



## **Staff Report for City Manager Delegated Authority**

**Date of Meeting:** September 29, 2022

**Report Number:** SRCFS.22.031

**Department:** Corporate and Financial Services

**Division:** Information Technology

**Subject:** **SRCFS.22.031 – Renewal and Support Services  
for Integrated Library System (ILS)**

---

### **Purpose:**

The City of Richmond Hill Information Technology Division is seeking Council approval for a non-competitive acquisition greater than \$100,000, in accordance with Procurement By-law 113-16 as amended by By-law 141-20.

### **Recommendation(s):**

- A) That the contract renewal of the backend ILS system be awarded non-competitively to SirsiDynix (Canada) Inc. for a cost not exceeding \$826,634.87 (exclusive of Taxes) for a term of five (5) years commencing January 1, 2023 to 31 December, 2027 pursuant to Part 1, Item c of the Procurement By-law No. 113-16 as the goods and/or services ensures compatibility with existing products.
- B) That the Commissioner Corporate and Financial Services (CFS) be authorized to execute any and all necessary documentation to affect the contract during its term.

### **Contact Person:**

Bankole Akingbade, Manager Application Services

### **Report Approval:**

**Submitted by:**

---

Rob Jones, Director Information Technology/CIO

## Page 2

**Approved by:**



---

Sherry Adams, Commissioner, Corporate & Financial Services

**Approved by:**



---

Darlene Joslin, Interim City Manager

## Background:

The Library's Integrated Library System (ILS) is a set of critical software modules that form the backbone of the Library's day-to-day operations. These modules control and manage cataloguing, circulation, acquisition of materials, member accounts, data analytics, and other associated library functions that utilize a common set of interfaces and databases.

RHPL's current ILS contract with SirsiDynix is coming to the end of its five-year term on Dec 31, 2022. The backend ILS solution by SirsiDynix has served the library very well, and changing a system of this scope and scale to an alternative vendor would have a major organizational impact – creating disruption to operations, increased costs, and requiring significant effort and time from many departments.

Both Library staff and City of Richmond Hill IT feel that renewing the current system is the most prudent and practical direction.

Procurement By-law No. 113-16, Appendix "B", Part I - Sole Source Acquisition clause (c) stipulates that sole source acquisitions may be made:

- to ensure compatibility with existing products, to recognize exclusive rights such as patent, copyright or license, or to maintain specialized products that must be maintained by the manufacturer or its representative;

Staff are recommending that a new contract renewal be awarded non-competitively pursuant to Appendix "B" Part I, Section (c) of the Procurement By-law No. 113-16 to SirsiDynix (Canada) Inc. to support business continuity and to ensure compatibility with existing systems at the Library

## Page 3

### Financial/Staffing/Other Implications:

The total value of the approval is \$826,634.87 exclusive of taxes to include software subscription purchases and annual recurring fees until December, 2027.

The table below represents the planned expenditure (Canadian Dollar):

**PCS Planned Annual Expenditure**

Item Name	2023 Cost \$	2024 Cost \$	2025 Cost \$	2026 Cost \$	2027 Cost \$
<b>ILS Licensing Costs</b>	\$145,176.45	\$145,176.45	\$149,386.57	\$153,718.78	\$158,176.62
<b>ILS Enhancements and Service Costs</b>	\$15,000	\$15,000	\$15,000	\$15,000	\$15,000
<b>Total</b>	\$160,176.45	\$160,176.45	\$164,386.57	\$168,718.78	\$173,176.62

### Relationship to Council's Strategic Priorities 2020-2022:

Balancing Growth and Green – The ILS will provide patrons of the Library with the ability to request a Library card and use available library services such as searching for books, request and place a hold on books and other services that are available for Patrons. The system will also provide alerts and notifications to Patrons.. Having an ILS will reduce the usage of paper ad and unnecessary travel and transportation costs while providing growth and customer service improvement.

- The ILS will allow residents to request a Library card and for the Library to fulfill this request using online methods without the need to visit the Library or use paper based processed
- The solution will be hosted in a Cloud based environment hence reducing energy consumption at the City
- Library Patrons will be able to review changes to services online hence the service will promote improved customer services and internal process management

### Climate Change Considerations:

Climate change considerations are not applicable to this staff report.

### Conclusion:

City and Library staff recommend awarding the contract listed above to SirsiDynix (Canada) Inc. for the renewal of existing Integrated Library System (ILS) for a period of five (5) years ending December 31, 2027.