

Request for Proposal for an Integrated Library System (**RFP 25-01**)

For the **St. Catharines Public Library** and
the **Niagara Falls Public Library**

Primary Contacts

David Bott	Ashleigh Dronyk
Manager, Innovation, Collections & Technology	Manager, Information Resources & Connections
St. Catharines Public Library	Niagara Falls Public Library
54 Church St.	4848 Victoria Avenue
St. Catharines, Ontario, Canada	Niagara Falls, Ontario, Canada
L2R 7K2	L2E 4C5
All Correspondence:	ils.rfp@myscpl.ca

Key Dates

RFP Issue Date:	Friday, January 3, 2025
Vendor Questions Due Date:	2:00 PM on Friday, January 31, 2025
Response to Questions Date:	2:00 PM on Friday, February 14, 2025
Vendor Proposal Due Date:	2:00 PM on Friday, March 14, 2025
Evaluation Period:	6 weeks
Contract Award:	Friday, April 25, 2025
SCPL Implementation:	Q4 2025
NFPL Implementation:	Q1 2026

All Electronic Submissions and Correspondence should be sent to:

ils.rfp@myscpl.ca

RFP and Addenda will be posted online at:

<https://www.myscpl.ca/about-us/procurement>

Table of Contents

GENERAL INFORMATION	4
Mandatory Minimum Requirements for ILS	5
Current Third-Party Vendors	6
Project Timeline	7
Procedure for Submission of Proposals.....	7
Addendum.....	7
Vendor Criteria and Evaluation.....	8
Acceptance or Rejection of Proposals.....	8
Rectification Period	9
Cancellation / Amalgamation Clause	9
OVERALL INTENDED OUTCOMES DESIRED.....	9
VENDOR CORPORATE BACKGROUND AND VISION	10
REFERENCES	10
DETAILED DESIGN.....	10
MODULES	11
ACQUISITIONS.....	11
CATALOGUE (ONLINE).....	12
CATALOGUING	14
CIRCULATION	15
REPORTING	18
SERIALS	19
SUPPORT.....	19
SYSTEM, SERVER AND SOFTWARE FUNCTIONALITY	20
OPTIONAL COMPONENTS.....	21
API ACCESS	21
DISCOVERY LAYER	21
TESTING DATABASE / SANDBOX	21
INTEGRATED VOICE MESSAGING SYSTEM (IVR).....	21
MOBILE APP	21
CUSTOMER ENGAGEMENT AND MARKETING.....	21
COST.....	22
GENERAL TERMS AND CONDITIONS	22
Exclusion of Vendor in Litigation	22
Effective Term of Proposal.....	22
Award and Negotiations.....	22
Rejection of Proposal and Waiver of Informalities	23
Reservations	23
Incorporating Costs	23
Harmonized Sales Tax.....	23
Withdrawal of Proposal	23
Contractor Insolvency and Default	23
Responsibility	24

Workplace Safety and Insurance Board..... 24
Accessibility Standards for Customer Service..... 24
Errors and Omissions 25
Infringements and Indemnification 25
Insurance 25
Compliance with Laws 28
Warranty 28
Force Majeure 28
Disclosure of Bid Information..... 28
APPENDIX 1: COST PROPOSAL..... 29
APPENDIX 2: BINDER 31

GENERAL INFORMATION

The St. Catharines Public Library and Niagara Falls Public Library are seeking proposals for a hosted SaaS ("Software-as-a-Service") multi-tenant Integrated Library System (ILS). We expect that the recommended ILS will provide the best solution for the requirements and may include products from a single vendor or multiple vendors, with only one vendor submitting the proposal. This vendor will be responsible for the entire implementation of the recommended solution.

The **St. Catharines Public Library** is using **SirsiDynix Horizon 7.5.6, with Enterprise 5.0.2**.

The **Niagara Falls Public Library** is using **Evergreen 3-10-01**.

St. Catharines Public Library and Niagara Falls Public Library are two distinct and separate library systems. We are not a consortium at present; the libraries do not share any aspect of the operations, do not share bibliographic records, do not share patron records, or any program information. Management of the Library Management System must allow for each system to uniquely manage and brand all functionality in a multi-tenant environment.

For the purpose of this Request for Proposal (RFP), the two libraries are referred to as "the Libraries."

The following should be taken into account when bidding:

General Information	SCPL	NFPL	COMBINED
Population Served (2022)	144,829	99,007	243,836
Library Locations	5	3	8
2023 Checkouts	817,704	235,634	1,053,338
2023 Digital Checkouts	216,939	94,303	311,242
Bibliographic Records	137,088	214,994	352,082
Item Records	194,758	145,504	340,262
Authority Records	194,744	144,418	339,162
Patron Records	30,000	51,913	81,913
Staff Users	80	100	180

Mandatory Minimum Requirements for ILS

The Libraries have based this RFP on the assumption that only vendors with proven implementations in the mandatory core modules listed below will respond to this RFP. The Libraries expect that sophisticated, mature functionality will be in place for these modules, and that while there will be differences between vendors, the core functionality for these modules is developed and currently implemented in libraries of equal and greater size to The Libraries. Furthermore, the Libraries expect any vendors who are short-listed to demonstrate the core components and benefits for each model during vendor demos, as well as any optional components. A bonus point may be awarded for each optional component that the vendor can provide.

- **Core Components**
 - Acquisitions
 - Cataloguing
 - Catalogue (Online OPAC)
 - Circulation
 - Debt Collection
 - Group Editor
 - Home Service (Visiting Library Service)
 - Inventory
 - Reporting
 - Serials
 - Administration & Security
- **Optional Components**
 - API Access
 - Discovery Layer
 - Testing Database / Sandbox
 - Integrated Voice Messaging System
 - Mobile Application
 - Customer Engagement & Marketing

The system must support the following distinct functionality and features for two library systems:

- Policy control
- Customer and material types
- Circulation policies
- Catalogue and online interface for staff and customers
- Third party vendor integration

Current Third-Party Vendors

The Libraries currently utilize the following third-party vendors and expects that the products offered by these vendors can be seamlessly integrated into the ILS functionality:

