Request for Proposal

for an

IT Service

and

Facilities Maintenance

Management System

Issued by: Regina Public Library

Competition RPL-2025-04

Issue Date: September 18, 2025
Closing Date: October 17, 2025 at 2:00 PM CST (Saskatchewan Time)
Decision Date: October 31, 2025
Contract Start: November 5, 2025

Contents

1 INVITATION AND SUBMISSION INSTRUCTIONS

1.1 Invitation to Respondents

Regina Public Library ("RPL" or the "Library") invites qualified vendors to enter a contract for the implementation and support of a single system that meets the operational and compliance requirements of the Information Technology (IT) and Facility Infrastructure and Services (FIS) departments of Regina Public Library, where such requirements are commonly provided in Information Technology Service Management (ITSM) and Computerized Maintenance Management (CMMS) systems. The successful Respondent (Vendor) will be responsible for delivering a system and/or service that meets the requirements detailed herein and in the attached requirements spreadsheet.

The Library is seeking to have this system installed and in use before the end of December 2025.

The initial term of the contract will be one year with options to extend up to 5 years total through 1-year or 2-year extensions.

2 BACKGROUND INFORMATION

2.1 About Regina Public Library

Regina Public Library (hereinafter referred to as the "Library" or "RPL") aspires to support the social vitality and economic prosperity of the people of Regina by providing community services, spaces, and technologies that inspire discovery and connection.

The library of today offers a positive, dynamic meeting place in which people can interact and share ideas. It's about learning, seeking knowledge and exchanging information. We assess priorities and provide resources to support the things deemed most important by our customers and citizens.

RPL values innovation and recognizes the importance of technology to support its people, processes and customer service objectives. In-order to ensure the continuous support of staff and successful internal processes, RPL is currently

considering a more capable IT service and Maintenance Management solution that meets our requirements.

2.1.1 Procurement Intentions

The Library wishes to improve both IT Service Management and Facility Maintenance Management experiences for staff by establishing a single system for staff to submit and track trouble tickets and service requests, replacing our existing IT service management (ITSM) system and facility computer maintenance management system (CMMS). The new system is expected to address different use cases and multiple unique workflows within the system to support the needs of our IT and facility management departments, as well as other departments that may have service request and trouble ticket business processes. Integration with our existing internal applications (example., Active directory, MS Teams, SharePoint) is very desirable. The requirements spreadsheet included in this RFP package provide greater detail on our requirements.

The successful Respondent (the "Vendor") will be requested to enter a service contract and/or to provide the required software licenses for the required system and services. It is the library's intent to enter a contract with one or more legal entities for a period of one year with options for 1-year or 2-year extensions for a total of five years maximum.

2.1.2 Current ITSM and CMMS Environment

RPL's current ITSM is provided by ServiceDesk Plus and is hosted on premise with 15 licenses across different units. The current use cases cover areas like Incident Management, Problem Management, Asset Management, Requests etc.

The current CMMS is provided by Hippo with 12 licenses used by our in-house FIS team to manage and maintain our nine separate facilities.

Both systems currently in use have limitations and do not support our expected growth and needed/desired business processes in these areas.

2.2. Submission of Proposals

2.2.1 RFP Contact

For this procurement, the RFP Contact will be:

Robert Borges
Director, Information Technology
Regina Public Library
Email: rborges@reginalibrary.ca
Telephone: 306-777-6056

Respondents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of the Library or connected to the library, other than the RFP Contact, concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of Respondent and the rejection of the Respondent's proposal.

2.2.2 RFP Timetable

The following RFP timetable is based on the best available information and will govern the process unless amended by the library.

Issue Date of RFP	September 18, 2025
Closing Date for Questions	October 3, 2025
Closing Date/ Submission Deadline	October 17, 2025 at 2:00 PM Central Standard Time (Saskatchewan Time)
Short-listed Respondent Interviews/Presentations	Week of October 27, 2025
Expected Decision Date	October 31, 2025
Contract Start Date	November 5, 2025

The RFP timetable is tentative only and may be changed by the library at any time.

2.2.3. Proposals to be Submitted on Time

It is the Respondent's responsibility to ensure proposals are received by RPL's RFP contact prior the Submission Deadline set out in the RFP Timetable. Failure to deliver the proposal prior to the deadline may result in rejection of the proposal.

