

Collaborative Library Services Platform (CLSP)

Request for Proposals

Request for Proposals Number: OCLS-RFP-2020-001

Request for Proposals Issued On: September 8th, 2020

Proposal Submission Deadline: October 23rd, 2020 at 3:00:00 PM, Local Time in Toronto, Ontario, Canada

Proposal Submissions to be submitted to: <https://cambriancollege.bonfirehub.ca>

1 PART 1 – INTRODUCTION

1.1 INVITATION TO PROPONENTS

This Request for Proposal ("RFP") is an invitation by the Ontario Colleges Library Service (OCLS), as 'Purchaser' on behalf of Collaborative Library Services Platform Committee (hereinafter referred to as CLSP) representing the members of College Libraries Ontario (CLO) who are participating in the RFP) to prospective Proponents to submit non-binding proposals for the provision of a Software as a Service (SaaS) Library Services Platform (herein referred to as LSP). The requirements are as further described in Part 2 - Summary of Deliverables and Appendix B – Detailed Deliverables. The proposal must address how the LSP supports each section of Part 2 and Appendix B of this RFP.

1.1.1 About the Collaborative Library Services Platform Committee

The Collaborative Library Systems Platform Project Committee (CLSP) is a committee sponsored by College Libraries Ontario (CLO), the collaborative body comprised of the 24 Ontario College Libraries that advocates on behalf of students for the best college library services and resources. CLO has a long history of successful collaborative projects that have supported innovative library services for the benefit of students, researchers, and faculty across Ontario. This includes the SIRSI Consortium, which is made up of a group of 13 Ontario college libraries that share the SirsiDynix Integrated Library System (ILS). This consortium is managed by the Ontario Colleges Library Service (OCLS), which provides a suite of services for the benefit of the 24 Ontario college libraries.

With OCLS's support, the CLSP Committee will lead the investigation into the purchase of a shared Library Services Platform for the college libraries that have expressed interest. The committee was established as a result of the work of the Advancing Colleges Collaborative Excellence in Student Success

(ACCESS) project, and a recommendation from the SIRSI Consortium Steering Group. Nineteen colleges, including those currently involved in the Sirsi Consortium, have indicated an interest in migrating to a new system.

1.1.2 CLSP Vision

The vision of the CLSP is two-fold. The project will support cost-efficiency and collaboration amongst member libraries by implementing access to a modern, next-generation library services platform that will allow us to grow our collaborations into the future, perhaps in ways beyond which we can currently envision. The project will also benefit end-users (students, faculty, researchers) by providing improved access and discoverability of digital resources.

1.1.3 CLSP Values

The work of the CLSP Project will:

- Support a culture of innovation at Ontario Colleges
- Employ creative use of technology to enhance library services that allows for optimal staff efficiency and end user discovery
- Foster enhanced collaboration between member libraries
- Enhance access to learning resources for students, researchers, and faculty across the Ontario colleges
- Facilitate purchases without limiting choice or negating any other requirement.

1.1.4 Role of the Ontario Colleges Library Service (OCLS)

The Ontario colleges libraries have an established history of developing and operating collaborative services. The Ontario Colleges Library Service (OCLS) was established in 2009 as a non-profit corporation to provide support for the libraries of the province's 24 publicly-funded colleges. Among other key services, OCLS currently maintains a shared EZProxy instance and operates a SirsiDynix Integrated Library System consortium of thirteen colleges (see list of SIRSI consortium members in Appendix D).

OCLS hosts the SirsiDynix ILS for the SIRSI Consortium, manages the contract with the vendor, and maintains a service-level agreement with the member colleges on a cost-recovery basis. This structure has allowed colleges of all sizes across Ontario to function efficiently and cost-effectively for over 40 years. The participating colleges and OCLS aim to continue leveraging this legacy of collaboration and extensive experience in operating a shared ILS by maintaining a similar structure in the operation and management of their new Library Services Platform.

As the 'Purchaser', OCLS is expected to provide the following services to support participating colleges in the operation of their LSP. Respondents to this RFP are invited to describe in detail how their solution enables such collaboration, and how OCLS will be able to efficiently continue their role of supporting participating colleges. This list is not exhaustive and will adapt to the chosen solution.

- **Contract management:** OCLS will maintain the contractual relationship with the chosen vendor, process invoices and bill-back to members;
- **1st tier of support:** OCLS can respond to support requests, investigate issues and either work to resolve them or escalate to vendor and track resolution; monitor system status, proactively address access issues and alert users; some colleges might expect direct access to the vendor to open support and enhancement requests;

- **System administration & consulting:** OCLS can make configuration changes upon request from the participating colleges, manage users and permissions across all participating colleges, support integration with local college systems (e.g. student information systems for patron data); consulting for technical developments;
- **Metadata support:** OCLS will assist in batch-loading records, maintain shared bibliographic data and authorities, ensure interoperability of metadata by maintaining cataloguing standards and best practices; this support ensures consistency and avoids duplication of work.
- **Electronic resource management:** OCLS currently manages the licensing, invoicing and access control for a large proportion of the electronic resources subscribed by the participating colleges; as such, OCLS will assist in the maintenance of the associated knowledge base, link resolver and access control;
- **Documentation & training coordination:** OCLS will support shared system expertise among members, facilitate communication and sharing, maintain a local knowledge base, organize training; and
- **Reporting:** OCLS will consult, define and run reports for the collection of usage statistics, support in setting up monitoring dashboards; colleges should retain the ability to define and run their own reports.

In order to provide the above services and efficiently support colleges in the operation of the LSP, OCLS will require sufficient access and permissions to manage users, settings, edit records, etc. for all participating colleges, as well as training. Respondents should include the training and onboarding of OCLS staff in their implementation plan.

1.1.5 Colleges Union Catalogue

OCLS also operates the Colleges Union Catalogue (CUC), which collects bibliographic records from all 24 Ontario colleges via regular synchronization updates over z39.50. The CUC is used by the colleges as a source of records for copy-cataloguing, and as a backbone for services requiring an up-to-date record of college holdings, such as the Accessible Content E-Portal (ACE). Metadata records for digital collections that are shared by a majority of colleges are also added to the CUC, from where they are exposed to individual college discovery layer via OAI-PMH for discoverability without the need for local cataloguing. This use case is particularly useful for collections that are not available in existing vendor knowledge bases, for example LinkedIn Learning courses and some eBook collections.

The CUC is currently operated as an additional SirsiDynix Symphony instance. A custom-built module provides an OAI-PMH access point.

OCLS and the colleges anticipate that the operation of the CUC will continue after the implementation of a new shared LSP. Respondents are asked to provide details on how their solution can interface with the CUC as an existing ILS instance, but are also invited to illustrate how the current functionalities of the CUC could be achieved within their own system, e.g. through shared bibliographic records and interfaces for resource discovery across colleges. If such a functionality is offered, responses must clarify whether it will be provided for an additional cost, requiring an additional “consortium” instance of the proposed system, or if it is included in the proposal. Refer to Appendix B, section 6.4.1, Consortium Functions, for more details.

1.2 INSTRUCTIONS TO PROPONENTS

The proposal must address how the proposed system and vendor enables the vision and values of the CLSP as well as the supporting role of OCLS. The proposal must include the completed mandatory forms as set out below. Maintain the number system and headings provided in this document.

- Appendix A – Mandatory Form of Proposal
- Appendix B – RFP Detailed Deliverables
- Appendix C – Rate Bid Form
- Completed Higher Education Vendor Assessment Toolkit (HECVAT) “LITE” version 2.11 (available at <https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit>)
- Copy of relevant Service Level Agreements, Terms of Use and End User License Agreements (EULA)

Submissions shall be submitted on, and in accordance with instructions contained within this RFP Document. All communication relating to this RFP, including questions and submissions, is to be submitted via Bonfire Portal at <https://cambriancollege.bonfirehub.ca>

Proponents shall be solely responsible for the delivery of their Proposals in the manner and time prescribed in Part 4 – Terms and Conditions of the RFP Process.

Questions concerning submitting through Bonfire should be addressed to Bonfire technical support at 1-800-354-8010 Ext. 2.

Support by phone and email is provided Monday to Friday from 8 AM - 8 PM EST/EDT.

RFP Documents and all amendments will be available only through Bonfire.

Bonfire does not allow submissions to be uploaded after the Proposal Closing Date and Time, so the Proponent should ensure they allow plenty of time to upload a Proposal.

Proposals transmitted by facsimile or sent by any other electronic means may not be considered. Notwithstanding anything to the contrary contained in any applicable statute relating to electronic documents transactions, any notice, submission, statement, or other instrument provided in respect of the RFP may not be validly delivered by way of electronic communication, unless otherwise provided for in this RFP.

The Purchaser reserves the right to make copies of the Proponent’s Proposals as it may be required for the purpose of conducting a full evaluation of the Proposal submitted.

The Proponent should identify and mark any trade secret or proprietary intellectual property in its Proposal.

1.3 TYPE OF AGREEMENT

The selected Proponent may be requested to enter into negotiations for an Agreement with the Ontario Colleges Library Service (OCLS), as the ‘Purchaser’, on behalf of the participating college members for the provision of the Deliverables in Part 2 of this RFP and Appendix B – Detailed Deliverables. At the conclusion of negotiations, the Purchaser, in its sole and unfettered discretion, may select the Preferred

Proponent based on the terms agreed to as a result of their negotiations. The Purchaser accepts no liability for the acts of, decisions by, and information about the participating College Library Ontario (CLO) members. A Master Agreement will be signed by the Purchaser and the selected Proponent will also be required to develop a Customer Service Agreement (CSA) that will be executed between the selected Proponent and the Purchaser detailing the specific technical and functional requirements between these two parties. It is the Purchaser's intention to enter into an Agreement. The intended Term of Agreement is to be for a period of three years, with an option in favour of the Purchaser to extend the agreement on the same terms and conditions for an additional Term of up to five years. The CSA will echo the terms of this Agreement.

1.4 SERVICE LEVEL AGREEMENTS, TERMS OF USE, END USER LICENSE AGREEMENTS (EULA)

Proponents must include in their proposal a copy of any Service Level Agreement (SLA), Terms of Use, End User License Agreement (EULA) or other applicable agreements governing the use of the proposed solution.

Upon conclusion of the Agreement, retroactive changes to the EULA or Terms of Use will not be permitted for the term of the Agreement, without the written consent of the Purchaser.

1.5 NO GUARANTEE OF VOLUME OF WORK OR EXCLUSIVITY OF AGREEMENT

The information contained in the RFP constitutes an estimate and is supplied solely as a guideline to Proponents. Such information is not guaranteed, represented, or warranted to be accurate, nor is it necessarily comprehensive or exhaustive.

Nothing in this RFP is intended to relieve the Proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP. Quantities described are estimates only and may not be relied on by the Proponents.

The Purchaser does not intend that any Agreement executed with a Proponent will be an exclusive Agreement for the provision of Services. The Purchaser reserves the right to contract with others for the same or similar Services to those described in this RFP.

The Purchaser makes no guarantee of the value or volume of work to be assigned to the Successful Proponent. The Agreement to be negotiated with the selected Proponent will not be an exclusive contract for the provision of the described Deliverables. The Purchaser or participating CLO members may contract with others for the same or similar Deliverables to those described in this RFP or may obtain the same or similar Deliverables internally.

1.6 PROPONENT CONSORTIUM INFORMATION

Where a consortium is responding to this RFP, the following shall apply:

- The Proponent shall identify itself as the sole Proponent.
- The Proponent shall list all other consortium members and what each will supply.
- The Proponent shall confirm that the Proponent shall assume full responsibility and liability for the work and actions of all consortium members with respect to the obligations to be assumed

pursuant to this RFP, provided that the Purchaser shall be entitled to reject a proposed subcontractor.

1.7 NO TENDER AND NO CONTRACTUAL RELATIONSHIP

This selection process is not a tendering process. It is part of an overall selection process intended to enable the Purchaser, acting on behalf of the CLSP and participating CLO Members, to identify a potential Preferred Proponent. The submission of a Proposal does not constitute a legally binding agreement between the Purchaser and any Proponent for the provision of Services. For greater certainty, by submission of its Proposal, the Proponent acknowledges and agrees that there will be no initiation or creation of contractual obligations regarding the provision of Services as between the Purchaser and the Proponent arising from this RFP or the submission of a Proposal.

Further, the Proponent acknowledges and agrees that this procurement model is not a tender but a Request for Proposal. A Proposal may be rescinded by a Proponent at any time prior to the execution of an Agreement.

1.8 TRADE AGREEMENTS (CFTA – CETA)

Proponents should note that procurement falling within the scope of the Canadian Free Trade Agreement (www.cfta-alec.ca) as well as the Comprehensive Economic and Trade Agreement (<http://www.international.gc.ca/trade-commerce/trade-agreements-accords-commerciaux/agr-acc/ceta-aecg/index.aspx?lang=eng>) are subject to that chapter but that the rights and obligations of the parties shall be governed by the specific terms of each particular tender call.

1.9 DEFINITIONS

The following definitions apply:

“Agreement” means the agreement to be executed between the selected Proponent and the Purchaser detailing the specific technical and functional requirements and terms agreed upon between these two parties at the conclusion of the RFP as described in Section 1.3 Type of Agreement.

“Applicable Law” and “Applicable Laws” means any common law requirement and all applicable and enforceable statutes, regulations, directives, policies, administrative interpretations, orders, by laws, rules, guidelines, approvals and other legal requirements of any government and/or regulatory authority in effect from time to time.

“Business Day” or “Business Days” means Monday to Friday between the hours of 9:00 a.m. to 5:00 p.m., except when such a day is a public holiday, as defined in the Employment Standards Act (Ontario), or as otherwise agreed to by the parties in writing.

“Conflict of Interest” means any situation or circumstance where, in relation to the performance of its obligations under the Agreement, the Proponent’s 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 obligations under the Agreement.

“Days” means calendar days.

“Eligible Proposal” means a Proposal that meets or exceeds a prescribed requirement, allowing it to proceed to the next phase.

“Evaluation Team” means the individuals who have been selected by the Purchaser to evaluate the Proposals.

“Open Source Code” means any software code that is distributed as “free software” or “open source software” or is otherwise distributed publicly in source code form under terms that permit modification and redistribution of such software. Open Source Code includes software code that is licensed under the GNU General Public License, GNU Lesser General Public License, Mozilla License, Common Public License, Apache License, BSD License, Artistic License or Sun Community Source License.

“Participating College” or “Participating Colleges” means the entities listed in Appendix D.

“Personal Information” means recorded information about an identifiable individual or that may identify an individual.

“Preferred Proponent” means the Proponent(s) that the Purchaser has identified as the highest-ranked Proponent(s) in accordance with the evaluation process.

“Proponent” or “Proponents” means an entity that submits a Proposal in response to this RFP and, as the context may suggest, refers to a potential Proponent.

“Proposal” or “Proposals” means all of the documentation and information submitted by a Proponent in response to the RFP.

“Proposal Submission Deadline” means the Proposal submission date and time as set out in Section 4.1.1, Timetable, and may be amended from time to time in accordance with the terms of this RFP.

“Purchaser” means the entity whose name appears on the cover page of the RFP, and which is the purchasing authority pursuant to this RFP.

“Request for Proposals” or “RFP” means this Request for Proposals issued by the Purchaser for the purchase of the Services, and all addenda thereto.

“RFP Coordinator” means the individual identified in Section 4.2.2.

“Services” means the services intended to be procured pursuant to this RFP.

“Software” means computer programming code and accompanying documentation and support files required to provide the Services.

“Source Code” means computer software and code, in form other than object code form, including related programmer comments and annotations, help text, data and data structures, instructions and procedural, object-oriented and other code, which may be printed out or displayed in human readable form.

“Term” means the period of time from the effective date of the Agreement up to and including the earlier of: (i) its expiry date or (ii) the date of termination of the Agreement in accordance with its terms.

“Unfair Advantage” means any conduct, direct or indirect, by a Proponent that may result in gaining an unfair advantage over other Proponents, including but not limited to (i) possessing, or having access to, information in the preparation of its Proposal that is confidential to the Purchaser and which is not available to other Proponents, (ii) communicating with any person with a view to influencing, or being conferred preferred treatment in, the RFP process, or (iii) engaging in conduct that compromises or could be seen to compromise the integrity of the RFP process and result in any unfairness.

[End of Part 1]

2 PART 2 – SUMMARY OF DELIVERABLES

This RFP is an invitation to submit non-binding proposals for the provision of a Software as a Service (SaaS) Library Services Platform (LSP), full-featured to meet the specified functionality and features, as well as implementation services to migrate the partners to the new shared solution, and ongoing support and development.

Proposed solutions must support the vision and values of the CLSP as described in Part 1 by providing exceptional deliverables in the areas of *User Experience*, *Collections Management*, *Technology*, *Collaboration and Support*, *Work Plan and Timelines*, and *Proponent Corporate Background and Implementation Experience*. A full list of features and functionality desired within each area is provided in Appendix B – Detailed Deliverables.

