

Amendment to Contract CW2310755 with Amazon Web Services Canada Inc. for Cloud Subscription Services and Support Services

Date: April 27, 2026

To: General Government Committee

From: Chief Technology Officer and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to request City Council authority to amend contract CW2310755 with Amazon Web Services Canada Inc., a Canadian business subsidiary, increasing the contract value by \$11,159,260 net of all applicable taxes and charges (\$11,355,663 net of Harmonized Sales Tax recoveries) from \$447,059 net of all applicable taxes and charges (\$454,927 net of Harmonized Sales Tax recoveries) to \$11,606,318 net of all applicable taxes and charges (\$11,810,589 net of Harmonized Sales Tax recoveries) and extending the contract term by 1 year for the purchase of cloud subscription services and support services. This report seeks the establishment of a total ceiling authority, with no commitment to spend the full amount.

Amazon Web Services (AWS) is a cloud service provider that allows organizations to securely store, manage, and analyze data using shared technology infrastructure, rather than operating their own physical data centres. Using cloud services allows the City to scale systems as needed, apply consistent security controls, and support modern data and analytics tools.

The City currently uses AWS cloud subscription for public-facing tools like the City's website (Toronto.ca) and Open Data Platform, as well as internal tools for City employees through a reseller contract established competitively ([BA114.6](#)) and extended through divisional authority until June 30, 2026. This contract also includes support services, providing 24/7 technical support for AWS systems. The existing AWS services contract is procured through a reseller.

The City is also developing the Toronto Data Platform (TDP), a centralized City-wide solution for data, governance, and analytics. The TDP development started under non-competitive Purchase Order 6057179 for an Enterprise Agreement directly with Amazon Web Services Canada Inc. to secure additional project-critical terms and services unavailable through resellers. The Enterprise Agreement allows the City to leverage its existing AWS expertise and architecture while providing cost optimization strategies for growth.

This report recommends amending contract CW2310755 for an additional 1-year term with the funding required to migrate the City's existing AWS deployment to this direct contract, expand the Toronto Data Portal, and secure AWS Enterprise Support.

RECOMMENDATIONS

The Chief Technology Officer and Chief Procurement Officer recommend that:

1. City Council, in accordance with Section 7.1P. of the City of Toronto Municipal Code, Chapter 195 (Procurement), and 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 Non-Competitive contract CW2310755 with Amazon Web Services Canada Inc. by increasing the contract value by \$11,159,260 net of all applicable charges and taxes (\$11,355,663 net of Harmonized Sales Tax Recoveries), revising the current contract value from \$447,059 net of all applicable taxes and charges (\$454,927 net of Harmonized Sales Tax recoveries) to \$11,606,318 net of all applicable taxes and charges (\$11,810,589 net of Harmonized Sales Tax recoveries), and extend the term an additional one (1) year to June 4, 2031.

FINANCIAL IMPACT

The total value of the requested amendment for contract CW2310755 is \$11,159,260 net of all applicable taxes (\$11,355,663 net of Harmonized Sales Tax Recoveries). This will increase the contract ceiling from \$447,059 net of all applicable taxes and charges (\$454,927 net of Harmonized Sales Tax recoveries) to \$11,606,318 net of all applicable taxes and charges (\$11,810,589 net of Harmonized Sales Tax recoveries).

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

The Cost Element for all divisions for Cloud Deployment and Toronto Data Platform is 5050366 (5020038 for Solid Waste Management Services and 5050302 for Toronto Water), and for AWS Enterprise Support is 5020038.