2.2.4. Proposals to be Submitted in Prescribed Format

Respondents should submit an electronic copy of their response by email to the RFP Contact identified above.

2.2.5. Amendment of Proposals

Respondents may amend their proposals prior to the submission deadline by resubmitting their proposal in full or by submitting an amendment document via an email prominently marked with the RFP title and number and the full legal name of the Respondent to the email address of the RFP Contact set out above. Any amendment should clearly indicate which part of the proposal the amendment is intended to amend or replace.

2.2.6. Withdrawal of Proposals

At any time throughout the RFP process, until the execution of a written agreement for provision of the required solution and/or services, a respondent may withdraw a submitted proposal. To withdraw a proposal, a notice of withdrawal must be emailed to the RFP contact and must be signed by an authorized representative of the Respondent. The library is under no obligation to return/destroy withdrawn proposals.

3 TERMS AND CONDITIONS OF THE RFP PROCESS

3.1 General Information and Instructions

3.1.1. Respondents to Follow Instructions

Respondents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable section numbers of this RFP.

3.1.2. Responses in English

All responses are to be in English only.

3.1.3. No Incorporation by Reference

The entire content of any proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the vendor's proposal

but not attached may not be considered to form part of its formal proposal and therefore, at the library's sole discretion, may not be considered in the scoring of such submission(s). It is important that you include all important components of your response in your proposal document.

3.1.4. References and Past Performance

In the evaluation process, the library may include information provided by the Respondent's references and may also consider the Respondent's past performance or conduct on previous contracts with the Library or other institutions or organizations known to the Library and/or members of the Library's evaluation team.

3.1.5. Information in RFP Only an Estimate

The Library and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to respondents the general scale and scope of the Deliverables. It is the vendor's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

3.1.6. Respondents to Bear Their Own Costs

The Respondents will bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations.

3.1.7. Proposal to be Retained by the Library

The Library will not return the proposal or any accompanying documentation submitted by a respondent.

3.1.8. No Guarantee of Volume of Work or Exclusivity of Contract

The Library makes no guarantee of the value or volume of work to be assigned to the successful Respondent(s). The contract with a selected respondent will not be an exclusive contract for the provision of the described Deliverables. The Library may contract with others for goods and services the same as or like the deliverables or may obtain such goods and services internally.

3.2. Communication after Issuance of RFP

3.2.1. Respondents to Review RFP

Respondents should promptly examine all the documents comprising this RFP and may direct questions or seek additional information in writing by email to the RFP contact prior to the deadline for questions. No such communications are to be directed to anyone other than the RFP contact. The Library is under no obligation to provide additional information, and the Library is not responsible for any information provided by or obtained from any source other than the RFP Contact. It is the responsibility of the Respondent to seek clarification from the RFP Contact on any matter it considers to be unclear. The Library is not responsible for any misunderstanding on the part of the Respondent concerning this RFP or its process.

3.2.2. All New Information to Respondents by Way of Addenda

This RFP may be amended only by addendum in accordance with this section. If the Library, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all Respondents by addendum. Each addendum forms an integral part of this RFP and may contain important information, Including significant changes to this RFP. Respondents are responsible for obtaining all addenda issued by the Library.

3.2.3. Post-Deadline Addenda and Extension of Submission Deadline

If the Library determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, the Library may extend the Submission Deadline for a reasonable period.

3.2.4. Verify, Clarify and Supplement

When evaluating proposals, the Library may request further information from the Respondent or third parties to verify, clarify or supplement the information provided in the Respondent's proposal, including but not limited to clarification with respect to whether a proposal meets the mandatory technical requirements set out in this RFP. The Library may revisit, re-evaluate and re-score the Respondent's response or ranking on the basis of any such information.

3.3. Notification and Debriefing

3.3.1. Notification to Other Respondents

Once an agreement is executed by the Library with one or more selected Respondents, the other Respondents will be notified by email.

3.3.2. Debriefing

Respondents may request a debriefing within 14 days after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the RFP Contact.