Third Party Vendors	Notes	SCPL	NFPL
Bibliotheca	RFID Gates, SCKO, Staff Stations	Yes	Yes
Bibliotheca - Open+	Self-service Branch	Yes	No
Bibliocommons		No	No
CloudLibrary		Yes	Yes
CollectionHQ	DEI Analysis Tool	Yes	No
Convergent	HoldIT Lockers	Yes	No
Convergent	NovelBranch	Yes	Yes
Convergent	RFID Gates, LYRA Self Check Stations	No	Yes
Credit Bureau Canada Services	Debt Collection Service	Yes	No
Databases such as Gale, EBSCO, ProQuest, Novelist, etc.		Yes	Yes
Flipster (EBSCO)		Yes	Yes
Hoopla		Yes	Yes
iTiv Talking Tech (IVR)	Integrated Voice Messaging	Yes	No
Kanopy		Yes	Yes
LinkedIn Learning		Yes	Yes
Mango Languages		Yes	Yes
Our Ontario		Yes	Yes
OverDrive		No	No
PressReader		Yes	Yes
Proquest Ancestry		Yes	Yes
Southern Ontario Library	ILLO	Yes	Yes
Syndetics Solutions	Cover Art	Yes	Yes
Tumblebooks		Yes	No
Unique Management Services	Debt Collection Service	No	Yes
Third Party Software	Notes	SCPL	NFPL
Windows 10/11 Pro	Desktop Operating System	Yes	Yes
Deep Freeze	Public PC Security	Yes	Yes
Envisionware	PC Reservation Software	Yes	No
Google Analytics		Yes	Yes
LibKi	PC Reservation Software	No	Yes
LightDash	Web-based reporting tool	No	Yes
PaperCut MF	Public Print Release	No	Yes
SIP	Patron Authentication	Yes	Yes
Secure SIP (TLS)	Patron Authentication		Yes
ezProxy (OCLC)	Electronic Resource Authentication	Yes	

Project Timeline

The project timeline and official contact for this Request for Proposal are as follows:

RFP Issue Date:	Friday, January 3, 2025
Vendor Questions Due Date:	2:00 PM on Friday, January 31, 2025
Response to Questions Date:	2:00 PM on Friday, February 14, 2025
Vendor Proposal Due Date:	2:00 PM on Friday, March 14, 2025
Evaluation Period:	6 weeks
Contract Award:	Friday, April 25, 2025
SCPL Implementation:	Q4 2025
NFPL Implementation:	Q1 2026

In order to maintain a fair and impartial selection process, contact with other Library staff about this RFP is prohibited. **All correspondence must be through ils.rfp@myscpl.ca.** Failure to abide by this policy may result in disqualification of proposal. Suspected errors in the proposal should be immediately reported in writing to the official contact.

Procedure for Submission of Proposals

Submit 1 electronic PDF copy of your proposal to ils.rfp@myscpl.ca.

Any proposals received after **2:00 PM on Friday, March 14, 2025** will not be considered. Any modifications of a proposal received after the closing date and time of the RFP will likewise not be considered.

Addendum

Questions will be answered in writing in the form of addenda to the RFP. The Libraries will be the sole determinant of whether any revision or addenda should be issued as a result of any questions or other matters, and will extend the proposal deadline if such information significantly alters this solicitation or makes compliance with the original due date impractical.

All requests for interpretation must be received no later than **2:00 PM on Friday, February 14, 2025**.

Interpretations by the Libraries will be issued to proponents in the form of addendum to the RFP and will be posted to <https://www.myscpl.ca/about-us/procurement> no later than **2:00 PM on Friday, March 14, 2025**.

All such addenda shall become part of the RFP response, and each proponent shall be bound by such addenda.

The successful proponent's proposal and supporting information, along with this RFP and other written communication, will become part of the contract between the Libraries and the successful proponent.

Vendor Criteria and Evaluation

Written proposals will be evaluated by a committee of representatives from the Libraries. Finalist vendors will be invited to provide an in-depth demonstration. Note that the lowest cost proposal will not necessarily be the winning proposal. The scoring criteria are as follows:

	Written Proposal	Product Demo	Total Possible Points	Percentage of Total
Corporate Background and References	5		5	2.5%
Cost	20		20	10.0%
User Experience	27.5	45	72.5	36.3%
Staff and Technical Functionality	27.5	45	72.5	36.3%
Implementation and Training	5		5	2.5%
Compatibility with Third Party Services	15	10	25	12.5%
Total	100	100	200	100.0%
Optional Components (Bonus Points)	6			

Acceptance or Rejection of Proposals

The Libraries reserve the right to reject any or all proposals and the lowest cost or any proposal will not necessarily be accepted.

The Libraries reserve the right to accept any proposal that is considered best for the interests of Libraries.

This RFP does not under any circumstances commit the Libraries to pay any costs incurred by any bidder in the preparation and submission of a proposal. The bidder is responsible for all costs associated with its involvement in the process. The Libraries shall not be responsible for any liabilities, cost, expenses, loss or damage incurred, sustained or suffered by any vendor by reason of the acceptance or non-acceptance, by the Libraries of any proposal or by reason of any delay in the acceptance of a proposal save as provided in the contract.

Proposals that are incomplete, conditional, illegible, obscure, or that contain additions not called for, erasures, alterations or irregularities of any kind, shall be rejected as informal. Descriptive literature may be included, as long as its sole purpose is only to amplify a response that has been requested in the RFP.

The vendor acknowledges and agrees that nothing contained herein, in the proposal documents or elsewhere, no act done or expense incurred by it in the preparation and submission of this proposal, no trade or industry custom or practice, and no representation or assurance that may have been made or given to it by or on behalf of the Libraries, shall in any manner legally bind the Libraries, in any circumstances, to accept a proposal, the lowest proposal, a proposal submitted in compliance with the requirements of the proposal documents, or any proposal at all. The vendor further acknowledges and agrees that the Libraries shall have complete and unrestricted liberty in this regard and may reject any or all proposals, or may accept any proposal in whatever manner, at whatever proposed price, on whatever terms and for whatever reasons as the Libraries, in its absolute discretion, considers to be in its best interests, all without liability or obligation of any kind to the vendor.

Rectification Period

By no later than 5 business days after the Vendor Proposal Due Date, the Libraries may, at their sole discretion, notify Proponents in writing of any Proposal Irregularities contained in its Proposal (the "Rectification Notice"). The Rectification Notice shall:

1. Identify the Proposal Irregularity;
2. Specify the steps to be taken by the Proponent to rectify the Proposal Irregularity; and
3. Specify the time to complete those steps to rectify their Proposal Irregularity.

Cancellation / Amalgamation Clause

In the event that the Libraries amalgamate, we would like the ability to enter into a new contract for a single tenant that allows for the merging of the two tenants. In the event that one of the libraries wishes to cancel the contract, it will not impact the remaining party.

OVERALL INTENDED OUTCOMES DESIRED

The Libraries wish to contract with a single vendor for a fully functional web-based staff client that is easy to use, provides robust reporting and statistical analysis, with a search interface that is intuitive for our customers. The ILS must be able to provide independent tenancy across all modules, features and systems.

