REQUEST FOR INFORMATION

Coquitlam Public Library: Consultation Services for Cloud Systems

RFI #2023-01

Issue Date: October 4, 2023

KEY CONTACT
All enquiries must be made in writing and the enquiries regarding the RFI must be addressed to:

Office Manager
Coquitlam Public Library
575 Poirier Street, Coquitlam BC V3J 6A9, Canada
officemanager@coqlibrary.ca
www.coqlibrary.ca

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1.0 STATEMENT OF NEED

This Request for Information ("RFI") is issued by Coquitlam Public Library ("CPL" or "the Library") for the purposes of gathering information about the marketplace in order to assist in the determination of future purchasing options. The Library is interested in learning more about what services are available that review and evaluate its current Information Technology ("IT") resources and identify opportunities and priorities for migration to cloud services.

1.1 CONTACT

CPL has designated the following individual to serve as the official point of contact for this RFI. This individual is the only authorized contact permitted to communicate on behalf of the Library about this RFI.

> Lily Vukasovic
> Office Manager, Administration
> 604-937-4137
> lvukasovic@coqlibrary.ca

1.2 TIMELINE

Please review the below RFI timeline. Dates may be modified or amended by the Library which will post an amendment to this RFI notifying prospective respondents of any change.

> RFI Released: October 4, 2023
> Deadline for Questions: October 13, 2023
> Responses Due: October 27, 2023

2.0 BACKGROUND

In order to support proponent's submissions, the following background information about the Library, current systems, current resources, and project goals and objectives is being provided.

2.1 BACKGROUND: THE LIBRARY

Throughout its existence, Coquitlam Public Library has held a strong reputation for commitment to the community. CPL has achieved this by providing many services to its customers and meeting the changing needs of a diverse and growing community.

The Library serves the residents of the City of Coquitlam, whose population is approximately 150,000, in two branches and with a mobile library (the Library Link). CPL provides a number of online services, mainly through the website and other platforms. The Library serves a wide demographic and provides specific services for children, teens, newcomers, English language learners, foreign language speakers and print disabled. CPL also serves many members in the communities of Port Moody and Port Coquitlam. CPL is a member of InterLINK, a federation of libraries in the Lower Mainland and works with other libraries in the Province on a number of services, such as reciprocal borrowing and Interlibrary Loans.

The Library's Current Mission, Vision, and Values:

Mission: We create joy in discovery, foster inclusion, and promote knowledge by providing innovative experiences, spaces, and services.

Vision: Leading discovery and learning across Coquitlam's diverse communities.

Values:
- **Openness:** To Ideas, to difference, to possibility
- **Inclusion**: Everyone Is welcome and everyone Is accepted
- **Respect**: For each other, for our community, and for the environment that sustains us
- **Curiosity**: We are always asking: What would happen? How could It be better? What If…?
- **Love of Learning**: Creating and maintaining spaces and practices that encourage excitement about learning

The Library's 2023-26 Strategic Goals

1. **Inclusivity** - Foster equity, diversity, and inclusion to create accessible learning for all

   1.1 Continue our commitment to providing a welcoming, safe, and inclusive environment at the library

   1.2 Cultivate our ability to provide inclusive learning experiences

   1.3 Align service offerings and our collections to reflect the diversity of the communities we serve

2. **Team Wellbeing & Culture** - Empower the library team for success, and support a positive workplace culture

   2.1 Nurture a culture of collaboration, transparency, and open sharing across the team

   2.2 Continue to engage in and support team growth and learning

   2.3 Support team well-being and our ability to excel in our work

3. **Partnerships & Engagement -** Expand reciprocal relationships with key partners and cultivate a deeper connection to the broader community

   3.1 Deepen relationships to increase collaboration, reciprocity, alignment, and community-based service offerings

   3.2 Diversify partnerships to build more relationships that represent the makeup of the community and can support inclusive programming

   3.3 Increase community awareness of the diversity of the library's services

4. **Truth & Reconciliation -** Champion truth, healing, and reconciliation through services, programming, and practices

   4.1 Seek out authentic partnerships with Indigenous communities and other community groups

   4.2 Engage in education and training to ensure we are equipped to support reconciliation efforts at the library

   4.3 Increase awareness of, and programming opportunities, surrounding reconciliation.

5. **Leading into the Future** - Engage in future-focused planning to meet the evolving needs of our community

   5.1 Assess and prioritize current and potential services based on data and community informed input

   5.2 Advocate for service expansion to respond to increased density

   5.3 Enhance digital inclusion in our community

2.2 BACKGROUND: CURRENT SYSTEMS AND TECHNOLOGY

The Library has comprehensive systems and technologies that support operations. The Library uses a combination of on-premises and cloud systems to support public and staff at its City Centre and Poirier Libraries as well as on our mobile library service, the Library Link. The Library is currently replacing its IT Infrastructure and Equipment as per RFP #2021-03 IT Infrastructure Equipment and Installation Services. The Library is a Microsoft environment.

For the purpose of this RFI, the Library is happy to provide a non-comprehensive list of systems and technologies on request from proponents.

