

**Multi and Single Function Printers and Managed Print Services – Award of Contract**

<b>Date:</b>	September 21, 2019
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

**SUMMARY**

---

The purpose of this report is to seek Toronto Public Library (TPL) Board approval to enter into an agreement for the provision of Multi and Single Function Printers and the Managed Print Services, to HP Canada Ltd. for a period of approximately five years, as per TPL’s and the City of Toronto’s (COT) joint request for proposal (RFP) No. 3409-19-079. HP Canada Ltd. was awarded the contract by COT as they were the highest scoring proponent based on the evaluation criteria.

The term of the contract is for approximately five years and is expected to start in September 2020. The total estimated capital and operating cost of the contract with HP Canada Ltd. for the term of the contract is estimated at \$2,011,024, excluding applicable Harmonized Sales Tax (HST).

The contract is the result of a shared-service initiative with the City and other Agencies which will enable TPL to continue with its Multi and Single Function Printers service and replacement strategy for both the staff and the public.

**RECOMMENDATIONS**

---

**The City Librarian recommends that the Toronto Public Library Board:**

1. enters into an contract for approximately five years with HP Canada Ltd. for the supply of Multi and Single Function Printers and Managed Print Services, with a total value estimated at \$2,011,024, excluding Harmonized Sales Tax (HST), comprised of the following:
  - a. total capital costs over the period of \$1,292,417; and
  - b. total operating costs over the period of \$718,607.

## FINANCIAL IMPACT

---

The total commitment value for the approximate five-year award for the supply of Multi and Single Function Printers and Managed Print Services, is estimated at \$2,011,024, excluding HST. The estimated annual capital and operating costs are shown in the following table.

	Year 1	Year 2	Year 3	Year 4	Year 5	Total Contract Cost
<b>Capital Cost</b>	\$ 255,005	\$ 238,247	\$ 314,296	\$ 393,990	\$ 90,879	\$ 1,292,417
<b>Operating Cost</b>	\$ 38,719	\$ 96,919	\$ 147,819	\$ 204,516	\$ 230,635	\$ 718,607
<b>Total Cost</b>	<b>\$ 293,724</b>	<b>\$ 335,166</b>	<b>\$ 462,115</b>	<b>\$ 598,506</b>	<b>\$ 321,514</b>	<b>\$ 2,011,024</b>

The capital costs are estimated per year based on TPL's current Multi and Single Function Printers asset fleet. These costs may fluctuate from year to year due to additions or deletions to the fleet based on business requirements and timing of capital purchases. Similarly, operating costs are estimated based on average usage statistics, taken prior to the COVID-19 impact on branch operations. These costs may fluctuate based on actual usage.

The estimated total capital costs of \$1,292,417 will be funded by the multi-year Technology Asset Management Program (TAMP) capital budget.

The estimated annual operating costs are funded by the approved operating budget as there is no net budget pressure. It is expected that by the last year of the award, when all printers have been transitioned over to the new units and associated managed print services, that there will be a net annual operating budget savings of approximately \$100,000.

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

## ALIGNMENT WITH STRATEGIC PLAN

Toronto Public Library's Strategic Plan *Resilience, Success and Well-being for Our Cities and Its Communities* includes *expanding access to technology and digital literacy training* as one of five priorities. Torontonians need access to current and emerging technology to fully participate in the digital world yet the high cost of technology and the internet are barriers to access. TPL is well positioned to take a leading role in advancing digital inclusion and digital literacy by offering access to printing, scanning and photocopying in its network of 100 branches and through outreach to advance the outcome that all residents have access to technology. The provision of Multi and Single Function Printers for the public is a key initiative in advancing this priority.

It will also enable *investing in staff* as it will provide staff with the right combination of technologies and supports to deliver on both the strategic plan priorities and the service delivery model.

## **EQUITY IMPACT STATEMENT**

The 2020-2024 Strategic Plan *Resilience, Success and Wellbeing for Our Cities and Its Communities* has embedded the City's equity lens into the plan. This lens supports understanding and addressing of barriers to Toronto Public Library services by equity-seeking groups and vulnerable populations in the City of Toronto to advance equitable outcomes for all, and address the Truth and Reconciliation calls to action. Access to the internet and a computing device is a requirement for daily life. A 2019 study *Bridge: Technology Access in Public Libraries: Outcomes and Impacts* 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.

## **COMMENTS**

The COT's contract for Multi Function Printers and Managed Print Services expired in 2019 and therefore a new contract was needed. As a shared services initiative, the COT and TPL, along with other Agencies, issued a joint RFP No. 3409-19-0079 for Multi and Single Function Printers and the Managed Print Services in February 2019. COT Bid Award Panel awarded [RFP 3409-19-0279](#) to HP Canada Ltd. being the bidder receiving the highest points. Library Board approval is requested to award TPL's portion of the RFP to HP Canada Ltd. by entering into an agreement for approximately five years.

TPL has approximately 400 printers and 150 of multi-function devices that are used by customers and staff. As part of the ongoing sustainability of IT assets, TPL replaces its printers and multi-function devices on a five-year refresh cycle, similar to the City.

TPL's IT asset replacement strategy is based on leading practice to ensure adequate performance and cost effectiveness. By maintaining current technology, the risk of hardware failure, performance issues, and inability to meet software currency and energy-efficient requirements are mitigated. The IT asset replacement strategy is key to ensure on-going staff productivity, the implementation of service modernization initiatives and delivery of public service programs such as access to technology and digital literacy.

The current practice when purchasing equipment for TPL's printer fleet includes the purchase of a three-year warranty. Consumables such as printer toner is purchased on

an as needed basis. The new contract will be a transition of the service model to a cost per page model managed print service for all purchases and includes warranty and all consumables other than paper. A similar cost per page model is already in place for TPL's networked multi-function device fleet.

## **CONTACT**

Angela Copeland; Director Digital Strategy & CIO; Tel: 416-393-7104;  
Email: [acopeland@tpl.ca](mailto:acopeland@tpl.ca)

Ian Stegman; Manager Technology Infrastructure; Tel: 416-395-5920;  
Email: [istegman@tpl.ca](mailto:istegman@tpl.ca)

## **SIGNATURE**

---

Vickery Bowles  
City Librarian