The solution should provide one place to look for our customers, with library-specific branding and customized marketing features, and facilitate the implementation of our strategic plan initiatives. Both the staff and public interface must be AODA (Accessibility for Ontarians with Disabilities Act) compliant following best current accepted practices under Web Content Accessibility Guidelines (WCAG) 2.1 level AA criteria.

In addition to the traditional operational requirements, the Libraries are extremely interested in the following optional components. A bonus point may be awarded for each optional component that the vendor can provide:

1. API Access - the ability to interact with the ILS system in a secure and efficient manner using well-documented methods.
2. Discovery Layer – the ability to integrate external resources from 3rd-party vendors, such as electronic databases and digital holdings.
3. Test Database / Sandbox – the ability to test changes within a test environment without impacting production environment.
4. Integrated Voice Messaging – the ability to automate outbound voice calls for holds and overdue items, as well as inbound calls for renewals, account status and items out.
5. Mobile App – an Android and iOS compatible application that allows users to search the catalogue, place holds, renew items and access pertinent information within a mobile application.
6. Customer Engagement and Marketing – the ability to track customer insights and conduct a broad range of customer recruitment and relationship activities.

Each individual library may decide to implement any, all or none of the optional components.

VENDOR CORPORATE BACKGROUND AND VISION

Please provide a brief history of your company and the corporate vision for its future. Please be sure to include:

- How you anticipate responding to new technologies
- Your commitment to on-going product development
- Your plan to pursue product improvement
- Future direction over the next 5 years
- Company ownership and independence of management decision-making
- Brief explanation of the internal culture and policy surrounding data security, storage and backup automations.

REFERENCES

Please provide references from other libraries, preferably those in Canada, that currently use your recommended solution. Please supply references that address the following criteria:

- Two references of libraries that are larger in size than the Libraries.
- Two references of libraries that are equivalent in size to the Libraries.
- At least two references must work in a multi-tenant shared system environment.

DETAILED DESIGN

Please prepare a detailed design for how your proposed solution meets or exceeds the critical requirements listed below. The design must include the following:

- The completed accompanying module tables, with all fields in each tab answered with the following criteria:
 - An answer of YES if the feature, function, product or service is available as requested and is fully operational using the version proposed at one or more library sites.
 - An answer of NO if the feature, function, product or service is not available, is currently in development or is being planned.
 - An answer of PARTIAL/OPTIONAL if the feature, function, product or service is available, but only partially satisfies the requirement or if it is available via optional component. Bidder must indicate what the actual specification of the component is and any additional associated costs related to the implementation.
- A detailed description of the installation and support services offered. This must include post installation response and resolution times, along with support hours.
- Confirmation that the proposed solution interfaces with the listing of third-party vendors above.
- An implementation and installation timeline.
- Verification that all proposed solutions meet minimal Canadian Accessibility Standards.
- Other opportunities for leveraging the Proponent's product.

MODULES

ACQUISITIONS

The Libraries expect a seamless flow of orders through the acquisitions module, with limited staff interaction once the parameters are established.

The table below outlines both the required and optional features of the system. All bidders must be able to meet or exceed the mandatory minimum feature requirements.

Acquisitions Functionality	Yes	No	Partial / Optional
Orders initiated by staff automatically flow through ordering, receiving and invoicing with limited staff intervention via EDIFACT			
Orders and invoices are automatically integrated with distributor / vendor system, with limited staff intervention via EDIFACT			
Identify successful loads and unsuccessful loads (plus determine why something went wrong if it did and how to fix it)			
Invoices are automatically integrated into accounting software, with limited staff intervention (i.e. integrate with 3rd-party accounting software)			
Ability to easily add additional copy or copies to unfulfilled order records			
Canadian tax rules are automatically applied as per type of item			
Ability to adjust allocation of tax that account for rebate			
Ability to adjust allocation of tax that account for rebate			
Create report/alert for records that are unfulfilled after 6 months (and allow for alert times to be modified as necessary)			
Track order deliveries			
Track standing orders			
Integrate SFPs (suggestions for purchase)			
Allow On Order / Brief records and allow for automatic merging with full records			
Allow scheduled ordering			
Allow automated ordering			
Allow manual entries when necessary			
Allow sub accounts for each vendor			
Allow Librarian to review and amend vendor orders (add to, cancel, increase, decrease, change location, etc.)			
Load batch orders from third parties (e.g. Amazon, Goodminds, Indigo, 401 Games, Puzzles Canada)			
Limit use of the module via permissions			
Allow copying of bib records for new purchase orders			
Invoice files can be imported from FTPs and invoices can be created from scratch			

Acquisitions Functionality	Yes	No	Partial / Optional
View the Library Materials Budget, broken down by budget line: <ul style="list-style-type: none"> • Amount - Funds allocated to budget line • On Order - Cost of items that have been purchased but not yet received or invoiced. • Spent - Cost of items that have been received and invoiced. • Unspent = Amount - Spent. Column includes On Order amounts. • Available = Amount - Spent - On Order. Funds that remain uncommitted 			
View items by selected budget. Items will list Unit Price, On order amount (if not yet received), or Spent amount (if received). Allows us to track outstanding materials.			
View all items on order or spent against the current budget			
Ability to budget/work in Canadian Dollars			

CATALOGUE (ONLINE)

The Libraries expect that a proposed catalogue will include all aspects of library holdings, services, and programs, both internal and external to the Library. Searching should be simple, intuitive, accessible and personalized.

The table below outlines both the required and optional features of the system. All bidders must be able to meet or exceed the minimum feature requirements.

Catalogue (Online) Functionality	Yes	No	Partial / Optional
Support 3rd-party Discovery Layers, such as Bibliocommons, Aspen, etc.			
Seamless integration with third party vendor information (e.g. cloudLibrary, Overdrive, Flipster)			
Ability to integrate and display enhanced content, such as reviews, graphics, and read-a-likes			
Search includes keyword, browsing, filtering and advanced search			
Search results are sortable on any parameter with results being filterable			
Automatic and real-time updates of third party information in catalogue.			
Seamless integration of cover art			
Ability to upload custom cover art			
Functionality of Catalogue is intuitive for end users			
Integrated, intuitive online fine payment solution or ability to integrate with third party vendor			
Ability to automatically generate and display customized carousels of new and featured items, as per defined parameters			
Smart searching and results, including "did you mean?"			
Fully responsive design compatible with all types of devices			
Display and functionality is backward compatible with older devices and older web browsers for at least 2 major versions			

