



COQUITLAM PUBLIC LIBRARY

REQUEST FOR PROPOSAL

Automated Materials Handling System

RFP #2025-01

Issue Date: March 4, 2025

RFP CONTACT

All enquiries must be made in writing and the enquiries regarding the RFP must be addressed to:

Rachel Burke
Manager, Collections & eBranch
Coquitlam Public Library
575 Poirier Street, Coquitlam BC V3J 6A9, Canada
rburke@coqlibrary.ca

www.coqlibrary.ca

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PART 1: INVITATION AND SUBMISSION INSTRUCTIONS

1.1 STATEMENT OF NEED

This Request for Proposals (the "RFP") is an invitation by the Coquitlam Public Library ("CPL") to prospective proponents to submit proposals for an **Automated Materials Handling System**, as further described in the Deliverables (Section A of Appendix A: RFP Particulars).

1.2 TERMINOLOGY

Throughout this RFP, terminology is used as follows:

- "AMHS" refers to an Automated Materials Handling System
- "Contract" means the written agreement or purchase order resulting from this Request for Proposal awarded to and/or executed by Coquitlam Public Library and the successful Proponent;
- "Consultant" means the successful Proponent to this Request for Proposal who is awarded a purchase order or enters into a written Contract with Coquitlam Public Library;
- "CPL" means Coquitlam Public Library;
- "ILS" means Integrated Library System
- "Project" means provision, installation, and support of the AMHS;
- "Proponent" means a party, a company or an individual, that has obtained a copy of this Request for Proposal and submits, or intends to submit, a Proposal in response to this "Request for Proposal";
- "Proposal" means the submission by the Proponent in response to this RFP;
- "RFP" means Request for Proposal;
- "Sub-contractor" means a sub-contractor having a contract with the successful Proponent to this Request for Proposal for the performance of any part of the work;
- "must", "mandatory" or "required" means a requirement that must be met in order for a Proposal to receive consideration;
- "shall", "will", or "should" means a requirement having a significant degree of importance to the objectives of the Request for Proposal;
- "User" means customers or staff who will interact with the AMHS;
- "Website" means www.coqlibrary.ca; and
- "Work" means the goods, all services and deliverables to be provided by the Consultant, and as described in this RFP.

1.3 BACKGROUND

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

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

1.4 RFP TIMETABLE

Issue Date of RFP	March 4, 2025
Deadline for Questions / Site Visits	March 19, 2025 @16:00 PST
Deadline for Issuing Addenda	March 24, 2025 @16:00 PST
Submission Deadline	March 28, 2025 @ 16:00 PST
Anticipating ranking of proponents	By April 4, 2025
Anticipated signing of contract	By April 18, 2025
Anticipated Execution of Agreement	By April 25, 2025

The RFP timetable is tentative only, and may be changed by CPL at any time. A Site Visit to the City Centre Branch is strongly encouraged and can be arranged upon request. Please submit your request through the RFP Contact as identified on the cover page.

1.5 SUBMISSION OF PROPOSALS

RFP responses must be submitted electronically in the English language.

Proponents must submit their responses in digital PDF format only with a covering Email to: Rachel Burke, rburke@coqlibrary.ca

The filename will be in the following format: "RFP#2025-01-AMHS-Proponent Name". Only emailed responses will be considered.

The deadline for Proponent submissions is **16:00 PST, March 28, 2025**. Late responses or responses dropped off at branch or received by fax or mail will not be considered.

Amendments to a Proposal may be submitted via email, at any time prior to the submission deadline.

A signature confirming the Proponent’s intent to be bound to the Proponent’s Proposal is mandatory. Submissions shall include the Proponent’s name, the authorized signatory’s name and contact details, including address, Email, and telephone number. CPL reserves the right to contact the Proponent to seek clarification, information or answer questions pertaining to the Proponent’s RFP submission.

Proponent enquiries must only be directed to:

Rachel Burke
rburke@coqlibrary.ca

Information obtained otherwise is not official. CPL shall not be bound or responsible for any explanation, clarification, answers or comments, informal, or otherwise, that have not been incorporated into an addendum to the RFP and posted on BC BID.

All costs with the preparation and submission of a Proposal will be borne solely by the Proponent.

1.6 PROPOSALS

Proposal materials should be prepared and submitted in accordance with the requirements outlined in section 1.5. Requested information includes:

Name:	Type:	# of Files	Requirement
Appendix D: Pricing Form	PDF	1	Required
Appendix E: Submission Form	PDF	1	Required
Appendix I: Responses	PDF	1	Required
Technical Proposal (no pricing)	PDF	Multiple	Required

PART 2: EVALUATION, NEGOTIATION, AND AWARD

2.1 STAGES OF EVALUATION AND NEGOTIATION:

CPL will conduct the evaluation of proposals and negotiations in the following stages:

STAGE I – MANDATORY SUBMISSION REQUIREMENTS

Stage I will consist of a review to determine which proposals comply with all of the mandatory submission requirements. If a proposal fails to satisfy all of the mandatory submission requirements, the proposal will be rejected. The mandatory submission requirements are set out in Mandatory Submission Requirements (Section C of Appendix A: RFP Particulars).

