

To: Toronto Public Library Board – February 20, 2006

From: City Librarian

Subject: **Integrated Library System – Award of Contract**

Purpose:

To seek Toronto Public Library Board approval for the award of the contract to supply an Integrated Library System (ILS) for the Toronto Public Library (TPL) as per the Library's Request for Proposal for Integrated Library System.

Funding Implications and Impact Statement:

The initial capital purchase cost of the proposed ILS software is \$705,390 including Goods and Services Tax (GST) of \$42,937. The annual operating support and license fees are \$362,753 including GST of \$22,081, beginning in the second year. The proposed contract has a five-year total cost of \$2,156,402 including GST of \$131,261.

The cost of the ILS contract has been provided for in the capital and operating budgets. The ILS is an approved three-year capital project totaling \$3.5 million, which began in 2005. The operating budget impact of increased support and license fees was also approved as part of the capital project.

Computer systems hardware and Oracle database licenses required to support the ILS will be purchased through a separate competitive process, in accordance with the Board's Procurement Policy.

Recommendation:

It is recommended that:

- (1) the Toronto Public Library Board award the contract to SirsiDynix to supply the Integrated Library System for Toronto Public Library, at a capital cost of \$705,390 and associated ongoing annual operating support and license fees for SirsiDynix software of \$362,753 subject to annual inflationary increases;
- (2) staff be authorized to negotiate with SirsiDynix to add or delete products or services resulting from operational needs, subject to budget availability; and
- (3) the appropriate Library staff be authorized and directed to take the necessary action to give effect thereto.

Background:

In April 2005 City Council approved a multi-year capital project budget for the replacement of the current ILS. The Library issued a Request for Expression of Interest in July 2005, which resulted in a short-list of three proponents: Innovative Interfaces Inc., SirsiDynix and The Library Corporation. The Library issued a Request for Proposals on October 21, 2005 to the three proponents. Responses were received on November 17, 2005 and the three proponents were invited to present their proposals and demonstrate their systems to the Evaluation Team. The demonstrations took place over three weeks, one week per vendor. At the end of the proponent's demonstration each proponent was issued a formal Request for Best and Final Offer.

Comments:

The following objectives in implementing a new Integrated Library System were stated in the RFP:

- to provide a quality, highly customer-focused and integrated user experience to a diverse audience;
- to provide electronic information services in languages other than English, based on customer usage;
- to improve the efficiency of tasks in TPL's large, high volume environment in all areas, including in particular, materials handling and holds management; and
- to support effective service and operational planning through reporting and decision support.

The Proponents' responses to these objectives and the detailed requirements in the RFP were evaluated according to criteria set out in the RFP: functional requirements, technical requirements, vendor requirements and price.

SirsiDynix, with its Horizon product, achieved the highest total score in the evaluation and was also the lowest cost proposal, based on five-year costs. SirsiDynix provided the best overall opportunity to deliver high quality service to the public through a good public user interface with multi-language capabilities, staff modules that allow staff to maintain current levels of efficiency within current staffing levels, the opportunity to improve workflows for selection and acquisition of library materials, improved reporting and decision support capabilities and at a price within our budget.

Conclusion:

It is recommended that the supply of an Integrated Library System for the TPL be awarded to SirsiDynix, and that staff enter into a contract with SirsiDynix for the initial purchase and implementation and ongoing software support and license fees. It is also recommended that the staff be authorized to negotiate with SirsiDynix to add or delete products or services resulting from operational needs, subject to budget availability.

Contact:

Ron Dyck; Director, Information Technology & Bibliographic Services; Tel: 416-393-7104;
Fax: 416-393-7083; E-mail: rdyck@torontopubliclibrary.ca

Josephine Bryant
City Librarian

List of Attachments:

Not applicable.