Catalogue (Online) Functionality	Yes	No	Partial / Optional
Cross-browser compatible (Edge, Chrome, Safari, Firefox, Opera, etc.)			
Ability to search and filter by fiction/non-fiction, audience, subject, genre			
Ability to filter search results by availability (per location)			
Ability to customize wording (descriptors) for item availability, headings, status, etc.			
WCAG 2.1 and AODA Compliant			
Integrates with 3rd-party analytic platforms, with ability to separate internal and external traffic			
Ability for MARC records to be discoverable by search engines (SEO optimized)			
Under "My Account", ability to sort by any parameter, including holds, items checked out, and history			
"My Account" history of checked out items includes option to retain history of deleted items			
"My Account" includes option to record and retain digital usage in Customer History			
Account information is secure and cannot be accessed via back button, caching or other methods			
Integrated location mapping information to locate item in library integrated into catalogue, showing where an item may be found in the Library			
Integration and access to digital content from third party vendors, such as Hoopla and Overdrive, via the catalogue			
Catalogue provides personal recommendations based on previous activity			
Personalized display as per language selection of user			
Personalized display as per age of user, such as less information displayed for child user			
If no items are found in searching, automatically offer other suggestions based on reading history and/or search term			
"My Account" history of checked out items includes option to export to Excel , CSV, etc.			
Access to linked family records via "My Account"			
Ability to link family records of existing customers with verification.			
Ability for customer to place, suspend, and cancel holds, and update holds location for linked family members			
Low Vision option / High Contrast Mode			
Ability to select system default, light mode, or dark mode.			
Customize OPAC Templates including layout, fonts, colours and UI elements			
Ability to provide a custom CSS file for customizing OPAC design.			
API/External Integration			
Group format types - metarecords. Ability to see all formats the material is available on			
"My Account" ability to create and share lists			
Customize the amount of information shown on the record			
Ability to customize how Authority Records/subject link			
"My Account" Notification settings			
"My Account" self serve customer info changes			

CATALOGUING

The Libraries expect that the cataloguing module is intuitive to staff, with an emphasis on catalogued items being discoverable to the public.

The table below outlines both the required and optional features of the system. All bidders must be able to meet or exceed the minimum feature requirements.

Cataloguing Functionality	Yes	No	Partial / Optional
Items are discoverable on the internet, including but not limited to BibFrame functionality [linked data/semantic web]			
Built-in fully functional MARC editor with on-screen help and context-aware field options			
Records can be RDA compliant			
Tools are available to convert / upgrade MARC data to RDA or other future cataloguing standards			
Ability to index any and all fields in MARC record			
Ability to integrate digital content from third party vendors			
Ability to integrate digital content from the web			
Ability to integrate digital content from local library			
Access and utilize MARC records from a variety of sources, such as vendors and other libraries			
Ability to specify loading parameters for overlay in loading profiles			
Ability to specify match-point in loading profiles			
Ability to automatically create and populate item information during item uploading process			
Z39.50 capability, including ability to determine match points			
Spell check capability, including Canadian English			
Ability to accept and display diacritics in importing records			
Ability to accept and display diacritics in record creation			
Ability to make global changes to the system			
Ability to retrieve deleted records through title, ISBN, author or barcode			
Authorities can be automatically updated on a defined schedule (manually or using 3rd-party)			
Ability to easily edit bib and item information			
Ability to batch edit and delete bibliographic records			
Ability to automatically batch delete removed records (e.g. hoopla records)			
Ability to create original bibliographic records			
Ability to batch export bibliographic records			
Ability to create new collections (item profiles) with specific circulation parameters			
Ability to create MARC templates			
Ability to import and edit authority records from LC and other sources			
Create our own Local Authorities			
Ability to verify headings			
Automated process to link Headings/authorities			

CIRCULATION

The Libraries expect a complete self-service automated model for registration and circulation, fully integrated with e-commerce capabilities. Digital and physical materials are to be fully integrated in the proposed system.

The table below outlines both the required and optional features of the system. All bidders must be able to meet or exceed the minimum feature requirements.

Circulation Functionality	Yes	No	Partial / Optional
CUSTOMER REGISTRATION			
Customer can self-register (requires staff approval for full borrowing privileges)			
Customer can update membership information (requires staff verification upon next CKO)			
Customer can manage own account, including renew items, pay fines, and cancel or freeze holds, with no staff intervention			
Ability for birth date to automatically control and update the customer profile from child to teen card			
Ability for birth date to automatically control and update the customer profile from teen to adult card			
Registration process auto-populates fields, such as postal code based on address (with manual override)			
Registration process allows default setting for city and province on a per-branch basis			
Patron record includes field for option to receive publicity from library			
Publicity field is connected to preferred type of notification field			
Registration process provides alert for duplicate customer records based on name and or other library defined fields			
All fields searchable in customer record, including, but not limited to name, telephone, email, and address			
Customer can renew membership when there are no changes. Approval required when things change			
Ability to link memberships of people in same family			
Connected memberships can see items checked out, holds, and fines, and can renew items, pay fines, and cancel or freeze holds, based on selected user preferences or profiles			
Ability to copy details from one membership registration to another			
Ability for library staff to see current and historical linked family circulation permissions for each patron			
Mass registration imports (i.e. schools, library program registration sheets)			
Ability to add a 'preferred name' field that is different from legal name			
Ability to add/customize statistic fields such as area in the city			
Ability to find out how they heard about the library			
Ability to add/customize where they signed up			

FINANCIAL INFORMATION AND MANAGEMENT	Yes	No	Partial / Optional
Option for Patron type to determine fines and fees (different for adults, seniors, children)			
Option for Patron type to determine borrowing privileges			
Ability to define replacement cost of item by applying factor or percentage of item cost			
e-commerce capability at staff stations			
e-commerce capability online via website/catalogue			
e-commerce capability via mobile web			
Collection account integrated with library software			
Collection account integrated with collection agency			
Collection account is initiated automatically, as per set parameters			
Collection account allows self-payment via e-commerce			
Customer account provides option for pre-payment and credit			
Customer account provides calculation of what customer owes if outstanding items are returned that day			
e-commerce capability at self-checkout stations			
Integration of payments with accounting software via e-commerce			
Integration of payments with accounting software via staff stations			
Collection account integrated with accounting software			
Customer account provides option for refund			
HOLDS MANAGEMENT	Yes	No	Partial / Optional
Notification for holds, pre-overdues, overdues, auto-renewals and courtesy notices, includes all of telephone, print, email and text.			
Records are kept for holds, overdues and courtesy notices that illustrate the end to end transmission of the sent message. These reports must be maintained and accessible for six months with records stored within the system			
Option to cascade failed notices to secondary method of communication (e.g. email --> phone --> sms)			
Allows default holds fulfillment preference to local library			
Ability for customer and staff to cancel holds			
Ability for customer and staff to suspend or freeze holds			
Ability for customer and staff to change pickup location			
Option to automatically notify customers with holds when last copy is deleted			
Option to automatically notify customers with holds when order is cancelled			