STAGE II - EVALUATION

This process will consist of the following two sub-stages:

1. Mandatory Technical Requirements

CPL will review the proposals to determine whether the mandatory technical requirements as set out in Mandatory Technical Requirements (Section D of Appendix A: RFP Particulars) have been met. If a proposal fails to satisfy all of the mandatory technical requirements, the proposal will be rejected.

2. Non-Price Rated Criteria

CPL will evaluate each qualified proposal on the basis of the non-price rated criteria as set out in Evaluation Criteria (Section F of Appendix A: RFP Particulars).

STAGE III - PRICING

Stage III will consist of a scoring of the submitted pricing of each qualified proposal in accordance with the Price Evaluation Method (Appendix D). The evaluation of price will be undertaken after the evaluation of mandatory requirements and rated criteria has been completed.

In the event that a proponent's pricing appears to be abnormally low in relation to the Deliverables, CPL may require the proponent to provide a detailed explanation of the pricing information to account for the low level of price and confirm that all requirements in respect of the Deliverables have been taken into account. If the proponent is unable to satisfactorily account for the abnormally low pricing, CPL may reject the proposal. CPL may also reject any proposal that contains unbalanced pricing. Pricing may be considered unbalanced where nominal or significantly understated prices are proposed for some elements of the Deliverables and inflated prices are proposed for other elements of the Deliverables. Unbalanced pricing includes, but is not limited to, "front-loaded" pricing which contains inflated pricing for Deliverables to be provided or

completed at the beginning of the contract, offset by understated pricing for Deliverables to be provided or completed later in the contract.

STAGE IV – RANKING, INTERVIEWS AND CONTRACT NEGOTIATIONS

Ranking of Proponents and Interviews

After the completion of Stage III, all scores from Stage II and Stage III will be added together and the proponents will be initially ranked based on their total scores.

The proponents with the highest ranked proposals, to a maximum of three (3) proponents, will each be invited to attend an interview, limited to proponents with scores within five (5) points of the total score of the top-ranked proposal. If no other proponent is within reach of the top-ranked proponent, CPL will enter into direct contract negotiations with the top-ranked proponent to finalize an agreement.

Proponents invited to an interview will be provided with adequate advance notice. The interviews will be conducted using online meeting technology mutually agreed by both parties. CPL may ask a standard set of questions of each proponent invited during their interview as well as any other questions for clarification or verification purposes.

Interviews will be evaluated and weighted as set out in Evaluation Criteria (Section F of Appendix A: RFP Particulars) and, subject to passing all minimum scores for this stage, if any, added to the written proposal total scores to determine final scores and final ranking. CPL also reserves the right to re-visit and adjust prior scores from Stage II based on any information gathered during the interviews.

The top-ranked proponent will receive a written invitation to enter into a final round of negotiations to finalize the agreement with CPL. In the event of a tie, the selected proponent will be the proponent with the highest score on the non-price rated criteria.

Contract Negotiation Process

Any negotiations will be subject to the process rules contained in the Terms and Conditions of the RFP Process (Part 3) and will not constitute a legally binding offer to enter into a contract on the part of the CPL or the proponent and there will be no legally binding relationship created with any proponent prior to the execution of a written agreement. The terms and conditions found in the RFP Particulars (Appendix A) are to form the basis for commencing negotiations between the CPL and the selected proponent. Negotiations may include requests by the CPL for supplementary information from the proponent to verify, clarify or supplement the information

provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by CPL for improved pricing or performance terms from the proponent.

Failure to Enter into Agreement

If the Pre-Conditions of Award (Section E of Appendix A: RFP Particulars) are not satisfied or if the parties cannot conclude negotiations and finalize the agreement for the Deliverables within the Contract Negotiation Period, CPL may discontinue negotiations with the top-ranked proponent and may invite the next-best-ranked proponent to enter into negotiations. This process will continue until an agreement is finalized, until there are no more proponents remaining that are eligible for negotiations or until CPL elects to cancel the RFP process.

Notification of Negotiation Status

Other proponents that may become eligible for contract negotiations may be notified at the commencement of the negotiation process with the top-ranked proponent

PART 3: TERMS & CONDITIONS OF THE RFP PROCESS

3.1: GENERAL INFORMATION AND INSTRUCTIONS

3.1.1. Proponents to Follow Instructions

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

A proponent who submits conditions, variations, or contingent statements either as part of its proposal or after receiving notice of selection, may be disqualified.

