

IT Strategic Advisory Services – Award of Contract

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| Date: | December 6, 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 Integra Data Systems Corp. for the supply of IT Strategic Advisory Services, to support Toronto Public Library's (TPL's) digital and IT strategies.

The term of the contract is for approximately 3 years and the estimated value of the commitment is approximately \$1.27 million, excluding applicable Harmonized Sales Tax (HST).

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. enters into a contract with Integra Data Systems Corp. for the supply of IT Strategic Advisory Services with a term of approximately 3 years and an estimated commitment value of approximately \$1.27 million, excluding HST.

FINANCIAL IMPACT

The commitment value of the award to Integra Data Systems Corp. is approximately \$1.27 million, excluding HST, and will be funded from the multi-year Service and Digital Modernization capital project budget which funds IT infrastructure projects within TPL's Digital Strategy. The estimated annual spending, based on anticipated needs and planned projects, beginning with the date of award, is shown in the following table.

**IT Strategic Advisory Services -
Integra Data Systems Corp.**

| <u>Year</u> | <u>\$</u> |
|-------------|------------------|
| 2022 | 400,000 |
| 2023 | 520,000 |
| 2024 | 350,000 |
| | <u>1,270,000</u> |

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

ALIGNMENT WITH STRATEGIC PLAN

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. TPL is well positioned to take a leading role in advancing digital inclusion and digital literacy by offering access to technology 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 and IT infrastructure that enable access to computing devices and digital literacy programming for the public is a key initiative in advancing this priority. It also supports investing in staff and 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

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 technology 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.

DECISION HISTORY

At its meeting on January 25, 2021, the Board considered [Digital Strategy 2020-2024](#) and approved TPL's digital strategy. As identified in the Digital Strategy Action Plan 2021, there was a project called "IT infrastructure and unified communications redesign".

ISSUE BACKGROUND

TPL has signed onto the Province's OECM (Ontario Education Collaborative Marketplace) Networking Products and Related Services contract to support its digital and IT strategies. Utilizing this contract, in March 2021, TPL issued a Request for Proposal, RFP 131-21-OECM, "Strategic Review of Technology Infrastructure, Operations and Unified Communications", seeking a vendor for the provision of technology infrastructure, operations and unified communications strategy and design services in the following areas:

- Category 1: Technology Infrastructure - Network segmentation, User identification, authentication and sign-on, Multi-cloud services and API-based integration.
- Category 2: Operations and Unified Communications Strategy and Design Services.

Integra Data Systems Corp. was the successful vendor, and their initial fee for the review was \$112,400 excluding HST.

COMMENTS

Integra Data Systems Corp. has completed a strategic review of TPL technology infrastructure, operations and unified communications and their provided findings, recommendations, a conceptual architecture, roadmap and budget. The outcome of this report has informed the 2021-2024 Digital Strategy action plans. Examples of key projects that have been identified include but are not limited to: Unified Communications as a Service (UCaaS) Migration; Hybrid Data Centre; Application Integration; Identity Management; Endpoint Management; Secure Access Service Edge; and Wireless Upgrade.

In July 2021, using the OECM agreement and the results of TPL's RFP, professional services were secured from Integra Data Systems Corp. for program management and subject matter expertise services for the Unified Communications as a Service project with a total value of no more than \$319,500 excluding HST.

In November 2021, to respond to an abrupt change in staffing, other professional services were secured from Integra Data Systems Corp. for infrastructure management support with a total value of no more than \$154,700 excluding HST.

Given the maturity of TPL's IT operating model and the significant amount of change required to migrate the legacy telecommunications and technology environment, this reports recommends that Integra Data Systems Corp. be engaged as strategic advisors to support the Digital Strategy journey to the end of 2024. By providing strategic leadership, program and management support and subject matter expertise as required by TPL, this will ensure TPL can successfully deliver on the accepted recommendations, conceptual architecture, and proposed projects. Because Integra has been engaged to provide strategic and operational advice related to telecommunications and IT infrastructure under this agreement, TPL will not purchase hardware, or software in any format, from Integra for the same during the term of their professional services engagement.

CONCLUSION

The modernization of TPL's telecommunications and IT infrastructure is foundational to not only ensure success of other Digital Strategy initiatives but also to ensure TPL can continue to meet current and future strategic and operational priorities. There are significant changes required that include new services, technologies and practices and as a result will be a significant learning curve for TPL staff. The engagement of a vendor to provide strategic leadership, program and management support and subject matter expertise will provide the required consistent support TPL requires to be successful on its' journey to enable a secure, integrated, scalable technology environment.

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SIGNATURE

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