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STAFF REPORT ACTION REQUIRED

Elevator Maintenance and Repair Services – Award of Contract

Date: October 27, 2025

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 Bruce Elevator Service Ltd. for elevator maintenance and repair services.

The contract term is five years from November 1, 2025, to October 31, 2030, with five one-year optional extensions from November 1, 2030, to October 31, 2035.

The total potential value of the commitment is \$3,770,364 excluding Harmonized Sales Tax (HST), inclusive of the base term plus the five one-year optional extensions. This contract is comprised of \$3,305,613 for elevator maintenance and access service at Toronto Public Library (TPL) branches and \$464,751 for ad-hoc repairs.

TPL issued a Request for Proposal (RFP) in the summer of 2025 for elevator maintenance and repair services. Bruce Elevator Service Ltd. was the highest scoring proponent meeting all the requirements through the evaluation of this RFP.

Bruce Elevator Service Ltd., TPL's current service provider, is a Canadian company that operates across the Greater Toronto Area, is familiar with TPL locations and equipment, and has provided satisfactory service over the past 10 years.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. award a contract to Bruce Elevator Service Ltd. for elevator maintenance and repair services for a total potential value of \$3,770,364 excluding Harmonized Sales Tax (HST), comprised of:
 - a. a five-year base term from November 1, 2025, to October 31, 2030, with a contract value of \$1,732,851; and
 - b. five one-year option renewal periods, subject to satisfactory performance and at the sole discretion of the City Librarian, for a total potential additional contract value of \$2,037,513, comprised of:
 - i. November 1, 2030, to October 31, 2031, for \$383,775
 - ii. November 1, 2031, to October 31, 2032, for \$395,288
 - iii. November 1, 2032, to October 31, 2033, for \$407,147
 - iv. November 1, 2033, to October 31, 2034, for \$419,361
 - v. November 1, 2034, to October 31, 2035, for \$431,942

FINANCIAL IMPACT

The total potential value of the commitment to Bruce Elevator Service Ltd. for elevator maintenance and repair service at TPL branches is \$3,770,364 excluding HST, as detailed in the table below.

Description	Cost for Elevator Maintenance and Access Services	Ad-hoc: Repair	Total
Initial Contract term for Elevator Maintenance and Repair Services November 1, 2025 – October 31, 2030	\$1,519,740	\$213,111	\$1,732,851
Option year 1 November 1, 2030 – October 31, 2031	\$336,377	\$47,398	\$383,775
Option year 2 November 1, 2031 – October 31, 2032	\$346,469	\$48,819	\$395,288
Option year 3 November 1, 2032 – October 31, 2033	\$356,863	\$50,284	\$407,147
Option year 4 November 1, 2033 – October 31, 2034	\$367,569	\$51,793	\$419,361
Option year 5 November 1, 2034 – October 31, 2035	\$378,596	\$53,345	\$431,942
Total	\$3,305,613	\$464,751	\$3,770,364

The 2025 portion of the initial year of the contract is \$53,693 and is included in the 2025 operating budget. Funding for the remaining term of the contract will be included in future years' budget submissions.

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

ALIGNMENT WITH STRATEGIC PLAN

TPL's Strategic Plan 2025-2029 prioritizes providing Torontonians with accessible, welcoming, inclusive, and beautiful spaces. In alignment with this commitment, it is essential to ensure that TPL's facilities remain barrier-free and accessible for all visitors.

The proposed elevator maintenance and repair contract will allow TPL to ensure reliable, safe, and fully operational elevators across its locations. This will support accessibility for all community members including those with mobility challenges while maintaining the high standard of safety, comfort, and inclusivity expected in TPL's public spaces. By keeping elevators well-maintained, TPL can continue to provide equitable access to library services and spaces where Torontonians can work, learn, relax, and come together as a community.

EQUITY IMPACT STATEMENT

The proposed contract award for elevator maintenance has a positive equity impact. Reliable and accessible elevator service directly supports the needs of equity-seeking groups, particularly individuals with disabilities, seniors, caregivers with strollers, and those with temporary mobility challenges.

This investment helps to reduce the barrier of physical inaccessibility, which can otherwise limit equitable participation in library programs, services, and community spaces. By maintaining safe, functional elevators, TPL ensures that all visitors regardless of age, ability, or circumstance can fully access and benefit from library facilities.

Overall, the contract directly aligns with TPL's commitment to creating inclusive, welcoming, and accessible spaces for all Torontonians.

DECISION HISTORY

At its meeting on October 19th, 2020, the Library Board approved [Elevator Maintenance – Award of Contract](#), awarding a contract to Bruce Elevator Services Ltd. for a three-year contract with two optional one-year renewals. The total value of this contract over the term, including all option years, was \$1,113,000, excluding HST.

ISSUE BACKGROUND

Toronto Public Library (TPL) operates 48 branches and facilities with elevators, platform lifts, or dumbwaiters. The maintenance of this equipment is a legislated requirement, with all mechanical standards and record keeping governed by the Technical Standards & Safety Authority (TSSA).

To ensure due diligence, TPL has established enhanced technical maintenance specifications that go beyond minimum regulatory requirements. These specifications consider the age, design, and historical reliability of equipment and were developed in consultation with BEC Brendan Elevator Consultants.

The contract requires full compliance with the latest CAN/CSA B44 Elevator and Escalator Safety Code, all applicable provincial and municipal codes, Health and Safety Regulations, and Workplace Hazardous Materials Information System (WHMIS) requirements. These standards apply to all existing elevator-related equipment in TPL facilities, including systems as manufactured, modernized, and designed.

TPL regularly reviews maintenance requirements and adjusts service levels as needed to ensure the continued safety, accessibility, and reliability of its vertical transportation systems.

COMMENTS

On July 23, 2025, the Library issued a public Request for Proposal (RFP) for elevator maintenance and repair services. The RFP closed on August 21, 2025, and four compliant proposals were received. Each proposal was evaluated according to the criteria listed in the RFP: qualifications and experience of assigned staff and resources; planning and scheduling required to complete

the deliverables; contract management; work performance; reporting; and cost. Following a request for clarification, one of the four proponents formally withdrew its proposal citing an inability to provide the contract deliverables at the quoted price. Of the remaining three proponents, Bruce Elevator Service Ltd. achieved the highest score of the remaining proposals through the RFP process.

Bruce Elevator Service Ltd. is TPL's current elevator maintenance service provider and its performance has been satisfactory since it has been providing services to TPL since 2015. The award to Bruce Elevator Service Ltd. is for a five-year term, beginning November 1, 2025, with the option to extend for five additional one-year periods at the sole discretion of the City Librarian and subject to satisfactory performance.

The proposed contract maintains existing maintenance levels and includes regular inspections and allows for ad-hoc repairs. Any major repairs, upgrades, modifications and elevator replacements will be carried out under a separate procurement process and contract, and typically through TPL's State of Good Repair (SOGR) and AODA programs.

CONTACT

Alyssa Van Graft; Director, Enterprise Projects and Facilities Management; Tel: 416-395-5541; Email: avangraft@tpl.ca

Marco Cuoco; Director, Finance & Chief Financial Officer; Tel: 416-397-5946; Email: mcuoco@tpl.ca

SIGNATURE

Moe Hosseini-Ara
City Librarian