



Report to Committee of the Whole

From: Jennifer Ford, Director of Financial Services
Mike Hoogstra, Manager of Procurement & Risk
Jason Warren, Manager of Information Technology

Date: July 8, 2025

Subject: Wide Area Network Services

Recommendation(s):

THAT the contract for wide area network services be extended with Bragg Communications Inc. (Eastlink) for a three-year period; and

THAT the Warden and Chief Administrative Officer/Clerk be authorized to sign the contract extension; and

THAT the Request for Proposal be issued in 2028 for wide area network services.

Introduction:

This report provides details on a contract extension with Eastlink for providing high-speed wide area network (WAN) connectivity between existing facilities and seeks Council's approval to authorize the contract extension through a single-source procurement.

Background and Discussion:

The County currently operates a high-speed wide area network that connects thirteen locations to one central location (county administration building) in a hub and spoke configuration. The current contract with Eastlink provides fibre WAN connectivity between the administration building, provincial offenses courthouse and the three long-term care homes.

The library branches all route through a centralized network design back to the server room at the administration building and utilize various service providers (NFTEC, Rogers, Bell) available in each local community.

The County has issued Request for Proposals in the past looking for service providers capable of providing high-speed wide area network services. A summary of the last three, five-year contracts is provided below:

Contract Term	RFP	Proposals Received	Provider	Cost / Year
2010 – 2015	Yes	One (1)	Eastlink	\$48,000
2015 – 2020	Yes	One (1)	Eastlink	\$43,200
2020 – 2025	Yes	One (1) + one partial	Eastlink	\$54,000

Prior to the expiration of the existing contract, staff reached out to Eastlink to inquire about extending the current contract for a short period of time due to the onboarding of the new Information Technology Services Manager. It was decided that this would be the best course of action, given that we would want the input of the new Manager prior to issuing a new RFP process.

During Eastlink's review of the existing contract, Eastlink made an offer to the County to extend the existing contract for either one-year at a 10% increase or extend for three-years at the current rate with no increases over the term of the extension.

The County's Purchasing Policy allows for single-source procurement under section 4.7c (iii). Staff are recommending that the wide area network services contract be extended to Eastlink for the three-year term based on the following considerations:

- Eastlink has been the successful provider of high-speed WAN services for over fifteen years.
- During the last three RFP processes, only one other partial proposal response has been received.
- The cost for services will remain at the same 2020 rate, until June 2028, providing cost guarantees to the County.

A review of similar high-speed WAN services was conducted. It was found that the cost for high-speed fibre in the 1-2 Gigabit range with TLS and GRE connections and dedicated synchronous internet services for each facility was consistent with the rates being charged by Eastlink.

After the three-year contract extension is completed, a new RFP process will be completed in 2028.

Financial Implications:

No financial impacts anticipated as the current amount of the contract extension is within the existing budget. Further to this, no interruption of service due to changeover will be experienced.

Advancement of the Strategic Plan:

Strategy 3: Service Excellence and Efficiency
Supporting Goal 1: Leverage Technology to Enhance Service Delivery

Local Municipal Partner Impact:

We will advise those LMPs that are within our infrastructure about the continuance of service.

Communication Requirements:

None as service will continue uninterrupted.

Conclusion:

The proposed three-year contract extension with Eastlink will continue to provide high-speed wide area network (WAN) connectivity between existing facilities and will provide cost guarantees to the County for the next three years.

During this time, current services will be reviewed relative to best practices by the Information Technology Department and any service changes or enhancements to the current configuration that have or will include additional opportunities for redundancies to reduce downtime and service interruption will be incorporated into the new RFP process planned for 2028.

All of which is Respectfully Submitted

Approved for Submission

Jennifer Ford
Director of Financial Services

Blaine Parkin
Chief Administrative Officer/Clerk

Mike Hoogstra
Manager of Procurement & Risk

Jason Warren
Manager of Information Technology