2.1 INSURANCE

1. Proponents are required to provide proof of these insurances and expiration date(s) as per section 5.8 of the Form of Proposal (Appendix A).

2.2 PERMITS, LICENSES, AND APPROVALS

Proponents shall obtain all permits, licences, and approvals required in connection with the supply of the Services. The costs of obtaining such permits, licences, and approvals shall be the responsibility of, and shall be paid for by, the Proponent.

Where a Proponent is required by Applicable Laws to hold or obtain any such permit, licence, and approval to carry on an activity contemplated in its Proposal or in the Agreement, neither acceptance of the Proposal nor execution of the Agreement by the Purchaser shall be considered an approval by the Purchaser for the Proponent to carry on such activity without the requisite permit, licence, or approval.

2.3 PAYMENT TERMS

The Purchaser’s standard payment terms are net thirty (30) days.

2.4 VENDOR MANAGEMENT

The Purchaser reserves the right to implement and enforce a formal Vendor management program at any time during this RFP process or during the term of any Agreement with a Preferred Proponent.

2.5 RIGHT TO AUDIT

Over the course of the Agreement and not more than once per calendar year, the successful Provider shall have the right to audit the Purchaser's usage of licensed software to verify compliance with the terms of the Agreement. All audits shall occur under the supervision of a representative of the Purchaser. The successful Provider shall provide a written request to audit to the Purchaser no less than one month prior to the requested audit date. The Purchaser shall have the right to negotiate the audit date based on the academic calendar.

The Purchaser shall not be responsible for any compliance deficiencies found as a result of these audits. Responsibility to adhere to the terms of the Agreement and any other terms of use rests solely on the Participating Colleges.

2.6 SOURCE CODE

If modifications to the source code are required to suit the needs of the Purchaser or any of the Participating Colleges, a copy of the Source Code shall be either

- (a) made publicly available to the broader public (Open Source Code); or
- (b) provided to the Purchaser in its entirety; or
- (c) held in an Escrow account.

The Agreement will provide at minimum, that

- (a) the Proponent shall publish, provide to the Purchaser or deposit into escrow the software source code, together with any subsequent updates to the source code as and when they become available, and
- (b) the Purchaser may access the Software source code upon the occurrence of an insolvency event, in which case the Purchaser may continue to use the Software for the remainder of the Term.

[End of Part 2]

3 PART 3 - EVALUATION OF PROPOSALS

3.1 PROPOSAL EVALUATION; PURCHASER'S DISCRETION

Notwithstanding any other provision of this RFP to the contrary, the provisions in this section 3.1 and its subsections shall prevail, govern and override all other parts of this RFP. The Purchaser is not bound to accept any Proposal. At any time prior to execution of an Agreement, the Purchaser may, in its sole and unfettered discretion, or for its own convenience, terminate this selection process, cancel the

acquisition of Services described herein, and proceed with such acquisition on different terms. All of this may be done with no compensation to the Proponent.

3.2 PURCHASER'S RIGHT TO REJECT ANY PROPOSAL

Purchaser reserves the right to accept or reject any and all Proposals, all without giving reasons, not necessarily accept the lowest priced Proposal, and/or not accept any Proposal. Purchaser reserves the right to determine, in its sole and unfettered discretion, whether any Proposal meets the Key Conditions described in section 3.4.1. Selection of the Preferred Proponent, if any, is at the sole and unfettered discretion of Purchaser.

Purchaser is not bound to negotiate with any Proponent.

Purchaser is not bound to grant an interview to any Proponent.

3.3 RIGHTS RESERVED BY PURCHASER

Purchaser reserves the right, at its sole and unfettered discretion, to:

- utilize any designs, ideas or information contained in any of the Proposals for its sole use and benefit without making payment or otherwise providing consideration or compensation to any Proponent or any other party;
- negotiate specific contractual terms and conditions with the Proponent, including but not limited to the Agreement;
- waive any formality, informality or technicality in any Proposal, whether of a minor and inconsequential nature, or whether of a substantial or material nature;
- negotiate with any or all Proponents; and
- receive, consider, negotiate and/or accept any Proposal, regardless of whether it complies (either in a material or non-material manner) with the mandatory requirements or not.

Purchaser also reserves the right to accept conditions to be offered by and/or negotiated with the Preferred Proponent which are not specifically contained in this RFP. Such options and/or alternatives shall be included in the Proposal review process as part of the evaluation.

At all times, the Purchaser reserves the right to seek written clarifications of a Proponent. Such clarification shall be deemed an amendment to such Proponent's Proposal and be binding upon the Proponent.

3.4 EVALUATION STAGES

As a general framework, all Proposals presented by Proponents will be evaluated in the context of the overall value they bring to Purchaser. The criteria to be considered by the Purchaser will include a combination of evaluation criteria, as set out below, and such other criteria as determined by the Purchaser at its sole and unfettered discretion.

The Purchaser may select one or more qualified Proponents whose Proposals in the Purchaser's view and sole and unfettered discretion, best meet the evaluation criteria. The qualified Proponent(s) may, at the Purchaser's sole and unfettered discretion, be extended an invitation to negotiate with Purchaser.

The Purchaser will conduct the evaluation of Proposals in the following five (5) stages:

Stage Number	Title of Evaluation Stage
Stage I	Review of Key Conditions (Pass/Fail)
Stage II	Rated Functionality and Features (70%)
Stage III	Pricing (20%)
Stage IV	Proponent Presentation (10%)
Stage V	Selection

3.4.1 Stage I – Review of Key Conditions (Pass/Fail)

Stage I will consist of a review to determine which Proposals comply with the following key conditions:

- A complete Mandatory Form of Proposal (Appendix A)
- Complete response to RFP Deliverable Details (Appendix B)
- A complete Rate Bid Form (Appendix C)
- Completed Higher Education Vendor Assessment Toolkit (HECVAT) “LITE” version 2.11 (available at <https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit>)

Proposals which do not comply may, subject to the express and implied rights of the Purchaser, be disqualified and not be evaluated further. Proposals that are deemed compliant in Stage I will qualify to be evaluated further.

Other than inserting the information requested on the mandatory submission forms set out in this RFP, a Proponent may not make any changes to any of the forms. Any Proposal containing any such changes, whether on the face of the form or elsewhere in its Proposal, may be disqualified.

3.4.1.1 Form of Proposal - Appendix A

Each Proposal must include a Form of Proposal (Appendix A) completed and signed by the Proponent.

(a) Conflict of Interest

In addition to the other information and representations made by each Proponent in the Form of Proposal, each Proponent must declare whether it has an actual or potential Conflict of Interest. If, at the sole and absolute discretion of the Purchaser, the Proponent is found to be in a Conflict of Interest, the Purchaser may, in addition to any other remedies available at law or in equity, disqualify the Proposal submitted by the Proponent.

The Proponent, by submitting the Proposal, warrants that to its best knowledge and belief no actual or potential Conflict of Interest exists with respect to the submission of the Proposal or performance of the contemplated Agreement other than those disclosed in the Form of Proposal. Where the Purchaser discovers a Proponent’s failure to disclose all actual or potential Conflicts of Interest, the Purchaser may disqualify the Proponent or terminate any Agreement awarded to that Proponent pursuant to this Proposal process.

(b) General

The Purchaser, in addition to any other remedies it may have in law or in equity, shall have the right to disqualify any Proponent from the RFP process in the event that the Purchaser determines that the Proponent made a misrepresentation or submitted any inaccurate or incomplete information in its Proposal. It is the Purchaser's policy to include provisions in any Agreement concluded with a Preferred Proponent which permit the Purchaser to terminate such Agreement for cause if the Purchaser determines that the Proponent made a misrepresentation or submitted any inaccurate or incomplete information in its Proposal.

Other than inserting the information requested and signing the Form of Proposal, a Proponent may not make any changes to or qualify the Form of Proposal in its Proposal. A Proposal that includes conditions, options, variations or contingent statements that are contrary to or inconsistent with the terms set out in the RFP may be disqualified. If a Proposal is not disqualified despite such changes or Proposals, the provisions of the Form of Proposal as set out in this RFP will prevail over any such changes or Proposals in or to the Form of Proposal provided in the Proposal.

3.4.1.2 Detailed Deliverables – Appendix B

Each Proposal must provide requested information regarding detailed deliverables in Appendix B.

3.4.1.3 Higher Education Community Vendor Assessment Toolkit (HECVAT)

If the Proposed Solution is a cloud-based solution, Proponents should complete and return a copy of the "LITE" version of the Higher Education Vendor Assessment Toolkit (HECVAT), version 2.11, available at <https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit>

The HECVAT is widely used, standardized questionnaire used by higher education institutions to measure vendor risk and confirm that measures are in place to protect their sensitive information.

The HECVAT questionnaire must be completed in addition to section 6.3.5 of the list of Detailed Deliverables described in Appendix B of this RFP.

3.4.1.4 Rate Bid Form – Appendix C

The Rate Bid Form, completed by the Proponent in accordance with the instructions contained below and in Appendix C, provided that the following shall apply:

All prices shall be provided in Canadian funds and shall include all applicable customs duties, tariffs, overhead, materials, fuel, office support, profit, permits, licenses, labour, carriage, insurance, Workplace Safety Insurance Board costs, and warranties, and further shall not be subject to adjustment for fluctuation in foreign exchange rates.

All prices shall be quoted exclusive of the harmonized sales tax (HST) or other similar taxes, each of which, if applicable, should be stated separately

All prices quoted, unless otherwise instructed in this RFP, shall be considered to be firm for the Term of the Agreement as set out in the RFP, and the Agreement shall be negotiated on this basis.

Travel, accommodation, and other costs shall be at the Proponent's expense.

The Proponent is deemed to confirm that it has prepared its Proposal with reference to all of the provisions of the RFP, that it has factored all of the provisions of the draft Agreement into its pricing assumptions, calculations and into its proposed Pricing.

A Proposal that includes conditional, optional, contingent or variable rates that are not expressly requested in the Rate Bid Form may be evaluated with a lower score.

3.4.1.5 *Proof of Insurance*

By signing its Proposal, the Proponent agrees, if selected as a Preferred Proponent and if an Agreement is concluded, to carry insurance as described in section 5.8 of the Form of Proposal (Appendix A). The selected Proponent must provide proof of such insurance coverage in the form of a valid certificate of insurance prior to the execution of any Agreement by the Purchaser.

3.4.2 Stage II – Evaluation of Rated Functionality and Features (70%)

Stage II will consist of a scoring, by the Purchaser, of each qualified Proposal on the basis of rated functionality and features identified in Appendix B –Detailed Deliverables.

Proponents which do not achieve the minimum score as determined by Purchaser may, in Purchaser's discretion, not be evaluated further and not move into Stage III of the evaluation.

Rated requirements will be evaluated and, where applicable, Proponents which do not achieve the minimum score as determined by Purchaser, may, in Purchaser's sole and absolute discretion, not be considered further by the Purchaser or move into Stage III.

Proposals failing to meet the minimum score requirement for a rated requirement, where applicable, may, in Purchaser's sole and absolute discretion, not be evaluated further.

It is important that Proposals clearly provide all the necessary information so that a thorough assessment of the Proponents' experience, qualifications and capabilities can be made. Responses and substantiating documentation should be direct and grouped together with an index provided to ensure the Evaluation Team is able to locate particular information.

In the case that contradictory information or information that contains conditional or qualifying statements is provided with respect to a requirement, the Purchaser will, in its sole and absolute discretion, determine whether the response complies with the requirements, and may seek clarification from the Proponent. The contradictory or qualifying information may result in the Proponent receiving a low score for that particular rated requirement.

3.4.2.1 *Rated Functionality and Features*

The response to each rated requirement should:

- Be submitted in a complete and clear manner.
- Describe the Proponents understanding of the Purchaser's business needs and should provide a detailed answer to the information requested.
- Be provided in the same sequential order as set out below.

Rated Functionality and Features	Maximum Available Points 5 points available for each rated feature	Score Weight as a percentage of total points available
User Experience	565	10%
Collections Management	685	15%
Technology	385	10%
Collaboration & Support	205	10%
Work Plan & Timelines	65	20%
Proponent and Corporate Background Experience	55	5%
Maximum Available score for all rated Functionality and Features:	1960	70%

Each Proponent response to a request for information regarding the rated features and functionality in this RFP will be awarded points between 0 to 5 with the following examples:

- 0 = Does not meet expectations ("Not suitable for our needs.")
- 1 = Marginally (25%) meets expectations ("Very disappointing but could work with significant modification and/or compromise.")
- 2 = Meets partial (50%) expectations ("Not great but we can make it work with additional effort.")
- 3 = Meets more than partial (75%) expectations ("This works for us with slight modification and/or compromise.")
- 4 = Meets (100%) expectations ("Excellent! This can work and allow us room to grow.")
- 5 = Exceeds Expectations ("Outstanding! Wow, that's even better than I imagined!")

Functionality and Features indicated as Highly desirable (HD) will be scrutinized more closely.

3.4.3 Stage III – Pricing (20%)

Stage III will consist of an evaluation and scoring of pricing submitted by Proponents as set out in Appendix C – Rate Bid Form.

The total available points for pricing are set out below:

	Available Points for Pricing	Score Weight
TOTAL AVAILABLE POINTS FOR PRICING:	20	20%

The two (2) highest scoring proponents from Stage III, in Purchaser's sole and absolute discretion, will continue onto Stage IV.

3.4.4 Stage IV – Proponent Presentation (10%)

After completion of Stage III, the Purchaser reserves the right to short list to the top two (2) highest scoring proponents. These proponents will be asked to provide a presentation of the proposed solution.

There will be an allocation of 100 evaluation points awarded worth 10% of the overall score. A scoring matrix for the evaluation of presentations will be made available as Proponents are invited to present.

This presentation will allow the evaluation committee to re-evaluate the points awarded during Stage II, and the evaluation committee reserves the right adjust (adding or subtracting) their assigned points after completion of the proponent's presentation.

	Available Points for Pricing	Score Weight
TOTAL AVAILABLE POINTS FOR PRESENTATIONS:	100	10%

3.4.5 Stage V – Selection

At the conclusion of Stage IV, the Purchaser may select one or more Proponents to participate in the negotiation of an Agreement.

Reference checks will be performed to confirm or clarify information provided within the Proponent's Proposal. The reference checks themselves will not be scored, however the Purchaser may adjust rated requirements scoring related to the information obtained during the reference check.

Irrespective of whether two (2) or more Proposals achieve a tie score on completion of the evaluation process, the Purchaser reserves the right to select, in its sole and absolute discretion, one or the other or neither Proponent as the Preferred Proponent.

At the conclusion of Stage IV, the Purchaser may select one or more Proponents to participate in the negotiation of an Agreement. In this stage, Purchaser may engage in bilateral negotiations with each Proponent selected to participate in negotiation. At the conclusion of these negotiations, Purchaser, in its sole and unfettered discretion, may select a successful Proponent based on the terms agreed to as a result of their negotiations.

The Proposals received shall remain irrevocable for a period of one hundred twenty (120) days following the Closing Date in order to allow for Purchaser to undertake the evaluation of the Proposals received, and to enter negotiations if the Purchaser desires.

However, as stated previously, until an Agreement is actually executed, Purchaser reserves the right to terminate negotiations, cancel the RFP, and proceed to procure the same or similar Services on different terms, all without compensation to the Proponents.

Purchaser reserves the right to draft the Agreement based on the Draft Agreement and any related documentation and further reserves the right to determine the location, date and times of all meetings related to the negotiation of the Agreement.

Prior to concluding an Agreement with a Proponent, the Purchaser may, in its sole discretion, issue a purchase order to any Proponent or any third party, on terms satisfactory to the Purchaser, as an interim measure.

The Purchaser shall at all times be entitled to exercise its rights under Section 4.6, Reserved Rights of the Purchaser.

For certainty, the Purchaser makes no commitment to any Proponent that an Agreement will be executed. The Proponent acknowledges that the commencement of any discussions does not obligate the Purchaser to execute the Agreement.

[End of Part 3]

4 PART 4 – TERMS AND CONDITIONS OF THE RFP PROCESS

4.1 GENERAL INFORMATION AND INSTRUCTIONS

4.1.1 Timetable

To be considered in the RFP process, a Proponent's Proposal must be received by the date and time indicated in the RFP (or as specified on any amendments) through the Bonfire Portal as indicated in these instructions, unless an extension request has been approved by the RFP Coordinator.

Event	Date
Issue Date of RFP	September 8, 2020
Intent to Bid Submission Deadline	September 21, 2020 at 11:30:00 PM
Proponent Deadline for Questions	October 2, 2020 at 11:30:00 PM
Deadline for Issuing Addenda	October 9, 2020 at 11:30:00 PM
Proposal Submission Deadline	October 23, 2020 at 3:00:00 PM
Interviews and Product Demos	Week of December 7, 2020
CLSP Committee Recommendation to CLO	January 2021
Anticipated Proponent Selection Date	March/April 2021
Anticipated Start Date	Summer/Fall 2021

**All times specified in this RFP timetable are local times in Toronto, Ontario, Canada.*

NOTE: Proponents are requested to save time during the week of December 7th for presentations prior to any confirmation or contact from the Purchaser. Proponents will be notified of an invitation to interview and provide a presentation by November 30th.