3.4. Conflict of Interest and Prohibited Conduct

3.4.1. Conflict of Interest

For the purposes of this RFP, the term "Conflict of Interest" includes, but is not limited to any situation or circumstance where:

    (a) In relation to the RFP process, the Respondent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to:

        (i) Having, or having access to, confidential information of the library in the preparation of its proposal that is not available to other Respondents.

        (ii) Communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process), or

        (iii) Engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive RFP process or render that process non-competitive or unfair; or

    (b) In relation to the performance of its contractual obligations under a contract for the Deliverables, Respondents' other commitments, relationships, or financial interests:

        (i) Could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or

        (ii) Could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

Respondents must:

(a) Avoid any Conflict of Interest in relation to the RFP.
(b) Immediately disclose to the library any actual or potential conflict of Interest that arises during the RFP process; and
(c) Comply with any requirements prescribed by the library to resolve any conflict of Interest.

If a Respondent considers that a particular circumstance, situation, relationship or association does not create a conflict of interest and will not create a perception of conflict of interest, but is concerned that the Library could arrive at a different conclusion, the Respondent should fully disclose the circumstances to the Library at the earliest possible date, and request that the Library provide an advance interpretation as to whether it creates a conflict of interest or a perception of conflict of interest. The Library will provide confidential responses to such inquiries.

3.4.2. Ineligible Persons

The following individuals are not eligible to participate, either directly or indirectly, as a respondent or as a respondent's team member or subcontractor (the "Ineligible Persons"):

(a) any individual that is currently employed by the Library or that was formerly employed by the Library any time within 12 months preceding the Submission Deadline; or
(b) any member of the Library's Board of Directors.

Respondents must disclose if any of their proposed or intended team members or subcontractors are associated with any Ineligible Person. The Library may, in its sole discretion determine that the association constitutes a potential or perceived conflict of interest and the Library may, in its sole discretion:

a) prohibit the participation of the associated entity; or
b) disqualify Respondent in accordance with section 3.4.3 below; or,
c) prescribe requirements to resolve the Conflict of Interest and allow the participation of the associated entity.

3.4.3. Disqualification for Conflict of Interest

The Library may disqualify a Respondent where any conduct, circumstance, situation, relationship or association is determined by the Library, in its sole and absolute discretion, to constitute a conflict of interest and:

(a) The Respondent has failed to disclose the conflict of interest.

(b) The Respondent or any of its team members or subcontractors fails to comply with any requirements prescribed by the Library to resolve a conflict of interest or

(c) The Library determines, in its sole discretion, that the conflict of interest cannot be resolved.

3.4.4. Disqualification for Prohibited Conduct

The Library may disqualify a respondent, rescind notice of selection, or terminate a contract subsequently entered into if the Library determines that the Respondent has engaged in any conduct prohibited by this RFP.

3.4.5. Prohibited Respondent Communications

Respondents must not engage in any communications that could constitute a conflict of interest.

3.4.6. Respondents Not to Communicate with Media

Respondents must not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered pursuant to this RFP without first obtaining the written permission of the RFP Contact.

3.4.7. No Lobbying

Respondents must not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful respondent(s).

3.4.8. Illegal or Unethical Conduct

Respondents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion, or collusion. Respondents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers,

agents, appointed officials or other representatives of the Library; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

3.4.9. Past Performance or Past Conduct

The Library may prohibit a respondent from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, including but not limited to the following:

a) Illegal or unethical conduct as described above.
b) The refusal of the Respondent to honour its submitted pricing or other commitments; or
c) Any conduct, situation or circumstance determined by the Library, in its sole and absolute discretion, to have constituted an undisclosed conflict of interest.

3.5. Confidential Information

3.5.1. Confidential Information of the Library

All information provided by or obtained from the Library in any form in connection with this RFP either before or after the issuance of this RFP:

a) is the sole property of the Library and must be treated as confidential,
b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the Deliverables,
c) must not be disclosed without prior written authorization from the Library, and
d) must be returned by the Respondent to the Library immediately upon the request of the Library.

3.5.2. Confidential Information of Respondent

A Respondent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the library. The confidentiality of such information will be maintained by the library except as otherwise required by law or by order of a court or tribunal.

The Library is subject to The Local Authority Freedom of Information and Protection of Privacy Act.

