



Staff Report for Committee of the Whole Meeting

Date of Meeting: May 17, 2023

Report Number: SRCFS.23.023

Department: Corporate and Financial Services

Division: Information Technology

Subject: SRCFS.23.023 - Non-Competitive Acquisition, Catalogue Discovery Layer Solution for Richmond Hill Public Library

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 for delivery of the public-facing “Catalogue Discovery Layer” software solution for Richmond Hill Public Library (“Library”) Website be awarded non-competitively to BiblioCommons Corp. for a cost not exceeding \$338,798.99(exclusive of taxes) for an initial term of three (3) years with the option to renew the term for an additional (1) year, pursuant to Appendix “B” Part 1, Section (b) of the Procurement By-law No. 113-16 as amended by By-law 141-20 as there is absence of competition for technical reasons and the Goods and/or Service can be supplied only by a particular Supplier and no alternative or substitute exists;
- b) That the Commissioner of Corporate and Financial Services be authorized to execute any and all necessary documentation to affect the contract.

Contact Person:

- Mark Proulx, Project Manager, Library, mproulx@rhpl.ca
- Mirza Mehdi, Digital Product Manager, Library, mmehdi@rhpla.ca
- Matthew Leung, Supervisor App Services, matthew.leung@richmondhill.ca
- Rob Jones, Director IT, rob.jones@richmondhill.ca

Report Approval:

Submitted by: Sherry Adams, Commissioner of Corporate and Financial Services

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Approved by: Darlene Joslin, City Manager

All reports are electronically reviewed and/or approved by the Division Director, Treasurer (as required), City Solicitor (as required), Commissioner, and City Manager. Details of the reports approval are attached.

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Background:

One of the Priority Areas in the Library's 2021-2025 Strategic Plan is "Accelerated Digital Experiences", to be realized through the execution of these strategies:

- Redevelop the Library's website.
- Integrate personalization into experience.
- Develop a digital product strategy that modernizes the member experience.

Library staff initiated the execution of the first of the three strategic objectives: redevelop the library's website.

By implementing website strategy with new features and functions, the website is expected to increase satisfaction from current Library users and attract new users.

A key element of improving the user experience for both patrons and staff resides in the **Catalogue Discovery Layer**, of the new Library website.

Catalogue Discovery Layer, functionality will include, but is not limited to:

- Allowing users to search for books and other material in the library collection and to receive relevant search results.
- Placing books/materials on hold
- Managing user account preferences
- Patrons' created reading lists and favorites
- Patrons' ability to recommend and comment on books in the collection.
- Staff-curated book lists for promotional purposes
- Service in languages other than English
- Increased opportunities for self-service
- Well-integrated programming management and calendar features

Analysis Undertaken for Recommending a Solution/Vendor:

An in-depth gap analysis of the solutions for Catalogue Discovery Layer, was undertaken collaboratively between the City's IT and Library staff teams.

BiblioCommons was selected, as the only potential vendor within a specialized and small market, whose solutions can meet the Library's business and user requirements. Hence, the Staff is recommending that a new contract be awarded non-competitively pursuant to Appendix "B" Part I, Section (b) of the Procurement By-law No. 113-16 as amended by By-law 141-20 to BiblioCommons Corp. to support the Library's execution of their strategic objective "Accelerated Digital Experiences".

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Financial/Staffing/Other Implications:

The total value of the approval is **\$338,798.99** exclusive of taxes to include software subscription purchases and annual recurring fees for the term of the planned contract.

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

Planned Annual Expenditure

Costs Items	Year 1	Year 2	Year 3	Year 4* (optional)
BiblioCommons Subscription	\$51,765.68	\$53,452.67	\$55,590.78	\$61,149.86
BiblioCommons Implementation	\$26,840.00	\$0	\$0	\$0
Contingency	\$15,000.00	\$25,000.00	\$25,000.00	\$25,000
Grand Total	\$93,605.68	\$78,452.67	\$80,590.78	\$86,149.86

Relationship to Council’s Strategic Priorities 2020-2022:

Strong Sense of Belonging – Richmond Hill Public Library is an important part of Richmond Hill’s diverse community of residents. The Library’s Website and its Catalogue Discovery Layer, will help Library patrons to better search via the Website and fulfill their desire to read and gain knowledge on various subjects/books/materials available at the Library.

Climate Change Considerations:

Climate change considerations are not applicable to this staff report.

Conclusion:

The award of the contract to BiblioCommons Corp for the Catalogue Discovery Layer software solution will allow the Library to add new functionality and support execution of their website strategy to increase satisfaction from current Library users and attract new users.

Attachments:

No attachments.

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Report Approval Details

Document Title:	SRCFS.23.023 Non-Competitive Acquisition, Catalogue Discovery Layer Solution for Richmond Hill Public Library.docx
Attachments:	
Final Approval Date:	May 3, 2023

This report and all of its attachments were approved and signed as outlined below:

Rob Jones - May 2, 2023 - 12:18 PM

Gigi Li - May 2, 2023 - 3:29 PM

Sherry Adams - May 2, 2023 - 3:35 PM

Darlene Joslin - May 3, 2023 - 11:04 AM