The Purchaser may change the RFP timetable at its sole and absolute discretion at any time.

In the event a change is made to any of the above dates, the Purchaser will post any such change on Bonfire Portal.

The Purchaser may amend any timeline, including the Proposal Submission Deadline, without liability, cost, or penalty, and within its sole discretion.

In the event of any change in the Proposal Submission Deadline, the Proponents may thereafter be subject to the extended timeline.

4.1.2 Intent to Bid Submission

Proponents must submit their Intent to Bid in Bonfire by September 21, 2020.

4.1.3 Proposal Submission Instructions

Submissions shall be submitted on, and in accordance with instructions contained within this RFP Document. Where information is requested in this RFP, any response made in a Proposal should reference the applicable section numbers of this RFP where that request was made.

All responses are to be submitted to the Purchaser via Bonfire Portal:

<https://cambriancollege.bonfirehub.ca>

Proponents shall be solely responsible for the delivery of their Proposals in the manner and time prescribed in Part 4.

Questions concerning submitting through Bonfire should be addressed to Bonfire technical support at 1-800-354-8010 Ext. 2.

Support by phone and email is provided Monday to Friday from 8 AM - 8 PM EST/EDT.

Proponents are advised that the timing of their RFP submission is based on the time the RFP is RECEIVED by Bonfire, not when a RFP submission is submitted by a Proponent.

The Purchaser recommends that Proponent allow sufficient time to upload their RFP submission and applicable attachments, as well as to resolve any issues that may arise. The RFP period shall be determined by the Bonfire web clock.

4.1.4 Proponents to Obtain RFP through Bonfire Portal

RFP is available through the electronic tendering system Bonfire Portal available at

<https://cambriancollege.bonfirehub.ca>

4.1.5 Proposals in English

All proposals are to be in English only.

4.1.6 No Representation or Warranty of Purchaser

The Purchaser makes no representation, warranty or guarantee as to the accuracy and/or completeness of the information contained in this RFP or issued by way of addenda. Any data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to Proponents the general size and scope of the opportunity and work.

It is the Proponent's responsibility to avail itself of all the necessary information to prepare a Proposal in response to this RFP.

No implied obligation of any kind by or on behalf of Purchaser shall arise from anything contained in this RFP.

Information referenced in this RFP, or otherwise made available by Purchaser or any of its elected governors, directors, officers, employees, agents or advisors as part of the selection process, is provided for the convenience of the Proponent only and none of Purchaser, its directors, officers, officials, employees, agents and advisors warrants the accuracy or completeness of this information. All data in this RFP is provided for informational purposes only.

4.1.7 Obligations of Proponent

The Proponent is responsible for making whatever inquiries or arrangements necessary for it to become fully informed of the nature of the subject of this RFP, including all surrounding conditions or circumstances which it might deem relevant, or which are necessary for the successful performance of the Services, all matters which may in any way pertain thereto. Without limiting the foregoing, by the submission of its Proposal, the Proponent acknowledges that it has investigated and satisfied itself as to the nature of the Services, the location and all conditions relating to the locations at which the Services are to be performed, and the general character, conditions, laws and restrictions applicable to the Proponent, the Purchaser and the Services, including without limitation any and all environmental risks, conditions, laws and restrictions, that might affect the delivery of the Services.

The Proponent is fully responsible for obtaining all information required for the preparation of its Proposal and for the performance of the Services. Purchaser is not responsible for undertaking any investigations to assist the Proponent. Any information, plans, drawings, shop drawings or existing equipment or facilities, photographs, reports or other documents which are not included or referred to in a Proposal (the "Non-Proposal Information"), form no part of such Proposal. Purchaser assumes no responsibility of any kind whatsoever arising from or relating to Proponent's failure to include or refer to such Non-Proposal Information.

The Proponent's obligation to become familiar with the information described herein is not lessened or discharged by reason of any information or technical reports which may be made available or supplied in conjunction with the proposal process. Any information or technical reports so provided are for information only and Purchaser does not accept or assume any responsibility for the contents or accuracy thereof, and the Proponent agrees that Purchaser and its representatives shall not be liable in any way to the Proponent in respect of such information or technical reports.

The Proponent further agrees that it shall not rely upon any oral information provided to it by Purchaser or any of its representatives.

4.1.8 Proponent's Costs

Every Proponent shall bear all costs and expenses incurred by the Proponent relating to any aspect of its participation in this RFP process, including all costs and expenses relating to the Proponent's participation in:

- The preparation, presentation and submission of its Proposal
- The Proponent's attendance at any meeting in relation to the RFP process, including any oral presentation and/or demonstration
- The conduct of any due diligence on its part, including any information gathering activity
- The preparation of the Proponent's own questions prior to the Proposal Submission Deadline
- Any discussion and/or negotiation, if any, in respect of an Agreement

4.2 COMMUNICATION AFTER ISSUANCE OF RFP

4.2.1 Clarification, Questions and Answers

The following apply regarding any request for clarification of any aspect of the RFP:

- Proponents must submit requests for clarification through Bonfire, or as may otherwise be directed by the RFP Coordinator;
- Where a question relates to a specific section of this RFP, reference should be made to the specific section number and page; and
- Requests for clarification must be submitted by the date indicated in Section 4.1.1 - Timetable, or as amended.

The Purchaser will provide Proponents with responses to questions that are submitted in accordance with Part 4, subject to the provisions of this Section. Questions and answers may be distributed in numbered Addenda to Proponents by posting such Addenda on Bonfire. In answering a Proponent's questions, the Purchaser will set out the question(s), but without identifying the Proponent that submitted the question(s) and the Purchaser may, in its sole discretion,

- edit the question(s) for clarity;
- exclude questions that are either unclear or inappropriate, and
- answer similar questions from various Proponents only once.

Any answer that is intended to result in any change to any aspect of the RFP will be formally evidenced through the issue of a separate Addendum for this purpose.

4.2.2 RFP Coordinator Contact Information

All communications regarding any aspect of this RFP must be directed to the following RFP coordinator **exclusively through the Bonfire Portal**: <https://cambriancollege.bonfirehub.ca>

- Name: Thomas Guignard
- Title: Special Project Manager
- Email: tguignard@ocls.ca – provided for information only, all RFP communication must be made through Bonfire as per RFP requirements.

Proponents that fail to comply with the requirement to direct all communications through Bonfire or to the RFP Coordinator may be disqualified from RFP process. Without limiting the generality of this provision, Proponents shall not communicate with or attempt to communicate with the following:

- any employee or agent of the Purchaser (other than the RFP Coordinator)
- any member of the Evaluation Team
- any expert or advisor assisting the Evaluation Team
- any member of the Purchaser's governing body (such as Board of Governors, Board of Directors, Board of Advisors or Trustees)
- any elected official of any level of government, including any advisor to any elected official

4.2.3 Proponents to Review RFP

Proponents shall promptly examine this RFP and:

- Shall report any errors, omissions or ambiguities.
- May direct questions or seek additional information on or before the Proponent's Deadline for Questions by following instructions set out in section 4.2.1 – Clarification and Questions.

- All questions are to be submitted by Proponents through Bonfire. Questions are deemed to be received once acknowledged by the Bonfire portal (a notification will be provided to the Proponent).

In answering a Proponent's questions, the Purchaser will set out the question(s), but without identifying the Proponent that submitted the question(s) and the Purchaser may, in its sole discretion:

- Edit the question(s) for clarity
- Exclude questions that are either unclear or inappropriate
- Answer similar questions from various Proponents only once
- Where an answer results in any change to the RFP, such answer will be formally evidenced through the issue of a separate Addendum for this purpose.
- Proponents will receive notifications from the Bonfire platform once responses are available.

No such communications are to be directed to anyone other than RFP Coordinator through the Bonfire Portal as described in Section 4.2.2. The Purchaser is under no obligation to provide additional information but may do so at its sole discretion.

It is the responsibility of the Proponent to seek clarification from the RFP Coordinator on any matter it considers to be unclear. The Purchaser shall not be responsible for any misunderstanding on the part of the Proponent concerning this RFP or its process.

4.2.4 Proponent to Notify

In the event a Proponent has any reason to believe that any of the circumstances listed in Section 4.2.2 exist, the Proponent must notify the RFP Coordinator in writing prior to submitting a Proposal. If appropriate, the RFP Coordinator will then clarify the matter for the benefit of all Proponents.

Proponents shall not:

- After submission of a Proposal, claim that there was any misunderstanding or that any of the circumstances set out in Section 4.2.2 were present with respect to the RFP.
- Claim that the Purchaser is responsible for any of the circumstances listed in Section 4.2.2 of the RFP.

4.2.5 All New Information to Proponents by way of Addenda

This RFP may only be amended by an addendum in accordance with this section.

If the Purchaser, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all Proponents by addenda in the same way that the original RFP was issued. Each addendum shall form an integral part of this RFP.

Any amendment or supplement to this RFP made in any other manner will not be binding on the Purchaser.

Such addenda may contain important information including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the Purchaser. In the space provided in the Form of Proposal, Proponents shall confirm its receipt of all addenda by setting out the number of addenda in the space provided in the Form of Proposal.

For convenience, a reference to this RFP has been posted to Merx directing potential Proponents to the relevant documents on the Bonfire Portal. All documents addenda or amendments are posted to Bonfire Portal. No official documents will be posted to Merx.

4.2.6 Post-Deadline Addenda and Extension of Initial Submission Date

If any addendum is issued after the Deadline for Issuing Addenda, the Purchaser will extend the Initial Submission Date for a reasonable amount of time.

4.2.7 Verify, Clarify and Supplement

When evaluating responses, the Purchaser may request further information from the Proponent or third parties in order to verify, clarify or supplement the information provided in the Proponent's submission. The Purchaser may revisit and re-evaluate the Proponent's response or ranking on the basis of any such information.

4.3 PROPOSAL SUBMISSION REQUIREMENTS

4.3.1 General

To be considered in the RFP process, a Proponent's Proposal must be received before the Proposal Submission Deadline as set out in Section 4.1.1.

The Proponent should identify and mark any trade secret or proprietary intellectual property in its Proposal.

Proposals are to be submitted in English only, and any Proposal received by the Purchaser that is not entirely in English may be disqualified.

4.3.2 Other Proposal Considerations

In preparing its Proposal, the Proponent should adhere to the following:

- All pages should be numbered.
- The entire content of the proposal must be in fixed form, and the content of the websites, links or other external documents referred to in the proposal will not be considered to form part of the proposal unless otherwise noted.
- The Appendices provided, as appropriate, should be used for completing the Proposal.
- Completely address, on a point-by-point basis, each requirement identified in the RFP and the Proposal should be complete in all respects.

4.3.3 Proposal Receipt by Purchaser

Every Proposal received will be date/time stamped and a receipt will be provided upon request.

A Proponent should allow sufficient time in the preparation of its Proposal to ensure its Proposal is received **before** the Proposal Submission Deadline.

4.3.4 Withdrawal or Amendment of Proposal

At any time prior to the Submission Deadline, a Proponent may withdraw or amend a submitted proposal using Bonfire. The Proponent must provide notice to the RFP Coordinator in writing and replace its Proposal with a revised Proposal, in accordance with the requirements of this RFP.

If a Proponent decides to send a new submission it must be submitted before the Submission Deadline. The latest submission will supersede all others.

The Purchaser has no obligation to return amended Proposals.

4.3.5 Proponent's Proposals Retained by the Purchaser

All Proposals submitted by the Proposal Submission Deadline shall become the property of the Purchaser and will not be returned to the Proponents.

4.3.6 Proposal Irrevocability

Subject to a Proponent's right to withdraw a Proposal in accordance with the procedure described in Section 4.3.4, a Proposal shall be irrevocable by the Proponent for one hundred twenty (120) Days from the Proposal Submission Deadline.

4.3.7 Completeness of Proposal

By submitting a Proposal, the Proponent confirms that all of the components required to use and/or manage the Services have been identified in its Proposal or will be provided to the Purchaser at no additional charge. Any requirement that may be identified by the Proponent after the Proposal Submission Deadline or subsequent to signing the Agreement shall be provided at the Proponent's expense.

4.3.8 Amendments to RFP

Subject to Section 4.1.1 and Section 4.2.5, the Purchaser shall have the right to amend or supplement this RFP in writing prior to the Proposal Submission Deadline. No other statement, whether written or oral, shall amend this RFP. The Proponent is responsible to ensure it has received all Addenda.

4.3.9 Clarification of Proponent's Proposals

The Purchaser shall have the right at any time after the RFP Proposal Submission Deadline to seek clarification from any Proponent in respect of the Proponent's Proposal. The Purchaser shall not be obliged to seek clarification of any aspect of any Proposal.

Any clarification sought shall not be an opportunity for the Proponent to either correct errors or to change its Proposal in any substantive manner.

4.3.10 Verification of Information

The Purchaser shall have the right, at its sole discretion, to verify any Proponent's statement or claims made in the Proponent's Proposal or made subsequently in an interview, site visit, oral presentation, demonstration, or discussion by whatever means the Purchaser may deem appropriate, including contacting persons in addition to those offered as references, and to reject any Proponent statement or claim, if such statement or claim or its Proposal is patently unwarranted or is questionable.

The Purchaser may revisit and re-evaluate Proponent scores on the basis of any such information.

4.3.11 Proposals will not be Opened Publicly

Proponents are advised that there will not be a public opening of this RFP. The Purchaser will open Proposals at a time subsequent to the Proposal Submission Deadline.

4.3.12 Proposal Acceptance

The lowest price Proposal or any Proposal shall not necessarily be accepted. While price is an evaluation criterion, other evaluation criteria, as set out in this RFP, will form a part of the evaluation process.

4.3.13 Incorporated into Proposal

All provisions of this RFP are deemed to be accepted by each Proponent and incorporated into each Proponent's Proposal.

4.3.14 No Guarantee of Volume of Work or Exclusivity of Contract

The Purchaser makes no guarantee of the value or volume of work to be assigned to the Proponent. The Contract executed with the Proponent will not be an exclusive contract for the provision of the described Services. The Purchaser may contract with others for the same or similar Services to those described in this RFP or may obtain the same or similar Services internally.

4.3.15 No Publicity or Promotion

The proponent shall not at any time directly or indirectly communicate with the media in relation to the RFP.

4.4 EVALUATION AND SELECTION OF PROPONENT, EXECUTION OF AGREEMENT, NOTIFICATION AND DEBRIEFING, NEGOTIATIONS, AND DISPUTE

4.4.1 Selection of Top Ranked Proponent

Purchaser anticipates that Proponent(s) will be selected to negotiate an Agreement within one hundred and twenty (120) days of the Proposal Submission Deadline. Notice of selection by the Purchaser to the Preferred Proponent will be in writing by email from the RFP Coordinator.

4.4.2 Question and Answer Period

Proponents are reminded that there is a question and answer period available if they wish to ask questions or seek clarification about the terms and conditions set out in the Form of Agreement. The Purchaser will consider such requests for clarification in accordance with Section 4.2.1 of the RFP.

4.4.3 Process Rules for Negotiations

Any negotiations will be subject to the process rules contained in this Part 4 Terms and Conditions of RFP Process and the Form of Proposal (Appendix A) and will not constitute a legally binding offer to enter into a contract on the part of the Purchaser, participating CLO members or the Proponent. Negotiations may include requests by the Purchaser for supplementary information from the Proponent to verify, clarify or supplement the information provided in its proposal or confirm the conclusions reached in the evaluation and may include requests by the Purchaser for improved pricing from the Proponent.

4.4.4 Timeframe for Negotiations

The Purchaser and the selected evaluation team intend to conclude negotiations within ninety (90) days commencing from the date the Purchaser invites the top ranked Proponent to enter negotiations. A

Proponent invited to enter into direct contract negotiations should therefore be prepared to provide requested information in a timely fashion and to conduct its negotiations expeditiously.

4.4.5 Notification to Other Proponents of Outcome of RFP Process

After the Preferred Proponent(s) and Purchaser execute an Agreement, the other Proponents will be notified in writing of the outcome of the RFP process, including the name of the Preferred Proponent(s), and the award of the Agreement.

4.4.6 Debriefing

Proponents may request a debriefing after receipt of a notification of award. All requests must be in writing to the Purchaser Contact and must be made within sixty (60) days of notification of award. The intent of the debriefing information session is to aid the Proponent in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

4.4.7 Terms and Conditions

The terms and conditions will be negotiated between the Purchaser and the selected Proponent.

