REPORT FOR ACTION
CONTRACT AWARD

Contract Award for Broadband and Managed Network Services

Date: May 7, 2026
To: Board of Directors of the 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 and contract (The Ontario Master Agreement), Tender Number 15875 for Broadband Service and Tender Number 15839 for Managed Network (SD-WAN/SASE) Services, including high availability and 24x7 support to Bell Canada. The total potential value of this award adoption is approximately $7,109,302, excluding HST, over the 5-year term of the contract.

TPA's existing broadband and wide-area network infrastructure is approaching end-of-life and no longer meets the performance, security, and resilience standards required to operate more than 30 Green P parking garages, 100 surface lots, and supporting office and operation command center across the City of Toronto. This procurement refreshes that infrastructure end-to-end, replacing legacy circuits with managed broadband and overlaying a modern Secure Access Service Edge (SASE) architecture that consolidates SD-WAN, zero-trust network access, and 24x7 support under a single accountable vendor.

Leveraging the Province of Ontario VOR and contract delivers four outcomes the TPA cannot achieve through a standalone procurement of equivalent scale: (i) infrastructure modernization across all sites on a single contract; (ii) managed network services; (iii) carrier-grade reliability with high availability and 24x7 incident response; and (iv) pre-negotiated provincial volume pricing.

These contract arrangements have two Streams:
1. Broadband connectivity - a VOR established via open competitive solicitation (Tender 15875) under which Bell is the primary provider with the first right of refusal. For TPA requirements, Bell has already confirmed its ability to provide all required services.

2. Managed SD-WAN/SASE Services, including high availability, 24x7 support - a contract award via open competitive solicitation (Tender 15839)

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 Bell Canada, being the primary vendor under the Province of Ontario Vendor of Record Tender No. 15875 and contracted vendor under Tender Number 15839.

2. The Toronto Parking Authority Board of Directors grant authority to the President, Toronto Parking Authority, to enter into and execute an agreement that is subject to terms and conditions acceptable to the President for the provision of Broadband and Managed SD-WAN/SASE services with Bell Canada for an initial term of 5 Years from the date of award.

3. The Toronto Parking Authority Board of Directors authorize the President, Toronto Parking Authority to enter in agreements as specified in recommendations 1 and 2 in a total combined amount not to exceed $7,109,302, excluding Harmonized Sales Tax (HST), over the Five (5) year term.

FINANCIAL IMPACT

The total value of potential contract awards identified in this report is approximately $7,109,302, excluding HST. The five-year envelope comprises one-time capital of $980,786 (concentrated in 2026–2027 for site cutover, equipment, construction and installation), a 20% capital contingency of $196,157 towards unforeseen challenges during deployment, and operating costs of $5,932,359.

Funding is included within the approved IT operating and capital budgets, and the operating cost profile is consistent with the multi-year financial plan endorsed under the prior approval. Provincial pricing on Tenders 15839 and 15875 reflects aggregated public-sector volume and is materially below pricing TPA could secure through a standalone Request for Proposal of equivalent scope.

Annual Cost							
$	2026	2027	2028	2029	2030	2031	5 Year
Capital - Initial Deployment	630,786	350,000	-	-	-	-	980,786
Contingency (%)	126,157	70,000	-	-	-	-	196,157
Operating Costs	985,413	1,032,815	1,058,636	1,085,102	1,112,229	658,164	5,932,359

Total Financial Impact	1,742,356	1,452,815	1,058,636	1,085,102	1,112,229	658,164	7,109,302

CALL SUMMARY

TPA elected to adopt the Province of Ontario contracts rather than conduct a standalone procurement for four reasons:

- Volume pricing - Tenders 15839 and 15875 were competitively awarded by Supply Ontario on behalf of all Ontario Broader Public Sector entities. The aggregated volume produces unit rates for broadband circuits, SD-WAN appliances, and managed SASE services that are demonstrably below what TPA could secure individually, and below current incumbent pricing.

- Speed to deploy - The vendor contracts are pre-qualified, pre-negotiated, and immediately executable. Adoption avoids a standalone RFP cycle (several months) and accelerates the migration away from near end-of-life infrastructure by approximately a full fiscal year.

- Risk transfer and accountability - Bell Canada is the primary vendor under both tenders and assumes end-to-end accountability for circuit delivery, SD-WAN/SASE operation, security monitoring, and 24x7 incident response under a single Master Agreement.

- Governance and compliance - Supply Ontario's procurement process satisfies trade-treaty, competitive, and broader public sector procurement requirements, and the resulting contract terms align with provincial standards for cybersecurity, privacy, and service levels.

DECISION HISTORY

No decision history

COMMENTS

The contract covers all TPA sites currently in service, including more than 30 Green P parking garages, 100 surface lots, the head office, and the operations command centre. Stream 1 (Broadband) provides primary and secondary internet connectivity at each site. Stream 2 (Managed SD-WAN/SASE) overlays software-defined wide-area networking, high availability and 24x7 incident response.

Broadband and MPLS connectivity, managed services, and 24x7 support are currently provided by Zayo Canada Inc. at 31 garages (no surface lots) at an annual cost of $641,622.95 CAD, or approximately $3,208,115 over a comparable five-year period.

Migration from the incumbent Zayo services will be staged over 2026 and 2027 with a site-by-site cutover plan that preserves operational continuity at parking facilities. Capital spend is concentrated in this window. Steady-state operating costs run through the May 31, 2031, term-end.

CONTACT

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SIGNATURE

W. Scott Collier
President, Toronto Parking Authority

ATTACHMENTS

No Attachment