



STAFF REPORT ACTION REQUIRED

Apple Products and Services – Award of Contract

Date: February 23, 2026
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 Staples Canada ULC for the supply of Apple hardware and software including but not limited to workstations, laptops, monitors and peripherals to serve Toronto Public Library (TPL) staff and customer computing requirements. TPL maintains a significant Apple device fleet that supports specific operational and service delivery needs, and many devices are approaching end-of-life. Planned multiyear purchasing enables TPL to maintain reliability, manage lifecycle replacement proactively, and ensure technology remains current to support evolving service expectations.

The initial contract term will commence March 1, 2026, to February 28, 2029, with two optional one-year extensions to February 28, 2031. The total potential value of the contract is \$5,110,020 excluding Harmonized Sales Tax (HST) over a five-year period.

To benefit from advantageous pricing and administrative efficiencies, TPL leveraged the Ontario Education Collaborative Marketplace (OECM)'s awarded Apple authorized reseller roster for end-user computing products and related services. A second-stage competitive process was conducted to secure pricing.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. award a contract to Staples Canada ULC for the supply of Apple products and services for a total potential value of \$5,110,020 excluding Harmonized Sales Tax (HST), comprised of:
 - a. a three-year term from March 1, 2026, to February 28, 2029, with a contract value of \$2,716,628; and
 - b. two one-year optional renewal periods totaling \$2,393,392 made up of March 1, 2029, to February 28, 2030 for contract value of \$1,338,961, and March 1, 2030, to February 28, 2031 for contract value of \$1,054,431.

FINANCIAL IMPACT

The total potential value of the commitment to Staples Canada ULC for the supply of Apple hardware, software and peripherals is \$5,110,020, excluding HST. The estimated annual spending based on anticipated needs and planned projects is shown in the following table.

	2026	2027	2028	Total – Initial 3- year term	2029 (Option year 1)	2030 (Option year 2)	Total potential 5-year contract
Apple hardware, software and peripherals	\$226,952	\$1,214,476	\$1,275,200	\$2,716,628	\$1,338,961	\$1,054,431	\$5,110,020

Annual spending will vary based on product lifespans and availability as well as timing of new initiatives.

Funding for this commitment has been included in the 2026-2035 TPL Capital Budget and Plan within the Technological Asset Management Program (TAMP) and Digital Modernization capital projects.

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

ALIGNMENT WITH STRATEGIC PLAN

TPL's 2025-2029 Strategic Plan identifies digital inclusion, learning and growth, and enhanced access to technology as foundational enablers of its four strategic priorities. The provision of Apple technology directly advances these priorities by ensuring staff and customers have modern and reliable technology that supports digital literacy programming, enables access to equitable technology, and services learning opportunities across TPL's 100 branches.

This investment strengthens TPL's ability to reduce the digital divide, a need clearly identified through the Library Impact Ontario research and validated by provincial data showing that many Ontarians rely on public libraries as their *primary* access point for technology and internet services. By re-investing in TPL's Apple technology fleet, this ensures the Library can continue delivering high impact digital literacy and inclusion programs, support staff capability, and enable consistent, high quality customer experiences aligned with the Strategic Plan's commitment to helping Torontonians adapt, connect and thrive.

EQUITY IMPACT STATEMENT

TPL's 2025-2029 Strategic Plan embeds an equity lens to ensure that all Torontonians, particularly equity deserving groups, have fair and inclusive access to services, spaces and technology. Continued investment in Apple devices directly supports this commitment by strengthening TPL's ability to deliver accessible, high quality digital services across its 100 branches.

Provincial data confirms that many residents rely on public libraries as their primary point of access to technology, with 38% of respondents within the GTA reporting they would not have access to technology without the library. Impacts

are greatest among low-income households, persons with disabilities, Indigenous residents, newcomers and others who face systemic digital barriers.

DECISION HISTORY

At its meeting on April 22, 2025, the Library Board approved TPL's [2025-2029 Digital Strategy](#), which includes objectives for modernized digital services and staff enablement.

At its meeting on May 23, 2023, the Library Board considered the [Apple Equipment – Commitment of Funds report](#) and approved a commitment with Apple Canada Inc. for the supply of Apple hardware, software and peripherals of \$4,034,436 over a four-year period from 2023 to 2026.

ISSUE BACKGROUND

TPL maintains a broad fleet of personal computers, tablets, laptops and technology peripherals for delivering services to customers and staff. Collectively almost 10,000 devices constitute the TPL personal computing technology fleet. This includes a range of personal computing hardware supporting a variety of operating environments including Microsoft Windows, Apple macOS and Apple iOS. Technology is provisioned based on functional needs and technical requirements to serve the intended purpose.

Approximately 1,500 Apple technology devices are utilised to support both customer and staff needs where specific capabilities are required such as delivering unique native apps, industry standard applications and/or technical specifications for operational management and support.

Apple Canada Inc. is the sole manufacturer of Apple Products. TPL was notified by Apple Canada Inc. in late 2024 that the direct buy option for the Apple Education Pricing Program was being discontinued for all partners and that purchases made after September 27, 2025 would need to be made through an Apple authorized reseller.

OECM is a not-for-profit collaborative sourcing partner for Ontario's education, municipal, and Broader Public Sector customers. OECM conducts all sourcing

initiatives in compliance with and within the scope of the Ontario Broader Public Sector Procurement Requirements, Chapter 5 of the Canadian Free Trade Agreement, Chapter 19 of the Comprehensive Economic and Trade Agreement, and within the scope of the Trade and Cooperation Agreement between Quebec and Ontario.

The tendering of OECM's end-user computing products and related services agreement was conducted in an open, fair, competitive, and transparent manner. The RFP was posted on Ontario Tender's Portal on September 19, 2024, and closed on November 28, 2024. Master Agreements with the selected supplier partners were finalized and fully executed, effective February 1, 2025.

COMMENTS

TPL will procure Apple hardware, software, and peripherals through Staples Canada ULC by leveraging the OECM agreement for end-user computing products and related services.

On September 4, 2025, TPL issued a Request for Quotation (RFQ) to the four (4) Apple authorized resellers on OECM's roster for Category B – Apple Canada Products and Services, to establish a vendor of record for the supply and delivery of Apple products at competitive rates. The initial contract term is from March 1, 2026, to February 28, 2029, with two one-year optional extensions from March 1, 2029, to February 28, 2031. Three compliant bids were received before the submission deadline on October 10, 2025. Staples Canada ULC is recommended for award as the bidder with the lowest bid meeting the specifications and all requirements of the RFQ.

TPL maintains a significant Apple device fleet that supports specific operational and service delivery needs, and many devices are approaching end-of-life. Planned multi-year purchasing enables TPL to maintain reliability, manage lifecycle replacement proactively, and ensure technology remains current to support evolving service expectations.

Pricing and product configurations may change over the term as Apple refreshes product lines and market conditions shift. The estimates in this report are based on anticipated requirements and planned projects, and include contingencies to

address variability such as timing, availability, and emerging needs. Actual annual spend may vary, while remaining within the Board-approved commitment value.

CONTACT

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SIGNATURE

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