



REPORT FOR ACTION

Contract Award for the Supply of Wireless, Data Services and Accessories

Date: September 24, 2025

To: Board of Directors, Toronto Parking Authority

From: President, Toronto Parking Authority

Wards: All

SUMMARY

The purpose of this report is to seek authority for the President to utilize the Province of Ontario's Vendor of Record (VOR) Arrangement Tender Number 18677 for Mobile Devices and Services (The Ontario Master Agreement). The total potential value of VOR adoption is approximately \$1,890,268.00, excluding HST, for the entire term of the contract, including the initial 5 years as well as the optional two (2) terms of two (2) years each.

This VOR arrangement has two Streams:

- Mobile Devices and Services, and In-Building Wireless (IBW) Solutions
- Cellular Internet of Things (IoT)

The TPA's Parking Technology Services team supports mobile connectivity for over 1581 cell phone lines by providing wireless services for mobile devices, bike stations, EV Charging Stations, as well as related accessories and services. With the new Provincial VOR in place, the TPA is prepared to adopt the new agreement and anticipates additional direct savings of approximately \$1,097,129.00 over the new contract period, from 2025 to 2034.

As background informing the TPA's use of the Province's VOR, in 2018, the Auditor General issued several reports focused on achieving telecommunication cost savings across the City, including two significant reports: "Improvement Needed in Managing the City's Wireless Telecommunication Contracts" for the Information & Technology Division and; "Managing Telecommunication Contracts and Payments" for the Toronto Transit Commission in May 2018. Over the years, the Auditor General has conducted a comprehensive series of telecommunication audits, covering wireless contracts and

unused services. The 2018 audits made further recommendations to improve monitoring and reduce overall telecommunication costs.

The City achieved wireless contract savings in 2020 by leveraging the Province of Ontario's wireless contract rate. The recommendations highlighted several strategies to achieve cost savings, including re-negotiating cellular plans or transitioning to vendors offering lower prices, as well as leveraging inter-governmental contracts to achieve more favourable rates under the Province of Ontario's Vendor of Record (VOR) arrangement.

Recognizing the broader potential for cost savings across the municipal organization, the Auditor General made a strategic recommendation to share knowledge, leveraging inter-governmental contracts and best practices throughout the City's organizational structure. Specifically, the Auditor General recommended that the City forward the telecommunications audit reports to all City agencies and corporations, enabling these entities to review the findings and implement the recommendations where feasible within their own operations to reduce their telecommunication costs. This recommendation acknowledged that while the audits were conducted at the City level, the insights and cost-saving strategies identified could be equally applicable and beneficial to the various agencies and corporations operating under the City's umbrella.

The City of Toronto has also recently received approval from City Council (through its meeting on March 26 and 27, 2025, Item GG19.15) for a spend of \$58,495,946 with Rogers under the same provincial Vendor of Record arrangement. The primary advantage to the Toronto Parking Authority from using the Vendor of Record (VOR) arrangement is guaranteed access to the best pricing for Public Sector customers through economies of scale and volume, as documented in the Province of Ontario's master agreement, in addition to reducing procurement timelines, including overhead costs for all activities related to obtaining a new contract.

The Toronto Parking Authority has determined that the Vendor of Record (VOR) solution meets the business requirements for both streams. Leveraging the Province of Ontario's Vendor of Record enables the Toronto Parking Authority to obtain the best possible pricing for the supply and delivery of wireless services.

RECOMMENDATIONS

The President, Toronto Parking Authority recommends that:

1. The Toronto Parking Authority Board of Directors authorize the President, Toronto Parking Authority, to enter into a Master Agreement ("Agreement"), an Adoption Agreement with Rogers, being the primary vendor under the Province of Ontario Vendor of Record Tender No. 18677.

2. The Toronto Parking Authority Board of Directors grant the authority to the President to enter into, and execute agreement that that is subject to terms and conditions acceptable to the President for the provision of mobile devices and services with Rogers Communications Canada for an initial term of 5 Years from date of award to Jul 31, 2030 plus two (2) additional 2-year terms to July 31, 2034.

FINANCIAL IMPACT

The total potential contract awards identified in this report for VOR, including all option years, are approximately \$1,890,268.00, excluding HST.

	Initial Term Date of Adoption to July 31, 2030	First Option to Extend: August 1, 2030-July 31, 2032	Second Option to Extend: August 1, 2032, July 31, 2034	Total (2025- 2034)
Rogers	\$1,012,372.00	\$438,948.00	\$438,948.00	\$1,890,268.00

COMMENTS

The Toronto Parking Authority is ready to adopt the new competitive Provincial Vendor of Record (VOR) for Mobile Devices and Services. The contract includes cell phones, accessories, and services for TPA staff, as well as mobile connectivity to Bike stations and EV chargers.

Since switching from the old agreement to the new agreement, the TPA will realize approximately \$1,097,129.00 in savings over the contract term. In the new agreement, the TPA continues to see competitive pricing and terms compared to market rates, particularly with significant discounts on monthly airtime and data plans.

The Vendors rankings are as follows:

Mobile Devices and Services, and In-Building Wireless (IBW) Solutions

- Rogers (Primary Rank)
- Bell (Secondary Rank)
- Telus (Tertiary Rank)
- Tbaytel (Quaternary Rank)

Cellular Internet of Things (IoT)

- Rogers (Primary Rank)
- Tbaytel (Secondary Rank)
- Bell (Tertiary Rank)
- Telus (Quaternary Rank)

DECISION HISTORY

At its meeting on March 26 and 27, 2025, Council considered Item - 2025.GG19.15 - Award of Provincial Vendor of Record and Non-competitive Procurement for the Supply of Paging and Mobile Devices, Accessories and Services

[Agenda Item History - 2025.GG19.15](#)

In April 2021, City Council received the Auditor General's 2020 Annual Report - Demonstrating the Value of the Auditor General's Office for information. The report cited City-wide contract savings by leveraging the Province of Ontario's wireless contract rates.

[Agenda Item History 2021.AU8.3](#)

At its meeting on June 25, 2018, the Board of Directors of the Toronto Parking Authority adopted PA12.6 - Use of Province of Ontario Vendor of Record for the Provision of Wireless Telecommunications Services and Hardware, June 25, 2018.

[Agenda Item History - 2018.PA12.6](#)

CONTACT

Gurvinder Gill, Chief Information Officer, Toronto Parking Authority,
Gurvinder.Gill@greenpmobility.com

SIGNATURE

W. Scott Collier
President,
Toronto Parking Authority