REQUEST FOR PROPOSAL

Coquitlam Public Library

IT Infrastructure Equipment and Installation Services

RFP #2021-03

Issue Date: October 12, 2021

Contact

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1.0 STATEMENT OF NEED

Description

Coquitlam Public Library (CPL) is soliciting vendors to provide IT Infrastructure equipment and installation services to replace and augment existing equipment in both of its branch locations. The equipment and software are nearing, or are at, End of Life.

Coquitlam Public Library is a non-profit entity. Vendors must look for and provide all favourable licensing and purchase terms available to Non-Profit organizations.

CPL CRN: 118875780RR0001

The services would include the following technologies and accountabilities:

- Physical Server Hardware

- Network Switch Hardware

- Equipment Racks

- UPS Devices

- NAS Hard Drives

- Applicable software and maintenance licensing

- Windows Operating System installation, configuration and migration

- Network Switch installation and configuration

- Virtual Server installation and configuration

- Handover and training

- Value Add / Optional Services

Locations

For purposes of this project CPL has two (2) locations that are in scope:

Poirier Branch
575 Poirier Street
Coquitlam, BC
V3J 6A9

City Centre Branch
1169 Pinetree Way
Coquitlam, BC
V3B 0Y1

Goals

Project Goals include, but are not limited to:

- Ensure error-free migration of equipment and workload to new environment with no impact to availability

- Provide hardware redundancy for critical infrastructure components

- Provide automated failover of workload between sites

- Support potential growth needs and allow for upgrades if required

Budget

The maximum budget for this project is $290,000.00, inclusive of PST. The total cost of the project is part of the scoring criteria and will be used to evaluate the proponents. Proponents must submit an overall fixed-price proposal for the project.

2.0 TERMINOLOGY

Throughout this Request For Proposal, terminology is used as follows:

- "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;

- "CPL" means Coquitlam Public Library;

- "ILS" means Integrated Library System which is library management software (currently the Library is using Polaris Integrated Library System);

- "must", "mandatory" or "required" means a requirement that must be met in order for a Proposal to receive consideration;

- "Project" means the IT Infrastructure Equipment and Installation Services which is the basis of this Request for Proposal;

- "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 Request for Proposal;

- "RFP" means Request for Proposal;

- "shall", "will", or "should" means a requirement having a significant degree of importance to the objectives of the RFP;

- "Sub-contractor" means a sub-contractor having a contract with the successful Proponent to this RFP for the performance of any part of the work;

- "User" means citizens, residents, community members, visitors, Library staff and all potential end-users of the hardware, software and systems;

- "Vendor" 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;

- "Work" means the goods, all services, and deliverables to be provided by the Vendor, and as described in this RFP.

3.0 BACKGROUND

Throughout its existence, Coquitlam Public Library has held a strong reputation for commitment to the community. We have achieved this by providing many collections, programs, and services to our customers and by meeting the changing needs of a diverse and growing community. We are committed to building community connections and engagement, technology and innovation, service excellence, and increased Library access through physical, online and mobile services. The Library has two branches as well as the Library Link, our mobile library.

The Library serves the residents of the City of Coquitlam, whose population is approximately 150,000. The Library serves a wide demographic and provides specific services for children, teens, newcomers, English language learners, international-language speakers and individuals with disabilities. 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.

3.1 Our Mission, Vision, and Values:

Mission: The mission of Coquitlam Public Library is to engage its diverse community through creativity, discovery, and knowledge.

Vision: To enrich, inspire and engage our community by providing innovation, information, and a place to learn.

Values:

- **Learning and Innovation:** We strive to make a difference through learning, innovation, intellectual freedom, and renewal.

- **Respect**: We strive to be respectful through integrity and trust.

- **Inclusion**: We strive to be inclusive through accessibility, diversity, and collaboration.

- **Connections**: We strive to enable connections between organizations, individuals, and our community.

- **Service Excellence**: We strive for service excellence through responsiveness and accountability.

- **Sustainability**: We strive for sustainability through respect for people, the planet, and ideas.

3.2 Our 2019-2021 Strategic Goals

1. Excellence in Governance and Service

   Develop a culture of governance and service excellence.

2. Engaging with the Future

   Empower our community to navigate future-focused critical skills and ideas.

