



To: Toronto Public Library Board – July 15, 2002

From: City Librarian

Subject: **Public Access PC Booking System – Award of Proposal**

Purpose:

To advise the Toronto Public Library Board of the result of the Request for Proposal for Public Access PC Booking System and to request authority to enter into negotiations and award of the resulting contract to the recommended proponent.

Funding Implications and Impact Statement:

All dollar amounts in this report include applicable taxes less the Municipal Goods and Services Tax Rebate.

The resulting contract will have a total value of \$284,604 over five (5) years and will be funded from the Remote and Personalized Services capital project.

- The one-time costs for purchase of software, implementation and training of \$191,354 will be funded from the Remote and Personalized Services capital project.
- The on-going annual software support costs of \$18,650 for a five (5) year total of \$93,250 will be accommodated within the operating budget.

Additional costs for the purchase of hardware and annual hardware support will have a total value of \$33,450 over five (5) years.

- The one-time purchase of hardware of \$26,410 will be funded from the Remote and Personalized Services capital project.
- The annual hardware support costs of \$1,760 for years two (2) to five (5) totaling \$7,040 will be accommodated within the operating budget

The total cost of the Public Access PC Booking System, including the purchases, implementation, training and on-going support costs, over a five (5) year period is \$318,054 and is to be funded from the capital budget (\$217,764) and the operating budget (\$100,290).

Recommendation:

It is recommended that the Toronto Public Library Board grant authority to appropriate Library officials to commence negotiations with and, if successfully concluded, enter into an Agreement with Telus Enterprise Solutions for the supply, delivery, installation and support of a Public Access PC Booking System at a net cost not to exceed \$284,604, based on Telus Enterprise Solutions attaining the highest evaluated score.

Background :

In the Board's strategic plan, a number of initiatives were identified both to improve access to and increase the ease of use of the Library's virtual services. Capital funding for the Remote and Personalized Services System Project of \$1.4 million was approved in 2001 to address these initiatives.

Public Access PC Booking is one of the services which was identified to further these initiatives.

The nature of this service can be summarized as follows:

- a solution to manage access to public access PCs, to enable Library customers to sign up for use of the public access PCs without staff intervention, and to control actual session time.
- the solution will provide a system where any Library customer or staff member can book any available public access PC in all 98 branches, remotely via the Internet or at any public access PC at the Library.
- the solution will replace the current manual, paper-based booking procedure.
- the solution will provide better management of the 1,300 public access PCs which are in high demand.
- the booking solution will assist the staff in administering Library policies and procedures for Internet use.

The implementation of a Public Access PC Booking System represents only part of a larger project to improve the Library's virtual services. Additional services include online reference and voice-based technology, single search capability and customer authentication which are addressed in a separate request for proposal.

Comments:

A Request for Proposal for a Public Access PC Booking system was issued by the Library's Purchasing Department on April 18, 2002, and submissions closed on May 9, 2002.

The Request for Proposal was issued by the Purchasing Department in accordance with its standard practices including notification of interested firms and suppliers, advertising in the Toronto Star and posting a notice on the Library's web-site.

Five (5) proponents responded to the Request for Proposal.

RFP Evaluation Process:

Using evaluation criteria specified in the Request for Proposal as stated below, the Evaluation Team reviewed the responses. The evaluation team consisted of representatives from Information Technology and Public Service.

The Request for Proposal process consisted of the following components: evaluation of the RFP submissions to determine a short list, presentation and product demonstration by each short-listed proponent, provision of any clarifications or additional explanation required by the evaluation team, reference checks, and pricing evaluation.

Telus Enterprise Solutions is the proponent with the highest evaluated score based on the evaluation criteria.

Evaluation Criteria:

Evaluation criteria were:

1. Proposed Solution Functional and Technical Requirements:
 - overall quality and scope of offered services
 - degree of resourcefulness reflected in proposal
 - responsiveness to the requirements outlined in the RFP
 - proposal details are complete & comprehensive
 - deliverables that will integrate with the Library environment
 - solution proposal that meets RFP requirements with minimal customization
 - protection of investment
2. Implementation Requirements:
 - proposed methodology to carry out work, minimize risk and ensure quality of the solution implementation
 - proponent support during all implementation phases
 - resources to execute the implementation plan
 - knowledge transfer and documentation
3. Proponent Qualifications Requirements:
 - experience with similar projects
 - ability to provide support (implementation, solution and maintenance)
 - financial stability
 - customer satisfaction (references)
 - ongoing development of product
4. Pricing Requirements

Conclusion:

This report requests the authority to enter into negotiations and to award a contract for the provision of Public Access PC Booking System to Telus Enterprise Solutions, being the proponent with the highest score.

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City Librarian

List of Attachments:

Not applicable.