



STAFF REPORT ACTION REQUIRED

17.

Internet Service Provider – Award of Contract

Date:	June 15, 2009
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

To request Toronto Public Library Board approval to award the contract for Internet Service Provider, as per the Toronto Public Library's request for proposal (RFP) for Internet Service Provider.

It is recommended that the contract for Internet Service Provider for the Toronto Public Library be awarded to Bell Canada, having achieved the highest total score in the evaluation. The award is for a one-year period, August 1, 2009 to July 31, 2010, with an option for two one-year renewals, subject to satisfactory performance and under the same terms, conditions and pricing as year one of the agreement.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. awards the contract to Bell Canada for a one-year period: August 1, 2009 to July 31, 2010 at a cost of \$152,700 [excluding Goods and Services Tax (GST)]; and
2. authorizes two additional one-year renewals under the same terms and conditions, subject to satisfactory performance and at the sole discretion of the Library at a cost of \$152,700 (excluding GST) for each year; and
3. authorizes Library staff to purchase additional Internet services subject to budget availability; and
4. authorizes and directs the appropriate Library staff to take the necessary action to give effect thereto.

FINANCIAL IMPACT

The award of this contract to Bell Canada for \$152,700 in the first year has been provided for in the current 2009 budget. If the contract is renewed for two additional one-year terms, the total three-year cost will be \$458,100. The cost is based on bandwidth of 500 Mbps, which meets current requirements.

The Director, Finance and Treasurer has reviewed this Financial Impact Statement and is in agreement with it.

ISSUE BACKGROUND

At present, the Library's Internet Service Provider is Bell Canada. Internet service is provided for both public and staff users. Sufficient bandwidth capacity for Internet service and the ability to increase bandwidth capacity to meet demand is critical to the delivery of library services. In the past three years bandwidth capacity has grown by 250 percent to meet service demands.

The current Internet Service Provider contract expires on July 31, 2009.

COMMENTS

On May 4, 2009, the Library issued a public request for proposal for an Internet Service Provider. Five proponents submitted proposals. The proposals were evaluated based on criteria listed in the RFP: bandwidth capacity, compliance with the Library's acceptable use requirements, functional and technical requirements, support requirements, proponent qualifications and cost. The proposal from Bell Canada achieved the highest total score in the evaluation and allows the Library to more than double its Internet bandwidth within the existing budget.

The award is for a one-year period, August 1, 2009 to July 31, 2010, at a cost of \$152,700. There is an option for two one-year renewals, subject to satisfactory performance and under the same terms, conditions and pricing as year one of the agreement, \$152,700 for each year (all costs excluding GST). The cost is based on bandwidth of 500 Mbps, which meets current requirements.

Based on experience, the Library anticipates that demand for Internet service will continue to increase, and expects to purchase increased bandwidth capacity within the life of this contract, subject to budget availability.

CONTACT

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SIGNATURE

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