



## REPORT

Report Date: April 21, 2022  
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Meeting Date: May 18, 2022  
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TO: Standing Committee on Policy and Strategic Priorities  
FROM: Chief Technology Officer and Chief Procurement Officer  
SUBJECT: Provision of Wireline Services

### **RECOMMENDATION**

- A. THAT Council authorize City staff to negotiate to the satisfaction of the City's General Manager of Technology Services, City's Director of Legal Services, and the City's Chief Procurement Officer and enter into a contract with TELUS Communications Inc., for the Provision of Wireline Services, for a term of three (3) years, with the option to extend for six (6) additional one (1) year terms, with an estimated contract value of \$2,973,108, plus applicable taxes over the initial three (3)-year term, to be funded through existing operating budgets.
- B. THAT the Director of Legal Services, Chief Procurement Officer and Chief Technology Officer be authorized to execute on behalf of the City the contract contemplated by Recommendation A.
- C. THAT no legal rights or obligations will be created by Council's adoption of Recommendations A and B above unless and until such contract is executed by the authorized signatories of the City as set out in these Recommendations.

### **REPORT SUMMARY**

The City issued an RFP PS20210647 on September 8, 2021 for the provision of wireline solutions consisting of voice, data, and business internet services. The RFP was advertised on City of Vancouver website and BC Bid and the work was called in accordance with the terms and condition of the City's Procurement Policy ADMIN-008. City staff on the RFP evaluation committee and, subsequently, Bid Committee have considered the responses received, and on

that basis recommend that the City negotiate and if such negotiations are successful enter into a contract as describe above with TELUS Communications Inc.

### ***COUNCIL AUTHORITY/PREVIOUS DECISIONS***

The City's Procurement Policy ADMIN-008 requires that contracts with values over \$2 million must be approved by Council following review and recommendations by the Bid Committee. The Bid Committee has considered and recommended TELUS Communications Inc. as the successful proponent.

There is no applicable Council Authority or previous decisions relevant to this report.

### ***CITY MANAGER'S/GENERAL MANAGER'S COMMENTS***

The City Manager recommends approval of the foregoing.

### ***REPORT***

#### ***Background/Context***

The City of Vancouver, Vancouver Library Board, and Vancouver Police Board (collectively, the "City") requires the provision of wireline solutions consisting of voice, data, and business internet services. These services include managed network services that provide high-speed connectivity to City sites through the vendor's network, connectivity to the PSTN for the City's private VoIP telephone system, multiple standalone circuits for PSTN connectivity, ADSL-type connections to the Internet, and high-speed corporate connectivity to the public internet.

The purpose of the RFP was to identify suppliers with demonstrated capability to meet the City's estimated demand over the term of the contract at competitive pricing and satisfactory service requirements.

#### ***Strategic Analysis***

The RFP was issued in the accordance with City's Procurement Policy ADMIN-008. The City received responses from TELUS Communications Inc., Bell Canada, and Shaw Telecom G.P. The responses were evaluated through the work of an evaluation team comprised of representatives from Technology Services, Vancouver Public Library, and Vancouver Police Board, under the stewardship of Supply Chain Management to ascertain if the responses offered good overall value to the City, both quantitative and qualitative factors were evaluated.

Some of the Criteria considered in the overall evaluation process included:

- the proponent's ability to meet all of the City's requirements;
- the proponent's ability to offer the City significant cost savings for managed network and internet services, as well as savings in most of the recurring charges for telecom services; and,
- the proponent's ability to offer a City-specific web portal for ordering or canceling wireline services, which may be integrated with the City's ServiceNow system, if required during the term of the contract.

Based on the overall evaluation, the team concluded that the proposal submitted by TELUS Communications Inc. best met the City's requirements and provided best overall value to the City.

### ***Financial***

Finance has reviewed and confirmed that funding is available from existing operating budgets. As a result of the RFP, the City is able to achieve cost certainty for the proposed three (3)-year term.

Pricing for alternative technology, and pricing for optional extension years is established to ensure accurate annual contract budgeting.

### ***Environmental***

In recent years, TELUS Communications Inc. has stepped into a leadership role with regards to Indigenous, Environment and Social Governance (IESG). This includes but is not limited to identifiable commitments to the Calls to Action of the Truth and Reconciliation Commission (TRC) and membership with the Canadian Council of Aboriginal Business which advances individual and community economic reconciliation and inclusion. With regards to environmental sustainability, TELUS Communications Inc. continues to meet or exceed ambitious targets for reducing GHG and carbon dependency which they extend through their value chain. They also support circularity by not only reusing & refurbishing hardware but providing those pieces to community at low/no cost. This builds on their other commitments and initiatives to social sustainability and equitable operations such as Employee Resource Groups, community partnerships, tracking and advancing diversity within the organization through to the board, noting a Chief Diversity & Inclusion Officer. These values are also extended into their supply chain, as they advance social procurement and programs to continually target, increase and report on the participation of businesses owned/controlled/certified by Indigenous People and other equity-seeking populations.

### ***Legal***

The City's Procurement Policy requires that all contracts that have been awarded by Bid Committee and Council will be signed by the Director of Legal Services.

### ***CONCLUSION***

In summary, City staff recommends that the City of Vancouver negotiate and enter into a three (3)-year contract, with the option to extend the contract for an additional six (6) one-year terms, with TELUS Communications Inc., for the Provision of Wireline Services.

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