

ConnectTO: Affordable and Accessible Internet Connectivity for All

Pre-Tender Information-Gathering Sessions for Phase 1
May 20, 2021



Online Meeting Code of Conduct

- Type questions into the “Chat”, or raise hand (icon) to speak aloud.
- One voice at a time. Be direct and frame questions around specific meeting topics.
- Be brief and limit yourself to one question or comment at a time. There will be other opportunities to engage.
- Be a good listener and keep an open mind.
- Be respectful. City of Toronto is an inclusive public organization. Racist or other forms of discriminatory, prejudicial, or hateful comments and questions will not be tolerated.
- Engage and be personable, as you would in person!



**This meeting is being recorded.
The staff presentation will be posted online for future viewing.**



Land Acknowledgment

We acknowledge the land we are meeting on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

Purpose of Meeting

Background:

- City of Toronto Council requested that the Chief Technology Officer and the Chief Procurement Officer to engage with the City's tech community, potential end users and anti-poverty advocacy groups in information gathering sessions, to leverage community expertise, prior to the tender documents being finalized for ConnectTO.

Current Situation:

- As part of ConnectTO Phase 1, the City of Toronto will soon seek and select third party service provider(s) in order to initiate internet/network connectivity for three identified sites in 2021 through a tender/procurement process.
- **City staff is now gathering information to help inform the ConnectTO Phase 1 procurement documents before they are finalized and issued.**

In the Future:

- Further ConnectTO consultation opportunities will be provided in 2021/22 and beyond, e.g. digital equity policy, etc.



Agenda



Presentations by staff

~ 25 minutes



Information-gathering

(5 guided questions and 3 open questions)

