

IT Hardware Replacement – Award of Contract

Date:	December 16, 2019
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library (TPL) Board approval to award a contract for the supply of desktops, related accessories and professional services, as per TPL's and the City of Toronto's (COT) joint request for quotation (RFQ) No. 3412-19-0233, to CompuCom Canada Co., being the lowest bidder meeting specifications of the RFQ call.

The term of the contract is for approximately three (3) years and is expected to start on January 1, 2020 and end on December 31, 2022, with the option to renew the contract for one (1) additional one (1) year period. The total estimated cost of the contract with CompuCom Canada Co. for the term of the contract plus the optional one (1) year period will be up to \$4,325,000, excluding applicable Harmonized Sales Tax (HST).

The contract will enable TPL to continue with its' desktop replacement strategy for both staff and the public.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. enters into a commitment with CompuCom Canada Co. for the supply of desktops, accessories and professional services, with a total value of no more than \$4,325,000, excluding Harmonized Sales Tax (HST), comprised of the following:
 - a. an approximate three (3) year contract, expected to start on January 1, 2020 and end on December 31, 2022, with an estimated value of \$3,245,000; and

- b. a one (1) year renewal option, at the sole discretion of the City Librarian, expected to start on January 1, 2023 and end on December 31, 2023, with an estimated value of \$1,080,000.

FINANCIAL IMPACT

The total commitment value of the approximate three-year award and the optional one-year renewal, is up to a maximum of \$4,325,000, excluding HST. The approximate annual costs for the supply of desktops, accessories and professional services beginning with the date of award is shown in the following table.

Year	Amount	Scope
3-Year contract		2019 Staff New Requests Backlog, 2020 Public Refresh & Professional Services for Install + Windows 10 Upgrade
2020	1,345,000	
2021	950,000	2021 Staff Refresh & Professional Services for Install
2022	950,000	2022 Public Refresh & Professional Services for Install
Subtotal	3,245,000	
2023 (Optional Renew)	1,080,000	2023 Staff Refresh & Professional Services for Install & Potential Windows Upgrade
Total	4,325,000	

Funding for this award is included in the multi-year Technological Asset Management Program (TAMP) capital budget 2020-2023, which funds TPL's technology asset replacement strategy. TPL's 2020-2029 capital plan, which includes higher annual TAMP funding averaging \$6.2 million, will be considered by Council on February 19, 2020.

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

ALIGNMENT WITH STRATEGIC PLAN

Toronto Public Library's new strategic plan *Resilience, Success and Wellbeing for Our Cities and Its Communities* includes *expanding access to technology and digital literacy training* 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.

The strategic plan also includes the priority *Investing in staff to deliver exceptional customer experiences in a complex and changing environment*. Library staff require new resources and skills to provide library services that are personalized, relevant and efficient. Providing staff with current technology is a key strategy in delivering efficient and effective services in library branches, online and in community locations. The provision of computing devices with current software for staff is key to advancing this priority.

EQUITY IMPACT STATEMENT

The 2020-2024 Strategic Plan *Resilience, Success and Wellbeing for Our Cities and Its Communities* has embedded the City's equity lens into the plan. This lens supports understanding and addressing of barriers to Toronto Public Library services by equity-seeking groups and vulnerable populations in the City of Toronto to advance equitable outcomes for all, and address the Truth and Reconciliation calls to action.

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* outlines 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, people with low income, use technology services at the library that they would not otherwise have.
- 80% indicated that their digital comfort – the ability to learn and continue using new technology – increased after digital training in the library and for immigrants and visible minorities the level was higher
- 78% of people using technology services in libraries identified that it helped them connect to their community
- 33% used technology to access government services, and this rate was higher among low income groups

ISSUE BACKGROUND

The COT's contract for desktops, related accessories and professional services will reach its limit in December 2019. As a result, the COT issued a request for quotation (RFQ) for a new vendor. Consequently, the COT and Library issued a joint RFQ No. 3412-19-0233 for non-exclusive supply of desktops, related accessories, and professional services in August 2019. The COT Bid Award Panel awarded [RFQ 3412-19-0233](#) to CompuCom Canada Co. being the lowest bidder meeting specifications, at its meeting on September 25, 2019. TPL is now awarding its portion of the RFQ to CompuCom Canada Co.

COMMENTS

TPL has approximately 4000 desktops that are used by its customers and staff. As part of TPL's ongoing sustainability of IT assets, TPL replaces approximately a quarter of its desktops every year as per a four-year refresh cycle. IT asset replacement is budgeted in the multi-year TAMP capital budget. This contract does not include laptops, Macs, iPads or printers. These devices are covered under other contracts that offer more competitive pricing.

TPL's IT asset replacement strategy is based on a leading practice to ensure adequate performance and efficiency. By maintaining current technology, the risk of hardware failure, performance issues, and inability to meet software currency and energy-efficient requirements are mitigated. The IT asset replacement strategy is key to ensuring on-going 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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