment (about 500 units) will need to be replaced before 2027. Leveraging the VOR agreement will allow the City to replace these devices quickly and cost-efficiently, helping maintain business continuity.

CONTACT

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SIGNATURE

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