

To: Toronto Public Library Board – December 9, 2002

From: City Librarian

Subject: **Migrate/Re-build Web-Based Services – Award of Proposal**

Purpose:

To advise the Toronto Public Library Board of the result of the Request for Proposal to Migrate/Re-build Web-Based Services 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 not exceeding \$638,000 and will be funded from the approved VRL Technical Environment Upgrade capital project.

There are no on-going support costs associated with the award of proposal.

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 Devlin Applied Design for the migration and re-build of web-based services at a net cost not to exceed \$638,000, based on Devlin Applied Design attaining the highest evaluated score.

Background:

The VRL Technical Environment Upgrade project was approved by City Council as part of the 2002 capital budget, with an operating budget impact for the acquisition of hardware and software. This project supports the Library's strategic directions for the delivery of information services over the web. The "state of good repair" project will update the Library's web environment to address concerns about support for key application software, integration of hardware and software and address shortcomings in the current environment. This project is critical to the implementation of the next gateway project. The Library's ability to attract external funding for new gateway initiatives will be enhanced with an up-to-date technology environment.

In preparation for the upgrade project, the Library issued a Request For Proposal (RFP) to select a firm to conduct a review of the Library's web services technical environment (VRL, Digital Collections, Web-site). At its meeting of November 19, 2001, the Board approved the award of contract to DMR Consulting. The reports issued by DMR Consulting recommended standards for hardware and software in the new technical environment, which were presented to the Board at its April 8, 2002 meeting and approved.

The DMR implementation report proposed an 18 month migration plan, segmented into 6 Quarters. At its meeting of July 15, 2002, the Board approved the award of proposal to Burntsand for the supply and installation of hardware and software. The hardware and software installation is scheduled for the first Quarter, to be completed in December 2002. Migration of the web-based services will begin once the hardware and software installation is complete. The award of proposal for the migration work is the subject of this report.

Comments:

A Request for Expressions of Interest to Migrate/Re-Build Web-Based Services for the Toronto Public Library was issued by the Purchasing Department in accordance with its standard practices including notification of interested firms, advertising in the Toronto Star and a notice posted on the Library's web site. Expressions of Interest were received from four companies.

The Expressions of Interest were evaluated against specified criteria in two categories: understanding of the project and qualification of the firm and project team. All four companies met the criteria and were invited to submit Proposals. Proposals were received from the following three companies:

- CGI Group Inc.
- Devlin Applied Design
- ExtendMedia Inc.

Evaluation Process:

Using evaluation criteria as stated below, the evaluation team reviewed the responses. The evaluation team consisted of representatives from Information Technology and the Virtual Reference Library Project.

The evaluation process consisted of three components: evaluation of the RFP submission; interviews of each proponent to provide any clarifications or additional explanation required by the evaluation team; and pricing evaluation.

The purpose of the Request for Proposal was to select a proponent to migrate, test and promote to production the applications, databases and gateways from the existing web-based services environment to the "new" web-based services environment. The proponent was also to develop, with Library staff input, policies, procedures and documentation so that staff could effectively maintain and update the new environment.

Devlin Applied Design is the proponent with the highest evaluated score and is recommended for the award of contract.

Evaluation Criteria for the Proposals:

The evaluation criteria were as follows:

1. Proposed Solution (Functional and Technical Requirements)
2. Implementation Requirements
3. Proponent Qualifications
4. Pricing

Conclusion:

The evaluated cost of the Devlin Applied Design proposal was estimated at \$660,000 which is \$22,000 over the budget for this component of the project. The proponent indicated in its proposal that there was an opportunity for the Library to reduce costs by doing some of the work itself. Library staff recommend that this option be explored during negotiations with the proponent, with the objective that the total cost of the work not exceed the budget of \$638,000. This report requests the authority to enter into negotiations and to award a contract for the migration and re-building of web-based services to Devlin Applied Design, being the proponent with the highest score, at a total cost not to exceed \$638,000.

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City Librarian

List of Attachments:

Not applicable.