~ 60 minutes



Next Steps

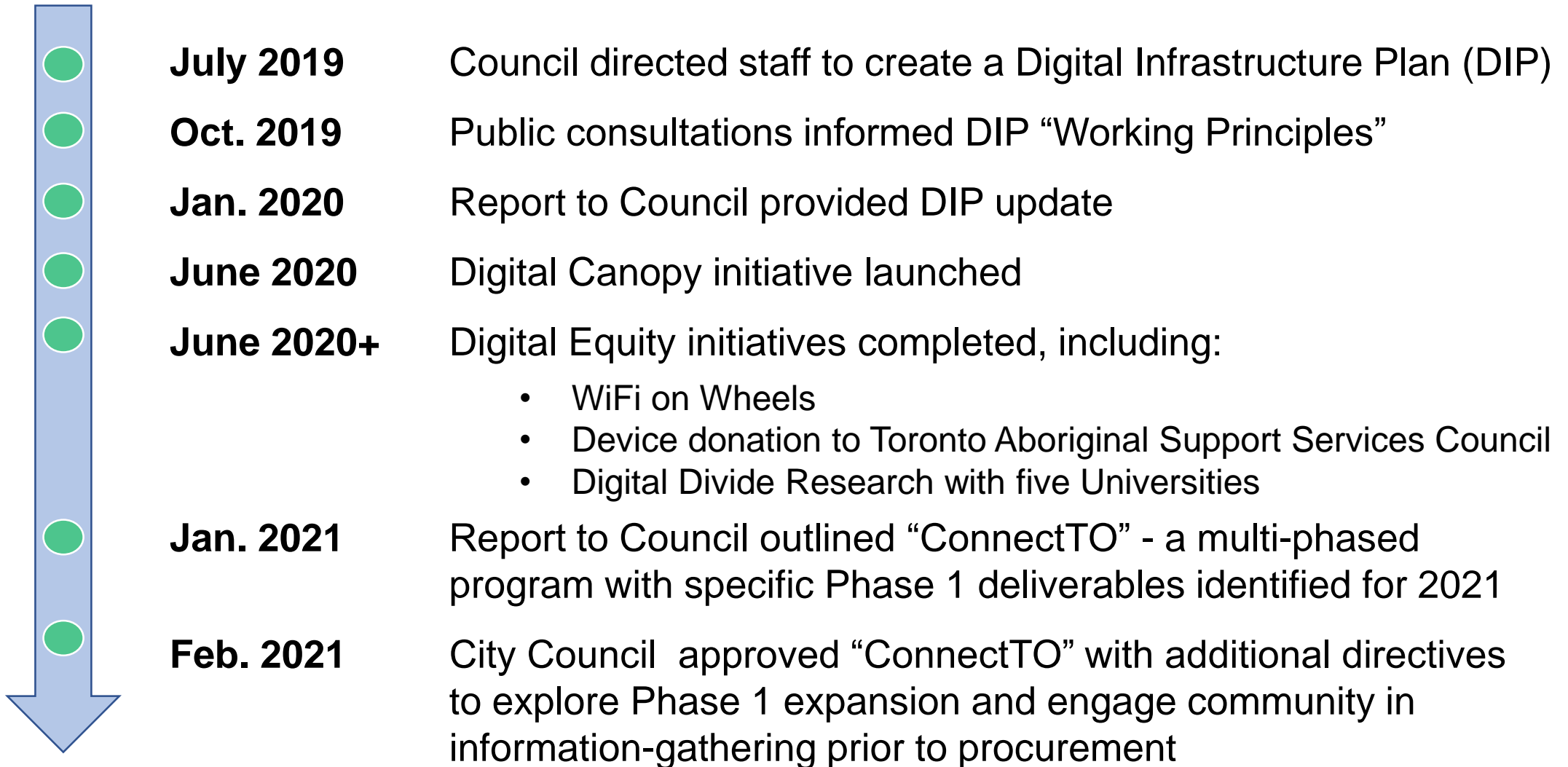
~ 5 minutes



Presentation by staff

ConnectTO Overview
Technology Services Division

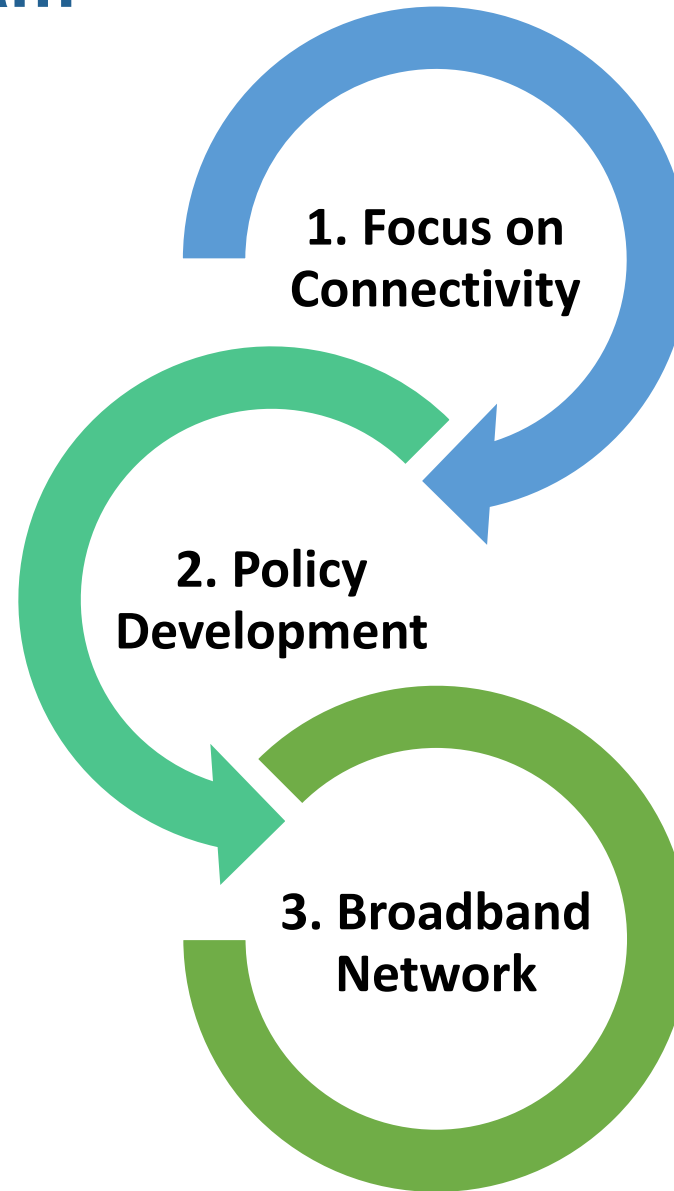
ConnectTO Background



ConnectTO Outcomes



The ConnectTO Program



1. Focus on Connectivity

- Access to the internet is increasingly recognized by countries and organizations around the world as an essential tool for participation in modern democratic society.
- The City is committed to reducing the digital divide by improving digital connectivity.
- Goal: Ensure that residents are connected – not divided – by technology.