4.4.8 Failure to Enter Into Agreement

Proponents should note that if the parties cannot execute a contract within the allotted ninety (90) days, the Purchaser may invite the next ranked Proponent to enter into negotiations. In accordance with the process rules in this Part 4 and the Form of Proposal (Appendix A), there will be no legally binding relationship created with any Proponent prior to the execution of a written agreement. With a view to expediting contract formalization, at the midway point of the above-noted timeframe, the Purchaser may elect to initiate concurrent negotiations with the next best ranked Proponent. Once the ninety (90) days lapse with a Proponent, the Purchaser may discontinue further negotiations with that particular Proponent. This process shall continue until a contract is formalized or until there are no more Proponents remaining that are eligible for negotiations.

4.4.9 Dispute

In the event that a Proponent wishes to review the decision of the Purchaser in respect of any material aspect of the RFP process, the Proponent shall submit a protest in writing to the RFP Coordinator within ten (10) business days from the date of posting of a contract award notification in respect of the RFP.

Any protest in writing that is not timely received will not be considered and the Proponent will be so notified in writing.

A protest in writing shall include the following:

1. A specific identification of the provision and/or procurement procedure that is alleged to have been breached;
2. A specific description of each act alleged to have breached the procurement process;
3. A precise statement of the relevant facts;
4. An identification of the issues to be resolved;
5. The Proponent's arguments and supporting documentation; and
6. The Proponent's requested remedy.

For the purpose of a protest under this RFP, any bid protests should be submitted to the RFP Coordinator. Bid protests will be dealt with in a timely and appropriate manner.

4.5 PROHIBITED COMMUNICATIONS, CONFIDENTIAL INFORMATION AND FIPPA

4.5.1 Prohibited Proponent Communications

The Proponent shall not engage in any Conflict of Interest communications and should take note of the Conflict of Interest declaration set out in Section 5.9 of Mandatory Form of Proposal (Appendix A).

4.5.2 Proponent Not to Communicate With Media

A Proponent may not at any time directly or indirectly communicate with the media in relation to this RFP or any contract awarded pursuant to this RFP without first obtaining the written permission of the Purchaser Contact.

4.5.3 Confidential Information of the Purchaser

All correspondence, documentation, and information of any kind provided to any Proponent in connection with or arising out of this RFP or the acceptance of any Proposal:

- Remains the property of the Purchaser and shall be removed from the Purchaser's premises only with the prior written consent of the Purchaser.
- Must be treated as confidential and shall not be disclosed except with the prior written consent of the Purchaser.
- Must not be used for any purpose other than for replying to this RFP and for the fulfillment of any related subsequent agreement.
- Must be returned to the Purchaser upon request.

4.5.4 Confidential Information of the Proponent

Except as provided otherwise in this RFP, or as may be required by Applicable Laws, the Purchaser shall treat the Proponents' Proposals and any information gathered in any related process as confidential, provided that such obligation shall not include any information that is or becomes generally available to the public other than as a result of disclosure by the Purchaser.

During any part of this RFP process, the Purchaser or any of its representatives or agents shall be under no obligation to execute a confidentiality agreement with respect to the Proponent's confidential information.

In the event that a Proponent refuses to participate in any required stage of the RFP (such as an oral presentation) because the Purchaser has refused to execute any such confidentiality agreement, the Proponent shall receive no points for that particular stage of the evaluation process.

4.5.5 Proponent's Submission

All correspondence, documentation, and information provided in response to or because of this RFP may be reproduced for the purposes of evaluating the Proponent's Proposal.

If a portion of a Proponent's Proposal is to be held confidential, such provisions must be clearly identified in the Proposal.

4.5.6 Personal Information

Personal Information shall be treated as follows in the RFP process:

- Submission of Information – The Proponent should not submit as part of its Proposal any information related to the qualifications or experience of persons who will be assigned to provide services unless specifically requested. The Purchaser shall maintain the information for a period of seven (7) years from the time of collection. Should the Purchaser request such information, the Purchaser will treat this information in accordance with the provisions of this section.
- Use – Any personal information as defined in the *Personal Information Protection and Electronic Documents Act*, S.C. 2005, c.5 that is requested from each Proponent by the Purchaser shall only be used to select the qualified individuals to undertake the project/services and to confirm that the work performed is consistent with these qualifications.
- Consent – It is the responsibility of each Proponent to obtain the consent of such individuals prior to providing the information to the Purchaser. The Purchaser will consider that the appropriate consents have been obtained for the disclosure to and use by the Purchaser of the requested information for the purposes described.

4.5.7 Non-Disclosure Agreement

The Purchaser reserves the right to require any Proponent to enter into a non-disclosure agreement satisfactory to the Purchaser with respect to the Purchaser's confidential information.

4.5.8 Freedom of Information and Protection of Privacy Act

The *Freedom of Information and Protection of Privacy Act* (Ontario), applies to information provided by Proponents. A Proponent should identify any information in its Proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Purchaser. The confidentiality of such information will be maintained by the Purchaser, except as otherwise required by law or by order of a court, tribunal, or the Ontario Privacy Commissioner.

By submitting a Proposal, including any Personal Information requested in this RFP, Proponents agree to the use of such information for the evaluation process, for any audit of this procurement process, and for contract management purposes.

4.5.9 Intellectual Property of Purchaser

The Proponent shall not use any intellectual property of the Purchaser, including but not limited to, logos, registered trademarks, or trade names of the Purchaser, at any time without the prior written approval of the Purchaser.

4.6 RESERVED RIGHTS OF THE PURCHASER

4.6.1 General

In addition to any other express rights or any other rights, which may be, implied in the circumstances, the Purchaser reserves the right, in Purchaser's sole and absolute discretion, to:

- Make public the names of any or all Proponents

- Request written clarification or the submission of supplementary written information from any Proponent and incorporate such clarification or supplementary written information into the Proponent's Proposal, at the Purchaser's discretion, provided that any clarification or submission of supplementary written information shall not be an opportunity for the Proponent to correct errors in its Proposal or to change or enhance the Proponent's Proposal in any material manner.
- Waive formalities and accept Proposals that substantially comply with the requirements of this RFP, in the Purchaser's sole discretion.
- Verify with any Proponent or with a third party any information set out in a Proposal, as described in Section 4.3.10.
- Check references other than those provided by Proponents.
- Disqualify any Proponent whose Proposal contains misrepresentations or any other inaccurate or misleading information, or any Proponent whose reasonable failure to cooperate with the Purchaser impedes the evaluation process, or whose Proposal is determined to be non-compliant with the requirements of this RFP.
- Without limiting the generality of the preceding reservation, disqualify a Proponent whose Proposal incorporates unfair pricing practices including, without limitation, lowball pricing, gratis proposals or frontloading of costs, as determined by the Purchaser in its sole discretion.
- Disqualify a Proposal where the Proponent has or the principals of a Proponent have previously breached a contract with the Purchaser, or has otherwise failed to perform such contract to the reasonable satisfaction of the Purchaser, the Proponent has been charged or convicted of an offence in respect of a contract with the Purchaser, or the Proponent reveals a Conflict of Interest or Unfair Advantage in its Proposal or a Conflict of Interest or evidence of any Unfair Advantage is brought to the attention of the Purchaser.
- Disqualify any Proposal of any Proponent who has breached any Applicable Laws or who has engaged in conduct prohibited by this RFP, including where there is any evidence that the Proponent or any of its employees or agents colluded with any other Proponent, its employees or agents in the preparation of the Proposal.
- Make changes, including substantial changes, to this RFP provided that those changes are issued by way of addenda in the manner set out in this RFP.
- Accept or reject any Proposal, irrespective of the number of Proposals submitted.
- Reject a subcontractor proposed by a Proponent within a consortium.
- Select any Proponent other than the Proponent whose Proposal reflects the lowest cost to the Purchaser.
- Cancel this RFP process at any stage and issue a new RFP for the same or similar requirements, including, without limitation, where:
 - The Purchaser determines it would be in the best interest of the Purchaser not to award an Agreement
 - The Proposal prices exceed the bid prices received by the Purchaser for services acquired of a similar nature and previously done work
 - The Proposal prices exceed the costs the Purchaser would incur by doing the work, or most of the work, with its own resources
 - The Proposal prices exceed the funds available for the Services, or

- The funding for the acquisition of the proposed Services have been revoked, modified, or has not been approved

and where the Purchaser cancels this RFP, the Purchaser may do so without providing reasons, and the Purchaser may thereafter issue a new request for proposals, request for qualifications, sole source, or do nothing.

- Discuss with any Proponent different or additional terms to those contained in this RFP or in any Proponent's Proposal, and
- Reject any or all Proposals in its absolute discretion, including where a Proponent has launched legal proceedings against the Purchaser or is otherwise engaged in a dispute with the Purchaser.
- Negotiate with the successful Proponent with a view to concluding an Agreement and to add to or delete from the proposal made by such Proponent.
- By submitting a Proposal, the Proponent authorizes the collection by the Purchaser of the information identified in this RFP, which the Purchaser may request from any third party.
- to award the items of the RFP in whole or in part to one or more Proponents
- to waive informalities or any provision of this RFP.

4.6.2 Rights of the Purchaser – Preferred Proponent

In the event that an Agreement can not be concluded with a Preferred Proponent within ninety (90) Days from being notified that Purchaser wishes to negotiate an Agreement, the Purchaser may, in its sole and absolute discretion:

- Extend the period for concluding an Agreement, provided that if substantial progress towards executing the Agreement is not achieved within a reasonable period of time from such extension, the Purchaser may, in its sole discretion, terminate the discussions.
- Exclude the Preferred Proponent's Proposal from further consideration and begin discussions with another Proponent, determined by Purchaser in its sole discretion, without becoming obligated to offer to negotiate with all Proponents.
- Exercise any other applicable right set out in this RFP, including but not limited to, cancelling the RFP and issuing a new RFP for the same or similar Services.

The Purchaser may also cancel this RFP in the event the Preferred Proponent fails to obtain any of the permits, licences, and approvals required pursuant to this RFP.

4.6.3 Waiver of Claims and Liability

By submitting a Proposal, the Proponent acknowledges and agrees that:

- Purchaser has, and is hereby entitled to exercise, the sole and unfettered discretion to award the points pursuant to the evaluation criteria set out herein;
- Proponent waives any right to contest in any legal proceedings or otherwise the decision of Purchaser to award points in respect of the selection process;
- Proponent is responsible for conducting its own due diligence on data and information upon which its Proposal is based, and that it has fully satisfied itself as to its rights and the nature extended to the risks it will be assuming, and that it has gathered all information necessary to perform all of its obligations under its Proposal and any Agreement concluded;

- Proponent is solely responsible for ensuring that it has all information necessary to prepare its Proposal and for independently verifying and informing itself with respect to any terms or conditions that may affect its Proposal;
- Proponent shall hold harmless Purchaser, its governors, directors, officers, employees, insurers, agents or advisors and all of their respective successors and assigns, from all claims, liability and costs related to all aspects of the RFP process;
- Proponent shall not be entitled to claim against Purchaser, its governors, directors, officers, employees, insurers, agents or advisors on grounds that any information, whether obtained from Purchaser or otherwise (including information made available by its directors, officers, employees, agents or advisors, regardless of the manner or form in which the information is provided) is incorrect or insufficient;
- Purchaser will not be responsible for any costs, expenses, losses, damages or liability incurred by the Proponent as a result of or arising out of submitting a Proposal or due to Purchaser's acceptance or non-acceptance of its Proposal; and
- Proponent waives any right to contest in any proceeding, case, action or application, the right of Purchaser to appoint any Proponent as the Preferred Proponent, or to negotiate or conclude an Agreement with any proponent whom the Purchaser deems, in its sole and unfettered discretion, to have submitted the Proposal most beneficial to Purchaser.

4.6.4 Assignment

The Proponent shall not assign any of its rights or obligations hereunder during the RFP process without the prior written consent of the Purchaser. Any act in derogation of the foregoing shall be null and void.

4.6.5 Entire RFP

The Appendices to this RFP form an integral part of this RFP.

4.6.6 Priority of Documents

In the event of any inconsistencies between the terms, conditions, and provisions of the main part of the RFP and the Appendices, the RFP shall prevail over the Appendices during the RFP process.

4.7 PROCUREMENT PROCESS NON-BINDING

4.7.1 No Contract

The procurement process is not intended to create and shall not create a formal legally binding bidding process and shall instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation: (a) the RFP shall not give rise to any "Contract" based on tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and (b) neither the Proponent nor the Purchaser shall have the right to make any claims against the other with respect to the award of a contract, failure to award a contract or failure to honour a response to this RFP.

4.7.2 No Contract until Execution of Written Agreement

The RFP process is intended to identify prospective vendors for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service shall

be created between the Proponent and the Purchaser by the RFP process until the successful negotiation and execution of a written agreement for the acquisition of such goods and/or services.

4.7.3 Non-Binding Price Estimates

While the pricing information provided in responses will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the responses and ranking of the Proponent. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation, ranking or contract award.

4.7.4 Disqualification for Misrepresentation

The Purchaser may disqualify the Proponent or rescind a contract subsequently entered if the Respondent's response contains misrepresentations or any other inaccurate, misleading or incomplete information.

4.7.5 References and Past Performance

Purchaser evaluation may include information provided by the Proponent's references and may also consider the Proponent's past performance on previous contracts with the Purchaser or participating CLO members.

4.7.6 Inappropriate Conduct

The Purchaser may prohibit a supplier from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process and such inappropriate conduct shall include but not be limited to: (a) the submission of quotations containing misrepresentations or any other inaccurate, misleading or incomplete information; (b) the refusal of the supplier to honour its pricing or other commitments made in its proposal; or (c) any other conduct constituting a Conflict of Interest.

4.7.7 Cancellation

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

4.8 GOVERNING LAW AND INTERPRETATION

4.8.1 Governing Law

The terms and conditions in this Part 4 Terms and Conditions of RFP Process: (a) are included for greater certainty and intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision); (b) are non-exhaustive (and shall 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 Ontario and the federal laws of Canada applicable therein.

4.8.2 Rules of Interpretation

This RFP shall be interpreted according to the following provisions, unless the context requires a different meaning:

Unless the context otherwise requires, wherever used herein the plural includes the singular, the singular includes the plural, and each of the masculine and feminine includes the other gender.

Words in the RFP shall bear their natural meaning.

References containing terms such as “includes” and “including”, whether or not used with the words “without limitation” or “but not limited to”, shall not be deemed limited by the specific enumeration of items but shall, in all cases, be deemed to be without limitation and construed and interpreted to mean “includes without limitation” and “including without limitation”.

In construing the RFP, general words introduced or followed by the word “other” or “including” or “in particular” shall not be given a restrictive meaning because they are followed or preceded (as the case may be) by particular examples intended to fall within the meaning of the general words.

Unless otherwise indicated, time periods will be strictly applied.

The following terminology applies in the RFP:

- Whenever the terms “must” or “shall” are used in relation to Purchaser or the Proponents, such terms shall be construed and interpreted as synonymous and shall be construed to read “Purchaser shall” or the “Proponent shall”, as the case may be.
- The term “should” relates to a requirement that Purchaser would like the Proponent to address in its Proposal.
- The term “will” describes a procedure that is intended to be followed.

[End of Part 4]

5 APPENDIX A – MANDATORY FORM OF PROPOSAL

Each Proposal must include this form completed and signed by the Proponent.

To: Ontario Colleges Library Service

5.1 PROPONENT INFORMATION

The full legal name of the Proponent is:	
Any other relevant name under which the Proponent carries on business is:	
The jurisdiction under which the Proponent is governed is:	
The name, address, telephone and fax numbers, and email address of the contact person for the Proponent is:	
Whether the Proponent is an individual, a sole proprietorship, a corporation, a partnership, a joint venture, an incorporated consortium or a consortium that is a partnership or other legally recognized entity:	
<p>If the Proponent is an incorporated consortium or a consortium that is a partnership or other legally recognize entity, the Proponent must:</p> <ul style="list-style-type: none">• Identify the single legal entity, which is solely liable and responsible to the Purchaser for the provision of the Deliverables (as required by Section 1.6, Proponent Consortium Information, of this RFP).• Describe the consortium members.• Describe the contingency plan if a consortium member is no longer part of the consortium.	

5.2 OFFER

The Proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required under the RFP. By submitting its Proposal, the Proponent agrees

and consents to the terms, conditions and provisions of the RFP, and desires to enter into negotiations with the Purchaser to conclude an agreement to provide the Services.

5.3 PRICES

The Proponent has submitted its proposed Pricing in accordance with the instructions in the RFP and in the form set out in Appendix C – Rate Bid Form.

5.4 REQUIRED FORMS

The Proponent encloses herewith as part of the Proposal, the Required Forms as set out below:

Required Forms	Yes, Enclosed
Appendix A – Mandatory Form of Proposal	
Appendix B – RFP Detailed Deliverables	
Appendix C - Rate Bid Form	
Completed Higher Education Vendor Assessment Toolkit (HECVAT) “LITE”	
Copy of relevant Service Level Agreements, Terms of Use and End User License Agreements (EULA) if available	

5.5 ADDENDA AND QUESTIONS/ANSWERS

The Proponent is deemed to have read and accepted all addenda and question/answer documents issued by the Purchaser prior to the Deadline for Issuing Final Addenda.

