

IT Computing Devices – Award of Contract

Date:	September 27, 2021
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval to award a contract to Dell Canada for the supply of end user computing devices, accessories and services, utilizing the Province's OECM (Ontario Education Collaborative Marketplace) contract to support Toronto Public Library's (TPL's) information technology (IT) hardware replacement program.

The term of the contract is approximately four years and the estimated value of the commitment is approximately \$5.5 million, excluding applicable Harmonized Sales Tax (HST).

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. enters into a contract with Dell Canada for the supply of end user computing devices, accessories and professional services with a term of approximately four years and an estimated commitment value of approximately \$5.5 million, excluding HST.

FINANCIAL IMPACT

The commitment value of the award to Dell Canada is approximately \$5.5 million, excluding HST. The approximate annual costs for end user computing devices, accessories and professional services beginning with the date of award is shown in the following table.

	2021	2022	2023	2024	2025	Total Contract Cost
Capital	550,205	1,613,856	911,838	799,654	751,415	4,626,968
COVID-19 related	859,465					859,465
Total	1,409,670	1,613,856	911,838	799,654	751,415	5,486,433

\$4.6 million of costs will be charged against the multi-year Technological Asset Management Program (TAMP) capital budget over 2021 to 2025 which funds TPL's IT hardware replacement program. In 2021, \$0.9 million will be spent to support remote work and/or social distancing requirements to conform with public health requirements and therefore these costs will be charged against the COVID-19 operating budget.

The Director, Finance & Treasurer has reviewed this financial impact statement and agrees with it.

ALIGNMENT WITH STRATEGIC PLAN

IT Computing Devices Replacement

TPL's Strategic Plan (2020-2024) *Vital to Toronto-Building Success, Resilience and Well Being for our City* includes *broadening Toronto's digital access and inclusion* as one of five priorities. Torontonians need access to current and emerging technology to fully participate in the digital world yet the high cost of technology and the internet are barriers to access. TPL is well positioned to take a leading role in advancing digital inclusion and digital literacy by offering access to computers and laptops in its network of 100 branches and through outreach to advance the outcome that all residents have access to technology and the skills to use it. The provision of computing devices, including computers, laptops and tablets with current software, for the public is a key initiative in advancing this priority. It also supports *investing in staff & an innovative service culture* to ensure that staff have the right tools to deliver exceptional customer experiences. It will also achieve the objective in the Digital Strategy to provide a modern and sustainable IT environment.

EQUITY IMPACT STATEMENT

IT Computing Devices Replacement

TPL's strategic plan has the City's equity lens embedded. This lens supports the understanding and addressing of barriers to TPL services by equity-deserving groups and vulnerable populations in the City of Toronto to advance equitable outcomes for all.

Access to the internet and a computing device is a requirement for daily life. A 2019 study, *Bridge: Technology Access in Public Libraries: Outcomes and Impacts*, highlights the importance of library technology including computer devices and access to the Internet in addressing a fundamental barrier to access and advancing digital inclusion and digital literacy for all.

Key findings include:

- 53% of customers who used technology services at a public library would not otherwise have had access to those services. The library has a positive impact on bridging the technology access gap in under-represented groups. More than half of the older customers (+65), indigenous persons, and people with low income have access to technology services at the library that they would not otherwise have.
- 80% indicated that their digital comfort, and the ability to learn and continue using new technology, increased after digital training in the library and for immigrants and visible minorities this level was higher
- 78% of people using technology services in libraries identified that it helped them to connect to their community
- 33% used technology to access government services and this rate was higher among low income groups

DECISION HISTORY

At its meeting on December 16, 2019, the Board considered [IT Hardware Replacement – Award of Contract](#) and approved a commitment with CompuCom Canada Co. for up to four years, 2020 - 2024, for the supply of desktops, accessories and professional services, with a total value of no more than \$4,325,000, excluding HST. This award was made under the City of Toronto's contract [RFQ 3412-19-0233](#) with CompuCom.