“Dig Once”
Policy

Wi-Fi in
Public Spaces

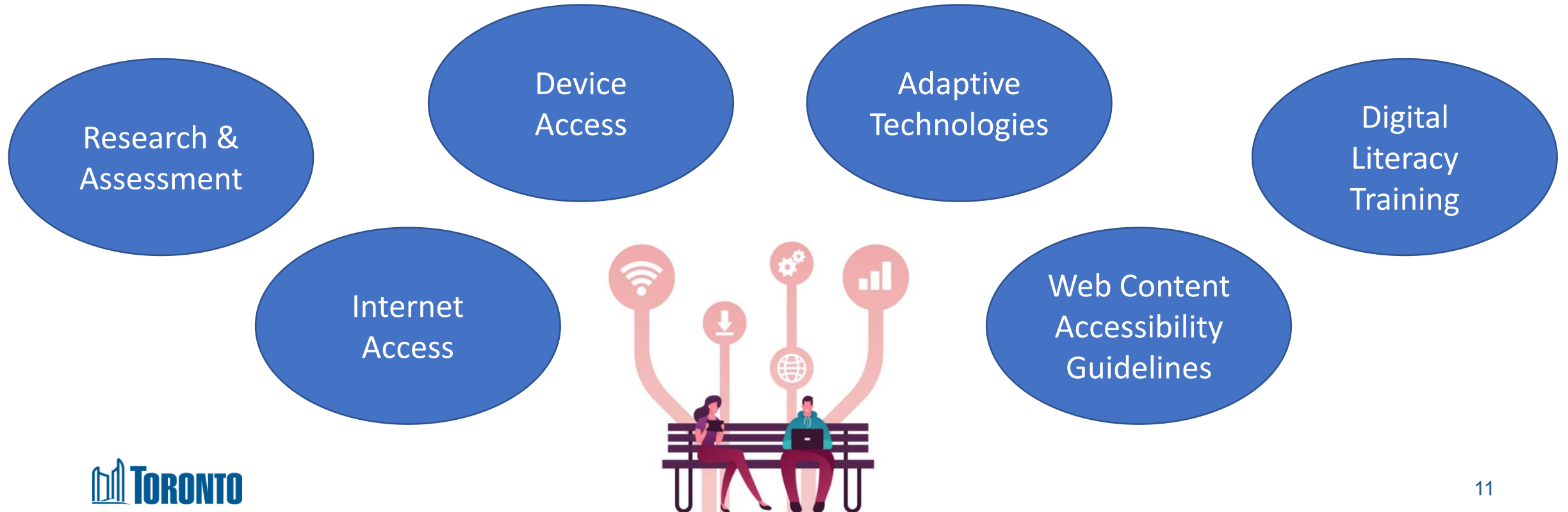
Connectivity
in Planning

Connectivity
& Affordable
Housing



2. Policy Development

- The need for a comprehensive City of Toronto Digital Equity Policy has been identified as a policy gap.
- This policy will be developed as part of the Digital Infrastructure Plan, to advance a fulsome understanding of digital inclusion issues and the digital divide.



3. Broadband Network

Expanded High-Speed Internet Access for underserved Torontonians

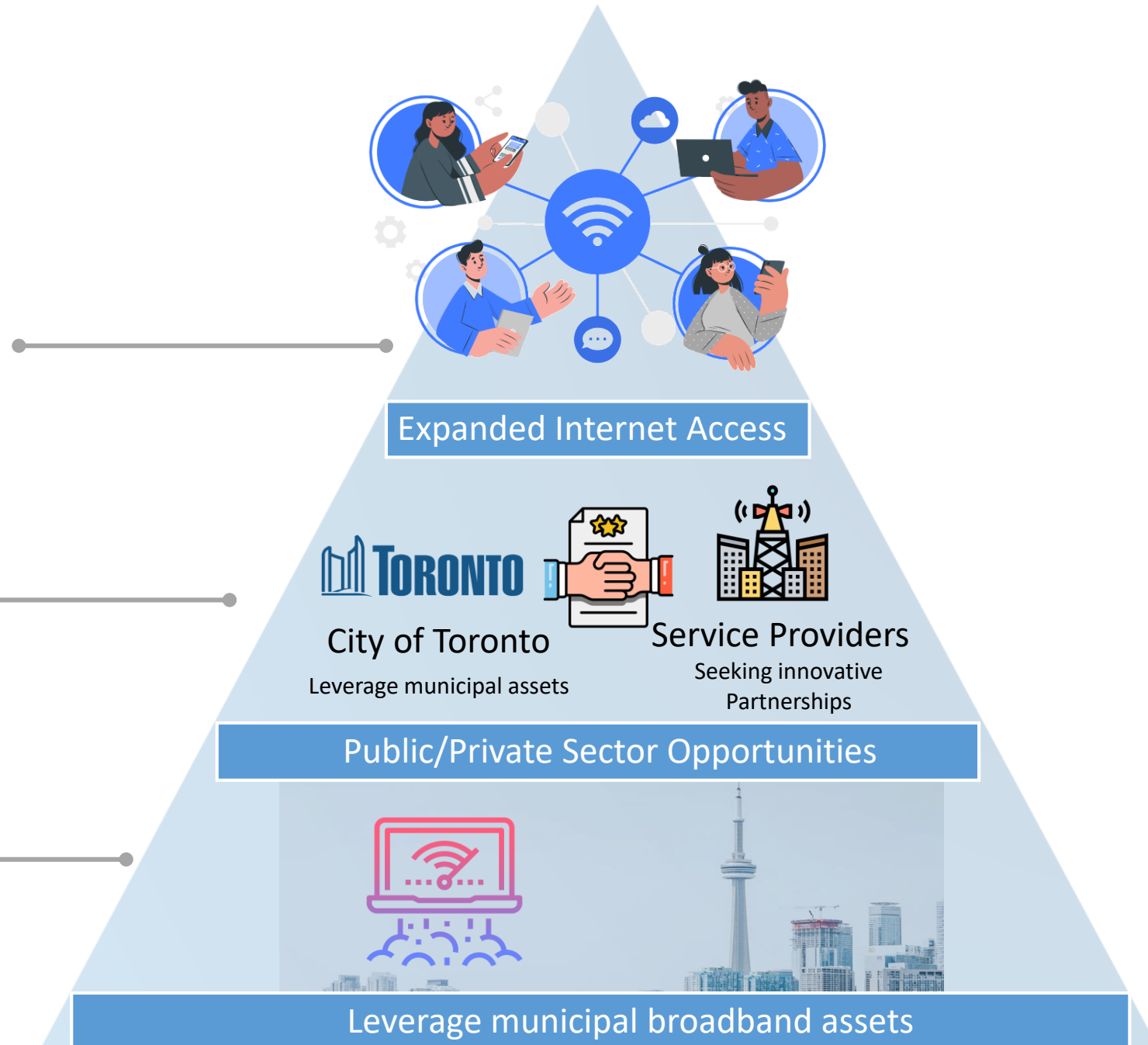
Reduce the digital divide by improving digital connectivity

