



## STAFF REPORT ACTION REQUIRED

### Specialized Professional Services – Increase to Contract

**Date:** June 24, 2024  
**To:** Toronto Public Library Board  
**From:** City Librarian

#### SUMMARY

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The purpose of this report is to seek Library Board approval for an increase to the total value of the contract awarded in February 2022 to Eagle Professional Resources Inc., now known as S.i. Systems, for the supply of specialized professional resources. The contract was provisioned through a joint procurement with 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.

The increase to the current commitment with S.i. Systems is 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 cybersecurity incident. The increase in the value of the contract

for the period 2022-2024 is \$3.4 million excluding Harmonized Sales Tax (HST) bringing the total value to \$9.1 million.

## RECOMMENDATIONS

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

1. approves an increase to the commitment with S.i. Systems for the supply of specialized professional resources for an amount of \$3.4 million, excluding Harmonized Sales Tax (HST), which increases the value of the purchase order from \$5.7 million to \$9.1 million for the period March 1, 2022 to December 31, 2024.

## FINANCIAL IMPACT

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The total increase to the commitment value for the specialized professional services contract with S.i. Systems is \$3.4 million (excluding HST), bringing the full cost of the commitment to \$9.1 million (excluding HST).

Funding for the additional commitment is included in the approved 2024-2033 Capital Budget and Plan.

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

## DECISION HISTORY

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At its meeting on [February 28, 2022](#), the Board approved the award of contract to Eagle Professional Resources Inc. for a three-year contract for the supply of specialized professional services.

## COMMENTS

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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. Contract resources provide the ability to

adjust resources and expertise based on the make-up of enterprise and Digital Strategy projects.

The increase to the current commitment with S.i. Systems is 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 cybersecurity incident. In particular:

1. The complexity of project work has required more specialized resources than originally estimated and for longer periods of time on the following projects:
  - Unified Communications as a Service (UCaaS) project;
  - Projects focused on supporting data-informed decision-making;
  - IT Security Infrastructure Modernization;
  - Staff and public computing replacement and realignment initiatives.
2. A number of additional contract resources were required to respond to the cybersecurity incident, with a focus on activities that advanced TPL's Digital Strategy. This included the hiring of additional contractors, as well as additional hours billed.

## CONCLUSION

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By procuring professional resources through S.i. Systems, TPL will continue to advance enterprise, facility capital and Digital Strategy projects that help TPL achieve its strategic priorities.

## CONTACT

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## SIGNATURE

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Vickery Bowles  
City Librarian