MATERIALS CIRCULATION AND MANAGEMENT	Yes	No	Partial / Optional
Mobile circulation for Android and iOS devices			
Mobile circulation can be used inside library building			
Mobile circulation can be used outside library in community			
Option to use wireless option or offline for mobile circulation			
Ability to turn RFID on and off with mobile circulation			
Complete integration with RFID self-service functionality, including checkout, renewals, holds management and fines payment at self-checkout stations			
Ability to count in-library use of items			
Ability to track in-library use of items separately or in conjunction with items that are checked out			
Option to auto-renew items based on criteria without staff intervention			
Ability to define conditions for auto-renew, such as the ability to exclude material by location code			
Same record can be in use at multiple workstations			
Receipts can be customized by staff, including option to print customized graphics or advertisements			
Receipts can be customized based on defined conditions (e.g. a special notice added if an account needs renewing, if fines are present, etc.)			
Ability to provide receipts via multiple options, including email, print, and text message			
Ability to provide checkout and check in receipts at staff workstations and self checkout			
Homebound usage history is maintained			
Automatic alerts are provided to avoid titles previously checked out to homebound users			
Fully integrated digital product usage, including but not limited to Hoopla, cloudLibrary, OverDrive, and Flipster			
Digital product usage recorded as patron activity			
Digital product circulation activity visible and managed via customer account			
Ability to customize wording and graphics for messages, notices and descriptors for the public			
Ability to customize wording and graphics for staff			
Mobile worklists for Android and iOS devices			
Mobile worklists provide real time updates			
Support floating collections, including defined thresholds by location			
Support floating collections, including defined thresholds by material type			
Option to include total savings/cost of materials checked out on current visit on receipt			
Option to include total savings/cost of materials checked out in past year on receipt			
Integrated interlibrary loan functionality when searching for items			
Integrated interlibrary loan functionality when requesting items			
Integrated interlibrary loan functionality for circulating items			
Interlibrary loan information is recorded in customer account			

REPORTING

The Libraries expect that the reporting module can integrate ILS and non-ILS data for comprehensive Library reporting.

The table below outlines both the required and optional features of the system. All bidders must be able to meet or exceed the minimum feature requirements.

Reporting Module	Yes	No	Partial / Optional
Ability to import and export data, in industry standard formats (e.g. text, CSV, Excel, XML, PDF)			
Ability to import and export data in non-standard formats (e.g. Google Sheets, Apple Numbers)			
Ability to display report data graphically			
Ability to use report templates, both graphical and numerical			
Ability to produce interactive reports and data visualizations			
Reports and visualizations use templates that allow for customization			
Ability for any user to create custom reports intuitively			
Ability to schedule reports			
Ability to automatically send report results as per a schedule via email			
Provides recommendations for purchase, including title, subject, author, DDC range and genres			
Can your reporting module replace 3rd-party collection management products, having the ability to provide collection analysis functionality (evidence based collection analysis and evaluation functionality)?			
If not, can it integrate with 3rd party collection management software (e.g. Collection HQ)			
Integrates with third party, open-source analytics products (e.g. Lightdash)			
Ability to identify inactive customers			
Ability to include cross-references between data sets			
Report on when OPAC use occurs (day of week, time of day)			
Report on where searchers come from, including sites and item carousels			
Report on how they search (e.g. which indexes are used when searching)			
Report on search terms used			
Report on what they find and what they don't find when they search			
Report on what they link to or download			
Ability to report on and access any data within the database			
Reports incorporate external data in an intuitive way			
Provides recommendations for withdrawal, including title, subject, author, DDC range and genres based on pre-established criteria			
Provides library usage analysis reports			

SERIALS

The Libraries expect a seamless tracking solution for the serials module, with limited staff interaction once the parameters are established.

The table below outlines both the required and optional features of the system. All bidders must be able to meet or exceed the minimum feature requirements.

Serials Functionality	Yes	No	Partial / Optional
Ability to automatically send claimed missing issues to vendor, as per configured parameters, with no staff intervention			
Report of missing issues automatically generated			
Ability to utilize frequency information from vendor to automatically create check in boxes			
Serials invoicing occurs automatically, with no staff intervention			
Ability to incorporate irregular serials			

SUPPORT

The Libraries expect that the successful vendor will provide a high level of customer and technical support for the products and services purchased. Please provide a list of support options.

Technical Support	Yes	No	Partial / Optional
Standard Support Options			
9 x 5 (weekdays)			
9 x 7			
24 x 7 x 365			
Online support portal with knowledgebase, manuals, training material			
Phone, email and chat support			
Support community (community-based user groups)			
Software Updates and Configuration			
Regularly scheduled updates			
Assistance with Configuration of modules			
Training Options	Yes	No	Partial / Optional
Instructor-led			
Canned videos			
Technical Manuals & User Guides			
Customized report creation			
Unlimited Customized report creation			

SYSTEM, SERVER AND SOFTWARE FUNCTIONALITY

The Libraries require the ability to apply customizations to the system for both branding and security purposes.

The table below outlines both the required and optional features of the system. All bidders must be able to meet or exceed the minimum feature requirements.

System, Software and Server Functionality	Yes	No	Partial / Optional
System Status Dashboard that provides info on current status of all systems			
Ability to distinctly brand and customize options for staff and public interfaces at each library location			
Granular security that can be applied to each user account			
Offline mode when system is unavailable			
Ability to access the software anywhere (no VPN required)			
Automatic regular backups with no staff intervention			
Ability to securely copy backup to a remote server based on schedule			
Software regularly updated and upgraded with no impact on service			
Development cycle that is responsive to known issues and enhancements			
Notice of software update provided minimum 24 hours in advance of an update			
Security measures are included to minimize chance of fraudulent activity or access			
Customer information and backups remain in Canada			
Ability to add and subtract SIP licenses without additional cost			
Ability to add and subtract locations without additional cost			
Ability to customize the staff interface			
Ability to customize the public interface			
Ability to maintain customizations with upgrades			
Ability to add and integrate third party APIs			
API access to catalogue records, including title, description, marc record, and metadata.			
API access to holds information and item availability.			
API access to customer account information, including the ability to authenticate externally.			
API access to search results, with the ability to filter results by common parameters (subject, author, genre, etc)			
Documentation for API integration and usage examples			
Software meets current accessibility standards (WCAG 2.1 Level AA)			

OPTIONAL COMPONENTS

Preference will be given to proponents that are able to provide optional components listed below. A bonus point may be awarded for each optional component that the vendor can provide.