3. Strengthening Community Connections

   Expand the development and awareness of relevant services, programs and partnerships that connect the community.

4. Library Everywhere

   Our library reaches all community members through an online presence, physical space, and mobile services.

Outcome Metrics:

- Increased satisfaction with Coquitlam Public Library overall.

- Increased satisfaction around meeting community needs.

- Improved connections between people, resources, and ideas.

- Increased awareness of library services, programs, and partnerships.

- Demonstrated impact of Coquitlam Public Library services and programs in the community.

3.3 Current Technology in Scope for Replacement

Poirier Branch (Primary Site)

Physical Server Hardware

- 1 x Lenovo System X 3650 M5 Server (Primary Virtual Server Host)

- 10 x stand-alone workstations/servers to be migrated to Virtual Servers (hardware not to be replaced)

Network Switches Hardware

- 1 x Avaya Extreme VSP 4850 GTS (Core)

- 3 x Avaya Extreme ERS 4850 GTS+ (Floor)

Equipment Rack

- 1 x 4 post 19" x 17.5" server rack to be replaced by standard19" x 24" server rack

UPS Devices

- 1 x APC 1400VA UPS

- 1 x Eaton 3000VA UPS

- 1 x Eaton ATS 1 x C20 input 8 x C13 Out, 1 x C19 Out

NAS Hard Drives

- 4 x 2 TB NAS Hard Drives (Backup System)

City Center Branch

Physical Server Hardware

- 1 x Lenovo System X 3650 M5 Server (Virtual Server Host)

- 1 x stand-alone workstation/server to be migrated to Virtual Server (hardware not to be replaced)

Network Switches Hardware

- 1 x Avaya Extreme VSP 4850 GTS (Core)

- 3 x Avaya Extreme ERS 4850 GTS+ (Floor)

Equipment Rack

- 1 x 4 post 19" x 24" half height server rack to be replaced by standard 19" x 24" server rack

UPS Devices

- 1 x Eaton 3000VA UPS

- 1 x Eaton ATS 1 x C20 input 8 x C13 Out, 1 x C19 Out

NAS Hard Drives

- 4 x 2 TB NAS Hard Drives (Backup System)

3.4 RFP Scope and Purpose

The hardware and software in scope of this project are at end of life and need to be replaced. CPL is taking this opportunity to ensure the redundancy across all systems as part of this project. Scope includes:

- Procurement of computer equipment, all required accessories including hardware and software requirements.

- Installation, set-up, and migration of existing workloads to the new redundant hardware.

- Purchase of the equipment depending on the pricing and the evaluation criteria.

- Support services including warranties, maintenance, and other support activities

Proponents are to provide pricing and methodology for new hardware and software redundancy.

4.0 MANDATORY REQUIREMENTS

Use the following chart at the beginning of your response to indicate mandatory requirements have been met:

Requirement:	Met / Unmet:
Maximum budget of $290,000.00 CAD, inclusive of PST	
Proponent is registered to conduct business in BC	
Proposed solution meets or exceeds section 5.0 Project Requirements	

Any submission that does not meet all three of the mandatory requirements will not be considered.

SUBMISSION OF PROPOSALS

This RFP, any addenda, revisions, or additional information shall be issued electronically on BC Bid. Proponents are responsible to check the BC Bid website (www.bcbid.gov.bc.ca) for updates. We encourage Proponents to limit their responses to 40 pages; supporting documentation may be submitted as addenda.

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 should be in the following format: **"RFP – IT Project – Vendor Name".** Only emailed responses will be considered.

The deadline for Proponent submissions is **11:59 PM PST, October 29, 2021**. 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: 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.

5.0 PROJECT REQUIREMENTS

5.1 Infrastructure Requirements

The Project Requirements include the following technologies and accountabilities:

Equipment

1. Physical Server Hardware

2. Network Switch Hardware

3. Equipment Racks

4. UPS Devices

5. 6TB NAS Hard Drives

6. Applicable software and maintenance licensing

7. Peripherals power cables, etc. required installation

Installation, set-up, and migration

8. Virtual Server Operating System installation and configuration

9. Windows Operating System Installation and Configuration

10. Network Switch installation and configuration

11. Migration of existing services and data

12. Handover and training

The Library expects that the proponent will replace existing equipment and deploy a configuration that provides redundancy for the network and computing environment.