3.6 Procurement Process Non-Binding

3.6.1. No Contract and No Claims

This procurement process is not intended to create and will not create a formal, legally binding process and will instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

a) this RFP will not give rise to any contract-based tendering law duties or any other legal obligations arising out of any process contract, or collateral contract; and

b) neither Respondent nor the Library will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract, or failure to honour a proposal submitted in response to this RFP.

3.6.2. No Contract until Execution of Written Agreement

This RFP process is intended to solicit non-binding proposals for consideration by the Library and may result in an invitation by the Library to a Respondent to enter into an agreement or negotiations for an agreement for the provision of desired products and/or services. No legal relationship or obligation regarding the procurement of any good or service will be created between Vendor and the Library by this RFP process until the execution of a written agreement for the formal execution of documents for the acquisition of goods and/or services.

3.6.3. Non-Binding Price Estimates

While the pricing information provided in proposals will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the proposals and the ranking of Respondents. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation or ranking or the decision of the Library to enter into an agreement for the services and may be grounds for the rejection of a proposal or the termination of related negotiations or contracts.

3.7. Cancellation

The Library may cancel or amend the RFP process without liability at any time.

3.8. Governing Law and Interpretation

These Terms and Conditions of the RFP Process:

a) are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision).

b) are non-exhaustive and must not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations; and

c) are to be governed by and construed in accordance with the laws of the province of Saskatchewan and the federal laws of Canada applicable therein.

4 SOLUTION REQUIREMENTS

4.1. General Requirements

Regina Public Library requires a service management system, to be used primarily by Information Technology departments and Facilities Management. Other internal departments may also use the system for basic helpdesk functionality like incident management.

General requirements for the system will include:

a. Custom Workflows for different support teams
b. Incident, problem and Asset tracking capabilities
c. Automated alerting
d. A mobile app or a way to access the system from cellular enabled devices
e. Reporting, SLA tracking and Analytics
f. Configuration Management
g. Knowledgebase/knowledge Management
h. A Self-Service Portal
i. Integration capability with Microsoft collaboration software

j. IT Service Catalog Management

k. Ability to configure preventative maintenance schedules

4.2 Specific Technical Requirements

Specific technical requirements are set out in the Requirements Excel Spreadsheet included as an addendum to this RFP by reference and provided in the RFP documents package.

4.3 Post Awarding Services and Solution Implementation Requirements

4.3.1. Implementation Services

a. The Vendor will lead work in collaboration with key stakeholders of RPL to determine the required configuration and other implementation requirement to prepare an implementation plan to be presented to the Library for acceptance.

b. The Vendor will implement the system with the approved configuration.

c. The Vendor will conduct appropriate testing where and when necessary (User acceptance, integration) to ensure an acceptable transition system ownership.

d. The Vendor will migrate or assist in migration of relevant data from related legacy systems into the new system if appropriate and possible.

e. The Vendor will integrate or assist with integration of the system with other systems as required.

f. The Vendor will not only supply but support going live with the IT Service and Maintenance Management system across the organization to address any troubleshooting or data validation that might be needed during the implementation phase of the system.

4.3.2.   Training

a. Vendor will provide access to training resources on both administrative functions (maintenance, troubleshooting, configuration, etc.) as well as basic end user functions (self service, requests, reports, etc.).

b. The Vendor should provide a variety of training methods that may include in-person training, live online training, self-paced online training materials, pre-

recorded webinars and/or training presentations, as well as up-to-date documentation.

c. Workflows on the proposed solutions should also be designed to minimize the need for direct user training – while still allowing for context-sensitive assistance that is customized to the Library.

4.3.3.   Service Level Agreement (SLA) and Maintenance/ Support

The Vendor must have or establish a formal document defining and detailing the service level capabilities and objectives that are acceptable to the Library (the "Service Level Agreement" or "SLA"). The SLA will be used throughout the Term of any agreement to measure, support performance, and assist with conflict resolution. The SLA should include, but not be limited to:

- System availability targets;
- Support contact center hours of availability;
- Support response time and problem resolution time targets; and, Identification of penalties and or the Library's recourse for any Vendor failure to meet defined targets.