The onus remains on Proponents to make any necessary amendments to its Proposals based on this information.

The Proponent is requested to confirm that it has received all addenda and question/answer documents, if any, by completing the applicable column in the below table:

Addenda and Question/Answers	Complete this column by inserting the number/quantity received:
The number of addenda received =	
The number of question/answer documents received =	

5.6 PROPOSAL IRREVOCABLE

The Proponent agrees that its Proposal shall be irrevocable for one hundred twenty (120) Days following the Proposal Submission Deadline.

5.7 DISCLOSURE OF INFORMATION

The Proponent hereby agrees that any information provided in this Proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The Proponent hereby consents to the disclosure, on a confidential basis, of its Proposal to the Purchaser's advisors retained for the purpose of evaluating or participating in the evaluation of this Proposal.

5.8 PROOF OF INSURANCE AND GOOD STANDING UNDER THE WORKPLACE SAFETY AND INSURANCE ACT (ONTARIO)

By signing this Form of Proposal, the Proponent agrees, if selected, that it has verified its capability to do so and will provide proof of insurance coverage and a Certificate of Good Standing under the Workplace Safety and Insurance Act (Ontario).

5.9 UNFAIR ADVANTAGE AND CONFLICT OF INTEREST STATEMENT

Prior to completing this Form of Proposal, the Proponent is advised to review the definitions of Unfair Advantage and Conflict of Interest set out in Section 1.9 of this RFP.

Conflict of Interest	Conflict of Interest (Yes or no)	If yes, please set out the details of the actual or potential Conflict of Interest below:
Is there an actual or potential Unfair Advantage or Conflict of Interest, relating to the preparation of its Proposal, or if the Proponent foresees an actual or potential Unfair Advantage or Conflict of Interest in performing the contractual obligations contemplated in the RFP?		

The Proponent agrees to provide any additional information, which may be requested by the RFP Coordinator (Contact information included in section 4.2.2), in the form prescribed by the RFP Coordinator.

Where, in its sole discretion, the Purchaser concludes that an Unfair Advantage and/or Conflict of Interest arises, it may, in addition to any other remedy available to it at law or in equity, disqualify the Proponent's Proposal, or terminate any Agreement awarded to the Proponent under the RFP.

5.10 COPYRIGHT MATTERS

By submitting the Proposal or otherwise communicating to Purchaser matters relating to the RFP, and for good and valuable consideration, receipt of which is acknowledged, this Proponent transfers and assigns unto Purchaser any and all copyrights related in any way to its Proposal. This Proponent represents and warrants to Purchaser that it has become the owner of copyrights as they have arisen from time to time and accordingly it has become qualified to make this copyright assignment(s) in favour of Purchaser. This Proponent has also ensured that the first owners of copyrights have waived their copyright moral rights in written documents. Copies of assignments of copyrights from first authors and waivers shall be provided to Purchaser at no cost and the originals shall be available for inspection by Purchaser and its agents on reasonable terms. The Proponent agrees to assist in understanding, documenting, and in applying for registration for copyrights for any works; including executing such documentation as is reasonable and proper and within a reasonable time therefor.

5.11 INDEMNIFICATION

This Proponent hereby indemnifies Purchaser and its related parties including, but not limited to, its officials, directors, governors, officers, employees, agents and advisors and hereby agrees to hold them harmless against all claims, suits, proceedings, demands and actions arising out of or in any way connected with copyright, patent or other intellectual property infringement rights asserted by others against Purchaser, including for all damages, judgments, costs, fees and expenses (including legal fees on a full indemnity basis) as a result of Purchaser owning, using or benefiting from the use of the Proposal or from receiving any Services that are described in the Proposal.

5.12 EXECUTION OF AGREEMENT

If its Proposal is selected by the Purchaser, the Proponent agrees to finalize and execute the Agreement substantially in the form set out in the Form of Agreement in accordance with the terms of the RFP.

Signature of Witness

Signature of Proponent Representative

Name of Witness

Name and Title

Date:

I have authority to bind the Proponent

[End of Appendix A]

6 APPENDIX B – DETAILED DELIVERABLES

The following sections contain both checklist items and narrative questions. Use the relevant response code for each checklist item. Use the Comments column to provide details when requested or to clarify your response when necessary. Provide any lengthier comments and/or screenshots in a separate attachment. Provide a full and complete response to each narrative question below and reiterate each question prior to the response. Maintain the number system provided in this document.

High Desirable functionality and features are noted with an **HD** in the second column.

Response Codes

A – Available. The feature or component is available, in production for at least one year, and in use by libraries today. Available features are assumed to be part of the general system and available at no additional cost.

D – Under Development. The feature or component is currently being developed by the vendor for release at a later date. Vendor should specify the projected date for release and indicate whether there is a separate cost.

U – Unnecessary. The feature or component is unnecessary as described because the system provides an alternative means for achieving the desired function. Vendor should explain the alternative approach in the comments.

O – Optional. The feature or component is available and in use by libraries today as a separately priced option. Please specify the additional cost in the Pricing section.

T – Third Party or Customer Implementation. The feature or component is possible and supported with the system if a third party or customer custom development is involved.

N – Not available. The feature or component is not currently available, nor is development planned.

6.1 USER EXPERIENCE

The CLSP and the participating college libraries have identified Highly Desirable Features and Functions with “HD”. Proponents are strongly encouraged to describe in the Comments column, or in an attached, clearly numbered document, how their proposed solution performs and/or exceed in these areas. Additional guidance for Proponent responses appear in italics in the comment column.

6.1.1 Accessibility

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	The system's staff and public user interfaces are compliant with the Accessibility for Ontarians with Disabilities Act (AODA). The system should conform to WCAG		<i>Describe how the system supports users of different assistive technologies.</i>

		2.0 Level AA accessibility requirements and the Integrated Accessibility Standards, O. Reg. 191/11 (IASR) established under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (AODA).		
2.	HD	System vendor is committed to monitoring accessibility legislation and develops enhancements as needed.		
3.		System functions with different operating systems, e.g. Windows, Linux, Mac, mobile device operating systems.		
4.	HD	Use of the system does not interfere with the operating system's accessibility tools for staff-facing functions or patron-facing functions.		
5.		System supports backward compatibility, i.e. older operating systems and browsers.		
6.		System supports patrons and library staff with limited bandwidth. For example, an offline mode for staff functions.		

The Purchaser and the participating colleges are committed to the highest possible standards for accessibility. It is highly desirable that Supplier(s) are capable of recommending and delivering, as appropriate for each Deliverable, accessible and inclusive Services consistent with the Ontario Human Rights Code (OHRC), the Ontarians with Disabilities Act, 2001 (ODA) and Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its regulations, or similar in order to achieve accessibility for Ontarians with disabilities.

In accordance with Ontario Regulation 429-07 made under the Accessibility for Ontarians with Disabilities Act, 2005 (Accessibility Standards for Customer Service), the Purchaser, and the participating colleges have established policies, practices and procedures governing the provision of its services to persons with disabilities.

Suppliers are required to comply with the Purchaser's and the participating partners accessibility standards, policies, practices, and procedures, which may be in effect during the Term of the Agreement and which apply to the Deliverables to be provided by the Supplier.

6.1.2 Bilingual

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	Public interface is bi-lingual (English-French)		
2.	HD	The system's staff interface offers similar multilingual capabilities with choice of English or French.		<i>Describe the multilingual capabilities of the staff interface.</i>
3.		System allows the public interface labels to be edited by staff, as means of improving/correcting the default language labels or images that are used to display text.		<i>Describe the process for editing public interface labels. Specify if edits are local to each library, shared among libraries participating in a consortium, or shared globally.</i>

Please provide a narrative response to the directions and questions below.

4. Describe how your system deals with special characters (accents, cedilla, etc.). What character encoding schemes are supported?

6.1.3 Patron experience

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	System includes a web-based public interface that is compatible with all major browsers.		<i>Please indicate which browsers are compatible and elaborate on known issues. Describe how information about compatibility issues with deprecated browsers and browser versions is shared.</i>
2.	HD	System supports responsive interface design and alternative logotype standards, such as accommodating abbreviated logos in header banners.		
3.	HD	System meets WCAG 2.1 standards for changes in orientation on tablets and mobile device interfaces.		<i>Describe how the mobile interface is optimized for ease of use. For example, highlighting the most important content and information, offering simpler navigation, and including fewer</i>

				<i>page elements such as graphics. Can users easily type a query into a search box? Is there an option to switch to full site if needed?</i>
4.	HD	System offers an intuitive user interface for simple and advanced search.		<i>Describe options available for users to search, sort and display search results.</i>
5.	HD	System provides brief and detailed display options for results.		
6.		System allows patrons to store searches, tag items as favourites, and organize tagged items with labelling or folders.		
7.	HD	System allows users to export results.		
8.	HD	System allows libraries to customize the amount of time search results are displayed before timing out (e.g. on public access computers to protect patron privacy).		
9.	HD	System allows persistent links to public interface screens, including search results sets, search results sets with limiters applied, and individual records. This feature does not require the user to log in and is clearly visible and intuitive for the user.		
10.	HD	System allows patrons access to self-service activities including, but not limited to, placing holds, managing bookings, renewing items, tracking fines owing, requesting items for purchase or ILL, changing notification preferences, and making account updates.		<i>Describe patron self-service activities enabled by the system. Include information on options for participating libraries to customize the patron account information that can and cannot be edited by patrons.</i>

Please provide a narrative response to the directions and questions below.

- Describe how the system simplifies the user experience and reduces the number of steps needed to complete key user tasks.

6.1.4 User Services Management

6.1.4.1 User Services Management - Billing and payments

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	System allows individual participating institutions to define fines and fees independently.		
2.	HD	System assesses fines and fees for an item automatically based on policies defined by the individual library.		
3.	HD	System allows fines and fees to be paid (partially or in full) using a variety of commonly accepted electronic payment methods including but not limited to credit card, debit card, PayPal.		<i>Specify any Canadian third-party providers with which you work. Moneris is widely used by the colleges.</i>
4.	HD	System has a transaction roll-back capability enabling staff or patrons to turn back a payment or part of a payment.		
5.	HD	System allows staff to manually add or waive a fine or fee and creates a record of the transaction.		
6.		System automatically waives fines under certain circumstances customized by staff.		
7.	HD	System allows staff to cancel a fine and remove all record of any related fine from both the user's account and the item information (used for staff mistakes, etc.)		
8.	HD	System prints receipts for paid and waived bills or sends notification by email, SMS, or other media automatically or on demand.		<i>Describe media options.</i>
9.	HD	System automatically processes materials that exceed their due date by a library-specified time period as long overdue and bills the patron.		
10.	HD	System retains item-related history and transaction detail to align with institutional accounting record-keeping requirements for		

		finest and fees, even if the item is removed from the collection, and allows staff to delete details later.		
11.	HD	System processes unpaid bills for export to the campus billing system with an option to include or exclude conditions.		<i>Describe the process by which the system can interact with the campus billing system for the asynchronous or real time transfer of bill information.</i>

Please provide a narrative response to the directions and questions below.

12. Describe how interrupted/partially completed transactions are handled.

6.1.4.2 User Services Management - Check in and check out

	Requirement	Feature and Function Details	Response Code	Comments
13.	HD	System permits materials to be checked out to patrons according to library-defined rules set independently by each participating institution.		
14.	HD	System allows checked-out materials to be renewed according to library-defined rules set independently by each participating institution.		
15.	HD	System alerts staff during check out and check in when certain circumstances occur. For example, holds, fines, patron or item notes, etc.		
16.	HD	System alerts staff during checkout that the item is already checked out and allows it to be checked in and out in a single step.		
17.	HD	System allows authorized staff to manually set the date for check-in and override default due dates and creates a record of the transaction.		
18.	HD	System allows staff to renew one, several or all items currently loaned to a patron with ease.		
19.		System allows staff to check out an uncatalogued item as a temporary item.		

20.	HD	System prints due date receipts or sends notification by email, SMS, or other media with due date receipts automatically or on demand.		<i>Describe media options.</i>
21.	HD	System tracks usage statistics for items that do not circulate.		
22.	HD	System allows items to be automatically routed to the holds shelf or other locations during discharge.		
23.		System has the capability to perform circulation transactions when the system is offline or otherwise unavailable.		<i>Describe the offline circulation capability.</i>

Please provide a narrative response to the directions and questions below.

24. Describe the check in/check out workflow at a circulation desk, including the renewal functionality.

6.1.4.3 User Services Management - Circulation administration

	Requirement	Feature and Function Details	Response Code	Comments
25.	HD	System allows each participating institution to create and administer its own circulation policies.		
26.	HD	System validates loan rules with individual library's calendar. (e.g., items are not due on days or hours during which the library is closed).		
27.	HD	System supports RFID tags and scanning of barcodes as well as keyboard entry of patron and item barcodes.		
28.	HD	System can automatically block a patron account under specific conditions (e.g., exceeding the amount of money owed) and automatically unblocks when the condition is remedied.		
29.	HD	System allows staff to manually block and unblock a patron account.		
30.	HD	System allows staff to override system parameters such as due		

		dates, check-in times, blocks, etc. and creates a record of the transaction.		
31.	HD	System can restrict patrons from borrowing items from other institutions participating in the shared system.		

Please provide a narrative response to the directions and questions below.

32. Describe the process to manage and make changes to circulation policies.

6.1.4.4 User Services Management - Course reserves

	Requirement	Feature and Function Details	Response Code	Comments
33.		System allows library staff to generate lists of items (print or electronic) or predefined searches. Desired lists might include "new items" or items associated with a particular assignment/course.		
34.		System allows library staff to upload documents to add to an electronic course reserve (eReserve) and manage access to comply with copyright regulations.		<i>Please describe the workflow to add and manage such content.</i>
35.	HD	System allows staff to place items on reserve for a course.		
36.	HD	System allows staff to create, edit and delete courses.		
37.	HD	System allows creation of reserves records at the copy level and allows multiple copies to be on reserve at different desks with different loan periods without having to change the cataloguing for each item. For example, a 2-hour loan copy, and overnight copy and 7-day loan copy.		
38.	HD	System allows searching for course reserves by course name, course number, instructor's name, and title of reserve item, among other options.		
39.	HD	System displays course reserves in the public interface.		
40.	HD	System allows courses to have multiple instructors.		

41.	HD	System allows an item to be on reserve for multiple courses.		<i>Please describe whether custom eReserve documents (cf. item Error! Reference source not found.) can also be shared across multiple courses.</i>
42.		System allows courses to be cross listed (e.g., ART 102 is also taught as LIT 105).		
43.		System allows authorized users to archive course reserve information at the end of a semester and re-activate it at a future date.		
44.		System provides persistent URLs for course reserves and reading lists that can be pasted into course management systems or other third-party systems.		

Please provide a narrative response to the directions and questions below.

45. Describe the workflow for creating a course and placing an item on reserve. Show how this work is reflected in the public interface.

6.1.4.5 User Services Management - Holds

	Requirement	Feature and Function Details	Response Code	Comments
46.	HD	System supports staff-initiated and patron-initiated hold requests and recalls.		
47.	HD	System allows patron to specify pickup location for a single institution with multiple branches, campuses, locations.		
48.		System alerts staff in real time that an item is needed to fill a hold request.		Describe in Comments the mechanism that notifies staff which items are needed to fulfill hold requests for patrons.
49.		System prints hold receipts or sends notifications by email, SMS, or other media automatically or on demand.		
50.		System allows loaned materials to be recalled with the capability to shorten the loan period and impose a different fine structure.		

51.		System displays all titles requested by a patron.		
52.		System displays all patrons withhold requests for a title.		
53.		System allows patrons and staff to specify when an item is needed to fulfill a hold request, including the date needed by, and date no longer needed.		
54.		System allows patrons and staff to specify a time period during which hold requests should not be fulfilled (i.e., hold suspension periods).		
55.	HD	System allows hold requests to be cancelled by both patrons and staff.		
56.	HD	System allows staff to reorder the holds queue.		
57.	HD	System allows staff to place title or copy level holds.		

6.1.4.6 User Services Management - Booking

	Requirement	Feature and Function Details	Response Code	Comments
58.	HD	System supports advance scheduling of items, material, or equipment for specified dates and time periods. For example, study rooms, DVD's, cameras, and laptops.		
59.		System allows staff to customize schedules for booking. For example, the ability to set a preparation/clean– up time between bookings.		
60.		System allows staff to create custom records for bookable items.		
61.		System includes inventory control tools to manage items available for booking.		
62.		System allows patrons to schedule and cancel bookings from a public interface without staff support.		
63.		System allows staff to manage bookings without intervention from the vendor.		

64.		System allows customizable messaging in the patron display for booking.		
65.		System allows the assignment and management of late fees and fines for overdue items.		
66.		System tracks and reports on usage of bookings.		

