



To: Toronto Public Library Board – July 15, 2002

From: City Librarian

Subject: **TPL Web Migration – Award of Proposal**

Purpose:

To advise the Toronto Public Library Board of the result of the Request for Proposal for TPL Web Migration 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 \$707,584.

- The cost for implementation of \$188,604 will be funded from the operating budget.
- Hardware and software with a value of \$518,980 will be leased at an estimated annual cost of \$125,000.

The five (5) year capital lease cost total of \$625,000 (which results in the cost of financing of \$106,020) will be accommodated within the operating budget.

The total cost of the TPL Web Migration, including the implementation and lease costs, over a five (5) year period is \$813,604 and is to be funded from the operating budget.

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 Burtsand, for the supply, delivery and implementation of TPL Web Migration, at a cost not to exceed \$707,584, based on Burtsand 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 and integration of hardware and software. The upgrade project will address shortcomings that have led to ad hoc, interim solutions for our current web site. The upgrade 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<sup>th</sup> meeting and approved.

The DMR implementation report proposed an 18-month migration plan, segmented into six quarters, starting July 2002. The hardware and software will be installed in the first quarter, July-September 2002. Migration of the web-based services will begin once the hardware and software has been installed. The Library intended to use external resources for the migration project, since existing staff are fully committed to projects already underway and to on-going support.

#### 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.

Three (3) 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 three components: evaluation of the RFP submissions to determine a short list, interviews of each short-listed 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 supply, install and configure the hardware and software for the Toronto Public Library "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. The proponent was also to provide the training of staff in the installed hardware and software.

After the initial review of functional and technical requirements, two vendors were short-listed and interviewed. The third vendor proposed to supply only the hardware, which did not meet requirements of the RFP and therefore, was not short-listed.

Burntsand is the proponent with the highest evaluated score based on the evaluation criteria.

*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
  - deliverables that will integrate with the Library environment
  - protection of investment
  - customer satisfaction
2. Implementation Requirements:
  - proposed methodology to carry out work, minimize risk and ensure quality of the solution implementation
  - proponent support during all implementation phases
  - implementation plan that meets the deadlines
  - resourcefulness to execute the implementation plan
  - knowledge transfer and documentation
  - customer satisfaction
3. Proponent Qualifications:
  - experience with similar projects
  - ability to provide support (implementation, solution and maintenance)
  - 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, implementation and training of TPL Web Migration to Burntsand, being the proponent with the highest score.

Contact:

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List of Attachments:

Not applicable.