Partnership Opportunities

Co-Develop public/private collaboration

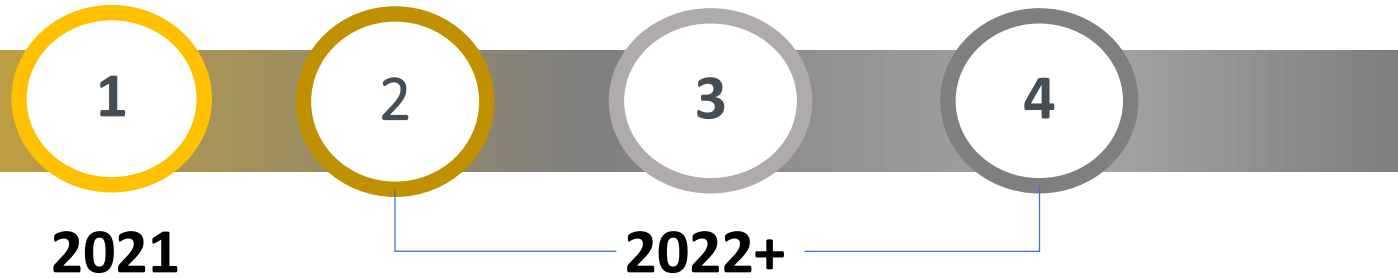
Municipal Broadband

Leverage municipal assets to create connected digital infrastructure



Broadband Network

Implementing in Phases



PHASE 1 SCOPE

1. The City's selected private sector partners will provide physical network/connectivity and service management for specific sites within these areas:

- Jane and Finch (Ward 7)
- Golden Mile (Ward 21)
- Malvern Community (Ward 23)

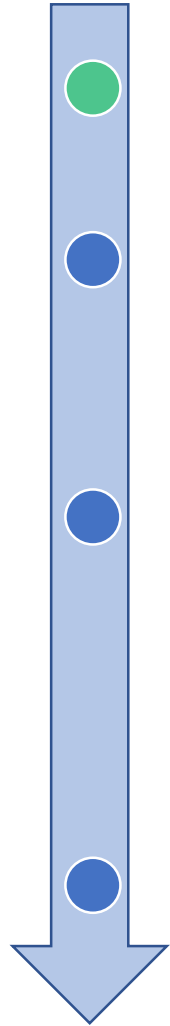
2. The implemented sites will be monitored to evaluate outcomes regarding the:

- **Physical network/connectivity**
- **Service management**
- **Partnership business model.**

3. Phase 1 **outcomes will be reported** on with recommendations to inform future phases.

In Parallel: research and assessment, policy development, stakeholder engagement.

