



## STAFF REPORT ACTION REQUIRED

### Specialized Professional Services – Award of Contract

**Date:** December 1, 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 Board approval for an award of contract to LanceSoft Inc. for the non-exclusive supply of specialized professional services.

The initial contract term is from January 2026 to October 2027, with two one-year optional extensions from October 2027 to October 2029. The total potential value of the contract is \$8,743,000, excluding Harmonized Sales Tax (HST) inclusive of the base term plus the two one-year optional extensions.

Toronto Public Library (TPL) leveraged the City of Toronto's Information Technology Professional Services roster and conducted a second stage process to secure pricing for specialized professional services on an as-needed basis. The City of Toronto established a roster for a five-year term effective October 2024. TPL's contract term is aligned with the City of Toronto's contract expiry of October 2029.

## RECOMMENDATIONS

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

1. award a contract to LanceSoft, Inc. for the non-exclusive supply of specialized professional services for a potential value of \$8,743,000 excluding HST, comprised of:
  - a. an initial base term from January 1, 2026, to October 6, 2027, with a contract value of \$3,450,000; and
  - b. two one-year optional renewal periods, subject to satisfactory performance, to be exercised at the sole discretion of the City Librarian, for a total potential additional contract value of \$5,295,000 comprised of:
    - i. October 7, 2027, to October 6, 2028, for \$2,630,000
    - ii. October 7, 2028, to October 6, 2029, for \$2,665,000

## FINANCIAL IMPACT

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The total potential value of the commitment to LanceSoft Inc. for the non-exclusive supply of specialized professional services is \$8,743,000 excluding HST, as detailed in the table below.

Description	Value
Initial term of contract - January 2026 – October 2027	\$3,450,000
Option year 1 – October 2027 to October 2028	\$2,630,000
Option year 2 – October 2028 to October 2029	\$2,665,000
<b>Total contract value</b>	<b>\$8,743,000</b>

Funding for the award is included within the approved 2025 – 2034 Capital Budget and Plan and will be included in future budget submissions as required.

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

## ALIGNMENT WITH STRATEGIC PLAN

This contract supports Toronto Public Library's 2025–2029 Strategic Plan by enabling delivery of initiatives that advance Digital Equity, Access, and Innovation; strengthen Organizational Resilience and Efficiency; and enhance the Customer and Staff Experience.

Specialized professional resources help TPL execute complex, cross-divisional projects that modernize infrastructure, improve digital service delivery, and strengthen data governance.

The work enabled through this contract supports implementation of the Library's Digital Strategy and Technology Roadmap, ensuring that enterprise systems, digital channels, and security frameworks remain reliable, scalable, and aligned with the City of Toronto's enterprise technology direction.

## DECISION HISTORY

At its meeting on February 24, 2025, the Library Board considered [Specialized Professional Services – Extension to Contract](#) and approved an increase of \$4.4 million to the contract, bringing the total to \$13.5 million for the period March 1, 2022 to December 31, 2025. The increase to the commitment was required to complete multiple strategic initiatives through several enterprise projects and the continued advancement of TPL's Digital Strategy priorities.

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 March 1, 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.

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.

## COMMENTS

The City of Toronto established a roster for a five-year term effective October 7, 2024 for the provision of Information Technology Professional Services to contract technology professionals on an as-needed temporary basis, to augment corporate technology teams for a period of three years, with the option to extend for two additional one-year terms. The City's roster is extended to City agencies and boards under the same terms and pricing.

On September 4, 2025, TPL issued a Request for Quotation (RFQ) to the five shortlisted proponents on the City's Information Technology Professional Services roster for Category A – Standard IT Service Providers to establish a vendor of record for the supply of specialized professional services. The initial contract term is from January 2026 to October 2027, with two one-year optional extensions from October 2027 to October 2029. Five compliant bids were received before the submission deadline on September 23, 2025. LanceSoft Inc. is being recommended for award as it was the proponent with the lowest bid meeting the specifications and all requirements of the RFQ.

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.

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 (ITS). ITS and Enterprise Project Management maturity roadmaps have focused on augmenting the staff complement and reducing reliance on external resources. This contract award reflects this, and further reductions of external resources are planned for 2026 and beyond.

Contract resources contribute to key initiatives that advance TPL's strategic plan and Digital Strategy. In particular:

1. Strategic Technology Initiatives
  - Enterprise workspace technology update and refresh
  - Data centre optimization and relocation
  - Digital Experience platform development and migration
2. Project Management and Technical Expertise
  - Specialized resources for complex technology implementations
  - Technical expertise for integration of enhanced cybersecurity practices
  - Continued project management support for major capital initiatives

TPL has an existing contract for professional services that will expire at the end of 2025. That contract will be extended to the end of 2026 to ensure the continuity of resources working on active projects that are advancing TPL's Strategic Plan and Digital Strategy. These resources will be extended for various terms across 2026 based on current project schedules, with all assignments expected to be completed by the end of 2026, allowing TPL to close out the previous contract at that time.

## CONCLUSION

By procuring specialized professional services through LanceSoft, Inc., TPL will continue to advance enterprise and digital strategy projects that contribute to key strategic goals.

## CONTACT

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## SIGNATURE

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Moe Hosseini-Ara  
City Librarian