3.1.2 Proposals in English

All proposals are to be in English only.

3.1.3 No Incorporation by Reference

The entire content of the proponent's proposal should be submitted in a fixed format, and the content of websites or other external documents referred to in the proponent's proposal but not attached will not be considered to form part of its proposal.

3.1.4 Past Performance

In the evaluation process, CPL may consider the proponent's past performance or conduct on previous contracts with CPL or other institutions.

3.1.5 Information in RFP Only an Estimate

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

3.1.6 Proponents to Bear Their Own Costs

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

3.1.7 Proposal to be Retained by CPL

CPL will not return the proposal or any accompanying documentation submitted by a proponent.

3.1.8 No Guarantee of Volume of Work or Exclusivity of Contract

CPL 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. CPL may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

3.2 COMMUNICATION AFTER ISSUANCE OF RFP

3.2.1 Proponents to Review RFP

Proponents should promptly examine all of the documents comprising this RFP and may direct questions or seek additional information in writing to the contact listed above on or before the Deadline for Questions. No such communications are to be sent or initiated through any other means. CPL is under no obligation to provide additional information, and CPL is not responsible for any information provided by or obtained from any source other than the RFP Contact or the bidding system. It is the responsibility of the proponent to seek clarification from the RFP Contact on any matter it considers to be unclear. CPL is not responsible for any misunderstanding on the part of the proponent concerning this RFP or its process.

3.2.2 All New Information to Proponents by Way of Addenda

This RFP may be amended only by addendum in accordance with this section. If CPL, 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 addendum. Each addendum forms an integral part of this RFP and may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by CPL.

3.2.3 Post-Deadline Addenda and Extension of Submission Deadline

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

3.2.4 Verify, Clarify, and Supplement

When evaluating proposals, CPL may request further information from the proponent or third parties in order to verify, clarify or supplement the information provided in the

proponent's proposal. CPL may revisit, re-evaluate, and rescore the proponent's response or ranking on the basis of any such information.

3.3 NOTIFICATION AND DEBRIEFING

3.3.1 Notification to Other Proponents

Once an agreement is executed by CPL and a proponent, the other proponents may be notified directly in writing and will be notified by public posting of the outcome of the procurement process.

3.3.2 Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the RFP Contact and must be made within thirty (30) days of such notification. The RFP Contact will contact the proponent's representative to schedule the debriefing. Debriefings may occur in person at CPL's location or by way of conference call or another remote meeting format as prescribed by CPL.

3.3.3 Procurement Protest Procedure

Any proponent with concerns about the RFP process is required to attend a debriefing prior to proceeding with a protest.

If, after attending a debriefing, the proponent wishes to challenge the RFP process, it should provide written notice to the RFP Contact in accordance with applicable procurement protest procedures. The written notice must contain:

- a) a clear statement as to which procurement the proponent wishes to challenge;
- b) a clear explanation of the proponent's concerns with the procurement, including specifics as to why it disagrees with the procurement process or its outcome; and
- c) the proponent's contact details, including name, telephone number and email address.

CPL will send an initial response to acknowledge receipt of the proponent's notice and indicate the date by which CPL will provide the proponent with a formal response.

3.4 CONFLICT OF INTEREST AND PROHIBITED CONDUCT

3.4.1 Conflict of Interest

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

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

- i. having or having access to confidential information of CPL in the preparation of its proposal that is not available to other proponents;
 - ii. having been involved in the development of the RFP, including having provided advice or assistance in the development of the RFP;
 - iii. receiving advice or assistance in the preparation of its response from any individual or entity that was involved in the development of the RFP;
 - iv. communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process); or
 - v. engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive RFP process or render that process non-competitive or unfair;
- b) in relation to the performance of its contractual obligations under a contract for the Deliverables, 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 contractual obligations.

3.4.2 Disqualification for Conflict of Interest

CPL may disqualify a proponent for any conduct, situation, or circumstances, determined by CPL, in its sole and absolute discretion, to constitute a Conflict of Interest as defined above.

An existing supplier of CPL may be precluded from participating in the RFP process in instances where CPL has determined that the supplier has a competitive advantage that cannot be adequately addressed to mitigate against unfair advantage. This may include, without limitation, situations in which an existing supplier is in a position to create unnecessary barriers to competition through the manner in which it performs its existing contracts, or situations where the incumbent fails to provide the information within its control or otherwise engages in conduct obstructive to a fair competitive process.

3.4.3 Disqualification for Prohibited Conduct

CPL may disqualify a proponent, rescind an invitation to negotiate, or terminate a contract subsequently entered into if CPL determines that the proponent has engaged in any conduct prohibited by this RFP.