5 SUBMISSION & EVALUATION

5.1. Submission Requirements

Respondents must follow the proposal structure outlined below. Failure to comply with these requirements may result in a rejected proposal.

5.1.1. Cover Page

Include a cover page that clearly indicates "Regina Public Library", the RFP number and name, your company name, and the date the proposal was finalized.

5.1.2. Letter of Transmittal

Provide a Letter of Transmittal, or covering letter, dated, and signed by a person authorized to negotiate and make commitments on behalf of Respondent. The letter should indicate contact name, title, and telephone number of the individual who can provide any required clarifications with respect to your proposal.

5.1.3. Company Information and Profile

Please include:

1. Corporate information, including:
   a) Legal name
   b) Address
   c) Telephone
   d) Website
2. Company description, including number of years in business, number of employees, locations, and any other information that may be deemed appropriate to your proposal.
3. Description of Saskatchewan or Canadian presence, or location from which RPL will be served (i.e., location of local office, number of employees, etc.) and description of approach to serving RPL and systems in its locations.
4. List of executive officers and other relevant individuals who may support the Library's account (i.e., signing authority, account manager, trainer, support contact, etc.)
5. Contact information and bio for the account manager to be assigned to the Library's account.
6. Summary of the company's track-record and accomplishments as it relates to systems and/or services similar to that requested herein, including any related experience in the library sector, in the past five years.
7. Description of the company's environmental certifications, policies, and practices.
8. Insurance information, including:
   (a) The extent to which this company is protected for professional liability.
   (b) Confirmation of having minimum coverage of $5 million for comprehensive general liability.
   (c) Confirmation that Regina Public Library shall be included as an insured party under above insurance,
   (d) If legally required to have WCB coverage in Saskatchewan, confirmation that a Letter of Good Standing from the Saskatchewan WCB will be provided upon signing any contract resulting from this RFP.
   (e) Any other insurance, including professional liability insurance and cybersecurity insurance, that you carry and could be extended to cover

Regina Public Library in the event of it being required related to the proposed solution or its use by RPL.

5.1.4. General System Requirements

Provide a summary of how your proposed solution will address the Library's requirements described herein and in the requirements spreadsheet.

Provide a detailed response to each general system requirement detailed in the requirements Excel spreadsheet.

5.1.5. Functional Requirements

Provide a summary of how your proposed solution meets the Library's functional requirements, detailed in the requirements Excel spreadsheet according to system user roles and user requirements/use cases.

Provide detailed responses to each requirement specified in the 1) high level use cases and the 2) technical list tabs of the referenced spreadsheet.

For each requirement, fill in Yes or No in the field labelled "Are You Able To Execute This Use Case." If yes, then score 1-5 on how completely your solution satisfies the use case.   Include any information to clarify or support your response for each requirement.

Provide any necessary information to ensure the Library's understanding of how your solution addresses the requirements, how the intent of the requirement can be achieved if the proposed solution is not fully compliant, or to explain why the requirement may not be critical given the way your proposed solution works. Where requested, provide information to address specific questions or requests for additional information included in the subparts of each requirement.

5.1.5. Non-Functional Requirements

Provide detailed information on each of the following:

a. **Performance and Scalability**: Specify the expected system response times (e.g., page load times), the maximum number of concurrent users, and the system's ability to scale based on growing data volumes.

b. **Reliability and Availability**: Provide uptime commitments (e.g., 99.9% uptime) and a description of how this is monitored along with recourse for any failure to meet the stated commitments. Also provide details about your disaster recovery protocols and backup strategies.

c. **Security**: Provide details about the security measures established in the system and followed by your organization, including user authentication and authorization mechanisms for access, data encryption, backup of data, audit logs, and compliance with industry security standards (e.g., ITIL**,** ISO/IEC 27001) as well as any other security measures employed to protect your software, systems, and related data

d. **Usability**: Describe the user-friendliness of your system including any standards you follow, your approach to user experience and interface design, accessibility considerations, and any other considerations that support an easy and optimized user experience.

e. **Interoperability**: Describe how the system integrates with other systems (e.g., Active Directory, external reporting tools, monitoring systems).