The existing environment does not have the required redundancy to facilitate the availability required to provide 7x24 service to the community of users. The successful proponent must design and deliver a cost-effective redundant infrastructure that is easy to configure, operate, support, and manage.

The proponent confirms that their proposal meets or exceeds the following minimum requirements:

Equipment:

1. Physical Server Hardware

The successful proponent will at the minimum provide the following services:

- Physically install servers and all connections.

- Each of CPL's two branches must have a server.

- Install and configure Operating System (see below).

- Minimum hardware specifications:

    o 20 TB internal storage configured as RAID5 or equivalent

    o 256 Gb RAM

    o 16 Physical Cores (32 Virtual)

    o 10 Gb Ethernet

    o Latest generation processors preferred

    o HCI preferred

    o Lenovo Servers required

- This includes an on-Premises Exchange / Email system.

2. Network Switch Hardware

In each location, CPL has 1 network routing switch acting as a Core switch and 3 switches acting as edge / floor switches. CPL has 2 x 10 Gb dedicated fibre trunks connecting the branches.

All routing is handled by the firewalls which are out of scope.

The successful proponent will at the minimum provide the following services:

- Physically install switches and all connections.

- Configure network switch to meet all requirements (see below).

- Minimum specifications:

    o Support for virtual routing and forwarding (VRF)

    o 96 ports in total (two core switches per branch)

- Core switches support 10Gbe on all ports

- 192 POE ports in total (edge/floor switches per branch)

- Edge switches support 1Gbe

- Juniper devices

3. Equipment Rack

In each location, CPL has 1 non-standard rack that needs to be replaced with standard racking.

The successful proponent will at the minimum provide the following services:

- Remove and ecologically dispose of the non-standard rack.

- Install the new rack.

4. UPS Devices

In each location, CPL has UPS Devices connected to equipment that is both in and out of scope that need to be replaced.

The successful proponent will at the minimum provide the following services:

- Install and test the new UPS devices.

- Ensure UPS devices have enough capacity for 10-minute power loss.

5. NAS Hard Drives

In each location, CPL has NAS Hard Drives used for backup operations that need to be replaced.

The successful proponent will at the minimum provide the following services:

- Provide eight (8) 6TB NAS Hard Drives to Computer Services Technician, Innovation & Technology. Installation is not required by proponent.

6. Applicable software and maintenance licensing

 The successful proponent will at the minimum provide the following:

- Purchase the latest version of the software required by their proposal that is currently available, including software maintenance so that updates and security patches can be obtained for a period of 5 years. Refer to **Appendix 3** for the number of Microsoft Licenses currently in use and required.

- Purchase the hardware maintenance that meets the proposed support requirements for a period of 5 years to cover the repair; and if repair is not

possible, replacement of all components including the entire device. Maintenance must also cover the ability to obtain firmware and the required support utilities.

7. Peripherals power cables, etc. required installation

All power cables, network cables and other peripherals required for the installation, migration, and operation of this equipment, are the responsibility of the vendor and must be included in the project cost.

Installation, set-up, and migration

8. Virtual Server installation and configuration

The successful proponent will at the minimum provide the following:

- Install, configure, and optimize the VMware configuration as proposed by the vendor to provide a redundant environment.

- Provide adequate redundancy to eliminate key single points of failure.

- Ensure all components being installed are at the latest software version and patch level and are configured for ease of support by the CPL Computer Services Technicians.

- This includes an on-Premises Exchange / Email system.

9. Windows Operating System installation and configuration

The successful proponent will at the minimum provide the following:

- Install, configure, and optimize the Windows Operating System configuration based on the applications that are running on the server. This includes those that are running as a Virtual Server.

- Ensure the servers are at the latest software version and patch level and are configured for ease of support by the CPL Computer Services Technicians.

10. Network Switch installation and configuration

The successful proponent will at the minimum provide the following:

- Install, configure, and optimize the Core and Edge / Floor switches using the network topology provided by the CPL Computer Services Technicians.

- Provide adequate redundancy to eliminate key single points of failure.

- Ensure the switches are at the latest patch level and are configured for ease of support by the CPL Computer Services Technicians.

11. Migration of existing services and data

The successful proponent must migrate the following existing services and data to the new servers:

- Active Directory (AD) services.

