



STAFF REPORT ACTION REQUIRED

Specialized Professional Services – Extension of Contract

Date: February 24, 2025
To: Toronto Public Library Board
From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval for an extension of the contract with S.i. Systems (formerly Eagle Professional Resources Inc.) for the supply of specialized professional resources for the period of January 1 to December 31, 2025. The original contract was awarded under a joint procurement led by the City of Toronto.

Toronto Public Library (TPL) procures short-term contract resources for specialized knowledge or experience on specific projects across many divisions including Enterprise Projects and Facilities Management; Policy, Planning and Performance Management; and Information & Technology Services. Contract resources provide the ability to adjust resources and expertise based on the make-up of enterprise and Digital Strategy projects.

This extension builds upon the successful implementation of strategic initiatives through several enterprise projects and the continued advancement of TPL's Digital Strategy priorities. The extension of the contract for 2025 is

estimated at \$4.4 million, bringing the total commitment over four years to \$13.5 million.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves an extension of contract with S.i. Systems for the supply of specialized professional resources for the period of January 1 to December 31, 2025, estimated at \$4.4 million, excluding Harmonized Sales Tax (HST), increasing the value of the commitment from \$9.1 million to \$13.5 million for the period March 1, 2022 to December 31, 2025.

FINANCIAL IMPACT

The extension of the contract with S.i. Systems for the period January 1 to December 31, 2025, estimated at \$4.4 million, excluding HST, will increase the value of the commitment from \$9.1 million to \$13.5 million for the period March 1, 2022 to December 31, 2025.

Funding for the additional commitment is included in the approved 2025-2034 capital budget and plan.

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

DECISION HISTORY

At its meeting on February 28, 2022, the Library Board considered [Specialized Professional Resources – Award of Contract](#) and approved a three-year contract with Eagle Professional Resources Inc. (now S.i. Systems) over 2022 to 2024, for the supply of specialized professional services with a value of \$5.7 million. The contract was awarded under a joint procurement process with the City.

At its meeting on June 24, 2024, the Library Board considered [Specialized Professional Services – Increase to Contract](#) and approved an increase of \$3.4

million to the contract value, bringing the total to \$9.1 million for the period 2022 to December 31, 2024. The increase to the commitment was required to support the completion of several strategic plan projects and initiatives, and to accelerate the advancement of Digital Strategy priorities as part of TPL's response to the 2023 cybersecurity incident.

COMMENTS

TPL procures contract resources for specialized knowledge or experience on specific projects across many divisions including Enterprise Projects and Facilities Management; Policy, Planning and Performance Management; and Information & Technology Services. The increase to the current commitment with S.i. Systems is required to maintain continuity and momentum on several strategic plan projects and critical initiatives, and to accelerate the advancement of Digital Strategy priorities. In particular:

1. Digital Strategy Implementation and Cybersecurity Enhancement
 - Continuation of IT Security Infrastructure Modernization program
 - Implementation of advanced threat detection and prevention systems
 - Enhancement of data protection measures and disaster recovery capabilities
2. Strategic Technology Initiatives
 - Completion of the Unified Communications as a Service (UCaaS) project
 - Advancement of data analytics and business intelligence capabilities
 - Modernization of staff and public computing infrastructure
3. Project Management and Technical Expertise
 - Specialized resources for complex technology implementations
 - Technical expertise for integration of new security measures
 - Project management support for major capital initiatives

The continued engagement of specialized professional resources through S.i. Systems has proven to be an effective approach to accessing required expertise while maintaining flexibility to adjust resources based on project needs. This model has been particularly valuable in responding to emerging technical requirements and security priorities.

This contract was awarded under a joint procurement with the City with a view to achieving operating and financial efficiencies.

TPL's digital strategy and the enterprise project management maturity roadmap both focus on building staff expertise and capacity, which will reduce reliance on external resources over time.

CONCLUSION

The requested increase will ensure TPL can maintain its momentum in implementing critical digital initiatives and security measures while continuing to advance many Strategic Plan priorities. The flexible resourcing model through S.i. Systems has demonstrated its value in providing access to specialized expertise as needed, supporting TPL's ability to deliver on its commitments to the community.

CONTACT

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SIGNATURE

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