High-Level Phase 1 Roadmap



Formal Framework/Program Initiation and Planning

Timeline: In progress since Q1 2021 Council approval

Issue tender/procurement documents to Service Providers for Phase 1 Sites

(with aim to evaluate and explore sustainable network business model)

Timeline: June 2021

Phase 1 Sites Initiated (targeted locations within these areas)

1. Jane and Finch (Wards 7)
2. Golden Mile (Ward 21)
3. Malvern Community (Ward 23)

Timeline: Target Q3 2021

Report Back to Council (evaluation and recommendations for future phases)

Timeline: End of 2021



Presentation by staff

Strategic Sourcing and Negotiable RFP Approach

Purchasing, Client Services

Purchasing & Materials Management Division

Negotiated RFP (nRFP) Procurement Process at the City of Toronto

What is New?

The City has introduced strategic procurement approaches with how the City procures, delivers and manage goods and services for the City in addition to the standard procurements approaches in place.

Why Change?

To gain the best value for taxpayers, improve supplier relationships.

Negotiated RFP:

A solicitation issued to obtain bids or proposals where a procurement need is identified, but how it will be achieved is unknown at the outset, allowing suppliers to propose solutions or delivery methods to arrive at the desired result. The solicitation allows for negotiations as needed.

Key Features in an nRFP:

- ✓ Non-binding proposal
- ✓ Negotiations with the top ranked proponent
- ✓ Negotiations conducted 1-1 with the top ranked proponent on the areas of the proposal that would require a negotiation

Contract Negotiations Overview

Top-ranked Supplier may be invited to enter into direct Contract negotiations to finalize a Contract with the City.

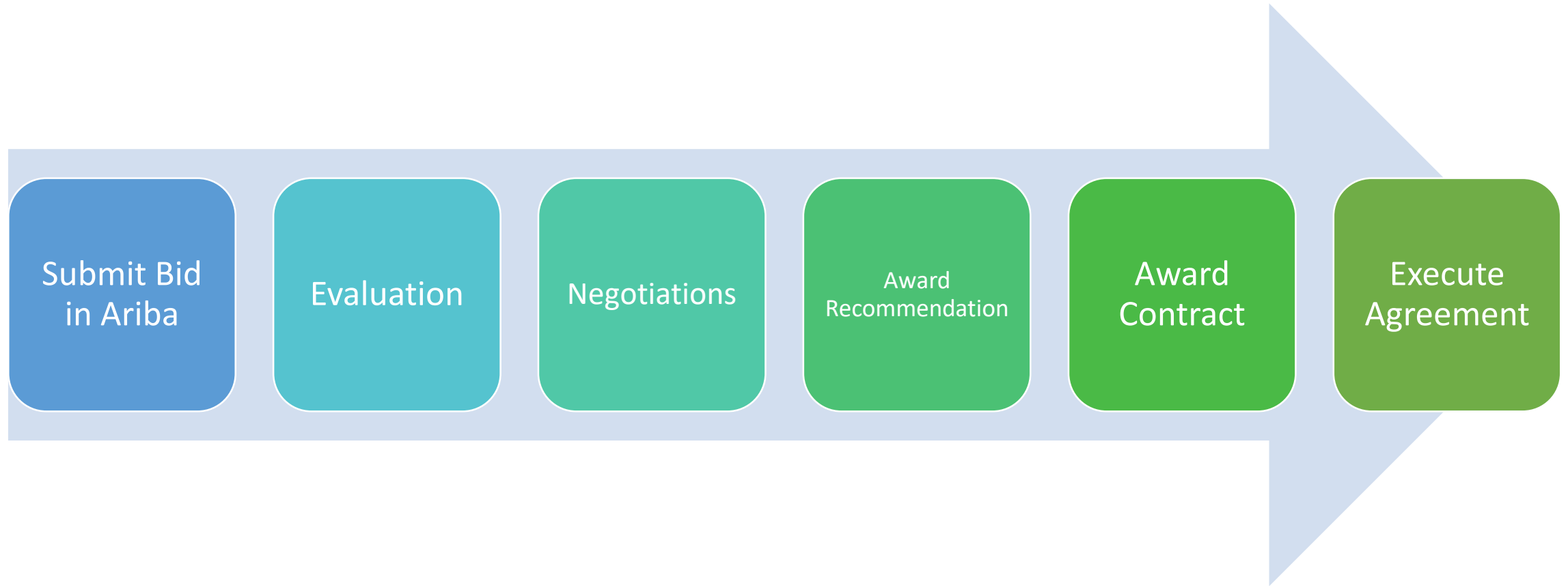
- Virtual 1-on-1 Meeting with Top Ranked Supplier with the City
- The City may invite a Supplier to enter into negotiations
- If the parties cannot conclude negotiations and finalize an agreement for the Deliverables within the Contract Negotiation Period, the City may discontinue negotiations with the top-ranked Supplier and may invite the next-best-ranked Supplier to enter into negotiations.