API ACCESS

The Libraries would like the ability to interact with the ILS system in a secure and efficient manner using well-documented methods. Please provide a list of supported vendor connections, as well as what levels of access to the ILS are available.

DISCOVERY LAYER

The Libraries would like the ability to integrate external resources from 3rd-party vendors, such as electronic databases and digital holdings.

TESTING DATABASE / SANDBOX

Each library requires a testing database containing a copy of their data for testing and training purposes.

INTEGRATED VOICE MESSAGING SYSTEM (IVR)

The Libraries are interested in an automated telephony system that is able to call customers to notify them of holds and overdue items, as well as allowing them to call in to renew items and check item status.

MOBILE APP

The Libraries are interested in an app for mobile devices, such as iPhone & Android, that provide catalogue access, location & hours, social media and other pertinent information.

CUSTOMER ENGAGEMENT AND MARKETING

The Libraries are interested in options that provide integration with the ILS to allow for customer engagement and marketing.

COST

Provide first year pricing and an additional four-year ongoing contract pricing summary. Please provide information on any discounts or special pricing available for early payment, extended contracts or other options. Final costs will be determined during the final negotiation phase with the selected vendor to ensure the inclusion of all selected and appropriate modules and functionality.

Whenever a proposal in the amount proposed for an item does not agree with the extension of the estimated quantity and the proposed unit price, the unit price shall govern, and the amount shall be corrected accordingly.

All pricing must be provided in Canadian dollars as of the date submitted.

Use the **Cost Proposal Template** in **Appendix 1** below to lay out costs, adding additional fields as necessary.

GENERAL TERMS AND CONDITIONS

The following Terms and Conditions are in addition to those that will be contained in the signed contract. To the extent there are any conflicts between this RFP and the signed contract, the Terms and Conditions in the signed contract will prevail.

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the proposal process that are submitted as part of the proposal or otherwise shall become the property of the Libraries and may be considered public information under applicable law.

Exclusion of Vendor in Litigation

No bid will be accepted from any vendor inclusive of its subcontractor(s), which has a claim or instituted a legal proceeding or has threatened a claim or instituted a legal proceeding against the Libraries, the City of St. Catharines, Niagara Falls Public Library, the City of Niagara Falls or against whom either library has a claim or instituted a legal proceeding with respect to any previous contract.

Effective Term of Proposal

Unless a proposal is expressly rejected, all proposals will remain in effect for 365 days subsequent to the proposal opening. The Libraries may request that vendor extend the effective period of their proposal. Such requests shall be in writing and will require vendor's written consent to the extension.

Vendor may not withdraw, cancel, or modify its proposal for a period of 365 days after the advertised closing time for the receipt of proposals.

Award and Negotiations

This Request for Proposal does not obligate the Libraries to accept or contract for any expressed or implied services. Likewise, the Libraries are not obligated to award a contract pursuant to this RFP.

The Libraries reserve the right to enter into discussions with the vendors whose proposals are deemed most advantageous for the purpose of negotiation. If more than one proposal is found to be

satisfactory, the Libraries reserve the right to negotiate simultaneously with more than one vendor. The Libraries also reserve the right to stay with its current ILS provider if it determines that this is the best interest of the Library.

If applicable, the Libraries will post a notice to their websites recommending a preferred vendor. The notice extends the effective term of the vendor's proposal until the parties sign a contract or determine not to sign a contract.

Contract award and negotiations will be in accordance with the purchasing policies of the Libraries.

Rejection of Proposal and Waiver of Informalities

The Libraries, in their sole discretion and authority, may determine that it is in the best interest to reject any or all proposals submitted in response to this RFP. The Libraries, in their sole discretion and authority, may disregard or waive any informality in the proposals or bidding process.

Reservations

Vendors must read and understand the solicitation and tailor the proposal and all activities to ensure compliance. The Libraries reserve the right to: amend the solicitation; reject any or all of the proposals; and waive minor defects. The Libraries may request a clarification, inspect vendor's premises, interview staff, request a presentation, or otherwise verify the contents of the proposal, including information about subcontractors and suppliers. The Libraries may request best and final offers where appropriate. The Libraries will make all decisions on compliance, evaluation, terms and conditions, and shall make decisions in the best interests of the Libraries. Failure of a vendor to comply with requests for information or cooperate may result in the proposal being deemed non-responsive to the solicitation. Submitting a proposal does not entitle a vendor to an award or contract. The Libraries are not responsible for and will not pay any costs associated with the preparation and submission of any proposal. Awarded vendor shall not commence, and will not be paid for, any billable work prior to the date all parties execute the contract.

Incorporating Costs

Bid prices must incorporate any/all peripheral costs including, but not limited to the costs of products/services, delivery/transportation charges, training materials, labour, insurance, applicable taxes, warranty, overhead and profit, applicable customs duty, etc. that are required by the RFP.

Harmonized Sales Tax

All submissions shall indicate separately, Harmonized Sales Tax.

Withdrawal of Proposal

Vendors may withdraw their proposal at any time prior to the date and time for proposal opening. Requests for withdrawal must be made in writing on the vendor's letterhead to the official contact for the RFP. The withdrawal of a proposal does not disqualify a vendor from submitting another proposal on the same contract.

Contractor Insolvency and Default

The purchase may be terminated effective upon written notice to the contractor in the event that the contractor files for bankruptcy, becomes insolvent, makes an assignment for the benefit of

creditors, or has a receiver appointed, or any proceeding is demanded for, by or against the contractor under any provision of the Federal Bankruptcy Act or any applicable provincial law.

Upon default of the contractor, the Libraries may reduce or may cancel the contract in the event that any delivery or deliveries affected are not made at the time specified in the proposal.

Responsibility

A vendor is considered responsible when it has the capability in all respects to fully perform the contract requirements and has the integrity and reliability that will assure good faith performance. The Libraries will determine whether or not to do business with a vendor. The Libraries may consider factors including, but not limited to certifications, conflict of interest, financial disclosures, past performance, references (including those found outside the solicitation), compliance with applicable laws, financial responsibility, insurability, equal opportunity compliance, capacity to produce, ability to provide required maintenance services or other matters relating to the vendor's probable ability to deliver the required services within the time and price as specified in this RFP.

