City of Mississauga
Corporate Report

Date: October 10, 2024	Originator's files:
To: Chair and Members of General Committee	
From: Jodi Robillos, Commissioner of Community Services	Meeting date: October 23, 2024

Subject

Single Source Approval for Public Computing Hardware for the Mississauga Library with Stay Connected Technologies Inc.

Recommendation

1. That the Single Source procurement for public computing hardware and associated licensing, maintenance and support from Stay Connected Technologies Inc. be approved for a period of ten (10) years, as detailed in the corporate report entitled "Single Source Approval for Public Computing Hardware for the Mississauga Library with Stay Connected Technologies Inc.", from the Commissioner of Community Services dated October 10, 2024; and

2. That the Chief Procurement Officer or designate be authorized to execute all contracts and related ancillary documents with respect to the purchase between the City and Stay Connected Technologies Inc. for an estimated amount of $3,400,000.00 exclusive of taxes, in accordance with the City's Procurement Bylaw 0013-2022, as amended, and in a form satisfactory to Legal Services.

Executive Summary

- The library provides public computing hardware for use by customers to help bridge the digital divide and support lifelong learning. The current device-lending kiosks in use were selected through a competitive process, and installed at two (2) library locations, based upon customer and City requirements for effective network integration.
- Staff are seeking approval to Single Source Stay Connected Technologies Inc. to install the equipment at the remaining library locations to provide service consistency for customers, staff and training.
- The deployment of hardware that is already installed will provide economies of scale to take advantage of the significant network and system integration work done to integrate this hardware into the City's network.

- The Procurement By-law # 0013-2022 requires that Single Source awards with a value of $100,000 or more be approved by Council.

Background

Mississauga Library provides customers with access to electronic devices to address the digital divide and support personal learning outcomes. The 2023 Library Impact Ontario Survey found that of the Mississauga library customers who regularly use library technology, 66% of respondents report that it is the only access to technology that they have. Standardizing the technology across our 18 locations will provide consistent, replicable customer service across all locations and allow us to standardize staff and customer training.

Device-Lending Kiosks
The library first introduced device-lending kiosks, through a competitive procurement process, from Stay Connected Technologies Inc., at our Clarkson location in 2022 and at Hazel McCallion Central Library in 2023. Significant network and software integration work was done to ensure effective operation in the City network infrastructure including the development of a centralized support model. Both installations have been very successful with customers.

The two previous procurements were conducted through the competitive High Value Acquisition process and on both occasions Stay Connected Technologies Inc. was the only bidder, despite a concerted approach to reach out to other suppliers during the open tendering window.

Standardizing the purchase and support of library device-lending kiosks will ensure customers have consistent experience across all branches, decrease customer and staff training requirements and reduce support and maintenance costs. Stay Connected Technologies Inc.'s administration portal allows City staff to manage all connected devices across multiple locations through remote device management, which streamlines the City's ability to service update and repair kiosks, reducing unnecessary outages. Having only one system to learn will result in more effective operations and with the extension of this service to 18 locations, this benefit is multiplied in saved IT servicing time. The work to integrate the hardware and software for device lending kiosks in the City's network environment has been substantial and the reuse of the same technology would avoid rework.

Furthermore, the City's collective agreement with unionized library staff has a 120-day notification period requirement related to new technology and therefore maintaining the same equipment and technology at the various locations will continue to support labour relations.

Comments

This report seeks authority to Single Source Stay Connected Technologies Inc. for the purpose of installing consistent equipment and technology at all library locations and providing maintenance support. Staff are seeking approval for a ten (10) year agreement to coincide with the expected lifecycle of the equipment to be purchased. Ongoing maintenance support would

be required for the device-lending kiosks, with any increased funding identified through the yearly budget planning process. At the end of the expected lifecycle period, the library would review the state of the marketplace to determine the best way forward for replacements.

With the device-lending kiosks there is a scarcity of qualified suppliers in the marketplace; in the past two competitions for device-lending kiosks, Stay Connected Technologies was the only company that submitted a bid.

Furthermore, consistency in equipment and technology allows the library to offer a coherent user experience across all library branches; requiring customers to only learn one single interface. It also simplifies support and reduces the training requirements for library staff and ensures the employer complies with obligations of the collective agreement in an efficient manner. Finally, the City can take advantage of economies of scale in deploying the technology to other library locations, since the significant work of network integration has been completed.

Procurement By-law Authorization

Any subsequent contract as a result of procuring from Stay Connected Technologies Inc. will be executed under Procurement By-law 0013-2022, Schedule 'A' (1) using the Single Source procurement justifications:

> (b) There is scarcity of supply in the market.
>
> (h) For additional Goods and/or Services from the original Supplier that were not included in the original Procurement, if the change of Supplier for such additional Goods and/or Services cannot be made for:
>
>> (i)   Economic or technical reasons such as requirements of interchangeability or interoperability with existing equipment, software, services or installations procured under the initial Procurement; and
>>
>> (ii)   Would cause significant inconvenience or substantial duplication of costs for the City.
>
> (l) The Goods and/or Services are a particular brand that is intended solely for resale and/or use by the public and no other brand is desirable, and the brand is not available from any other source.

Information Technology, Legal Services, Procurement Services and Library Services staff will collaborate to establish the detailed requirements, negotiate the final arrangements and prepare the contract agreements.

Financial Impact

The table below shows the estimated expenditures over the next ten years. Estimates include both the initial capital amounts and the estimated annual costs for licensing, maintenance and support.

Vendor Name	Est. Capital expenditure	Est. 10-year License & Maintenance	Est. Total costs for 10 years
Stay Connected Technologies	$1,400,000	$2,000,000	$3,400,000

The above numbers given are the total amounts for all relevant library locations. These estimated expenditure amounts are already part of the approved budget, i.e. no additional expenditure is being requested as part of this recommendation.

Suggested budgets are estimates only and may fluctuate due to inflation and other pressures. All purchases will be within approved capital and operating budget lines. Budget for license and maintenance contracts will be requested through the annual budget process.

Conclusion

The library provides public computing hardware as part of its goal to bridge the digital divide and improve digital literacy.

Establishing consistency in equipment and technology at all locations would enable the library to continue to benefit from established relationships and simplify support, maintenance and contract management for the City. This will also simplify customer and staff training requirements and support service consistency across all 18 library locations.

Jodi Robillos, Commissioner of Community Services

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