2.3 BACKGROUND: IT TEAM

Coquitlam Public Library currently depends entirely on a small local IT Team comprised of the following roles:

- Manager, eBranch and Collections: responsible for the management of several teams including IT. Identifies projects and priorities that support Library strategic or operational goals. Leads project management or delegates to appropriate staff or external vendors or consultants.

- Computer Services Technician: responsible for maintaining the day-to-day operations of the Library's network and computer systems, including network, server, mobility communications and computer software and hardware problems

- Systems Technician: responsible for monitoring system operations, ensuring that routine maintenance programs are run according to schedule, assisting with system and network changes and upgrades, and performing basic equipment maintenance and service. In addition, provides support to system users and assists in testing, analyzing and resolving system problems

- On-Call System Technician: shares responsibilities with the regular full-time Systems Technician as additional support for absences and significant IT projects

Coquitlam Public Library is a separate organization from the City of Coquitlam and does not have access to the City's Information and Communications Technology resources. The Library is unique in the Lower Mainland where most municipal libraries are integrated with their local municipal IT.

2.4 Additional Considerations

Proponents should also consider the following:

- The Library is releasing this RFI concurrently with RFI #2023-02 Consultant for Departmental Staffing Model Review
- The City of Coquitlam is planning a new community centre on Burke Mountain that will meet the needs of current and future residents of this growing Northeast Coquitlam community – as well as residents across the community. Targeted to open in 2027 in the future Burke Mountain Village, the proposed 7,430-square-metre (80,000-square-foot) Northeast Community Centre will include a range of services including aquatics, gymnasiums, fitness, community space, and *a library* sized to meet the anticipated demand for recreation and community centre services in the area.

- Replacement of Public and Staff Computers. The approximately 120 desktop computers in use do not support Windows 11 and will need to be replaced prior to Windows 10 becoming end of life.

In addition, the Library has identified the following as potential priorities for consideration once cost, effort and maintenance has been assessed:

- Implementation of Sharepoint
- Migration to Microsoft 365

3.0 Information Requested

Coquitlam Public Library is interested in soliciting information from vendors to better understand available consultation services that review current local IT systems and identify opportunities and priorities that support the Library's goals in future-focused planning to meet the evolving needs of our community

In line with CPL's commitment to modernize its IT infrastructure, CPL is interested in assessing our current systems and technology to determine feasibility and priority for transitioning on premise systems to the Cloud. Notably, the Library is interested in examining the viability of Microsoft 365.

The Library's objective is to develop a strategic plan for migrating a significant portion of IT services and applications to the cloud where it makes sense. The plan will outline the feasibility, timeline, and steps required to transition various systems to cloud-based platforms. This includes considerations for data migration, user training, integration with existing on-premises systems, and a cost comparison of cloud vs. continuing with hybrid configurations.

Respondents are requested to provide a concise and focused response to this RFI. Responses are requested in the following format:

1. Brief company profile;
2. Name of a key contact person including telephone number and email address;
3. Description of the experience of the submitting company including related experience with local governments, non-profits, or libraries
4. Information about services or packages that address one or more of the objectives listed above
5. Other required information specific to the nature of this RFI and deemed important by the respondent.

The Library is interested in hearing from service providers with experience in evaluating existing organization's technology and resources and proposing comprehensive action plans. Interested parties are invited to respond to this RFI by submitting a response to the Library.

This is not a request for quotation (RFQ) or proposal (RFP). Responses received will not be evaluated or ranked, nor used to screen, pre-qualify or select interested suppliers for any subsequent solicitation. This RFI is solely for information purposes. Final evaluations of the services, equipment and technologies, and of qualifications, will be conducted under subsequent procurement processes (if any).

4.0 Submission Information

Proponents should submit their responses by the deadline October 27, 12:00 PST. Submissions should meet the following requirements:

- Proponents must submit their responses in digital PDF format only with a covering Email to: Office Manager, officemanager@coqlibrary.ca
- RFI responses must be submitted electronically in the English language.
- The filename will be in the following format: "RFI#2023-01–Vendor Name". Only emailed responses will be considered.
- Amendments to a Proposal may be submitted via email, at any time prior to the submission deadline.

- A signature confirming the Proponent's intent to be bound to the Proponent's Proposal is mandatory. Submissions shall include the Proponent's name, the authorized signatory's name and contact details, including address, Email, and telephone number. CPL reserves the right to contact the Proponent to seek clarification, information or answer questions pertaining to the Proponent's RFI submission.
- All costs with the preparation and submission of a Proposal will be borne solely by the Proponent.
- Information obtained otherwise is not official. CPL shall not be bound or responsible for any explanation, clarification, answers or comments, informal, or otherwise, that have not been incorporated into an addendum to the RFI and posted on BC BID.

Prior to submission deadline, proponent enquiries may only be directed to:
officemanager@coqlibrary.ca

5.0 GENERAL CPL RIGHTS

All Proposals become CPL property. CPL will receive and hold Proposals in confidence, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and this RFI.