3.4.4 Prohibited Proponent Communications

Proponents must not engage in any communications that could constitute a Conflict of Interest and should take note of the Conflict-of-Interest declaration set out in the Submission Form (Appendix C).

3.4.5 Proponent Not to Communicate with Media

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

3.4.6 No Lobbying

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

3.4.7 Illegal or Unethical Conduct

Proponents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion, or collusion. Proponents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials, or other representatives of CPL; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

3.4.8 Supplier Suspension

CPL may suspend a supplier from participating in its procurement processes for prescribed time periods based on past performance or based on inappropriate conduct, including but not limited to the following:

- a. illegal or unethical conduct as described above;
- b. the refusal of the supplier to honour its submitted pricing or other commitments;
- c. engaging in litigious conduct, bringing frivolous or vexatious claims in connection with the Client's procurement processes or contracts, or engaging in conduct obstructive to a fair competitive process; or
- d. any conduct, situation, or circumstance determined by CPL, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

In advance of a decision to suspend a supplier, CPL will notify the supplier of the grounds for the suspension and the supplier will have an opportunity to respond within

a timeframe stated in the notice. Any response received from the supplier within that timeframe will be considered by CPL in making its final decision.

3.5 CONFIDENTIAL INFORMATION

3.5.1 Confidential Information of CPL

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

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

3.5.2 Confidential Information of Proponent

Proponents should be aware that CPL is a “public body” subject to the Freedom of Information and Protection of Privacy Act (British Columbia) (“FOIPPA”) and that all material submitted by the proponent will be subject to FOIPPA. A proponent should clearly identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by CPL. The confidentiality of such information will be maintained by CPL, except as otherwise required by law or by order of a court or tribunal or body with jurisdiction to make such an order. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by CPL to advise or assist with the RFP process, including the evaluation of proposals. Each proponent is responsible for compliance with laws (including FOIPPA) applicable to the collection, use and disclosure of personal information. By submitting a proposal containing personal information (including resumes) the proponent will be deemed to represent to CPL that the proponent has obtained the consent of the applicable individual(s), including the authorization to the indirect collection and use of personal information by CPL for the purposes of this RFP and the associated procurement process. Copies of the obtained authorizations need not be submitted with the proposal, but CPL reserves the right to require proof of such authorization and to reject a proposal if such authorization is not provided as required by applicable law. The proponent must retain signed authorizations for at least one year. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the RFP Contact. For more information on the application of the Act, go to

https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96165_00

3.6 PROCUREMENT PROCESS NON-BINDING

3.6.1 No Contract A and No Claims

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

- a. this RFP will not give rise to any Contract A–based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and
- b. neither the proponent nor CPL will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract or failure to honour a proposal submitted in response to this RFP.

3.6.2 No Contract until Execution of Written Agreement

This RFP process is intended to identify prospective suppliers for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service will be created between the proponent and CPL by this RFP process until the successful negotiation and execution of a written agreement for the acquisition of such goods and/or services.

3.6.3 Non-Binding Price Estimates

While the pricing information provided in proposals will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the proposals and the ranking of the proponents. Any inaccurate, misleading, or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation or ranking or the decision of CPL to enter into an agreement for the Deliverables.

3.6.4 Cancellation

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

3.7 GOVERNING LAW AND INTERPRETATION

These Terms and Conditions of the RFP Process (Part 3):

- a) are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);
- b) are non-exhaustive and will 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 British Columbia and the federal laws of Canada applicable therein.

APPENDIX A: RFP PARTICULARS

A. THE DELIVERABLES

1. The supplier shall be responsible for the design, supply, delivery, installation, commissioning, training, support, and maintenance of an Automated Materials Handling System (AMHS) at the City Centre branch of the Coquitlam Public Library, located at 1169 Pinetree Way, Coquitlam, BC, V3B 0Y1.
2. The supplier will dismantle and dispose of the current AMHS at the branch.
3. The supplier will ensure all packaging is removed following installation and the sorter room is cleaned.
4. The AMHS will be on site and installed by December 15, 2025
5. The AMHS will have the features, functions and capabilities as illustrated in Appendix B.

B. MATERIAL DISCLOSURES

1. The following items are out of scope and will be provided by CPL:
 - a. AMHS power and data connections; and
 - b. Preparation of the site for the installation of the induction and the sorter, to the specifications of the Supplier.
2. CPL processes 500,000 returns annually at this location.
3. Most material in CPL's collection has RFID tags, with some exceptions. All items have barcodes.
4. The current CPL system is a MK five (5) bin sorter. This system included one interior customer induction.
5. A detailed drawing showing the dimensions and location of the site for the AMHS is attached as Appendix F.
6. Images of the existing sorter and work area are attached as Appendix G.