Because of the service disruptions caused by the pandemic and the temporary TPL closure on March 13, 2020, almost no equipment has been procured under this award. As explained in this report, the award to CompuCom Canada is being rescinded.

With the onset of the pandemic in March 2020, to facilitate working remotely and social distancing, TPL utilized the Province's OECM contract for end-user computing devices and services to purchase Dell Canada laptops totalling \$484,056 and this was procured under the City Librarian's authority. The contract was also utilized to procure laptops to support Youth Hubs and Neighbourhood Technology Kits during this time.

At its meeting on January 25, 2021, the Board approved the procurement of laptops for [Internet Connectivity Kits](#) with a total value of up to approximately \$500,000 funded from external donations and grants, using the OECM contract with Dell Canada. Future

purchases of laptops for Internet Connectivity Kits are not part of this contract award and will be subject to the availability of funding.

At its meeting on January 25, 2021, the Board considered the [Digital Strategy 2020-2024](#) and approved TPL's digital strategy. The goal for Priority 5 of the digital strategy, Adaptive Technology Environment, is to provide a secure, integrated, scalable technology environment that can enable TPL's current and future priorities. As identified in the digital strategy action plan 2021, there is a focus on computing optimization. This report is in line with the improvement changes being made to achieve this strategic priority.

ISSUE BACKGROUND

TPL has approximately 4,000 desktops and 1,500 laptops that are used by its customers and staff, and access to computers is a core service provided to the public. Currently, approximately 66% of the computing devices are two - five years older than their lifespan as per TPL standards. TPL has realigned its replacement strategy to ensure a standard replacement cycle based on the type of device. IT asset replacement is budgeted in the multi-year TAMP capital budget. Due to the pandemic and associated service disruptions, including a prioritized focus on facilitating staff to work from home, a number of computing devices have not been refreshed. As a result, there is a priority on replacing computing devices as they are at end-of-life and are now starting to fail and impact service delivery.

COMMENTS

To enable remote work during the pandemic, there was a shift in TPL's computing strategy to the purchase of laptops for staff working from home. As laptops were not included in the City's CompuCom award, TPL switched to the Province's OECM contract End-User Computing Devices and Services RFP #2016-261 with Dell Canada to purchase laptops and associated services.

Desktops are also available for purchase under this contract. Consequently, TPL has decided to consolidate the purchase of all end-user computing devices – laptops, desktops and accessories – and services from a single vendor, Dell Canada, given the shift in the needs of end-user computing devices and to focus on developing a comprehensive computing strategy. As a result, the December 2019 award to CompuCom will be rescinded with the approval of the award of the contract to Dell Canada. This award does not include Macs, iPads or printers.

In a separate report at this meeting, the *Extended Authority* report, the Board is being informed of a \$1.7 million award to Dell Canada made during the summer under the

extended authority of the City Librarian for public end-user computing devices, which was necessary to ensure delivery in the second half of 2021.

As part of the proposed four-year award of contract, Dell Canada will be responsible for disposal services for old equipment which includes onsite packaging, transportation, data sanitization at a Dell Canada facility and settlement documentation that includes serialized inventory reporting and data destruction certificates. Dell Canada will in return pay TPL a nominal amount for the old equipment estimated at \$160,000 over four years. In the spirit of the City's policy on the disposal of technology assets, rather than donating the end-of-life equipment, TPL plans to reinvest the dollars received from Dell Canada back into public digital literacy programming and/or the purchase of Internet Connectivity Kits to provide emergency relief to Torontonians in highest need of home internet access.

CONCLUSION

TPL's IT asset replacement strategy is based on leading practice to ensure adequate performance and efficiency. By maintaining current technology, the risk of hardware failure, performance issues, and the inability to meet software currency and energy-efficient requirements are mitigated. The IT asset replacement strategy is key to ensuring ongoing staff productivity, the implementation of service modernization initiatives and delivery of public service programs such as access to technology and digital literacy.

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SIGNATURE

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