



To: Toronto Public Library Board – July 15, 2002

From: City Librarian

Subject: **TPL Desktop and Monitors – Award of Proposal**

Purpose:

To advise the Toronto Public Library Board of the result of the Request for Proposal for TPL Desktop and Monitors 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 an estimated cost in the first year of \$1,507,670, for the purchase, installation and warranty costs. The costs will be funded from the Library's operating budget, based on lease financing.

The cost of the hardware to be leased is \$1,507,670. The annual 12-month leasing cost for the hardware is estimated at \$361,850, which totals \$1,809,250, based upon a 60-month capital lease. The estimated cost of financing over 60 months is expected not to exceed \$301,580.

All purchases include a five-year warranty, therefore there are no additional annual support costs.

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 the Ram Group, for the supply and delivery of TPL Desktop and CRT Monitors from IBM Corporation, at a cost not to exceed \$1,507,670, based on the RAM Group attaining the highest evaluated score.

Background:

The Library has an ongoing need to purchase desktop PCs and monitors. The Library expects to purchase approximately 750 desktop PCs and monitors in the next 12 months, to replace existing PCs that have reached the end of their life cycle and to install PCs to support new services and

staff needs. Funding for the replacement of existing servers comes from the Library's operating budget for leasing of IT equipment.

With this Request for Proposal the Library is seeking to achieve two objectives: to establish a vendor of record for the supply of desktop PCs and monitors and to establish a manufacturer of record upon which to standardize all purchases. The vendor of record and manufacturer of record are to be established for an initial one-year term, with the option to renew for a second and third year, based upon satisfactory performance. The current vendor and manufacturer for desktop PCs and monitors was established in 2000, during the Gates Library Initiative roll-out.

The Library's requirements for the desktop PCs and monitors included reduction of Library IT management costs (security control for public use PCs, ease of servicing, centrally managed), features and configurations to meet Library use requirements and the ability to sustain a working five-year life span.

The Library requirements for a vendor included: services that would streamline the acquisition and deployment process, image, burn-in and configuration services, support for selection, evaluation and configuration of desktop PCs, education and training support for Library IT staff, technical support and documentation.

Comments:

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

Two (2) 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.

The Request for Proposal process consisted of the following components: evaluation of the RFP submissions, technical evaluation of proposed hardware, questions of proponents to provide any clarifications or additional explanation required by the evaluation team and pricing evaluation.

The purpose of the Request for Proposal was to establish a manufacturer of record and to establish a vendor of record.

The RAM Group is the proponent with the highest evaluated score based on the evaluation criteria and is recommended for the award of contract as vendor of record, supplying desktop PCs and CRT monitors from IBM Corporation.

Evaluation Criteria:

The evaluation criteria were as follows:

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 and comprehensive
 - protection of investment
 - customer satisfaction
2. Implementation Requirements:
 - proposed methodology to carry out work, minimize risk and ensure
 - proponent support during all implementation phases
 - resourcefulness to delivery
 - knowledge transfer and documentation
 - customer satisfaction
3. Proponent Qualifications:
 - ability to provide support
 - financial stability
 - customer satisfaction
 - ongoing development of product
4. Pricing Requirements

Conclusion:

This report requests the authority to enter into negotiations and to award a contract for the supply of TPL Desktop and Monitors to the RAM Group, supplying desktop PCs and CRT monitors from IBM Corporation, the RAM Group being the proponent with the highest score.

Contact:

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City Librarian

List of Attachments:

Not applicable.