C. MANDATORY SUBMISSION REQUIREMENTS

1. Submission Form (Appendix E): Each proposal must include a Submission Form (Appendix E) completed and signed by an authorized representative of the proponent. File format: PDF
2. Pricing (Appendix D): Each proposal must include pricing information that complies with the instructions set out below in Appendix D. The maximum pricing (excluding value adds and maintenance/support) is **\$360,000 CAD**. File format: PDF
3. Responses (Appendix I). File format: PDF
4. Other Mandatory Submission Requirements: N/A

D. MANDATORY TECHNICAL REQUIREMENTS

1. Compatible with Polaris Integrated Library System (Innovative Interfaces)
2. Able to interface with ILS in real time using SIP2 or Polaris API
3. Compatible with RFID tags (ISO 15693 and ISO AFI) to enable RFID-based sorting and check-in of items

4. Customizable sorting plan based on range of criteria from ILS (ex. collection code, item type, request status, location, library assigned block) and context (ex. time of day)
5. Software accessible remotely for staff and vendor monitoring, support, and maintenance
6. One (1) customer induction point
7. One (1) staff induction point
8. Compatible with architectural design for space; no renovations
9. A dedicated Account Representative/Customer Success Manager is assigned to provide software updates and optimization advice on an ongoing basis
10. Manuals or comparable resources for hardware and software use are available
11. Troubleshooting help is available 24/7 via an email ticketing system or a dedicated phone line
12. On-site training included during system set-up
13. Machine can operate independently with minimal staffing
14. No specialized training required to work with machine
15. One (1) Emergency Stop

E. PRE-CONDITIONS OF AWARD

Prior to a contract being awarded the successful proponent must provide the following:

1. Workers Compensation Insurance - The proponent must comply with, and must ensure that any subcontractors comply with, all applicable occupational health and safety laws in relation to the performance of the proponent's obligations under any future agreement, including the Workers Compensation Act in British Columbia or similar laws in other jurisdictions.
2. Evidence of Insurance - The proponent must provide CPL with evidence of adequate insurance as described in Appendix H – General Conditions .

F. EVALUATION CRITERIA

The following sections set out the categories, weightings and descriptions of the evaluation criteria for the RFP. Proponents who do not meet the *minimum threshold will not proceed to the interview portion of the evaluation. It is anticipated that CPL will interview up to the three (3) highest evaluated proponents meeting the minimum threshold and within 5 points of the top-ranked proponent.

#	Evaluation Category	Weighting (points)	Minimum Threshold
i.	Demonstrated experience & qualifications	20	14
ii.	Work Plan & Methodology	15	10.5
iii.	Proposed AMHS Design	10	7
iv.	Schedule	10	7
v.	Ongoing Maintenance & Support	10	7
vi.	Value Added Offerings	5	n/a
Subtotal Points		70	45.5
vii.	Pricing – see Appendix D	25	17.5

viii.	Interview	5	3
Total Points		100	66

APPENDIX B: FEATURES, FUNCTIONS, & CAPABILITIES

#	Features, Functions and Capabilities	Priority Level
1	Technical	
1.1	Able to accommodate a peak return volume of one million (1,000,000) items per year	High
1.2	Able to backdate items at check-in	Medium
1.3	Able to process one thousand (1,000) items per hour	Medium
1.4	Able to receive materials if Polaris ILS is offline; able to store information and communicate when system is online again	Medium
1.5	Check-in accuracy rate of 99.5%	High
1.6	Able to identify requested items (holds)	High
1.7	Able to print hold slips in order of check-in	Medium
1.8	Able to adjust the sorting plan easily using the software interface, without requiring vendor support.	Medium
1.9	Able to switch between multiple saved sorting plans without vendor support, with minimal service interruption	Medium
1.10	Sortation accuracy rate of 99.5%	High
1.11	Able to accommodate a variety of bins at sortation points	Medium
1.12	Able to configure different users with specific capabilities and access restrictions	Medium
1.13	System includes tote check-in or similar functionality for check-in without unboxing of items.	Low
2	Design	
2.1	Two (2) Customer Induction Point	Medium
2.2	Flexible design allows for future growth or modification	High
3	Customer Experience	
3.1	Customer induction points incorporate straightforward instructions for use	Medium
3.2	Customer induction points include touch screen monitor for user interaction	High
3.3	Customer induction points offer information in multiple languages	Medium
3.4	Customer induction points can be customized to match library's branding	Medium
3.5	Customer induction points can display messages customized by library	Medium
3.6	Customer induction points offer information in various accessible formats for customers with perceptual disabilities	Medium
3.7	Customer inductions have the option to email a receipt	Medium
3.8	Customer induction points can be closed if system is down	Low
4	Staff Experience	
4.1	Able to remotely connect to sorter to be able to run diagnostics, produce reports, update configurations, troubleshoot	Medium
4.2	Audio or visual alert for full bin, missing bin, or jams	High
4.3	Staff experience should be simple and intuitive, require minimal training	High