Please provide a narrative response to the directions and questions below.

67. Discuss the system's ability to manage an inventory of bookable material, and to schedule items, equipment, and room bookings. Are there separate or additional fees for this feature?

6.1.4.7 User Services Management - Interlibrary-Loans

	Requirement	Feature and Function Details	Response Code	Comments
68.		System integrates with third-party ILL services in order to streamline borrowing and lending beyond the consortium.		<i>Describe examples.</i>
69.		System supports the creation of holdings and item records for temporary records for interlibrary loans.		<i>List the fields available/defined in the item records.</i>
70.		System allows for openURL requests to be imported into third-party ILL systems.		
71.		System allows third-party systems to search the collection for the purposes of ILL.		
72.		Systems offers ILL reports.		

6.1.4.8 User Services Management - Patron data management

	Requirement	Feature and Function Details	Response Code	Comments
73.	HD	System creates and updates patron information in batch by loading data files from the campus registration system at each participating institution.		<i>Describe the batch uploading of data process and to what extent the process can be automated.</i> <i>Specify what elements of patron data are loaded and how these elements are linked to data stored in campus administrative systems.</i>

74.		System accommodates an unlimited number of patron types.		
75.	HD	System allows staff to create patrons manually to accommodate community borrowers.		
76.	HD	System allows staff to manually modify/update patron information, singly and in bulk.		
77.	HD	System allows patron records to be searched by a variety of data points including but not limited to name, student number, address, phone number, postal code, email, program code, course code, instructor, and notes.		<i>Describe the data elements that comprise a patron record and specify those that are searchable.</i>
78.	HD	System allows notes to be added to a patron record.		<i>Describe any limitation to the number of note fields or characters in a single patron record.</i>
79.		Notes in patron records are fully searchable and can be used as criteria for running a variety of user reports.		
80.		Notes in patron records can be suppressed for staff-view only, or visible to patrons.		
81.	HD	System retains expired patron records that have financial information linked to them for fines and fees and allows staff to delete records at any time.		
82.	HD	System allows multiple unique identifiers for the same patron record.		

6.1.4.9 User Services Management - Notifications

	Requirement	Feature and Function Details	Response Code	Comments
83.	HD	System generates notifications to patrons for events including but not limited to the following: items due soon, items past due, items being held for pickup, items no longer being held for pickup, items		

		recalled, receipts, and outstanding bills.		
84.		System can send notifications to different patron groups, e.g. staff, students, faculty, etc.		
85.	HD	System can send notifications by various media including but not limited to email, SMS and generate notices that may be printed.		
86.		System allows staff to designate specific media for specific events. For example, email for circulated items, and SMS for reserves which are generally by the hour.		
87.	HD	System automatically sends notices to patrons according to a schedule that can be customized for each event type and by a schedule that each individual participating institution identifies and defines independently.		<i>Describe how notices are scheduled to be generated and sent automatically.</i>
88.	HD	System provides customizable templates for creating notifications. For example, notices connected to changes in operating hours or other library events.		<i>Describe this functionality.</i>
89.	HD	Notifications to patrons can be held and suppressed at any time.		
90.	HD	System maintains a history of notices sent to the patron.		
91.	HD	Personal patron information is not shared or sold.		

Please provide a narrative response to the directions and questions below.

92. Some colleges prohibit communication to students and staff from third party platforms. For example, overdue notices may be delivered directly from the library, not from a vendor. Describe how the system will work with campus policies restricting notifications to users? For example, using college email servers to route system emails, or authenticate email servers against college email system so they are not flagged by spam filters.

6.2 COLLECTIONS MANAGEMENT

6.2.1 Analytics

6.2.1.1 Analytics – General

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	System provides robust statistics and reporting functionality as a standard component of the service.		<i>Please specify the report writing tool if third party, e.g. Crystal, Oracle, Jasper, etc.</i>
2.	HD	Reporting tool is a user-friendly platform that does not require advanced technical knowledge (i.e.: SQL) to create, modify, schedule or run reports.		
3.	HD	System allows customization of reports by staff members with appropriate privilege, including but not limited to updating report parameters, views, dates, etc.		
4.	HD	System allows reports to be run automatically on a schedule that individual participating libraries select separately.		
5.	HD	System allows staff to run a report manually at any time.		
6.	HD	System provides output in a format (.csv, .txt) that is easily imported to common spreadsheet software like Microsoft Excel.		
7.		System can create and combine reports for any data elements available in the system across data tables and display in a single report.		
8.	HD	Complies with industry usage reporting standards such as SUSBI and COUNTER		<i>Specify if the system is using COUNTER 5, COUNTER 4, or COUNTER 3.</i>
9.		The system can collate usage stats from multiple sources and allow for reporting across multiple formats. For example, a report to compare loan statistics (internal from the system) with COUNTER reports from electronic resources.		

10.	HD	Aggregates historical data for ease in compiling trend analysis (such as usage or expenditures).		
11.	HD	System can report on specified parts of the collection (e.g., material format, patron category, etc.) or the entire collection.		<i>Please state any limits to the number of records available for reporting.</i>
12.		System retains transaction-oriented information (without patron-identifiable data) for at least 10 years for statistical reporting purposes, even if the associated item or patron has been removed from the system.		
13.		System provides summary overview of analytics data in dashboard-type display.		
14.		System provides data from all participating institutions in a single report.		

6.2.1.2 Analytics – Collection reports

	Requirement	Feature and Function Details	Response Code	Comments
15.	HD	System offers fully customizable collection reports for materials by multiple criteria including but not limited to customizable Library of Congress classification ranges, publication date, format, campus location and location within the library, publication date, materials added within a time range, publisher, and items flagged as withdrawn, lost or missing.		
16.		System offers collection reports for materials across participating institutions as well as a larger academic library community including ability to compare collections and identify gaps by year, by call number, by subject heading and by item type.		

6.2.1.3 Analytics – Acquisition Reports

	Requirement	Feature and Function Details	Response Code	Comments
17.	HD	System offers balance report of fund appropriations, expenditures, encumbrances, and free balance.		
18.	HD	System offers acquisition reports for expenditures and encumbrances by multiple criteria including but not limited to fund, vendor, material format, requestor, location (location is both campus/library and location within the library), customizable Library of Congress classification ranges, and time period.		
19.		System offers acquisition reports for open encumbrances.		

6.2.1.4 Analytics – Circulation Reports

	Requirement	Feature and Function Details	Response Code	Comments
20.	HD	System offers fully customizable circulation reports for circulation activity (loans, renewals, requests, returns) by multiple criteria including but not limited to time period, user profile or demographic data (For example, area of study), location (Location is both campus/library and location within the Library). material format and category data. For example, the system can run a report on all monographs or all media without selecting individual item types.		
21.	HD	System offers circulation reports for items used in-house.		
22.		System offers circulation reports for recalled items.		
23.	HD	System offers circulation reports for overdue items.		
24.	HD	System offers circulation reports for outstanding fines.		<i>Describe details of outstanding fine reports.</i>

25.		System offers circulation reports for fines collected by campus location, payment type, or by time range.		
26.	HD	System provides detailed item history including time of issue and return.		

6.2.1.5 Analytics – Patron reports

	Requirement	Feature and Function Details	Response Code	Comments
27.		System offers patron reports for patrons added within a time range.		
28.	HD	System offers patron reports for patrons by borrower type.		
29.		System offers patron reports for patrons by demographic category (e.g., field of study, postal code, etc.).		<i>Describe how those categories are defined. Are they determined by individual libraries or are they pre-defined?</i>
30.		System offers patron reports by campus location.		

6.2.1.6 Analytics – Electronic resource reports

	Requirement	Feature and Function Details	Response Code	Comments
31.		System offers electronic resource reports for coverage overlap.		
32.	HD	System offers electronic resource reports by title use.		
33.	HD	System offers reports on usage of electronic resources accessed to full text as well as searched.		
34.	HD	System offers electronic resource reports COUNTER usage (database, e-journal, e-book, discovery layer overview).		
35.		System offers electronic resource reports for usage covering resources that do not use COUNTER or SUSHI or provides the functionality for staff to upload vendor usage reports.		<i>Describe how the system allows staff to add non-COUNTER or SUSHI compliant usage data by loading reports or manually inputting data, and the ability to add custom fields to</i>

				<i>accommodate these reports and data.</i>
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6.2.1.7 Analytics – Continuations reports

	Requirement	Feature and Function Details	Response Code	Comments
36.		System offers reports by renewal date for serials, standing orders, continuations, electronic resources and vendors.		
37.		System offers claims reports for continuations.		

6.2.1.8 Analytics – Integration with external reporting tools

	Requirement	Feature and Function Details	Response Code	Comments
38.		System offers integration with external reporting tools (i.e.: Google Analytics) including bounce rate and source.		

Please provide a narrative response to the directions below.

39. Describe the role a consortium office such as OCLS plays in defining and distributing reports.
Describe how consortial access will be enabled.

6.2.2 Acquisitions

6.2.2.1 Acquisitions – Fund management

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	System supports a hierarchical fund structure that provides the ability to group and report on funds for each individual institution.		<i>Describe the structure of funds in the system. Is there a limit on the length of fund names?</i>
2.	HD	System imposes no limits on the number of funds for each individual institution.		
3.	HD	System updates and displays fund balances in real time (including encumbrances and expenditures) for each individual institution.		

4.	HD	System allows library staff with sufficient privilege to adjust the amount of funds (add new money, transfer money from one fund to another) at any time during the fiscal cycle for each individual institution.		
5.	HD	System allows journaling of invoices into multiple funds/budget lines.		
6.		System allows users to be alerted when an invoice has been submitted or processed.		
7.		System supports a graphic display of fund balance, allocation, expenditure, and encumbrances for each individual institution.		
8.	HD	System only allows users to see fund information from their own institution.		
9.	HD	System allows de-activating funds without acquisition history disappearing.		<i>Describe how the system maintains acquisition history and financial data when funds are de-activated.</i>
10.		System is capable of functioning across multiple/variable fiscal years, including spending out of different fiscal years at the same time and the ability to track purchases split over fiscal years (Not all participating libraries start their fiscal year on the same date.)		
11.	HD	System allows individual participating libraries to define their own fiscal cycle with no restrictions on starting or ending dates or duration of cycle for each individual institution.		
12.	HD	System facilitates the closing of a budget at the end of a fiscal cycle with options to rollover amounts and encumbrances to the next cycle for each individual institution.		<i>Describe the solution's support for closing a budget at the end of a fiscal cycle. Include information on format and length of retention of fiscal close records, how encumbrances are transferred, and reports/notifications</i>

				<i>available to assist required processing of open orders prior to fiscal close.</i>
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6.2.2.2 Acquisitions – Vendor management

	Requirement	Feature and Function Details	Response Code	Comments
13.	HD	System supports full vendor records that include account numbers, contact information, notes and EDIFACT transmission details.		<i>Describe the structure of vendor data in the system and how it is used in different functional areas.</i>
14.		System permits multiple accounts for a single vendor.		
15.		System can access a central database of vendors to minimize the rekeying of information common to all users (e.g., addresses, global contacts).		<i>Describe how the central database of vendor information (if available) is managed, who can add/edit information and how conflicts are resolved. Is EDI information part of the central vendor database, or does it require individual setup for each library?</i>
16.	HD	System can manage consortial vendor agreements.		<i>Describe how consortial vendor agreements (e.g. group discounts) are supported.</i>
17.		System allows staff to add notes concerning vendors or specific invoices that are shared by local institutions only and not visible to all participating institutions.		

6.2.2.3 Acquisitions – Ordering and renewing

	Requirement	Feature and Function Details	Response Code	Comments
18.	HD	System imports MARC-based order files from orders generated in other vendor systems.		<i>Describe the workflow for importing MARC-based order records from vendors.</i>
19.	HD	System offers a full Electronic Data Interchange (EDI) interface with major library vendors for ordering and invoicing.		<i>Describe how the EDI interface is set up. Does this process require intervention from the vendor, or</i>

				<i>is it controlled by local administrators?</i>
20.	HD	System allows for manual entry of orders where a vendor cannot support EDI.		
21.		System reflects order status information in real-time and displays current status in staff display and in the user interface if desired.		
22.	HD	System links a purchase order to other related information such as invoice, vendor and descriptive record. An unlimited number of items can be linked to a purchase order.		
23.		System allows orders for non-bibliographic material using the same funds that order and pay for bibliographic material.		
24.		System facilitates the renewal of subscription titles with a minimum of staff interaction, while still allowing for modification when necessary.		
25.	HD	System allows orders to be cancelled.		<i>Describe any automated response services available to notify vendors of cancellations.</i>
26.		System accommodates Patron Driven Acquisitions (PDA/PDD), Evidence Based Acquisitions (EBA), Short Term Loans (STL), and Access to Own (ATO) plans for print and electronic resources.		

6.2.2.4 Acquisitions – Invoicing and receiving

	Requirement	Feature and Function Details	Response Code	Comments
27.	HD	System permits the invoicing of single-title monographs, serial monographs, and issues of serials.		
28.	HD	System allows items to be received from both purchase orders and invoices.		

29.	HD	System supports adding items to the collection which are not purchased.		<i>Describe the workflow for receiving an item that was not ordered, such as a gift.</i>
30.		System notifies patrons when a requested item is ready for pick-up.		
31.		System allows payment for a single item from multiple funds.		
32.	HD	System provides an audit trail for financial transactions.		
33.		System can export invoice/payment requests to campus financial systems and import payment confirmation files.		<i>Specify compatible financial systems.</i>
34.	HD	System supports multiple currencies including the ability to set institutional local exchange rates, ability to specify a preferred source for rate information, ability to edit payments to reflect the amount charged.		
35.		System tracks HST, GST, and no tax, and tracks the base price and total price (base+tax) individually.		<i>Describe how the system handles taxes for material purchasing, including ability to pay taxes at different tax rates based on where the item is received/housed/paid and tracking tax exempt status.</i>

6.2.2.5 Acquisitions – Claiming

	Requirement	Feature and Function Details	Response Code	Comments
36.	HD	System notifies staff when a volume or issue has not arrived and allows for claiming of missed items.		<i>Describe how an expected item becomes claimable.</i>
37.	HD	System allows claims to be sent by EDI, email, or print.		
38.	HD	System allows claims to be manually generated at any time.		

6.2.3 Metadata Management

6.2.3.1 Metadata Management – Creation and Import

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	System can import records individually or in batch (e.g. bibliographic, order, authority, item, patron, etc.).		<i>Describe the process of importing records from a bibliographic database such as OCLC's WorldCat.</i>
2.	HD	System imposes no limitations on the number of records that can be imported or exported.		
3.	HD	System imports and exports bibliographic, holdings and authority records as well as order and item records from third-party suppliers in MARC21.		
4.	HD	System provides flexible support for metadata standards including MARC, Dublin Core, and BIBFRAME supporting Linked Data.		
5.	HD	Metadata is connected to RDA Toolkit.		
6.		System interacts with OCLC's Cataloging Services for metadata records or other copy cataloging sources.		
7.		System validates records based on established cataloging practice and consortium standards, in particular existing minimum cataloguing standards currently in use by the colleges.		<i>Describe how metadata standards are defined. For example, are they defined for each library, or for the consortium?</i>
8.		System imports and exports records from common metadata schemas such as Dublin Core, VRA Core, etc.		<i>Specify the schema supported by the system.</i>
9.	HD	System offers options for handling records detected as duplicates: adding, merging, replacing or ignoring.		
10.	HD	System supports batch editing of records.		<i>Describe how batch editing is achieved.</i>
11.	HD	System provides consortial (OCLS) ability to manage/edit individual and shared metadata records.		

12.		System supports interoperability with cataloguing tools such as MARCEDIT and BookWhere.		
13.	HD	Each participating library retains ownership of their own records within the system.		

6.2.3.2 Metadata Management – Holdings management

	Requirement	Feature and Function Details	Response Code	Comments
14.	HD	System can create holdings and item records for both physical and electronic resources separately by individual participating institutions.		
15.	HD	System supports method for updating and editing batches of item records or holdings records. For example: through barcode scanning or identification number import.		
16.	HD	System supports the MARC21 Format for holdings data.		
17.	HD	System supports export and import of holdings records.		
18.	HD	System allows an unlimited number of copy/item records with various locations to link to a single bibliographic record.		
19.	HD	System allows a holdings record to be moved to a different bibliographic record, or an item record to be moved to a different holdings record, while retaining statistics and relevant linking information (e.g., the link to the purchase order).		
20.		System supports linked records for items bound together with separate bibliographic records but shared holdings/item records.		
21.	HD	System allows staff to manage inventory effectively.		
22.		System can report on the creation, modification or deletion of bibliographic and holdings records to enable synchronization with		

		other databases, such as a union catalogue and discovery layers.		
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Please provide a narrative response to the directions and questions below.