Description	Division	Cost Centre	2026 Jun-Dec	2027	2028	2029	2030	2031 Jan-May	Total
Cloud Deployment	Various Divisions	Various Cost Centres	\$427,392	\$1,025,741	\$1,230,889	\$1,477,067	\$1,772,480	\$886,240	\$6,819,809
Toronto Data Platform	Technology Services (Enterprise Platform Costs)	IT1276	\$36,880	\$91,427	\$107,460	\$116,057	\$125,342	\$56,404	\$533,569
	Technology Services (for Customer Experience Division)	IT1276	\$69,197	\$124,554	\$134,519	\$145,280	\$156,902	\$70,606	\$701,058

Description	Division	Cost Centre	2026 Jun-Dec	2027	2028	2029	2030	2031 Jan-May	Total
	Toronto Water	TW2015	\$63,360	\$114,048	\$123,171	\$133,026	\$143,667	\$64,650	\$641,921
	Transportation Services	TS2030	\$35,538	\$170,581	\$184,227	\$198,965	\$214,883	\$96,697	\$900,891
	Parks and Recreation	EA0101	\$48,845	\$87,921	\$94,954	\$102,551	\$110,755	\$49,840	\$494,865
	Fleet Services	FL7005	\$0	\$36,634	\$87,921	\$94,954	\$102,551	\$46,148	\$368,207
	Solid Waste Management Services	SW0701	\$0	\$4,070	\$7,327	\$7,913	\$8,546	\$3,846	\$31,702
AWS Enterprise Support	Technology Services	IT1017	\$68,121	\$165,498	\$197,047	\$159,307	\$184,459	\$89,210	\$863,641
Total net of HST Recoveries (rounded to the nearest dollar)			\$749,332	\$1,820,473	\$2,167,515	\$2,435,120	\$2,819,583	\$1,363,640	\$11,355,663

Funding in the amount of \$321,941 net of Harmonized Sales Tax Recoveries for the Toronto Data Platform and AWS Enterprise Support is available within the 2026 Operating Budgets of Technology Services, Toronto Water, Transportation Services, Parks and Recreation, Fleet Services, and Solid Waste Management Services Divisions and funding for the remaining years will be included each division's 2027-2031 Operating Budgets.

The requested amounts for Cloud Deployment of \$427,392 is available within the 2026 Operating Budgets of various City divisions and funding for 2027-2031 for various City divisions are subject to annual budget approvals within each division's budget to the amount of \$6,392,417 net of Harmonized Sales Tax Recoveries. City Divisions may access and use AWS cloud subscription services on an as-required basis, as funded by their respective Capital and Operating budgets. While the use of these services will fluctuate based on divisional requirements, the contract value takes this into account based on historical averages and anticipated growth in divisional requirements and costs.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

In June 2025, Purchase Order 6057179 was awarded to Amazon Web Services Canada Inc. by the Chief Technology Officer in accordance with Sections 195-7.3 of the Toronto Municipal Code through non-competitive procurement contract authority for a procurement of up to \$500,000, provided that the award value is within the division head's commitment authority under Chapter 71, Financial Control. The Purchase Order

was later converted to contract CW2310755 as part of the City's migration to the Ariba Buying and Invoicing platform.

In December 2025, Blanket Contract 4800000014 was awarded to Computacenter Canada Inc. by the Chief Technology Officer in accordance with Sections 195-7.3 of the Toronto Municipal Code through non-competitive procurement contract authority for a procurement of up to \$500,000, provided that the award value is within the division head's commitment authority under Chapter 71, Financial Control.

In April 2022, City Council adopted the Digital Infrastructure Strategic Framework (DISF), is a City-wide framework that establishes a principles-based approach to decision-making associated with Digital Infrastructure.

<https://secure.toronto.ca/council/agenda-item.do?item=2022.EX31.7>

In December 2020, the Bid Award Panel granted the authority to the Chief Procurement Officer to award of Ariba Doc. No 2648557553 to TeraMach Technologies Inc. (now Computacenter Canada Inc.) for the Non-exclusive Supply of Amazon Web Services (AWS) Cloud Subscription Services, Google Cloud Platform (GCP) Subscription Services and Professional Services for the Technology Services Division.

<https://secure.toronto.ca/council/agenda-item.do?item=2020.BA114.6>

COMMENTS

Amazon Web Services (AWS) is a cloud service provider that allows organizations to securely store, manage, and analyze data using shared technology infrastructure, rather than operating their own physical data centres. Using cloud services allows the City to scale systems as needed, apply consistent security controls, and support modern data and analytics tools.