5	Service & Warranties	
5.1	A dedicated Account Representative/Customer Success Manager is assigned to provide software updates and optimization advice on an ongoing basis	High
5.2	Manuals or comparable resources for hardware and software use are available	High
5.3	Troubleshooting help is available 24/7 via an email ticketing system or a dedicated phone line	High
5.4	In-person support is available within a reasonable timeframe to address hardware problems	High
5.5	Local technicians available for in-person support	High
5.6	On-site training included during system set-up	High
5.7	Ongoing training available for staff to ensure preventative maintenance, system administration, and technical understanding	Medium
5.8	Preventative maintenance and hardware replacement schedules provided and scheduled regularly to check mechanical components, lubricate/maintain machine, conduct functional testing, and optimize configuration	High
5.9	Software updates/patches provided on a regular basis	High
5.10	Common replacement parts provided in advance to library, and staff trained in installation, to minimize downtime of machine	Medium
5.11	Warranty including all parts, labour, materials, and preventative maintenance available for at least 1 year	High
5.12	Expected up time of machine is 95%	High
5.13	Extended maintenance plan subscription available to library if desired	High
5.14	Training documents or instructional videos are made available for those new to the platform	Medium
5.15	Online resources are available to guide users in troubleshooting or doing complex tasks	Medium
6	Health & Safety	
6.1	Machine can operate independently with minimal staffing	High
6.2	No specialized training required to work with machine	High
6.3	Engineering controls around moving parts designed to prevent injury and accidents	High
6.4	Noise levels minimized to ensure quiet working environment for staff; less than 70 DB	High
6.5	Staff induction point adjustable for individual ergonomic needs, i.e. height adjustable	High
6.6	Bin options (at sortation points) incorporate ergonomic features	High
7	Reporting	
7.1	Remotely-accessible reports include a variety of criteria, including errors, and can be broken down by various timeframes	High
7.2	Access to CSV Data	Medium

APPENDIX C: QUESTIONS

Proponents must submit their responses to the following questions in the attached Appendix I: Responses for review by CPL as part of their response to this RFP.

A. Demonstrated experience & capacity
Demonstrate your experience and qualifications to provide the Deliverables in a safe and efficient manner.
1. Provide a company profile as background and context for your capacity to provide the services described in this RFP. The company profile should include: <ul style="list-style-type: none">○ Year and jurisdiction of incorporation;○ Parent company (if applicable);○ Head office address;○ Areas of recognized expertise in the marketplace;○ Number of years providing AMHS products & services;○ Qualifications of management & staff who will be assigned to the project
2. Provide three (3) successful Reference Projects of similar size and scope as described in this RFP within the last five (5) years. CPL is under no obligation to first notify the Proponent or its subcontractors before contacting any references provided. NOTE: In this section, CPL cannot be counted as one of the three contract references.
B. Work Plan & Methodology
Describe your approach and methodology for carrying out this work: Preference will be given to proponents who submit task list that are specific, measurable, attainable, realistic, and timely. Preference will be given to submissions that demonstrate that the proponent understands the complexity of this project.
1. Provide a detailed work plan describing the methodology to complete the work.
2. Provide a task list which should clearly show project understanding, the level of effort planned and time commitment. Clearly indicate which items or which parts of items will be undertaken by your firm, by a sub-consultant or by CPL. State any assumptions made in determining the task list.

3. Provide a list and scope of activities required by CPL for efficient and timely completion of the project.

4. Provide a detailed description of the quality assurance processes and procedures that will be followed specifically with this project.

C. Proposed AMHS Design

Describe your proposed AMHS Design:

1. Physical equipment:

- Describe physical equipment required to complete the work
- Include drawings which show the proposed design in sufficient detail to allow for adequate evaluation and which demonstrate that the proponent has taken into account the work area dimensions and the constraints with the intended location.
- Describe options available for bins or totes; provide recommended bin option; proponents may also include options for alternate bins or totes and pricing
- Describe Materials and construction methods used in the build provided
- Describe ease of operation, serviceability and maintenance requirements for the AMHS are demonstrated
- Describe details of Quality Assurance program, as well as current level of ISO or any other third part quality certification is provided
- Provide documentation of how manufacturing practices build quality into units throughout the process
- Provide unit certified and tested to ULC or CSA standards
- Describe access to service points, reduced service intervals, componentized construction, etc. will be considered. Designs clearly providing a maintenance/ repair advantage are preferred
- Describe details on type of connection to the existing electrical service required including any requirements of CPL
- Describe details of network services connections required
- Define operational noise level(s) of the machine and
- Describe any emergency features of the device, including but not limited to emergency stops or jam recovery feature.