Workplace Safety and Insurance Board

The successful vendor shall furnish a WSIB Clearance Certificate indicating their WSIB firm number, account number and that their account is in good standing. This certificate must be furnished prior to commencement of work and shall provide additional certificates prior to the expiry date of the certificate on file during the term of the contract to ensure their WSIB account in good standing throughout the contract period.

Contractors and Sub-Contractors are external to the Libraries and include all those individuals or organizations working on a contract for the Libraries. The health and safety responsibilities for Contractors and Sub-Contractors include the following:

- Demonstrate the establishment and maintenance of health and safety program, with objectives and standards and will provide qualified workers and meet all applicable legislation as well as Library Health and Safety Policies and Procedures.
- Are held accountable for their health and safety performance.
- Ensure the workers in their employ are aware of the hazardous substances that may be in use at the workplace and wear the appropriate personal protective equipment required for the area.

Proof of the above may be required by the Libraries at any time from proposal submission to project completion.

All work performed under this Contract must be carried out in accordance with the terms and conditions of the Occupational Health & Safety Act, R.S.O., 1990, C.01. as amended, the Environmental Protection Act, the Highway Traffic Act and all other applicable Acts, Regulations, or By-Laws governing the work to be performed. Violations of any such legislation may result in a termination of this agreement.

Accessibility Standards for Customer Service

The Vendor shall comply with applicable Regulations of the Accessibility for Ontarians with Disabilities Act, 2005 (the AODA), with regard to the provision of its goods or services contemplated herein, specifically:

- Ontario Regulation 429/07: Accessibility Standards for Customer Service
- Ontario Regulation 191/11: Integrated Accessibility Standards

The Vendor shall ensure that any employees, agents, volunteers, or others for whom it is at law responsible and who are involved in providing goods and services to the Libraries receive training as required by these regulations.

Errors and Omissions

It shall be understood and acknowledged that while this RFP includes specific requirements and specifications, minor items or details not herein specified, but obviously required shall be provided as if specified in conformance with current practices and workmanship. Any omissions, errors or misinterpretation of these requirements and specifications or within the proposal bid shall not relieve the vendor of the responsibility of providing the goods and services as aforesaid.

Infringements and Indemnification

The Contractor, both during and after the term of this Agreement, shall at all times, and at its own cost, expense and risk, defend, indemnify and hold harmless the Libraries and/or the Cities of St. Catharines and/or Niagara Falls, its elected officials, officers, employees, volunteers, agents, contractors, and all respective heirs, administrators, executors, successors and assigns from any and all losses, damages (including, but not limited to, incidental, indirect, special and consequential damages, or any loss of use, revenue or profit by any person, organization or entity), fines, penalties and surcharges, liabilities (including, but not limited to, any and all liability for damage to property and injury to persons, including death), judgements, claims, demands, causes of action, contracts, suits, actions or other proceedings of any kind (including, but not limited to proceedings of a criminal, administrative, or quasi criminal nature) and expenses (including, but not limited to, legal fees on a substantial indemnity basis), which the indemnified person or persons may suffer or incur, howsoever caused, arising out of or in consequence of or directly or indirectly attributable to the Services required to be performed by the Contractor, its agents, employees and sub-contractors on behalf of the Libraries, provided such losses, damages, fines, penalties and surcharges, liabilities, judgments, claims, demands, causes of action, contracts, suits, actions or other proceedings of any kind and expenses as defined above are due or claimed to be due to the negligence, breach of contract, and/or breach of law of the Contractor, its agents, employees or sub-contractors.

Insurance

It is the responsibility of the Contractor and their Insurance Broker to review all potential operations and exposures to determine if the coverage and limits noted below are sufficient to address all insurance related exposures presented by the specification of the Project, Work or Supply. The Contractor shall insure its undertaking, business and equipment under the following coverage so as to protect and indemnify and save harmless the Libraries:

Commercial General Liability Insurance: The Service Provider shall, at their expense obtain and keep in force during the term of the Agreement, Commercial General Liability Insurance satisfactory to the Libraries and underwritten by an insurer licensed to conduct business in the Province of Ontario. The policy shall provide coverage for Bodily Injury, Property Damage and Personal Injury and shall include but not be limited to:

- a) A limit of liability of not less than \$2,000,000/occurrence with an aggregate of not less than \$4,000,000.
- b) Add the Libraries as an Additional Insured with respect to the operations of the Named Insured
- c) The policy shall contain a provision for cross liability and severability of interest in respect of the Named Insured
- d) Non-owned automobile coverage with a limit not less than \$2,000,000 and shall include contractual non-owned coverage (SEF 96)
- e) Products and Completed Operations coverage
- f) Contractual Liability
- g) Work performed on Behalf of the Named Insured by Sub-Contractors
- h) The policy shall provide 30 days' prior notice of cancellation

Technology Errors and Omissions Insurance and Network Security

Coverage shall be purchased in an amount not less than \$2,000,000 per occurrence and \$4,000,000 in the aggregate and coverage shall be underwritten by an insurer licensed to conduct business in the Province of Ontario. The policy shall include coverage for claims resulting from network risks such as data breaches, unauthorized access, theft of confidential information, invasion of privacy, destruction, alteration or damage to electronic information, intellectual property infringement such as copyright, trademarks, service marks and trade dress. The policy shall be renewed for 3 years after contract termination. Evidence of coverage must be provided to the municipality. If the policy is to be cancelled or non-renewed for any reason, 90-day notice of said cancellation or non-renewal must be provided to the Municipality. The Municipality has the right to request that an Extended Reporting Endorsement be purchased by the contractor at the contractor's sole expense.

Data Liability Insurance

Data Liability/Network Security coverage, underwritten by an insurer licensed to conduct business in the Province of Ontario and in an amount not less than \$4,000,000. Coverage is to respond to but not be limited to the following occurrences:

1. Privacy violations as a result of but not limited to unauthorized access to or dissemination of private information; failure to properly handle, manage, store, destroy or control personal information and include the failure to comply with privacy laws and their respective regulations regarding the collection, access, transmission, use and accuracy. Coverage shall extend to include the costs associated with notification of affected parties, regardless if required by statute as well as any fines or penalties or costs imposed as a result of the breach including defense of any regulatory action involving a breach of privacy.
2. Network Security to protect against incidents arising from system security failures such as, but not limited to, unauthorized access, theft or destruction of data, electronic security breaches, denial-of-service attacks, spread of virus within the Contractor's computer network or other third-party computer information systems, and will further include expenses related to third-party computer forensics.
3. Data Breach Expenses including crisis management and credit monitoring expenses related to electronic and non-electronic breaches.