Proponents shall submit their offers strictly in accordance with the terms and conditions of the Bid Document. Any Bid, which stipulates conditions contrary to the terms and conditions given in the Bid Document, is liable for rejection. Any decision of CPL in this regard shall be final, conclusive and binding on the Proponent.

CPL will not reimburse the Proponents for any costs incurred responding to this RFI. Proponents shall be solely responsible for any costs incurred by them in preparation of the Response and the vendor shall certify in their response that no Response costs have been included in the proposed cost (bid price).

CPL is not liable for any error or omission in this RFI. CPL reserves the right to modify the terms of the RFI at any time and at its sole discretion.

CPL reserves the right without limitation to freely amend the process or requirements described in this RFI, including raising new issues in negotiation that were not mentioned in the RFI or in a Proponent Proposal.

CPL is under no obligation financially to the competing Proponents during the RFI process, or to consider any or all Proponent Proposals.

CPL may withdraw the RFI and/or discontinue the RFI process for any reason.

CPL may request clarifications or additional information about a Proposal and may consider such clarifications or additional information in evaluating that Proposal.

CPL will only consider Proposals which convey the requisite vendor experience and capability, including a comprehensive response to this RFI.

CPL has the right to reject any Proponent Proposal that, in CPL's opinion, does not warrant detailed evaluation or is not in CPL's best interests.

CPL may at its discretion verify the Proponent's Proposal information, references, experience, financial capability or other information. This may include a request for a Proponent demonstration or clarification of a Proponent's Proposal.

CPL is under no obligation to accept items in a Proponent's Proposal that are non-compliant or in variance with the specific RFI requirements.

CPL has the right to select and negotiate with the preferred Proponent or any backup Proponent on any matter including price.

6.0 GENERAL CONDITIONS

Confidentiality of Information

Information pertaining to Coquitlam Public Library obtained by the Proponent as a result of participation in this RFI is confidential and must not be disclosed without written authorization from Coquitlam Public Library.

Indemnity

The Vendor hereby agrees to indemnify and save harmless CPL, its officers, employees, elected officials and agents against all claims, demands, losses, costs, damages, actions, suits or proceedings by whomever made, brought or prosecuted and in any manner based upon, arising out, related to, occasioned by or attributable to the negligent acts, errors or omissions of, or breach of this agreement by, the Consultant, its servants, agents or sub-contractors, in providing the services and performing the work of the Contract, excepting always liability arising solely out of the negligent act or omission of CPL.

Insurance

Any Contract resulting from this RFI will require that the Vendor, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Contract term, comprehensive commercial general liability insurance in an amount not less than $2,000,000 inclusive per occurrence, insuring against bodily injury and property damage and including liability assumed under the Contract.

CPL is to be added as an additional insured and the policy shall contain a cross liability clause.

The Vendor will provide CPL with evidence of the required insurance in the form of a certificate of insurance, upon execution and delivery of the Contract.

The Vendor will provide and maintain professional liability insurance in an amount not less than $2,000,000 per occurrence and $5,000,000 insuring the Vendor's liability resulting from errors and omissions in the performance of professional services under the Contract.

The Vendor will provide evidence of automobile liability on all vehicles owned, operated or licensed in the name of the Vendor and used in the performance of the work in an amount not less than $3,000,000.

Laws of British Columbia

Any Contract resulting from this RFI will be governed by and will be construed and interpreted in accordance with all laws in effect for the province of British Columbia.

Liability for Errors

The information contained in this RFI is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by Coquitlam Public Library, nor is it necessarily comprehensive or exhaustive. Nothing in this RFI is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFI.

Modification of Terms

Coquitlam Public Library reserves the right to modify the terms of this RFI, in its sole discretion, at any time up prior to the noted closing date. This includes the right to cancel this RFI at any time without entering into a Contract.

Ownership of Responses

All documents submitted to Coquitlam Public Library become the property of Coquitlam Public Library.

Coquitlam Public Library is subject to the provisions of the Freedom of Information and Protection of Privacy Act. As a result, while Section 21 of that Act does offer some protection for third party business interests, Coquitlam Public Library cannot guarantee that any information provided to Coquitlam Public Library can be held in confidence. To the extent that is it legally able to do so Coquitlam Public Library may, but will not be obligated to, hold in confidence any information specifically identified by the Proponent as being confidential.

Registration with WorkSafeBC

The Vendor and any approved sub-consultants must be registered with WorkSafeBC, in which case WorkSafeBC coverage must be maintained for the duration of the Contract. Prior to receiving any payment, the Vendor may be required to submit a WorkSafeBC Clearance Letter indicating that all assessments have been paid. The Vendor shall abide by all provisions of the Workers Compensation Act of British Columbia and must sign a safety agreement in the form provided by CPL.

7.0 NON-DISCRIMINATORY STATEMENT

The Library will not discriminate against any applicant on the basis of race, religion, gender, gender expression, political affiliation or opinion, national origin (ancestry), sexual orientation, pregnancy, disability and medical conditions. The Library encourages all qualified applicants to apply.