



Report
Staff Report
The Corporation of the City of Brampton
2/19/2025

Date: 2025-01-28

Subject: **Request to Begin Procurement for Landline Telecommunications Products and Services**

Contact: Douglas Elsmore, Director Technology and Cybersecurity,
Information Technology

Report number: Corporate Support Services-2025-105

RECOMMENDATIONS:

1. That the report from Douglas Elsmore, Director, Technology and Cybersecurity, Information Technology to the Committee of Council Meeting of February 19, 2025, re: **Request to Begin Procurement for Landline Telecommunications Products and Services**, be received;
2. That the Purchasing Agent is authorized to issue a competitive Tender as the method of procurement; and
3. That the Purchasing Agent is authorized to proceed to procurement for the Supply of Landline Telecommunications Products and Services within the Council approved budget.

OVERVIEW:

- **The City's telecommunications environment is a functional element to providing voice services throughout the city. The Landline services provide the ability to place and receive phone calls to/from all City sites and facilities and is the primary means of resident voice communication.**
- **The current contract with the City's existing Vendor (Bell Canada) is reaching end of term, it is therefore time for the City to go out to market to engage a new Vendor of Record.**
- **Following completion of the bid documents, the Purchasing Agent be authorized to proceed with a competitive procurement process.**
- **Sufficient funding for this initiative is available within Information Technology division's operating budget. Staff will ensure that sufficient**

funds are requested through subsequent budget submissions for future years of this contract and presented to the Mayor for his consideration.

BACKGROUND:

Landline Telecommunication services provide the functional connectivity that allows all incoming and outgoing calls to the city for over 90 City facilities and over 2500 telephones. These services are critical to City's operational and administrative functions and provide 24/7 voice services to the corporate call centers for Service Brampton, Transit and Corporate Security. Additionally, this connectivity provides emergency dial tone and redundancy options for various services and facilities throughout the city.

CURRENT SITUATION:

The Information Technology Division within the Corporate Support Services Department is ready to begin the procurement process for engaging a Vendor of Record to provide Landline and Telecommunications Products and Services.

The City's contract with our current Vendor of Record (Bell Canada) is coming to an end. Based on the cycle, the City needs to issue an updated Tender for Landline Telecommunications Products and Services.

In accordance with the Purchasing By-law, it is recommended that Council instructs the Purchasing Agent to proceed with Formal Open (competitive) Procurement via Tender.

CORPORATE IMPLICATIONS:

Financial Implications:

Sufficient funding for this initiative is available within Information Technology division's operating budget. Staff will ensure sufficient funds are requested through subsequent budget submissions for future years of this contract and presented to the Mayor for his consideration.

Purchasing Implications:

A public Procurement Process will be conducted, and the lowest compliant Bid will be eligible for contract award. Purchase approval shall be obtained in accordance with the Purchasing By-law.

All communication with Bidders involved in the procurement must occur formally through the contact person identified in the Bid Documents.

STRATEGIC FOCUS AREA:

The renewal of Landline Telecommunications Products and Services achieves the Strategic Plan of Brampton is a Well-Run City as demonstrated through:

- a) Supporting a modern workforce by providing technologies to assist staff to collaborate, work effectively, and deliver services efficiently; and
- b) Supporting Stewardship of Assets and Services ensuring proactive, effective management of municipal software assets and services.

CONCLUSION:

It is recommended that the Purchasing Agent be authorized to commence the procurement as described in this report.

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