



**STAFF REPORT  
ACTION REQUIRED**

**Incident Report Management System Software  
Replacement – Award of Contract**

**Date:** September 29, 2025

**To:** Toronto Public Library Board

**From:** City Librarian

**SUMMARY**

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The purpose of this report is to seek Toronto Public Library (TPL) Board approval to award a contract to Resolver Inc. for licensing subscriptions and implementation of an Incident Reporting Management System (IRMS), to support the management of incidents involving violations of the TPL's Rules of Conduct.

The term of the contract is for three years, with two one-year optional extensions. The total potential value of the contract award is \$1,017,625 excluding Harmonized Sales Tax (HST). TPL issued a Request for Proposal (RFP) in the summer of 2025 for an incident reporting management system. Resolver Inc. was the highest scoring proponent through the evaluation of this RFP.

In alignment with its Strategic Plan 2025-2029, TPL is committed to fostering welcoming and collaborative spaces that serve as vital community hubs. The

provision of incident reporting and management tools for addressing customer conduct violations directly supports the Library's strategic objective to enhance staff capacity in creating inclusive environments where all Torontonians can thrive.

## **RECOMMENDATIONS**

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

1. award a contract to Resolver Inc. for licensing subscriptions and implementation of an Incident Reporting Management System (IRMS) for a total value of up to \$1,017,625 excluding Harmonized Sales Tax (HST), comprised of:
  1. A three-year base term with a contract value of \$626,025
  2. Two one-year optional renewal periods, at the sole discretion of the City Librarian, each term valued at \$195,800, for a total potential additional contract value of \$391,600, excluding HST.

## **FINANCIAL IMPACT**

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The total potential value of the award to Resolver Inc. for licensing subscriptions and implementation of an Incident Reporting Management System (IRMS) is \$1,017,625 over the potential five-year term as detailed in the table below.

<u>Year</u>	<u>Capital</u>	<u>Operating</u>	<u>Total (Excl HST)</u>
2025	\$195,800		\$195,800
2026	\$38,625	\$195,800	\$234,425
2027		\$195,800	\$195,800
Total initial 3-year term	\$234,425	\$391,600	\$626,025
2028 (Option Yr 1)		\$195,800	\$195,800
2029 (Option Yr 2)		\$195,800	\$195,800
<b>Total</b>	<b>\$234,425</b>	<b>\$783,200,</b>	<b>\$1,017,625</b>

The capital costs of \$234,425 includes first year licensing, professional services, system setup and integration, and data migration services from the current IRMS. The funding for these costs are included in the approved TPL 2025 Capital Budget. The operating costs of \$783,200 relate to years two to five of operational licensing costs and allow for access to further system automation. The annual operating cost based on this award is \$195,800. The contract with the current incident management reporting tool will end in September 2026 and will not be renewed. The annual cost for the existing tool is approximately \$110,000. Therefore, the net annual operating impact of this award is approximately \$85,000. This amount is included in the 2025 year-end forecast for TPL and will be included in the 2026 operating budget submission.

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

## **ALIGNMENT WITH STRATEGIC PLAN**

Replacing the current IRMS with a system that better serves the needs of TPL staff aligns with the following strategic priorities:

1. Foster a high-performance work culture by investing in our staff.
  - a. Improvements in tracking customer incidents across branches, as well as enabling more efficiencies with the system will enable effective incident monitoring and aid in enhancing safety and well-being of TPL staff. Automation and operational efficiencies offer potential time savings in day-to-day activities of logging or managing incidents.
2. Shared community spaces: TPL's physical and online spaces will be destinations of choice for work, study, collaboration, culture and learning.
  - a. Effective tracking and management of incidents will aid with enhancing staff capacity to provide welcoming spaces, further fostering TPL physical spaces as desirable destinations work, study, learning and socializing.

## **EQUITY IMPACT STATEMENT**

An incident management system supports a positive impact for all equity-seeking groups including customers, branch staff, and investigating teams. The system will add structure to information that is gathered throughout the logging, investigating, and managing of each incident. Reporting of incident trends will support an ability to identify, manage and mitigate associated risks.

## **ISSUE BACKGROUND**

In 2019, TPL established a project to adopt an Incident Report Management System to introduce a digital service that would enable branch staff to log and track incidents using a software tool, an improvement on the previous manual process. Following a competitive award process, the current IRMS platform was approved under the City Librarian's authority, and the product was subsequently launched in September, 2022.

The contract term for the IRMS solution is scheduled to expire September 2026. To remain with the current vendor beyond the contract term would require TPL to invest in a significant product transition as the vendor's portfolio has evolved.

## **COMMENTS**

Given the pending contract expiry, TPL carried out an open competition to identify the most effective solution available in the current market that meets the needs of TPL and its business and technical requirements. The goal was to identify, implement and launch the preferred system prior to the current contract expiry of September 30, 2025.

On June 17, 2025, TPL issued a public Request for Proposal (RFP) for an Incident Reporting Management System. The RFP closed on July 18, 2025, and eight proponents submitted proposals. All compliant proposals were evaluated against the criteria in the RFP which included the following: an assessment of stated mandatory requirements; project and account management; features, functionality and technology of the proposed solution to support the deliverables within the areas of business, technical, accessibility, privacy and

security requirements; and cost. Resolver Inc. achieved the highest score through the completion of the RFP process.

## **CONCLUSION**

The implementation of Resolver Inc.'s Incident Reporting Management System represents a strategic investment in Toronto Public Library's commitment to creating safe, welcoming, and inclusive spaces for all Torontonians. This enhanced system will provide staff with the automation capabilities necessary to effectively monitor and respond to Rules of Conduct violations, directly supporting the Library's Strategic Plan 2025-2029 priorities.

The proposed contract with Resolver Inc. addresses current operational challenges while enhancing staff capacity to maintain welcoming community spaces across all 100 branches.

## **CONTACT**

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## **SIGNATURE**

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City Librarian