The City currently has two contracts related to AWS:

- **Direct contract with Amazon Web Services Canada Inc. for the Toronto Data Platform (TDP)**
The City has a direct contract (contract CW2310755) with Amazon Web Services Canada Inc. to support the TDP. This work focuses on building and operating a secure, City-wide data platform that allows City divisions to bring data together, analyze it, and generate insights in a consistent and governed way.
- **Reseller agreement for the City's existing AWS deployment**
Separately, the City's existing AWS deployment is currently supported through a reseller arrangement with Computacenter Canada Inc., first established through competitive procurement (Blanket Contract 47023300) and extended through divisional authority until June 30, 2026 (Blanket Contract 4800000014).

This report requests authority to amend the existing direct contract with Amazon Web Services Canada Inc. to:

- Move the City's existing AWS environment from a reseller arrangement to a direct contract,
- Continue development and operation of the Toronto Data Platform,

- Secure AWS Enterprise Support, and
- Extend the contract term to support ongoing operations and planned onboarding of additional City divisions.

This amendment supports the expansion of the platform, reduces technical complexity, and positions the City to better manage and optimize its cloud services over time. An independent third-party review has confirmed that the pricing under the direct contract is competitive. Additionally, this contract operates on a "pay-as-you-go" model, with no minimum commitment to spend.

Existing AWS Deployment

The City's existing AWS deployment includes public-facing tools, like the City's website (Toronto.ca) and Open Data Platform, as well as internal tools for City employees. This is currently supported through a reseller contract that includes both AWS cloud pay-for use services and support services, providing 24/7 technical support for AWS systems. This deployment will be migrated to the direct contract with AWS Canada Inc. to support current and future divisional needs for AWS cloud services.

Toronto Data Platform

The Toronto Data Platform (TDP) is a City-wide initiative that provides a shared and secure internal data platform for City divisions. Through a secure, centralized, cloud-based data platform on AWS, the TDP enables centrally governed data storage, data sharing, and advanced analytics. The TDP will bring data together different divisions and systems to improve access to reliable information for City staff, support evidence-based decision-making, and enable the use of advanced analytics and emerging tools, such as artificial intelligence, while maintaining appropriate privacy, security, and governance controls City-wide.

The City's Digital Infrastructure Strategic Framework (DISF), adopted by City Council in 2022 ([2022.EX31.7](#)), establishes a principles-based approach to decision-making associated with digital infrastructure. The TDP directly supports the DISF's Strategic Priority 2.2: Data Governance by providing a consistent, City-wide approach to how data is managed, shared, and used.

The City is onboarding divisions to the TDP using a phased approach. This allows divisions to join based on readiness and priority business needs, while ensuring the platform remains stable, secure, and well-governed as it grows.

While the TDP is an internal resource for City staff, it will support better service delivery and communication with the public. For example, starting in Q1 2027, the City's public-facing 311 Service Standard Dashboard will be more directly integrated with the TDP for participating divisions, reducing the need for manual data releases and improving the frequency that the data is refreshed.

AWS Enterprise Support

This support service provides the City with 24/7 priority access to AWS experts, a dedicated Technical Account Manager, and proactive monitoring and guidance to help prevent service disruptions, manage security incidents, and optimize cloud costs. This level of support is designed for mission-critical, enterprise workloads, with 15-minute response times for critical production issues and built-in security incident response capabilities, helping ensure the reliability and resilience of the City's cloud infrastructure.

Benefits of a Direct Contract for Amazon Web Services

Moving to a direct contract provides several benefits, including:

- Clear accountability, improved visibility, and simpler contract management,
- Reduced technical complexity by avoiding multiple cloud arrangements, and
- Consistent security, compliance, and governance across City cloud services.

This report supports the continued and expanded use of AWS to enable the Toronto Data Platform and related cloud services. The proposed amendment consolidates the City's current AWS usage under a single direct arrangement, supports planned divisional onboarding to the TDP, secures support services, and advances City priorities for data-driven decision-making, operational efficiency, and improved service delivery.

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SIGNATURE

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