



STAFF REPORT ACTION REQUIRED

Multi and Single Function Printers and Managed Print Services – Increase and Extension to Contract

Date: March 24, 2025
To: Toronto Public Library Board
From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval for an increase to the total value of the contract awarded to HP Canada Ltd. for the provision of Multi and Single Function Printers and the Managed Print Services by \$1,561,630 excluding Harmonized Sales Tax (HST), for a revised total contract value of \$4,172,654 excluding HST; and to extend the contract term to January 15, 2027. The contract was established through a competitive joint procurement with the City of Toronto.

The current contract term with HP Canada Ltd. is scheduled to expire in January 2026. This contract extension and increase would allow Toronto Public Library (TPL) staff to build upon the successful restoration of public printing and ensure remaining print services for public and staff requirements are delivered successfully. The contract is the result of a shared-service initiative with the City and other agencies, which enables TPL to continue with its Multi and Single Function Printers service and replacement strategy for both the staff and the public. The City of Toronto has extended the City's contract with HP Canada Ltd. to January 15, 2027.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves an extension to the contract with HP Canada Ltd. for the supply of Multi and Single Function Printers and Managed Print Services for one year, from January 2026 to January 15, 2027, and increase the value of the contract, in the amount of \$1,561,630, for a total revised contract value of \$4,172,654, excluding HST.

FINANCIAL IMPACT

The total value of the contract amendment identified in this report is \$1,561,630 excluding HST. This revises the contract value for the supply of Multi and Single Function Printers and Managed Print Services with HP Canada Ltd. from \$2,611,024 to \$4,172,654 excluding HST. Funding for this increase is funded through the multi-year Technology Asset Management Program (TAMP) within the approved TPL 2025 – 2034 capital program for the capital costs, and the TPL 2025 approved operating budget for the operating costs.

The estimated capital and operating costs are shown in the following table.

	Estimated Spent to Jan 15, 2027
Capital Cost	\$1,135,064
Operating Cost	\$426,566
Total	\$1,561,630

The capital costs are estimated per year based on TPL's current Multi and Single Function Printers asset fleet and expected replacement lifecycle. Operating costs are estimated based on estimated usage statistics with consideration given to expected staff and public usage patterns. These costs may fluctuate based on actual usage.

TPL offers a pay for print service to customers across all branch locations. Revenue budgeted from this service in 2025 is approximately \$1,300,000. These revenues will fluctuate annually, with future year budgets to be adjusted based on past experience and future forecasted expectations.

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

ALIGNMENT WITH STRATEGIC PLAN

TPL's Strategic Plan (2025-2029) defines *how Toronto's Library will help our city and its residents adapt, connect and thrive*. The plan includes *Shared community spaces* and *Awareness and availability* as two of four priority areas. The provision of public printing services within a public library has been proven to be an essential service required by many customers within the community.

DECISION HISTORY

At its meeting on [September 21, 2020](#), the Board approved the award of contract for the provision of Multi and Single Function Printers and the Managed Print Services to HP Canada Ltd. for a period of five years for an estimated total value of \$2,011,024 excluding HST. The contract was subsequently increased by \$600,000 excluding HST, under the City Librarian's authority for a revised total contract value of \$2,611,024 excluding HST.

COMMENTS

Following the cybersecurity incident of October 2023, the public pay for print service has been restored. The service restoration includes provision of a new secure print service management system, replacement multifunction printers and new capabilities to support customer needs. Since the re-activation of pay for print in February 2025, TPL has seen an immediate uptake of this service by customers. This demonstrates a community need which is being successfully fulfilled with restoration of this service.

Pay for print recovery is the first phase of a multi-stage program to refresh all public and staff printing infrastructure. Future phases give consideration to environmental sustainability through printer rationalization and "follow me print" capabilities for staff. These opportunities ensure TPL minimizes wastage while also ensuring availability of critical technology services where required. The print replacement program aligns with TPL's Digital Strategy objective Adaptive Technology Foundation and ensures ongoing staff productivity through the implementation of service modernization initiatives.

CONCLUSION

Sustainable, secure and cost-effective printing services is an integral part of the technology services offered by TPL. Following restoration of the Library's pay for print service, customers have readily embraced the service with projections of utilization quickly resuming to that prior to the cybersecurity incident. Additionally, delivering a modern printing service for staff will ensure the business needs continue to be met with environmental sustainability in mind through introduction of waste reduction strategies. Through partnership with HP Canada Ltd. these print service objectives can be achieved.

CONTACT

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SIGNATURE

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