2. Software:

- Describe the customer experience
- Describe the staff experience
- Outline the statistical reports and log data available

- Identify the backup and restoration options for software
- Identify all software security in place and
- Identify operating systems in use and their upgradability.

D. Schedule

Describe work schedule outlining the total estimated hours and days required to complete the work.

1. Detail the schedule with a task list that is specific, measurable, attainable, realistic, and timely. Information on the build time for the manufacturer as well as a detailed installation schedule must be included, and a demonstration of the proponent’s commitment to completing this project within the scope, fees, and timelines outlined.

E. Ongoing Maintenance & Support

1. Describe the comprehensive recommended servicing schedule for the AMHS, including how parts can be provided within forty-eight (48) hours from notification of service request.
2. Identify the key contact point and their physical location for post-installation parts, service, and warranty work
3. Describe how responsibilities are divided between all parties involved
4. Describe any consumables required, and who provides said consumables
5. Provide details on standard and “extended” warranty programs available including as it relates to the various components of the AMHS
6. Provide one “typical” information package for the proposed AMHS
7. Describe the base ongoing technical support that will be provided to CPL upon purchase of the AMHS

F. Value Added Offerings

In the spirit of working with industry subject matter experts, CPL acknowledges that there may be products, solutions and/or services that may bring value to CPL that may exceed the minimum requirements of the technical requirements of this RFP. For example, solution enhancements that would reduce the total cost of ownership, improve user experience, higher effectiveness, mitigating risk etc. Proponents are encouraged to propose unique and/or creative solutions that could add value to their proposal.

Proponents may choose to provide such value-added products, solutions and/or services that may exceed the minimum requirements of this RFP.

All proposed value-added elements are to be fully costed by the proponent in the designated area in Section G - Pricing. However, any costs associated with a proposed value-added element will not be considered in the awarding of points, if any to this criterion.

1. Describe any Value-Added Offerings here, and indicate whether each offering will incur additional costs. Costs are to be outlined in Appendix D, section E.

APPENDIX D: PRICING

Pricing is worth 25 points out of the total final score of 100 when combined with the non-pricing weighted criteria score.

Instructions on How to Provide Pricing

- a) Proponents should provide the information requested in the table below and include it in their proposals.
- b) Rates must be provided in Canadian funds, inclusive of all applicable duties and taxes except for GST and PST, which should be itemized separately.
- c) Unless otherwise indicated in the requested pricing information, rates quoted by the proponent must be all-inclusive and must include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.
- d) Pricing information is not to be included in any document other than the Appendix D – Pricing.

Pricing will be scored based on a relative pricing formula using the lowest rates submitted. Each proponent will receive a percentage of the total possible points allocated to price, which will be calculated in accordance with the following formula:

$$\text{lowest price} \div \text{proponent's price} \times \text{weighting} = \text{proponent's pricing points}$$

Detail pricing, including all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.

The maximum Total Price in section A below is **\$360,000.00 CAD**. This excludes Annual Maintenance and Value-Added Elements.

A. Proposed Unit

Description	Price
Equipment & Software	\$ Click or tap here to enter text.
Installation	\$ Click or tap here to enter text.
Shipping / Delivery	\$ Click or tap here to enter text.
Commissioning	\$ Click or tap here to enter text.
Training	\$ Click or tap here to enter text.
Subtotal	\$ Click or tap here to enter text.
PST	\$ Click or tap here to enter text.
GST	\$ Click or tap here to enter text.
TOTAL PRICE	\$ Click or tap here to enter text.

B. Annual Maintenance

Annual Maintenance Cost / Program	\$ Click or tap here to enter text.
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C. Delivery: Delivery of unit, after receipt of Purchase Order = Click or tap here to enter text. days

D. Other Terms:

Please describe any deposits, exchange rate considerations or progress payments required
Click or tap here to enter text.

E. Value Added:

Please list any value-added offerings and the corresponding price (exclusive of PST and GST).		
<i>Any costs associated with a proposed value-added element will not be considered in the awarding of points to the pricing criterion.</i>		
Value Add Element A	Click or tap here to enter text.	\$ Click or tap here to enter text.
Value Add Element B	Click or tap here to enter text.	\$ Click or tap here to enter text.
Value Add Element C	Click or tap here to enter text.	\$ Click or tap here to enter text.