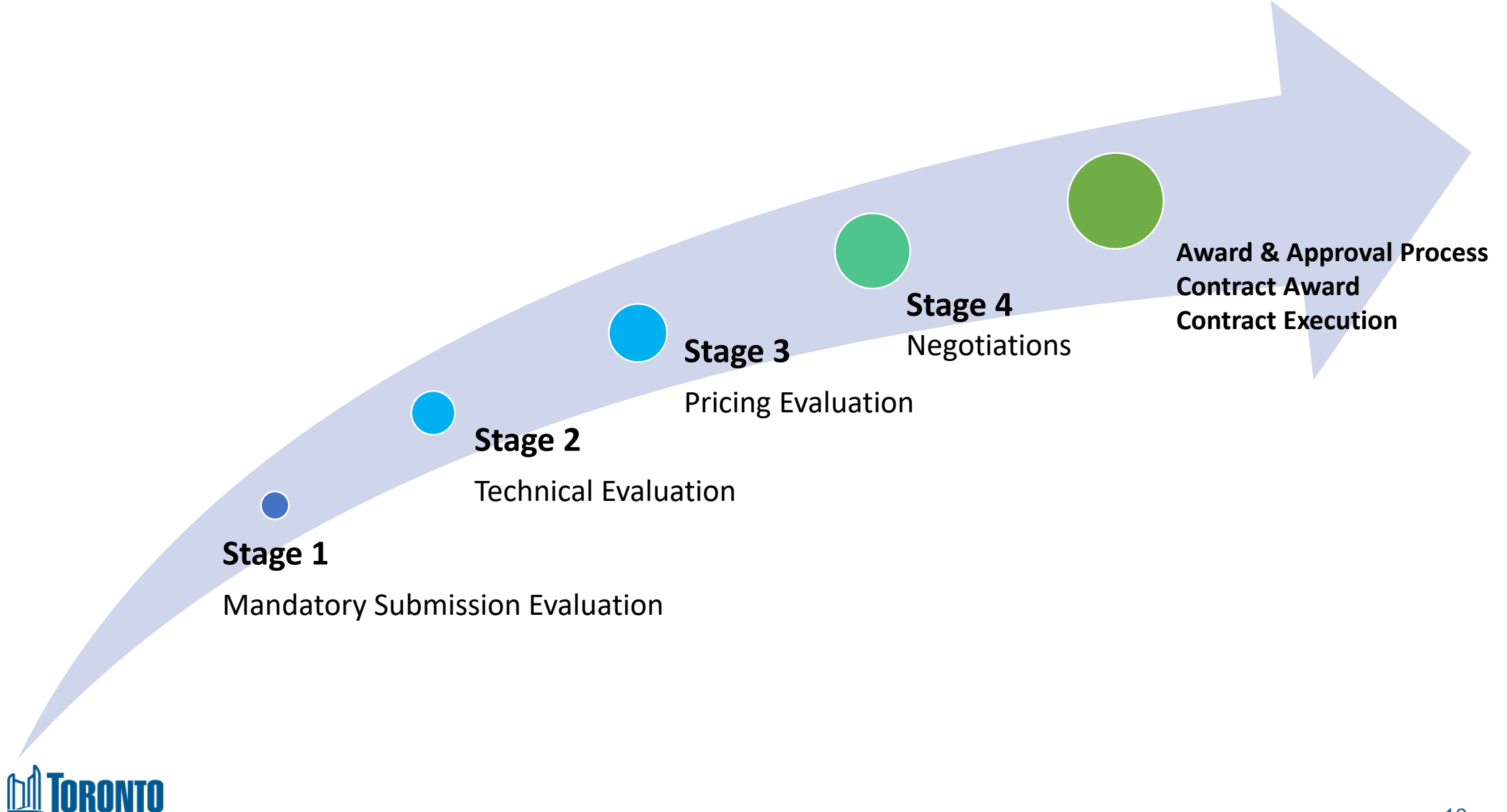
Negotiations may include:

- Requests for supplementary information from the Supplier to verify, clarify or supplement the information provided in its proposal or to confirm the conclusions reached in the evaluation
- May include requests for improved pricing or performance terms

High-level nRFP Lifecycle Process Flow



The detailed evaluation process used in nRFP procurements





Questions & Answers (10 minutes)



Information-gathering



1. *Which entities are well-positioned to deliver municipal broadband network and services?*
2. *Which models are appropriate in order to fund the municipal broadband network?*
3. *What types of services should the broadband network program offer to end users?*
4. *Which models are appropriate for end user service pricing/billing?*
5. *How should eligibility for the broadband network's end user services be determined?*



6. What are your broadband network service expectations as a potential residential and/or business end user?

7. What are your broadband network and service provision expectations as a tech community member?

8. Any other feedback to share on the broadband network?

Information-gathering



1. Which entities are well-positioned to deliver the municipal broadband network and services?

Known Requirements:

This program is not positioning the City as an Internet Service Provider competitor. It is meant to complement, not compete with, the current landscape by filling gaps in affordable high-speed internet to underserved areas.

