



STAFF REPORT ACTION REQUIRED

Janitorial Services – Increase 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 to increase the value of the existing commitment with TBM Service Group for janitorial services by \$2,486,298 excluding Harmonized Sales Tax (HST), revising the total commitment value from \$19,351,825 to \$21,838,123, comprised of a three-year contract from April 2022 to March 2025 and two optional one-year extensions.

The proposed increase to the janitorial services contract is necessary to support additional janitorial services required as a result of the service hours expansion under Toronto Public Library's (TPL's) Open Hours Plan, to include service needs at several recently reopened, renovated branches, and to reflect service adjustments experienced over the initial contract term, approved under the City Librarian's authority for the period 2022-2024.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves an increase to the commitment with TBM Service Group for janitorial services for an amount of \$2,486,298 excluding HST, which increases the total value of the contract from \$19,351,825 to \$21,838,123, comprised of a three-year contract from April 2022 to March 2025, and two optional one-year extensions.

FINANCIAL IMPACT

The value of the commitment increase proposed in this report is \$2,486,298 excluding HST, increasing the total potential commitment value from \$19,351,825 to \$21,838,123, as described in Table 1 below.

Table 1- Janitorial Services - Financial Impact Summary (excluding HST)

Description	Current Contract Value	Proposed Increase	Revised Value
Base Term – April 1, 2022 to March 31, 2025	11,481,473	472,733	11,954,207
Option Year 1 (April 1, 2025 – March 31, 2026)	3,865,595	964,255	4,829,850
Option Year 2 (April 1, 2026 – March 31, 2027)	4,004,756	1,049,309	5,054,065
	19,351,825*	2,486,298	21,838,123

* Original value of \$18,929,691.06 approved by the TPL Board on February 28, 2022, plus an amendment of \$422,134 approved in accordance with delegated authorities.

For the calendar year 2025, the cost for the janitorial services will increase by \$841,374, and incremental funding for this has been included in TPL's 2025 approved operating budget. Funding for incremental service increases related to the Open Hours Plan as well as future service adjustments will be requested through future budget submissions.

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

ALIGNMENT WITH STRATEGIC PLAN

The increase to the TBM Service Group contract supports the strategic plan priority of providing shared community spaces that are welcoming, safe, inclusive, and sustainable.

DECISION HISTORY

At its meeting on February 28, 2022, the Library Board considered [Janitorial Services – Award of Contract](#) and approved an award to TBM Service Group for a three-year contract, April 1, 2022 to March 31, 2025, with the option for two one-year renewals, subject to satisfactory performance and at the sole discretion of the City Librarian for a total potential value of \$18,679,691.06 excluding HST.

COMMENTS

This contract covers janitorial services across most library branches; a few branches are located in shared sites where cleaning is done by another vendor. The requested increase to the janitorial service contract supports additional janitorial services required as a result of the service hours expansion under TPL's Open Hours Plan. It also accounts for several recently reopened, renovated branches that required janitorial services not included on the initial contract award and reflects other service adjustments experienced over the initial contract term.

TPL's Open Hours Plan was originally approved by the Library Board in 2006 and is a key Library and City initiative to provide service access in support of community resilience and safety, mental health and well-being, and the combating of loneliness and social isolation. The plan will result in seven-day a week service, 12 months a year, at all 100 branches by July 2026. This represents a 14% increase in library hours between 2024 and 2026 or over 40,000 additional hours of service per year.

Recently renovated and re-opened branches added to the janitorial contract are Albert Campbell, Ethennonnhawahstihnen', Mount Pleasant, Maryvale, York

Woods and North York Premium Rental Space. The proposed increase also includes ad-hoc and special events cleaning.

This request is to increase the value of the existing contract with TBM Service Group for janitorial services for an amount of \$2,486,298 excluding HST, which increases the total value of the contract from \$19,351,825 to \$21,838,123. This will ensure there is sufficient value on the contract for janitorial services to meet the additional service needs to support TPL's Open Hours Plan as well as service adjustments that have been experienced to date and that come up over the remaining life of the contract.

As the initial base term period of this contract will be expiring on March 31, 2025, the intention is to renew the contract for the first optional year, April 1, 2025, to March 31, 2026.

This investment demonstrates TPL's ongoing commitment to providing a safe, healthy, and welcoming environment for everyone while upholding high standards of service.

CONTACT

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SIGNATURE

Vickery Bowles
City Librarian