

Specialized Professional Resources – Award of Contract

Date:	February 28, 2022
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 Eagle Professional Resources Inc. (Eagle) for the supply of specialized professional resources, which is a joint procurement with the City of Toronto, to support Toronto Public Library's (TPL's) project management and Information Technology (IT) functions.

The term of the contract is for approximately three years, 2022 to 2024, with an estimated commitment value of \$5.7 million, excluding Harmonized Sales Tax (HST).

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

- enters into a contract with Eagle Professional Resources Inc. for the supply of specialized professional resources for approximately three years, 2022 to 2024, with an estimated commitment value of \$5.7 million, excluding Harmonized Sales Tax (HST).

FINANCIAL IMPACT

The commitment value of the award to Eagle over a three-year period is approximately \$5.7 million, excluding HST, with approximate annual costs as follows:

2022	\$2.1 million
2023	\$1.9 million
2024	\$1.7 million

Funding for the award is included in the approved 2022-2031 capital budget and plan.

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. The provision of IT professional services that enable the advancement of technological initiatives is a key element 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.

TPL's Strategic Plan also includes *opening up our public space* as one of five priorities. The provision of project management resources contributes to the successful completion of numerous enterprise and capital projects.

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. The work completed by the Eagle contractors supports incorporating the principles of accessibility as outlined in the requirements of the Accessibility for Ontarians with Disabilities Act, and providing equitable access to our physical and digital library collections that reflect the diverse needs of our City.

DECISION HISTORY

At the meeting on October 7, 2020, the City of Toronto's Bid Award Panel made an award for the provision of Information Technology Professional Services to contract technology professionals on an as-needed, temporary basis, to augment the corporate technology teams for a period of three years, with the option to extend for two additional one-year terms. TPL was identified as one of the participating agencies for this award.

Eagle Professional Resources Inc. was one of three vendors for Category A – Standard, which is applicable to TPL.

COMMENTS

TPL procures contract resources for specialized knowledge or experience on specific projects and on a short-term basis. Contract resources provide the flexibility to adjust resources and expertise based on the make up of enterprise and digital strategy projects.

Prior to its contract with Eagle, TPL reached out to multiple vendors to procure resources. Often, the candidate pools and rates were very similar with each vendor, which negated the advantages of running a competitive process. As the City has similar needs for short-term specialized professional resources, TPL entered into a joint procurement with the City with a view to achieving operating and financial efficiencies.

With Eagle, TPL receives a minimum of four candidates for every resource request. Should suitable resources not be found through Eagle, TPL engages the City of Toronto's second and third vendors of record for professional services.

TPL's digital strategy and the enterprise project management maturity roadmap both focus on building staff expertise and capacity, which will reduce reliance on external resources over time.

CONCLUSION

By procuring professional resources through Eagle, TPL will continue to advance enterprise and digital strategy projects that contribute to key strategic goals.

CONTACT

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SIGNATURE

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