The policy shall be maintained continuously during the term of this Agreement and for an additional (two) years after the termination or expiration of the Agreement. If coverage is to be cancelled or non-renewed for any reason, 90-day notice of said cancellation or non-renewal must be provided to the Customer. The Customer has the right to request an Extended Reporting Endorsement by purchased by the Contractor at the Contractor's sole expense. The term of the Extended Reporting Endorsement will be decided by the Customer and Contractor.

Automobile Insurance: Standard Form Automobile Liability Insurance that complies with all requirements of the current legislation of the Province of Ontario, having an inclusive limit of not less than \$2,000,000 per occurrence for Third Party Liability, in respect of the use or operation of vehicles owned, operated or leased by the Contractor.

Certificate of Insurance: The proponent shall provide a Certificate of Insurance evidencing coverage in force at least 10 days prior to contract commencement.

Primary Coverage: The proponent's insurance shall be primary coverage and not additional to and shall not seek contribution from any other insurance policies available to the Libraries or municipalities.

It is also understood and agreed that in the event of a claim any deductible or self-insured retention under these policies of insurance shall be the sole responsibility of the Contractor and that this coverage shall preclude subrogation claims against the Libraries and any other person insured under the policy and be primary insurance in response to claims. Any insurance or self-insurance maintained by the Libraries and any other person insured under the policy shall be considered excess of the Contractor's insurance and shall not contribute with it. The minimum amount of insurance required herein shall not modify, waive or otherwise alter the Contractor's obligation to fully indemnify the Libraries under this Agreement.

The Libraries reserve the right to modify the insurance requirements as deemed suitable.

Third Party Claims Process: The Libraries claim process for Third Party claims is to refer the claimant directly to the Contractor and to leave the resolution of the claim with the Contractor. This applies regardless of whether or not it is an insured loss.

As the Libraries have a responsibility to the taxpayers, we must ensure that claimants are dealt with in a fair and efficient manner. Claims reported to the Contractor, either directly by a third party or through the Libraries shall be promptly investigated by the Contractor. The Contractor shall make contact with the third-party claimant within 48 hours of receipt of notice of a claim. The Contractor shall initiate an investigation of the claim immediately upon notice, and advise the third-party claimant in writing, with a copy to the Libraries, of its position regarding the claim within 21 calendar days of the notice. The Contractor shall include in their response the reasons for their position. Should this position not resolve the claim and be accepted by the third-party claimant, the Contractor shall immediately report the claim to its Insurer for further review. (Insurer for this purpose is defined as either the Claims Department of the Contractor's Insurance Company or the Claim's Administrator at the Contractor's Insurance Broker.) The Contractor's Insurer upon receipt of this claim shall advise the third-party claimant by letter, with a copy to the Libraries, that they are now investigating the claim. When a final position on the claim has been determined, the Contractor's Insurer shall advise the third-party claimant by letter, with a copy to the Libraries. Failure to follow this procedure shall permit the Libraries to investigate and resolve any such claims. Nothing herein shall limit the right of the Libraries to investigate and resolve any such claims notwithstanding the response of the Contractor

and/or its Insurer and to seek indemnification from the Contractor or to exercise any other rights under the Contract. The Libraries may, without breaching this contract, retain from the funds owing to the Contractor an amount that, as between the Libraries and the Contractor, is equal to the balance in the Libraries favour of all outstanding debts, claims or damages, whether or not related to this contract.

Compliance with Laws

Vendors are assumed to have made themselves familiar with and will abide by all Federal, Provincial, Municipal and Local Laws, rules and regulations which in any way affect the work, and no plea of misunderstanding will be considered on account of ignorance thereof. If the vendor shall discover any provisions in the drawings, specifications or contract that are contrary to or inconsistent with any law, rule or regulation, they shall at once report it to the Libraries Representative, in writing.

Warranty

Bidders shall provide a full statement of warranty. The warranty should clearly describe the terms under which the bidder accepts responsibility for the cost to repair defects caused by faulty design, quality of work or material, and for what period of time after installation.

Force Majeure

If the contractor is delayed in delivery by labour disputes, strikes, lock-outs, fire, or by any cause of any kind whatsoever beyond the contractor's control, the time of the delivery be extended for a period of time equal to the time lost due to such delays, at no cost penalty to the Libraries. No such delivery time extension shall be made for delays unless written notice of same is given to the Libraries within seven days of its commencement. Where it is the case of a continuing cause of delay, only one claim shall be necessary.

Disclosure of Bid Information

The vendor acknowledges that submission of a bid for this Proposal will be deemed by the Libraries to be the vendor's consent to the Libraries publishing or releasing the awarded Contractor's name and total bid price (if applicable), publicly in any format including without limitation the right to post this information on its website and include it in written reports to Council. Any limitation or qualification on the Libraries' right to release the awarded Contractor's name and total bid price (if applicable), will result in the bid being found non-compliant. The Libraries appreciate the sensitive nature of unit pricing and will endeavor to hold unit pricing in confidence but may be required to release such information pursuant to court order or legislation including the Municipal Freedom of Information and Protection of Privacy Act.

APPENDIX 1: COST PROPOSAL

Units	Description	Initial Cost	Year 1 Maint	Year 2 Maint	Year 3 Maint	Year 4 Maint	Year 5 Maint
Infrastructure							
	Annual Hosting Fee						
	Other (please list below)						
	Subtotal Infrastructure						
ILS Applications							
	Staff Licenses						
	Acquisitions						
	Catalogue (Online)						
	Cataloguing						
	Circulation						
	Marketing / CRM						
	Reporting Module						
	Serials						
	Other (please list below)						
	Subtotal ILS Applications						
Optional Components							
	API Access						
	Discovery Layer						
	Testing Database / Sandbox						
	Integrated Voice Messaging						
	Mobile App						
	Customer Engagement						
	Other (please list below)						
	Subtotal Optional Components						

Professional Services							
	Project Management						
	Work Flow Analysis						
	Data Extraction						
	Migration Services						
	Installation, configuration, staging and implementation of ILS						
	Training						
	System Administration and User Documentation						
	Integration of third party products						
	Technical Support						
	Other (please list below)						
	Subtotal Professional Services						
Total Cost Per Year (without taxes)							
Taxes (13%)							
Total Cost Per Year (including taxes)							

APPENDIX 2: BINDER

I/We certify that I/we have the authority to bind the company.

Company Name:	_____
Address:	_____
City:	_____
Province / State:	_____
Postal Code:	_____
Telephone Number:	_____
Email Address:	_____
Name:	_____
Title:	_____
Authorized Signature:	_____
Date:	_____

NOTE: Failure to sign this page will result in non-acceptance of this proposal.