23. Describe system functions that allow staff to manage inventory effectively such as easy-to-use reports.

6.2.3.3 Metadata Management – Authority control

	Requirement	Feature and Function Details	Response Code	Comments
24.	HD	System supports MARC/RDA authority records including Library of Congress name and subject Headings and genre/form terms.		
25.		Vendor provides a global, shared authority file.		
26.	HD	System supports consortium authorities but still allows individual libraries to edit headings locally.		
27.		System automatically checks and updates headings in bibliographic records against the authority file.		
28.		System provides consortial (OCLS) ability to manage/edit authority control records.		

Please provide a narrative response to the directions and questions below.

29. Describe how the system manages the import and export of authority data from one or more authority vendors.

6.2.4 Electronic Resource Management

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	System facilitates management of purchased electronic resources as well as electronic content available via open access.		
2.	HD	System facilitates management of electronic resources in multiple formats such as e-books, journals, streamed video, audio recordings and more.		

3.		System supports acquisition and management of datasets such as GIS data.		
4.		System manages licence agreements for all electronic resources.		<i>Describe the overall workflow for the management of licenced content in your system.</i>
5.		System allows digital versions of licence agreements to be attached to licences.		<i>Describe how the system stores and displays licences and related documents, including the fields available for licence terms.</i>
6.		Licence entries and the related fields are searchable.		
7.		Licence information can be restricted from public view.		
8.		System sends notifications when licences are set to expire.		
9.		System supports the ERMI schema for licences.		
10.		System manages administrative information for electronic resources and contact information for vendors and publishers.		
11.		System permits trial periods to evaluate e-resources.		
12.	HD	System provides a comprehensive knowledgebase of electronic titles and packages from a wide variety of providers.		
13.	HD	System permits easy activation of electronic packages and titles purchased by the library.		
14.	HD	System displays an electronic resource in the Discovery layer automatically when it is activated in the knowledgebase.		
15.	HD	System supports consortially acquired electronic resources including the ability to share records across colleges. Consortial knowledgebase records are fully editable by the consortium office (OCLS).		
16.	HD	System provides an integrated OpenURL resolver or supports a third-party solution.		

17.	HD	System supports one-click resolution to full text access when supported by target provider.		
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Please provide a narrative response to the directions and questions below.

18. Describe the role a consortium office such as OCLS plays in describing and sharing electronic resource management records.

6.2.5 Serials Management

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	System allows the receipt of print serial issues, including creating item records when required.		<i>Describe the process for checking in serial issues, including creating item records for issues that circulate.</i>
2.	HD	System provides date prediction and enumeration patterns for issue check-in.		
3.	HD	System allows staff to alter enumeration and chronology patterns manually to accommodate occasional variations in publishing patterns.		
4.	HD	System supports claiming of serial issues based on prediction patterns and for runs not received at all (i.e. not just individual missed issues).		
5.	HD	System allows check-in for multiple parts of a title, including regular issues, indexes, supplements, pocket parts, etc.		
6.		System allows check-in for combined issues. For example, if issue #3 and issue #4 are printed as a single publication.		
7.	HD	System accommodates the check-in of special issues that were not predicted.		
8.	HD	System automatically updates the display of issue receipt in the public catalog.		
9.	HD	System updates the MARC21 holdings record (85X/86X paired		

		fields) automatically during check-in.		
10.		System correctly links serial title changes in both the staff and public catalogs.		
11.		System links print and electronic holdings of the same title.		
12.		System allows for the ability to duplicate serial holdings records.		

6.2.6 Digital Repository

Please provide a narrative response to the directions and/or questions below.

1. Describe the digital repository solution available with the system. Include details if it is native to the platform or if it is an integration and describe additional fees associated with the solution. Provide examples of libraries that are using this feature.

6.3 TECHNOLOGY

6.3.1 Identity and Access Management

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	System integrates with third-party remote authentication systems such as EZProxy and Open Athens.		<i>Describe how the system deals with content vendors doing IP authentication only and integrates with proxies.</i>
2.	HD	System provides support for single sign-on authentication and authorization solutions for staff and patrons. For example, CAS, Shibboleth, SAML 2.0, and Microsoft's Identity and Access Management solution.		<i>Describe the support for single sign-on authentication and authorization solutions.</i>
3.	HD	System works with identity stores such as Active Directory and LDAP.		<i>List identity stores.</i>
4.	HD	System allows for administrative and functional authorization at multiple levels. For example, individual staff or patron, single institution, subset consortia, and consortium-wide.		<i>Describe the level of granularity of access controls for staff functions (principle of least privilege). Can certain data elements be made read-only for some staff/institutions and read-write for others?</i>
5.		System allows staff authorization profiles to be copied.		
6.		System allows patrons to reset their own passwords.		

7.		System provides options for password maintenance and security for library staff and patrons at institutions who cannot use their campus-level identity data stores to authenticate.		
8.		Users with multiple affiliations are supported in the solution with respect to authentication, permissions assigned to their account, and access to their account information. For example, patrons taking classes at multiple institutions, staff at one institution taking classes at another institution, or faculty/staff working at multiple institutions.		

Please provide a narrative response to the directions and questions below.

9. Describe which user record fields are mandatory and how the system deals with user records that don't comply with the first-name/last-name model.

6.3.2 Interoperability and extensibility

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	System will interoperate with other third-party institutional systems such as, room booking, cataloguing utilities, institutional or other digital repository software/platforms, electronic course reserves (e-reserves), human resources, procurement, campus authentication, and reporting tools.		
2.	HD	System allows integration with the campus administration systems of each participating institution for loading and maintaining patron records. For example, Banner, PeopleSoft, Jenzabar, and Ellucian.		<i>Describe workflows for patron loading/identity management via campus information systems. Provide examples of how patron loading can be done in batch or interactive mode via API or other</i>

				<i>programmatic method. What types of schedules can be accommodating for automated patron loading? How often?</i>
3.	HD	System allows integration with the campus financial systems used at each participating institution for ordering, invoicing, payment of library bills, etc. For example, Millennium FAST, and PeopleSoft.		
4.		System supports payment gateway compatible with institutional financial systems and that will support an ecommerce system that allows for the real-time payment of fines.		
5.		System allows integration with third-party vendor ordering systems including GOBI and OASIS to facilitate processing of orders and payments for such materials.		
6.	HD	System allows integration with learning management systems such as Moodle, Blackboard, and D2L.		
7.		System interoperates with online reference chat services.		
8.		System supports patron smart card technologies including, but not limited to, RFID and HID.		
9.	HD	System has the Standard Interchange Protocol 2.0 (SIP2) or NISO Circulation Interchange Protocol (NCIP- NCIP I and NCIP II) currently established for RFID, self-checkout functions, and to facilitate inventory checks.		<i>List all third-party systems, and systems for which the solution uses a different protocol if applicable. Include the vendor name, product, scope of integration, limitations of integration, and protocol(s) used.</i>
10.		System has the NISO Circulation Interchange Protocol (NCIP, NCIP I or NCIP II) currently established for consortial borrowing functions.		<i>Include the vendor name, product, scope of integration, limitations of integration, and protocol(s) used.</i>
11.		System has protocols currently established to support resource sharing functions. Such systems might include RapidILL, ILLiad, Odyssey, Ariel, DocLine, Occam's		<i>Include the vendor name, product, scope of integration, limitations of integration, and protocol(s) used.</i>

		Reader, Get It Now, OCLC Article Exchange, OCLC Resource Sharing, INN-REACH, etc. Protocols might include NCIP, Z39.50, OAI PMH, REST or SOAP based web services, etc.		
12.	HD	System includes link resolver or has the OpenURL protocol currently established to support link resolution functions with third-party systems.		<i>Describe the solution's link resolver. Is it OpenURL-compliant? If the solution does not offer a link resolver, list all third-party systems with which the solution has the OpenURL protocol currently established to support link resolution functions, including EBSCO Full Text Finder, WebBridge, 360Link, and SFX.</i>
13.		System allows for extensions developed by third-party vendors or customers.		<p><i>Describe how you work with third-party vendors, outside developers, and customers to extend the functionality of the solution. How open is the solution to local custom programming for middleware? Does the solution use open standards and programming languages?</i></p> <p><i>Describe how upgrades may impact extensions developed by third-party vendors or customers.</i></p>
14.	HD	System provides a documented set of APIs and/or web services.		<p><i>Describe the API architecture, e.g. RESTful design and use of other industry standards such as JSON, XML, etc. Include any restrictions or limitations on the use of these APIs and tools.</i></p> <p><i>Describe the support (including documentation and online forums) provided for APIs and web services that enable the client to integrate and extend system functionality. Is there an additional charge for these services?</i></p>

Please provide a narrative response to the directions and questions below.

15. Describe the opportunity for manual uploads or other alternatives for customers who cannot facilitate automatic functions. Include a description of training and instruction material available for such opportunities.
16. Comment on use of the system with custom hardware and software, for example hand-held scanners, RFID pads, wayfinding software etc.
17. Describe how and provide an example that demonstrates how your system allows access to resources provided via other platforms and formats e.g.: film, GIS data, and other resources contained in archives or other kinds of electronic repositories.

6.3.3 Knowledgebase and Discovery

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	System provides an embedded knowledgebase that is fully integrated into the selection, acquisition, metadata management and fulfillment processes for electronic resources.		<i>Describe the knowledgebase and how it provides a unified index with broad coverage of academic content (including but not limited to journals, books, and databases) and high-quality metadata. Include a detailed explanation of metadata sources.</i>
2.	HD	System provides an efficient method of making changes to the knowledgebase where errors are detected.		<i>In the event that the knowledgebase does not already contain the resources owned or licenced by the client, describe the functionality to allow the client to add new resources.</i>
3.	HD	System enables index to easily include content from other content providers.		<i>Describe the process for negotiating access to content from other content providers to your index. What is the typical length of time to add a new source once the external content provider supplies the data? Indicate if there are additional fees to add new resources.</i>

4.		System provides a unified discovery solution that enables discovery and fulfillment of resources locally and consortially.		<i>Describe the type of search index that your discovery platform uses.</i>
5.		A third-party discovery layer can easily be integrated with the system.		<i>Describe how the solution will interoperate with a separate discovery product if individual institutions elect to use a different product. Include details regarding cost implications to the consortium and individual institutions.</i>
6.	HD	System allows searching across all types of content (e.g., physical, digital, electronic) in a single search.		<i>Describe the interoperability between the backend LSP systems and any discovery services. For example, the process for importing or syncing bibliographic and holdings records from the library services platform to the discovery service to ensure the system allows batch loading and data re-indexing does not require nightly processing.</i>
7.	HD	System allows patrons to easily apply filters to search and use advanced search techniques.		
8.		System allows full-text searching inside content (e.g. PDF files) in addition to metadata.		
9.	HD	Discovery tool identifies the electronic resource information (e.g., it clearly provides the database name).		
10.	HD	System updates records in real-time, including their circulation status.		
11.		System refreshes licenced content frequently.		<i>How frequently is content is added/updated?</i>
12.	HD	Discovery solution allows harvesting of third-party databases (e.g. union catalogue) through OAI-PMH or similar standard.		
13.		Discovery platform searches content not included in the core		

		index but licenced by an institution.		
14.		Discovery solution integrates with institutional repository systems and content management systems.		<i>Provide specific examples.</i>
15.		System allows single-click retrieval of online resources.		
16.		System integrates content data in display, such as tables of content, excerpts, book covers, and book reviews.		
17.	HD	System provides citation information for materials discovered in the public interface, with a variation of citation formats available including but not limited to APA, MLA, and Chicago/Turabian.		
18.		System allows libraries to set default citation preference.		
19.	HD	System provides flexibility available for institutions to customize their own branding and discovery interface.		

Please provide a narrative response to the directions and questions below.

20. Describe the solution's ability to search using fuzzy logic and "did you mean?" for misspellings (e.g., type in a singular and receive plural and vice versa, or typing "eliot" also retrieves "Elliot," etc.). Describe options for libraries to customize and manage these features.
21. Describe how the solution handles cross-references for broader, narrower, and related terms in name and subject headings.
22. Describe the solution's keyword searching including options for limiting to particular fields such as title or subject and performance of an advanced keyword search using Boolean operators like AND, OR and NOT.
23. Describe the solution's ability to limit or facet (narrow) searches before and after they are conducted both for database results and the traditional library catalog. List and describe available facets and limiters. Are there limits to the number of facets or limiters that can be configured and/or displayed?
24. Describe the discovery platform's interoperability with open search services such as Google Scholar.

6.3.4 Scalability and performance

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	System supports a minimum of 5 million bibliographic records.		<i>Describe the cost structure for additional records and/or items, if applicable.</i>
2.	HD	System imposes few if any limits on both the size of and the number of values in data elements within records of various types which the system manages.		<i>Describe any such limits.</i>
3.	HD	System is fully available and accessible 24/7, excluding downtime for maintenance and upgrades.		<i>Describe the infrastructure in place to ensure the system is fully available and accessible 24/7.</i>
4.	HD	Vendor warrants the performance of its system to at least 99.999 percent effective uptime.		
5.	HD	System runs efficiently during times of peak use.		<i>Describe how the system addresses competing needs, particularly in a cloud environment that serves hundreds of libraries.</i>
6.	HD	System is continually monitored to maintain optimal performance.		<i>Describe the mechanisms in place to provide such monitoring.</i>
7.	HD	System requires minimal downtime to perform scheduled maintenance or software upgrades.		<i>Describe how you work with libraries to schedule any planned downtime.</i>
8.	HD	System is scalable in terms of accommodating new members with no degradation of system responsiveness and support.		<i>Describe the system resources (CPU, RAM, Disk) that will be dedicated to Ontario colleges, how the system is structured and what processes exist to increase them to support growth.</i>

6.3.5 Security

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	Vendor employs industry best practices for data security,		<i>Describe how the system protects patron data and privacy. Provide relevant</i>

		especially those to safeguard personal information.		<i>information on standards compliance (such as ISO 27001) and any completed organizational information technology audits.</i>
2.	HD	System uses secure transit protocols such as SSH Public Key Authentication, SFTP, and HTTPS.		<i>Describe the encryption and other measures used to store and secure confidential data.</i>
3.	HD	System uses at least 128bit encryption and SSL for communications.		
4.	HD	Vendor follows industry best practices for regular data and system backups and backup storage.		<i>Provide an overview of such practices for the system.</i>
5.	HD	Patron data is stored on servers in Canada only and all information will be stored in an encrypted manner.		
6.	HD	Vendor's Information Security program follow the <i>privacy by design</i> standard and principles?		<i>Describe your Information Security program.</i>
7.	HD	System provides data recovery in the event of data loss or corruption.		<i>Specify whether data recovery is a self-service process or requires the intervention of the vendor, and where back-up data is stored.</i>
8.	HD	Vendor maintains industry best practices for data protection and security in the data centers of the hosted environment.		<i>Describe the security measures in place at data center(s).</i>
9.	HD	Vendor has established protocols for dealing with unauthorized access to or disclosure of confidential data and will notify libraries no later than 72 hours of becoming aware of the breach.		<i>Describe the liability policy in case of data breaches containing personal information such as patron data. Include a statement explaining who is legally responsible in case of a data breach.</i>
10.	HD	Vendor has DDOS (Distributed Denial of Service) protection in place.		<i>Please provide a brief description of your DDOS protocols. If there is no DDOS protection, what other compensating security controls are in-place to provide the protection?</i>

6.3.6 System Architecture

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	System is hosted by the vendor in a cloud or Software-As-A-Service (SaaS) environment.		<i>Please indicate cloud or SaaS.</i>
2.	HD	System is a true multi-tenant solution. Updates are timely and client is given advanced notice of update schedule and enhancements.		
3.	HD	System access requires only a web browser.		<i>Specify which browsers are supported by your system in Comments. Describe how information about deprecated browsers and browser versions is shared, and describe troubleshooting process for apparent browser-related issues.</i>
4.	HD	System access requires reasonable network connectivity to the Internet.		<i>Specify the minimum and recommended bandwidth needed to access the system.</i>
5.	HD	System is accessible remotely for staff working from home.		<i>Describe how staff functions can be accessed remotely. For example via VPN, browser, or app.</i>
6.	HD	System provides effective and continuous monitoring of its performance and uptime to meet agreed upon service level commitments.		<i>Describe the Recovery Point Objective (RPO) and Recovery Time Objective.</i>
7.	HD	System supports basic fulfillment capabilities during a local institution outage. For example, an offline circulation component.		<i>Describe this capability in more detail.</i>

Please provide a narrative response to the directions and questions below.

8. Describe Operating System requirements and specifications if system requires more than a web browser. Specify any functional limitations that might exist for particular operating systems.
9. Please list all countries where the Proponent will potentially store customer data in or access customer data from (including support locations, backup and any other non-production sites). Provide locations of the primary and backup data centers that will support the Purchaser, and who operates them.

