**SUBJECT:** Bell Mobility Corporate Cellular Agreement Extension (FCS09059) *(City Wide)*

**RECOMMENDATION:**

a) That the existing agreement with Bell Mobility for Cellular services be extended until May 31, 2010 while an RFP is being prepared with a June 1, 2010 contract commencement date.

b) That City of Hamilton cellular requirements be met only by the existing vendors that are providing cellular services to the City until a new contract is awarded.

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Roberto Rossini  
General Manager  
Finance and Corporate Services

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**EXECUTIVE SUMMARY:**

The City entered into an agreement with Bell Mobility effective May 31, 2002. This was a three year agreement with the opportunity for three single year extensions. The City took advantage of the three single year extensions and this agreement lapsed May 31, 2008. A Policy 11 contract extension which was processed and approved in 2008 requesting an extension until February 1, 2009 has now expired.

Bell Mobility won the corporate contract in May of 2002; however, the City also has a number of Telus devices that meet a specific need that could not be met by Bell Mobility. The Telus devices were dealt with as a ‘sole source’ Policy 11 purchase.

Cellular technology has become an integral component in how the City conducts its business and is able to provide much more than a cell phone. A further extension to the
existing agreement is being requested to allow staff the time to evaluate and determine corporate needs, to ensure the City is taking advantage of the latest technologies where appropriate, and to do the necessary research and analysis required to prepare a consolidated RFP that will effectively meet the current and future needs of the City for all cellular services. While the RFP is being created, the existing business processes will also be reviewed and modified to increase efficiency and clarify roles.

This RFP will be issued early in 2010 and awarded to the successful vendor with a contract to commence June 1, 2010. The City currently spends approximately $1,350,000 per year for cellular services with Bell Mobility, Rogers and Telus combined.

The City of Hamilton currently receives cellular services from Rogers, Telus and Bell. It is recommended that we limit our cellular service needs to the existing cellular providers and the resellers currently in place. This will allow for a smoother transition to a new contract and potentially minimize the number of vendors being dealt with.

**BACKGROUND:**

In 2001 the City issued an RFP for Cellular Services which at the time included only cell phones and pagers. In 2002, Bell Mobility was selected as the successful vendor and was awarded a three year contract with three single year extensions commencing June 1, 2002. In June of 2008 a Policy 11 requesting a contract extension to February 1, 2009 was approved.

**Current Situation**

The City currently has approximately 740 cell phones, 500 Blackberry’s, and 160 Air Cards/Modems covered by the Bell Mobility agreement. The City also has approximately 375 Telus devices providing staff with functionality that is not available through Bell Mobility.

Cellular technology has become an integral component in how the City conducts its business. Blackberry devices, which were not prevalent five years ago, are now an essential piece of equipment for senior staff. Air Cards, rarely used five years ago, now allow 160 mobile staff to access and update corporate data and email from anywhere in the City.

Cellular technology has changed significantly, as have the City’s needs for technology since the last RFP was awarded and it is essential that staff meet with the various business units to determine current and future needs and ensure these are included in the RFP that is being developed. It is also necessary that staff analyze current cellular usage trends to ensure the proper types of services are requested in the RFP being developed.

The current corporate contract for cellular services is with Bell Mobility; however, the city also has approximately 375 Telus devices that are not administered using common business processes. The Telus devices are used where staff has a need for the “push to talk” functionality that is not provided by Bell Mobility for talk groups larger than five. Many Telus resellers service the needs of the City for the Telus devices; there is not a single point of contact for Telus. It is important that we consolidate this into a single point of contact as part of the RFP in order to administer this contract more effectively.
There are also approximately forty Rogers devices in use by Hamilton Housing staff which must be consolidated into this RFP.

**ANALYSIS/RATIONALE:**

This extension is required to allow staff the time required to:

- Ensure all cellular needs are addressed. Cellular is now being used for Automated Vehicle Location (AVL), monitoring of EMS vehicles, monitoring of winter control vehicles etc. It is also used for a number of mobile workers in the Water division, Building Services division, and EMS staff. Blackberrys are also a big portion of the cellular environment.
- Investigate new cellular technology.
- Establish current and future corporate needs.
- Determine special needs, i.e. global blackberry, push to talk device, specialized modems.
- Determine specialized services, i.e. text messaging, long distance plans, weekend plans.
- Consolidate contracts.
- Develop automated administration processes.
- Develop standard device types for various work needs.
- Consolidate all of the above into an all encompassing RFP for cellular needs.

**ALTERNATIVES FOR CONSIDERATION:**

The City is currently without a contract for cellular services. The alternative would be to issue an RFP, based on existing knowledge for a one year term and during that year staff develop a more complete RFP for release at a later date. This is not being recommended as a one year contract would increase our prices on new equipment and existing individual device contracts with Bell are still in place.

**FINANCIAL/STAFFING/LEGAL IMPLICATIONS:**

The City is currently operating without a contract for cellular services; however, we have maintained existing rates. Bell has agreed to extend free incoming text messaging until a new contract is in place.

**POLICIES AFFECTING PROPOSAL:**

N/A.

**RELEVANT CONSULTATION:**

- Information Systems Working Committee
- Purchasing
- Information Systems Procurement Committee with representation from Public Works, Legal, Finance and Purchasing
CITY STRATEGIC COMMITMENT:

By evaluating the “Triple Bottom Line”, (community, environment, economic implications) we can make choices that create value across all three bottom lines, moving us closer to our vision for a sustainable community, and Provincial interests.

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<tr>
<th>Community Well-Being is enhanced.</th>
<th>☑ Yes  ☐ No</th>
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<td>Environmental Well-Being is enhanced.</td>
<td>☑ Yes  ☐ No</td>
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<tr>
<td>Economic Well-Being is enhanced.</td>
<td>☑ Yes  ☐ No</td>
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Does the option you are recommending create value across all three bottom lines?

☑ Yes  ☐ No

Do the options you are recommending make Hamilton a City of choice for high performance public servants?

☑ Yes  ☐ No