For Consideration to Inform nRFP:

- Only well-known and trusted internet service providers under contract through the City.
- Multiple service providers based on meeting coverage needs across the City as long as they adhere to specific quality of service and privacy requirements.
- Knowledgeable subscribers, students and volunteers from grass-roots organizations and on-the-job training organizations.
- A combination of the above.
- None of the above.
- Other?



2. Which models are appropriate in order to fund the municipal broadband network?

Known Requirements:

The City does not have approved capital or operating budget allocations to implement and operate a municipal broadband network. Innovative and sustainable funding models will be required to ensure fairness for providers and affordable, reliable services for end users.

For Consideration to Inform nRFP:

- All subscribers equally
- Subsidies between subscribers of different means
- Sponsorships from businesses
- Donations from individuals and businesses
- Advertising placement on services (similar to hotel WiFi sign-in)
- Grants or investments from other levels of government (similar to TTC)
- A combination of the above
- None of the above
- Other?



3. What types of services should the broadband network program offer to end users?

Known Requirements:

This program is not positioning the City as an Internet Service Provider competitor. It is meant to complement, not compete with, the current landscape. Services that are comparable to those broadly available in the marketplace are required, e.g. 50/10 mbps as the minimum internet speed.

For Consideration to Inform nRFP:

- DSL and Cable Modem - similar to the way large providers serve customers today
- Fibre to the Home - similar to the newest solutions being deployed by large providers in some communities
- Building and public WiFi hotspots - similar to the way many retailers offer services in restaurants, hotels and stores
- High-speed wireless internet access
- “ConnectTO” branded mobility offer - similar to major cell phone brands
- All or a combination of the above
- Other?



4. Which models are appropriate for end user service pricing/billing?

Known Requirements:

Innovative and sustainable funding models will be required to ensure fairness for providers and affordable, reliable services for end users. Digital equity - reduced internet costs for vulnerable and underserved Torontonians.

For Consideration to Help Inform nRFP Document:

- Actual cost less donations (net cost) shared equally by all subscribers
- Net cost shared according to subscribers' needs
- Fixed amount with surplus funds returned to subscribers (similar to credit unions and co-ops)
- Fixed amount with surplus re-invested to grow the broadband network coverage
- Other?



5. How should eligibility for the broadband network's end user services be determined?

Known Requirements:

Digital Equity - Reduced internet costs for vulnerable and underserved Torontonians.

For Consideration to Help Inform nRFP Document:

- Honour system: individuals and families who self-declare as in-need (similar to a food bank)
- Designated groups only: individuals & families recognized as in-need by one or more social service entity
- Neighbourhood based: All residents and businesses in neighbourhoods where the broadband network operates may receive end user services
- A combination of the above
- Other?

Information-gathering



6. What are your broadband network service expectations as a potential residential and/or business end user?

Known Requirements:

Comparable service features and support offerings that are broadly available in the marketplace will be required, e.g. customer care, security features, installation and maintenance, billing, etc.

For Consideration to Help Inform nRFP Document:

1. What might prompt or motivate you to opt into the broadband network service offerings?
2. What potential reservations, challenges or barriers may exist about participating in the broadband network service offerings?

Information-gathering



7. What are your broadband network and service provision expectations as a tech community member?

For Consideration to Help Inform nRFP Document:

