



STAFF REPORT ACTION REQUIRED

Enterprise Service Management – Award of Contract

Date: September 29, 2025

To: Toronto Public Library Board

From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library (TPL) Board approval to award a contract to Telus Corporation for the supply of ServiceNow software licenses. The term of the contract is three years, and the value of the contract is \$944,756, excluding Harmonized Sales Tax (HST). The City of Toronto, through a competitive procurement process, awarded a contract to Telus Corporation (Telus), an authorized re-seller of ServiceNow licenses. TPL is leveraging licensing rates negotiated by the city and made available to other City Agencies for the award of this contract. The city is currently utilizing the ServiceNow platform for various business processes across the business. The award of this contract is being made in accordance with TPL Purchasing Policy section 4.6 – Procurement of same goods and services as another public body.

ServiceNow is a market-leading enterprise service management platform. The system currently used for facilities work orders, Footprints, has limited functionality and is no longer meeting business needs for efficient processing of facilities service management requests. Implementing ServiceNow will

improve the ease and speed by which TPL staff raise and fulfill facilities service requests. This will contribute to expedited assignment and completion of service requests, which in turn will result in maintaining welcoming public spaces across the system.

ServiceNow is a modern application platform offering enhancements such as smartphone accessibility which enables request management in the field. Automation and operational capabilities will allow for efficient request routing and assignment. Staff will have more visibility on activities supporting their request and detailed resolution statements.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. award a contract to Telus Corporation for the supply of ServiceNow software licenses for a three-year term at a cost of \$944,756, excluding HST.

FINANCIAL IMPACT

The contract value of the award to Telus Corporation over a three-year period is \$944,756 excluding HST. The anticipated capital and operating costs are shown in the following table:

	Year 1 (Oct 2025 – Sept 2026	Year 2 (Oct 2026 – Sept 2027)	Year 3 (Oct 2027 – Sept 2028)	Total
Capital Cost	\$287,540			\$287,540
Operating Cost		\$328,608	\$328,608	\$657,216
Total	\$287,540	\$328,608	328,608	\$944,756

The City of Toronto has deployed the ServiceNow platform for various business processes. TPL will be leveraging licensing rates negotiated by the City and offered to City Agencies via authorized re-seller, Telus.

The estimated capital costs are included in the Service Modernization Project within the approved TPL 2025 Capital Budget and 2026-2034 Capital Plan. The operating costs for year two and year three (covering periods October 2026 to

September 2028), will be included in the 2026 Operating Budget Submission for TPL.

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 includes a commitment to accelerating enhancements of its physical spaces to establish more welcoming, safe, inclusive and sustainable multi-use environments that build resilience and belonging in every neighbourhood. Improving the ease and speed by which branch service requests are raised, tracked, and fulfilled will result in maintaining welcoming public spaces in every neighbourhood.

ISSUE BACKGROUND

TPL's existing work order management system, FootPrints, is used by multiple TPL divisions to facilitate request and workorder management. The FootPrints vendor has stopped applying patches to the product and confirmed there will be no future updates or enhancements. As a legacy product, FootPrints, in its current form and use at TPL has limited functionality and is no longer meeting business needs for efficient processing of facilities service management requests. Furthermore, the FootPrints product is unable to meet the defined business and technical requirements needed by the Facilities Management team to manage their work.

COMMENTS

A Service Management enterprise project was initiated in 2024 to improve the way TPL staff request and receive services from the TPL Facilities team. The scope of project work included understanding current state processes, identifying efficiencies in future processes, and implementing an enterprise service management platform.

TPL consulted with Gartner research to identify leading Service Management vendors. Gartner research identified ServiceNow as a market leading vendor in Service Management. Additional consultation was held with the Toronto Transit

Commission where ServiceNow has been successfully implemented to support asset management. The City of Toronto has also deployed the ServiceNow platform for various other business processes.

Alternative solution evaluations included BMC's current IT Service Management suite. Although a modern service management solution and cloud-based, the platform is specifically targeted at IT service management and does not support facilities management and other service request functions.

City of Toronto awarded a contract to Telus, an authorized reseller for ServiceNow licenses through a competitive process. TPL will be leveraging licensing rates negotiated by the City of Toronto and made available to City Agencies. The award of this contract is being made in accordance with TPL Purchasing Policy section 4.6 – Procurement of same goods and services as another public body.

Investment in ServiceNow also offers an opportunity for future broader adoption of the platform for IT Service Management and other internal TPL support department service management needs. Integration within a unified platform across various service management domains is expected to increase overall operational efficiency and optimize investment in developing internal expertise and capacity to manage the platform.

Implementing ServiceNow will enable:

- A simple, on-line way for TPL staff to request service from internal TPL support departments, beginning with Facilities
- Automated tracking and orchestration of service requests
- Coordination and prioritization of service requests by priority, location, and time to complete etc. (i.e. to reduce driving distances between calls)
- Mobile access to receive, view, action, and close service requests
- Smartphone accessibility enabling faster field management and response, greater visibility on request management for staff and workflow automation
- Visibility into the status of service requests
- Ability to accurately and easily measure service request performance
- Ability to connect and manage service request data with daily activity logs

- Operational efficiencies by eliminating manual processes such as re-keying information and printing work orders

The implementation and roll-out of ServiceNow will begin in October 2025 and is expected to be operational by May 2026.

CONCLUSION

The introduction of ServiceNow as an enterprise Service Management platform solution will improve the ease and speed by which branch service requests are raised, tracked, and fulfilled, resulting in welcoming public spaces in every neighbourhood.

CONTACT

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SIGNATURE

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