f. **Compliance**: Provide details about any relevant legal or regulatory industry standards and frameworks the product complies or aligns with (e.g., ITIL).

g. **Cloud vs On-Premises Deployment:** Specify whether the solution is cloud-based, on-premises, or hybrid and provide details on deployment options and datacentre locations. E.g. If the system is cloud-based, the vendor should inform RPL of multi-tenancy, ensuring data segregation for different organizational units. For Cloud solutions, preference will be given to respondents who are able to host the Library's system and data in Canada.

h. **Training:** Describe your approach to training and provide details on the training included in your proposal, as well as options and mechanisms for follow-on training. This should include details about specific training for different user roles (e.g., IT vs facilities; activity coordinator vs work assignee).

i. **Maintenance & Support:** Describe your approach to maintenance and support, including details on who can request support, how support can be requested, response time targets for different categories of issues, approach to software updates and expected time between releases, etc.

5.1.6. Proposed Schedule

Provide a proposed, detail schedule for supply, delivery, configuration, installation, and go-live of the proposed solution, including necessary participation of Library staff.

Respondents must clearly state the expected effort required of Library staff and, where appropriate, describe any impact on the schedule and/or costs if Library staff are unable to meet the stated expectations.

5.1.7. Price Proposal

Complete the Cost Worksheets provided in the detailed requirements Excel spreadsheet under "Total cost of ownership".

Provide detailed information about all costs associated with the proposed solution and any available options, including unit pricing, along with the unit description, for each software and hardware component, and any proposed services. Indicate any components that are required or optional. Provide details about any service, support and/or maintenance fees for the initial 1-year term and any subsequent extensions.

5.1.8. References/Past Performance References

Provide three (3) corporate client references for whom you are providing the ITSM product. At least one reference must be in Canada. References should relate to recent or current services similar in type, scope, and magnitude as that to be undertaken on behalf of the Library. Any or all the references provided by Vendor may be contacted by members of the Library's selection committee.

Please include the references' company/organization name, locations, and contact details for the key contacts, including names, titles, addresses, email addresses, and

telephone numbers under the "Qualifications and Reference" section of the attached excel sheet.

The Library reserves the right to check the references of any, and all, Respondents at any time during the evaluation process at the Library's discretion. References may be contacted by phone and/or in writing and any information received will be used to assist the evaluation committee in assessing a respondent's capacity and capability to provide the deliverables as outlined in this RFP.

The Library may use its own experience with the vendor, through previous interactions or contracts, to assess the vendor's past performance. The Library reserves the right to disqualify any respondent, whose references, in the opinion of the selection committee are found to be unsatisfactory.

The Library may also obtain references from other organizations known to the Library with whom the Respondent has done business.

5.1.9. Proposed Agreement Terms

Provide, as an appendix to your proposal, a proposed draft contract that includes, but is not limited to the following, as a single document or set of related documents:

a. Licence agreement for any software;
b. Service agreement for hosted solutions and/or support and maintenance services, as well as other services (e.g., implementation) which may be required or otherwise proposed; and,
c. Service Level Agreement that sets out the expected availability and service standards for the proposed solution and any related services.

5.1.10. Other Information or Comments

Provide any additional information thought to be relevant, including any options or suggestions for increasing value for the Library.

5.2 Short-List Presentations

The Library, at its sole discretion, may invite one or more Respondents to provide a short-list presentation or participate in a short-list interview to support the Library's understanding of invited Respondents' submissions and proposed solutions.

5.3   Evaluation

Proposals will be evaluated by a Selection Committee that will consist of representatives of Library Administration.

Each proposal will be evaluated based on the following criteria:

Selection Criteria	Available Points
General Solution fit and vendor capability and track record, including implementation, support & maintenance services	25
Heavily weighted functional requirements for the system	25
Moderately weighted functional requirements	20
Lower weighted functional requirements	10

Price proposal, including:
• Pricing model and cost certainty
• Annual cost for intended use
• Total cost over 5-year extended term
• Cost considerations for:
   o Implementation
   o Support & maintenance
• Value for money
	20

Total	**100**

The Selection Committee will use any information obtained through references and, where requested, short-list interviews or presentations to clarify our understanding of Respondents' submissions and support our scoring of those submissions using the criteria identified above.