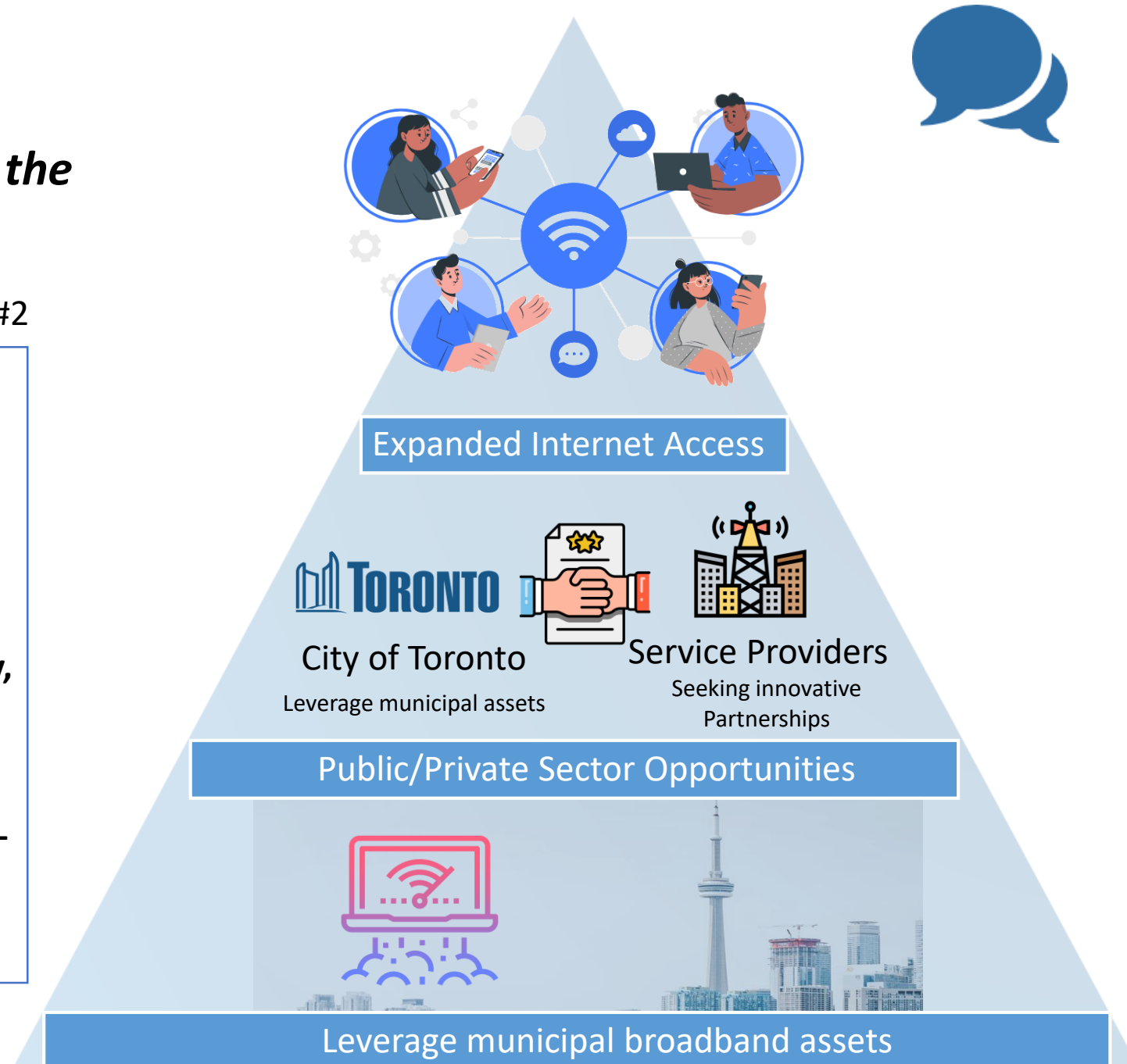
1. What types of infrastructure access do you envision as required to deliver this initiative?
2. What constraints, challenges or risks might arise and potentially impact the City's plan?
3. What immediate actions, ongoing support and policy decisions from the City would be required or helpful for implementing and expanding the broadband network?

Information-gathering

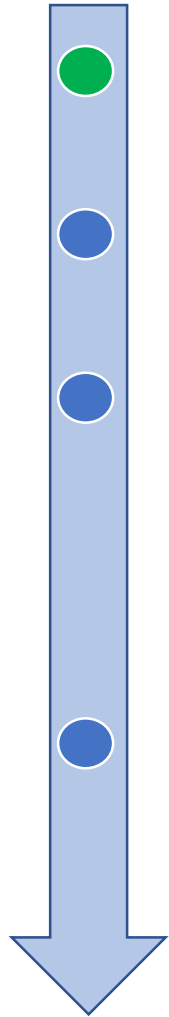
8. Any other feedback to share on the broadband network?

For reference in Council Report EX 20.8, #2

City Council direct the Deputy City Manager, Corporate Services, the Chief Financial Officer and Treasurer, and the City Solicitor to **review the desirability, feasibility and sustainability of business models of municipal broadband delivery, including but not limited to co-operatives, non-profits (like NYC Mesh and Guifi.net), joint ventures and public-private partnerships, and issue any solicitations as desired.**



Next Steps



Online information-gathering questionnaire

Timeline: May 21 to June 4, 2021

Information-gathering analysis & nRFP finalization

Timeline: May 20, 2021 to Issue date

nRFP for Phase 1

Timeline: Targets as indicated below

Issue – June 14, 2021

Close – July ,2021 (deadline for submissions)

Evaluate & Award – August 2021

Contract Negotiations – September 2021

Phase 1 Sites Initiated

1. Jane and Finch (Wards 7)
2. Golden Mile (Ward 21)
3. Malvern Community (Ward 23)

Timeline: Target October 2021

Thank You

Online Questionnaire - Open May 21 to June 4, 2021

DigitalFeedback@Toronto.ca