6.4 COLLABORATION & SUPPORT

6.4.1 Consortium Functions

	Requirement	Feature and Function Details	Response Code	Comments
1.		System allows participating institutions to select and implement various elements of the system at their own pace and discretion. For example, one college may prefer a third-party discovery service, or to opt-out of the finance management functionality provided by the system.		<i>List elements of the system that allow for individual library selection and implementation and list those that require collective selection and implementation. Describe the cost implications for colleges that opt-out of elements of the system.</i>
2.	HD	System provides support for shared records, including authority records, cataloguing, and electronic resource management (ERM).		
3.	HD	System provides support for shared record loading (Bibliographic records and authority records) while retaining the ability to input, index, and present institution-specific information to users (i.e., notes relating to an institution's specific holding) and optionally display or exclude other institution's holdings completely.		
4.	HD	System supports shared Discovery but presents local data to users of associated institutions first while retaining the ability to optionally display or exclude other institution's data completely.		
5.		System provides support for various interlibrary loan fulfillment options including physical and electronic lending as well as on-demand digitization of requested resources.		
6.		System provides support for licence management of electronic lending.		Specify how this is achieved.

7.		System supports ability to perform collection overlap analysis (including electronic and print materials) to support the potential for shared collection management and acquisitions among participating institutions.		
8.		System supports enhanced collection development in participating institutions by sharing circulation and usage statistics without sharing patron information.		
9.		System can interface with multiple campus authentication and authorization systems, whether within one institution or across multiple institutions to authenticate users and link them appropriately to their library accounts for each individual participating institution.		
10.	HD	System presents users with only those resources that they are entitled to access. Not all participating libraries licence the same electronic resources.		
11.		System can normalize services and streamline operations across participating institutions without the need to share personal information. For example, collate patron records for all partner institutions by coordinating patron types and supporting similar policies across the colleges without sharing patron data.		
12.	HD	System supports non-normalized settings and policies across institutions allowing for local variation when preferred. For example, allow institutions to create, customize and administer patron types, item types, circulation policies and the assignment of fees independently.		<i>Describe how and where the solution can be customized by individual participating institutions. For example, patron types, item types, locations, loan rules, and coordination with local institution calendars.</i>

13.	HD	System allows individual institutions to customize the interface with its own logo, colors and other branding including welcome statements.		
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Please provide a narrative response to the directions and questions below.

14. Describe the overall model for collaborative workflow.
15. Describe how the system integrates lending rules with library hours and closures, including fixed due dates for the end of an academic term for multiple institutions with different calendars.
16. Describe the solution's ability to search for and request materials from across member libraries. Can searches be limited to materials the consortium identifies as available for resource sharing? How can those items be identified? How can items not available based on local or consortial rules or policies (item type, material type, location, e.g.) be filtered out of search results?
17. Describe the solution's borrowing and lending workflow for a patron request on a consortial item, including request, delivery, pick-up/circulation of the item, and return of the item to its home library. Can items be requested by patrons for delivery to any library in the consortium? Can patrons check out and return items at libraries other than their home library?
18. Describe the solution's ability to prohibit users from accessing restricted data from other institutions within the consortium.
19. Describe system functionality and features not specified in this RFP that will support the future vision of the colleges.
20. Describe any cost savings that can be identified through the de-duplication process involved in shared collection management.

6.4.2 Client Support

Participating institutions seek a long-term partner committed to customer service and open to customer feedback.

6.4.2.1 Training

Please provide a narrative response to the directions and/or questions below.

1. Describe the proposed training plan for this project, including options for on-site and web-based training, strategies for geographically distributed partners, and considering a phased implementation.

2. Describe options for training of additional partner institutions who may join in the future.
3. Describe options for ongoing training, updated training, and training materials for new features.
4. Is there specialized/advanced training available to consortium (OCLS) staff to enable them to support the members of the consortium?
5. Please provide examples of documentation and training materials.
6. Describe fees for planned training and additional training considered outside of the included program.

6.4.2.2 Customer Support

Please provide a narrative response to the directions and/or questions below.

7. Provide a copy of your standard support agreement and describe any implications for individual institutions participating in the consortium and the consortium office (OCLS).
8. Describe how Account Management will be handled for the proposed services. Please outline and include a planned account team structure.
9. Describe the respective roles and responsibilities of the vendor, consortium (OCLS) staff, and member institution staff as they relate to on-going operational support.
10. Discuss procedures for reporting and tracking issues, including who from participating institutions and the consortium office (OCLS) may contact your company's support operation and the methods of such contact. Can any staff member submit support cases directly, or is there a limit on designated representatives?
11. Describe the criteria used to determine the need for high-priority support, including your escalation procedure. Please include key contacts within the escalation path.
12. Discuss how software bugs are identified, reported, communicated to the user community and fixed.
13. Describe the schedule and procedure for installing software upgrades and patches, including when and how customers are alerted to such events.
14. Describe ongoing support for changes to the configuration and customizations applied at each participating library.

15. Describe the use cases when the customer can make changes themselves versus the use cases when the vendor must make the change. Include estimated costs for the vendor use cases.
16. Describe the resources and materials available for customers, including the consortium office (OCLS), to troubleshoot and/or solve their own problems with the service (e.g., documentation, FAQ, release notes, patch information, etc.).
17. Discuss how libraries can help steer the direction of the product and its effective use.
18. Describe any customer community activities you sponsor or support, such as online or in-person venues to allow customers to share ideas and solutions. Include information about annual conferences and attendance, and regional interest groups.
19. Describe how regular performance reviews will be provided and some core metrics and measures associated with those reviews.

6.4.3 Savings and Value Added

Please provide a narrative response to the directions and/or questions below.

1. Collaborative and individual college savings are a very important part of this initiative. Please describe the ways that a partnership with your organization can yield savings, cost-avoidance or other cost efficiencies.
2. In addition to any savings identified above, the colleges libraries are interested in receiving no-cost value adds from the successful Proponent represented related to Library Services Platform technologies. Desirable value adds include but are not limited to: educational partnerships, course development road map sessions, professional services, training credits, exam credits, conference passes etc. Any value adds identified in the Proponent's response is to be provided on an annual basis for the life of the Agreement.

6.5 WORK PLAN AND TIMELINES

6.5.1 Migration and Implementation

	Requirement	Feature and Function Details	Response Code	Comments
1.	HD	Provision of a sandbox/ development and testing environment including real library data before, during and after migration and implementation.		
2.		Trial access to the products after product demos to allow staff to explore the system functionality on their own.		

Please provide a narrative response to the directions and/or questions below.

3. Provide a detailed project plan for migration, implementation, and go-live. Include tasks, milestones, and details specific to consortium (several member) migrations and implementations such as migration assessment with consideration to the local situation for each institution. The names of the individuals performing each task should be included.
4. Provide a detailed timeline, which may include but not be limited to providing a chart, graphic, or other tool. The proponent shall provide a project-gating mechanism within the schedule to ensure appropriate oversight and corrective actions can be applied. Project-gating should be such that designs are required prior to installation work and optimized such that smaller sites can proceed once gating requirements are satisfied.
5. Describe the communication plan including channels for communication that the libraries, consortium (OCLS) and vendor will use during the project. Include a description of the points of contact on the vendor side.
6. Describe the library staff and central OCLS resources required to support the migration and implementation work for the proposed solution, including roles required, level of involvement, and length of involvement. For example, describe recommended committees for the implementation, migration, and continued support. If possible, indicate a range of hours that library staff may need to spend preparing for and supporting data migration and implementation.
7. Describe the involvement of college IT departments that is required or recommended.
8. Discuss any opportunities for record cleanup and enhancement during the migration process. Include details on who is responsible for cleaning and prepping data for migration (the vendor, or the library), and include a description of any additional charges that may be applied for this activity.
9. Describe the methodology for migrating data from the libraries' current systems, including the steps involved in migrating bibliographic, item, patron, and circulation data. In particular, describe whether existing patron and circulation history will be retained.
10. Describe the configuration and customization decisions that each library makes during implementation, including any configuration that can only be performed by the vendor.
11. Describe testing and the post-migration cleanup processes in place to ensure that all data is migrated properly. For example, checklists for library staff to complete and testing procedures on the vendor's end.
12. Describe any changes in pricing that would occur due to revisions of the project plan.
13. Describe any other charges or fees that might occur due to out of scope work that is identified during migration or implementation. What is your hourly fee for custom or professional services work?

6.6 PROPONENT CORPORATE BACKGROUND AND IMPLEMENTATION EXPERIENCE

6.6.1 Background Company Information

1. Provide a brief introduction of your company. (E.g. age, size, geography, sales volumes, industry awards / recognition etc.)
2. How many employees are there? Please include a brief description of the different functions as well as a summary of the functions.
3. Describe your organization's unique differentiators from that of your competition in the industry.
4. Describe your organization's unique differentiators from that of your competition in the Library Services Platform services market.

6.6.2 Project Team Experience

OCLS and the participating colleges require that an experienced lead or project manager is named to ensure that there is a smooth and efficient migration and implementation for the consortium members.

1. Describe the experience of the Project Manager who would be assigned to lead the migration and implementation phases of the project; and/or include a CV or profile.
2. Identify what relevant projects they have led in the past 12 months.
3. Describe the experience of other members of the team who would be involved in the migration and implementation phases of the project and/or include CVs or profiles.
4. Describe the experience of the individual or team who would be involved in training college library and OCLS staff; include CVs or profile(s).
5. Identify the relevant training programs they have led in the past 12 months.

6.6.3 Financial Viability

1. Please provide financial results for your company for the past 3 years.

6.6.4 Insurance

1. Please describe the different types of insurance coverage your company has purchased to protect their employees and Clients.

[End of Appendix B]

7 APPENDIX C – RATE BID FORM

PRICING

1. Proponent should provide a quote in Canadian dollars, excluding applicable taxes. If not, please specify the currency.
2. The pricing details must reflect total cost of ownership and therefore include all costs (purchase, installation, training, usage, support, maintenance etc.) to all parties concerned (College, supplier, third-party software or integration *) as they apply. (See grid below)

* if exact costs are unavailable, include approximation and reference to actual source

3. The pricing (as described above) must clearly state the cost of any component that would be shared by all participants for any common functionality.
4. The pricing must include clear definitions of the terms of the commitment (i.e. \$ initial purchase + \$ maintenance/year for a minimum of 5 years).

The project is for phased implementation of 19 institutions in first implementation/migration with implementations of additional partners on an individual basis or small groups. See list of colleges in Appendix D.

7.1 IMPLEMENTATION FOR 19 PARTNERS (INITIAL GROUP)

Specify your Software License Model and Pricing Formula:	
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Description	Year 1	Year 2	Year 3	Year 4	Year 5	Assumptions and additional Notes
Software License: For full production system, including all modules and applications						
For a Test environment (Sandbox) for learning and testing						

as specified in section 6.5.1 – 1.						
For trial access to the products after product demos to allow staff to explore the system functionality on their own as specified in section 6.5.1 – 2 .						
Professional Services:						
Implementation (costs for each step in the implementation plan)						
Data Migration services						
Project Management						
Interfaces/Integration or interoperability as specified in section 6.3.2						
Testing						
Training						
Documentation						

Additional charges for Phased Installation						
Maintenance Cost and Support:						
Annual Maintenance Cost						
Including updates / Bug fixes						
Client Support (overall support model that meets the needs of section 6.4.2 and other options available)						
Other costs to meet the requirements of this RFP						
Grand Total						

7.1.1 Discounts

Please identify any discounts where applicable.

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Notes

7.2 IMPLEMENTATION FOR ADDITIONAL PARTNERS (JOINING ON AN INDIVIDUAL BASIS OR SMALL GROUPS)

Specify your Software License Model and Pricing Formula:	
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Description	Year 1	Year 2	Year 3	Year 4	Year 5	Assumptions and
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						additional Notes
Software License: For full production system, including all modules and applications						
For a Test environment (Sandbox) for learning and testing as specified in section 6.5.1 – 1.						
For trial access to the products after product demos to allow staff to explore the system functionality on their own as specified in section 6.5.1 – 2.						
Professional Services:						
Implementation (costs for each step in the implementation plan)						
Data Migration services						
Project Management						
Interfaces/Integration or interoperability as						

specified in section 6.3.2.						
Testing						
Training						
Documentation						
Additional charges for Phased Installation						
Maintenance Cost and Support:						
Annual Maintenance Cost						
Including updates / Bug fixes						
Client Support (overall support model that meets the needs of section 6.4.2 and other options available)						
Other costs to meet the requirements of this RFP						
Grand Total						

7.2.1 Discounts

Please identify any discounts where applicable.

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Notes

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7.3 ADDITIONAL INFORMATION (FOR INFORMATION PURPOSE ONLY)

Explain your Formula for license and service costs to <u>add</u> other additional partners after the implementation of the initial group.	
Explain your Formula for license and service costs to <u>add</u> additional partners in the future.	

7.4 OTHER FEES

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Notes
Customization Professionals to do extra customization work. Per Resource please provide Position type and hourly rate (if applicable) with a description						
Estimated Costs for new releases/versions						
Extended Warranty						
Support Program (if applicable)						

7.5 CONTRACT EXTENSION

Provide Projected Costs for Contract Extension - Five (5) extensions of one year each

Description	Extension 6th Year	Extension 7th Year	Extension 8th Year	Extension 9th Year	Extension 10th Year	Notes
Software license						
Maintenance						
Administrative Support						
Other costs						
Total Costs						

7.6 OPTIONS

Please provide pricing for optional products or services that may be of interest to CLO members, whether individually or as a group, such as:

- Electronic course reserves (e-reserves)
- Digital repository
- Other

[End of Appendix C]

8 APPENDIX D – PARTICIPATING COLLEGES

The 19 members for the first phase implementation are:

- Algonquin College
- Collège Boréal
- Cambrian College
- Centennial College
- Conestoga College
- Confederation College
- Fanshawe College
- Fleming College
- George Brown College
- Georgian College
- Humber College

- La Cité Collégiale
- Lambton College
- Mohawk College
- Northern College
- Sault College
- Sheridan College
- St. Clair College
- St. Lawrence College

Additional information on Ontario colleges and their libraries can be found on the Ontario Colleges Library Service website at this URL: <https://www.ocls.ca/colleges>

8.1 SYSTEMS, SERVICES AND SOFTWARE APPLICATIONS CURRENTLY USED IN ONTARIO COLLEGES

The following table lists the library management systems in use by the Ontario colleges as of March 2019.

College	Integrated Library System or Library Management System	Learning Management System	Discovery Layer	Link Resolver
Algonquin	SirsiDynix (SIRSI consortium)	Blackboard	EDS	Full Text Finder
Boréal	Evergreen	D2L	(none)	360 Link
Cambrian	Mandarin OASIS	Moodle	EDS	Full Text Finder
Centennial	SirsiDynix (SIRSI consortium)	D2L	Summon	360 Link
Conestoga	SirsiDynix (SIRSI consortium)	D2L	EDS	Full Text Finder
Confederation	SirsiDynix (SIRSI consortium)	Blackboard	EDS	Full Text Finder
Fanshawe	SirsiDynix	D2L	EDS	Full Text Finder
Fleming	SirsiDynix (SIRSI consortium)	D2L	EDS	Full Text Finder
George Brown	SirsiDynix (SIRSI consortium)	Blackboard	EDS	Full Text Finder
Georgian	SirsiDynix (SIRSI consortium)	Blackboard	EDS	Full Text Finder
Humber	SirsiDynix (SIRSI consortium)	Blackboard	Summon	360 Link
La Cité	SirsiDynix (SIRSI consortium)	D2L	(none)	(none)

Lambton	Mandarin M5	D2L	(none)	(none)
Mohawk	Evergreen	D2L	EDS	Full Text Finder
Northern	SirsiDynix (SIRSI consortium)	Blackboard	(none)	(none)
Sault	SirsiDynix (SIRSI consortium)	D2L	EDS	Full Text Finder
Sheridan	SirsiDynix (SIRSI consortium)	D2L	Summon	360 Link
St. Clair	Centriva	Blackboard	Summon	360 Link
St. Lawrence	SirsiDynix (SIRSI consortium)	Blackboard	EDS	Full Text Finder

8.2 INSTITUTION PROFILES

Note: figures in the table below are based on latest available data.

Name of Institution	Number of total college FTE	Number of library staff FTE	Estimated number of bibliographic records (all formats)
Algonquin	20,238	20.18	353,046
Boréal	1,383	1.00	4,899
Cambrian	3,274	5.00	42,488
Centennial	11,478	48.62	298,659
Conestoga	10,710	60.02	278,725
Confederation	2,770	6.00	121,096
Fanshawe	14,174	25.50	23,000
Fleming	5,850	5.00	35,085
George Brown	21,116	45.00	409,975
Georgian	9,168	24.00	89,061
Humber	21,963	34.90	142,834
La Cité	4,279	3.00	12,705
Lambton	2,508	5.00	7,168
Mohawk	12,162	15.00	63,000
Northern	856	5.00	28,493
Sault	1,933	3.80	311,766
Sheridan	16,058	31.00	610,415
St. Clair	7,502	7.00	45,786
St. Lawrence	5,198	8.37	327,727

[End of Appendix D]