Value Add Element D	Click or tap here to enter text.	\$ Click or tap here to enter text.
(Add lines as required)		

APPENDIX E: SUBMISSION FORM

1. Proponent Information

Please fill out the following form, naming one person to be the proponent's contact for the RFP process and for any clarifications or communication that might be necessary.	
Full Legal Name of Proponent:	
Any other relevant name under which Proponent carries on business:	
Street Address:	
Province/State:	
Postal Code/Zip Code:	
Phone Number:	
Company Website (if any):	
Proponent Contact Name & Title:	
Proponent Contact Phone:	
Proponent Contact Email:	

2. Acknowledgment of Non-Binding Procurement Process

The proponent acknowledges that the RFP process will be governed by the terms and conditions of the RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal, legally binding bidding process (and for greater certainty, does not give rise to a Contract A bidding process contract), and that no legal relationship or obligation regarding the procurement of any good or service will be created between CPL and the proponent unless and until CPL and the proponent execute a written agreement for the Deliverables.

3. Ability to Provide Deliverables

The proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required. The proponent represents and warrants its ability to provide the Deliverables in accordance with the requirements of the RFP for the rates set out in its proposal.

4. Non-Binding Pricing

The proponent has submitted its pricing in accordance with the instructions in the RFP. The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading, or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

5. Addenda

The proponent is deemed to have read and taken into account all addenda issued by CPL prior to the Deadline for Issuing Addenda.

6. Communication with Competitors

For the purposes of this RFP, the word "competitor" includes any individual or organization, other than the proponent, whether or not related to or affiliated with the proponent, who could potentially submit a response to this RFP.

Unless specifically disclosed below under Disclosure of Communications with Competitors, the proponent declares that:

- (a) it has prepared its proposal independently from, and without consultation, communication, agreement or arrangement with any competitor, including, but not limited to, consultation, communication, agreement or arrangement regarding:
 - (i) prices;
 - (ii) methods, factors or formulas used to calculate prices;
 - (iii) the quality, quantity, specifications or delivery particulars of the Deliverables;
 - (iv) the intention or decision to submit, or not to submit, a proposal; or
 - (v) the submission of a proposal which does not meet the mandatory technical requirements or specifications of the RFP; and
- (b) it has not disclosed details of its proposal to any competitor and it will not disclose details of its proposal to any competitor prior to the notification of the outcome of the procurement process.

Disclosure of Communications with Competitors

If the proponent has communicated or intends to communicate with one or more competitors about this RFP or its proposal, the proponent discloses below the names of those competitors and the nature of, and reasons for, such communications:

7. No Prohibited Conduct

The proponent declares that it has not engaged in any conduct prohibited by this RFP.

8. Conflict of Interest

The proponent must declare all potential Conflicts of Interest, as defined in section 3.4.1 of the RFP. This includes disclosing the names and all pertinent details of all individuals (employees,

advisers, or individuals acting in any other capacity) who (a) participated in the preparation of the proposal; **AND** (b) were employees of CPL within twelve (12) months prior to the Submission Deadline.

If the box below is left blank, the proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the proponent declares an actual or potential Conflict of Interest by marking the box above, the proponent must set out below details of the actual or potential Conflict of Interest:

9. Mandatory Requirements

Mandatory Submission Requirements (Appendix A, Section C) and Mandatory Technical Requirements (Appendix A, Section D) have been reviewed and are met by the proponent's proposed solution. The maximum total price (excluding maintenance and value adds) is no more than \$360,000.00 CAD.

10. 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 by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by CPL to the advisers retained by CPL to advise or assist with the RFP process, including with respect to the evaluation of this proposal.

Signature of Proponent Representative

Name of Proponent Representative

Title of Proponent Representative

Date

I have the authority to bind the proponent.

APPENDIX F: DETAILED FLOORPLAN & DRAWINGS

Please see separate .dwg file.

APPENDIX G: IMAGES (EXISTING SORTER & SPACE)





















APPENDIX H: GENERAL CONDITIONS

A. OWNERSHIP OF RESPONSES

All documents submitted to CPL become the property of CPL.

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

B. CONFIDENTIALITY OF INFORMATION

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

C. INDEMNITY

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

D. INSURANCE

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

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

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

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

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

E. REGISTRATION WITH WORKSAFEBC

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

APPENDIX I: RESPONSES

A. Demonstrated experience & capacity	
1.	Click or tap here to enter text.
2.	Click or tap here to enter text.

B. Work Plan & Methodology	
1.	Click or tap here to enter text.
2.	Click or tap here to enter text.
3.	Click or tap here to enter text.
4.	Click or tap here to enter text.

C. Proposed AMHS Design	
1.	Click or tap here to enter text.

D. Schedule	
1.	Click or tap here to enter text.

E. Ongoing Maintenance & Support	
1.	Click or tap here to enter text.
2.	Click or tap here to enter text.
3.	Click or tap here to enter text.
4.	Click or tap here to enter text.
5.	Click or tap here to enter text.
6.	Click or tap here to enter text.
7.	Click or tap here to enter text.

F. Value Added Offerings	
1.	Click or tap here to enter text.