- User accounts and data.

- Exchange user accounts, data configurations and customizations.

- VMWare hosted services and data.

Existing non-VMWare servers are out of scope and will be migrated by CPL Computer Services Technicians.

12. Handover and training

The successful proponent must include in their proposal:

- Testing, demonstration and documentation of a site-to-site failover

- Support for a minimum of 30 days post final migration of data and services

- Documented configuration and support guides for the solution in addition to orientation for CPL Computer Services Technicians.

6.0 QUALIFICATIONS

6.1 Company Description

Provide a brief description of your company, including: your location, ownership, history, industry focus, capabilities. Proponents need to demonstrate financial stability. Proponents need to be registered to conduct business in British Columbia prior to the date the RFP was posted to BC Bid.

6.2 Internal Cybersecurity Program

Provide a detailed description of your internal cybersecurity program, demonstrating how you protect yourself and your customers

6.3 Experience & References

The Proponent will have experience working with public sector clients as well as experience with contracts of similar size and scope. Include a list of at least two reference projects completed in the last 2 years. Describe your level of partnership with Microsoft and VMWare.

Please include 3 client references with work completed in the last 3 years, with telephone and email contact information. By submitting a Proposal, the Proponent consents to CPL contacting these references at its discretion, and consents to CPL contacting any other organization for the purposes of evaluating the Proposal.

6.4 Your Team

CPL will consider the skills and experience of the individuals assigned to our Project. Proposals must provide brief bios of key individuals responsible to work on this Project. Please include: name, title, role, years employed with your firm, a short biography and a description of relevant experience. Include how the team will have access to the relevant technical and operational data. Preference will be given to teams that provide evidence of their teams' relevant technical certifications.

The successful Proponent will be required to be available to work onsite in Coquitlam, BC to attend meetings, provide design presentations, participate in working sessions, etc.

Companies must have a presence in the Lower Mainland of British Columbia. If Sub-contractors are used, please provide names and the locations of the Sub-contractors.

7.0 SERVICE LEVELS, HARDWARE, AND IMPLEMENTATION

7.1 Service Levels

Describe your service levels and ability to provide on-site service and support.

7.2 Hardware

Describe how your proposed hardware solution meets or exceeds the minimum hardware specification.

Juniper switches and Lenovo servers are required.

7.3 Warranties

a. Describe, in detail, the warranties attached to your proposed hardware and software solutions.

b. Description of how the installation and migration services will be warrantied

c. A summary of where in the technology support lifecycle the hardware and software being proposed is, to ensure it does not reach end of life / end of support for a minimum of 5 years

7.4 Handover and Orientation

Describe your handover plan, including orientation of CPL staff and documentation provided:

a. Testing, Demonstration and Documentation of a site-to-site failover.

b. Support for a minimum 30 days post final migration of data and services

c. Documented configurations and support guides for the solution that has been delivered. Orientation for the CPL Computer Services Technicians on the solution that has been delivered.

8.0 METHODOLOGY AND APPROACH

8.1 Project Methodology

a. Describe the methodology that you will use to successfully deliver this Project. Include a summary of how your solution provides redundancy to ensure the availability of the CPL IT infrastructure in scope. Describe how the installation and configuration conform to OEM best practices

b. Description of how disruptive migration and installation activities are done off-hours

c. Detailed description of fall-back planning and process, if installation or migration efforts encounter problems that cannot be resolved before systems must be up for use

8.2 Project Management Approach

The Proponent is expected to guide the Project and work closely with CPL's Project Manager. Please describe your approach to:

a. Project communications and updates

b. Schedule adherence

c. Progress tracking and gap analysis

d. Risk management

e. Testing

9.0 TIMELINES AND MILESTONES

Provide a Project timeline with major milestones for project completion based on CPL's target completion date below.

Include:

a. Timeline of the project and how they meet the completion or complete sooner than the identified timeframe below

b. Illustrate clearly defined milestones and clear communication between CPL and the project team

Activity	Estimated Completion Dates
Issue RFP	October 12, 2021
RFP question submission	Until 12:00 p.m. (noon) PST, October 22, 2021
Proposals due	11:59 p.m. PST, October 29, 2021
Finalist selected and contacted	By November 25 / 26, 2021
Negotiation, Contracting	Week of December 6, 2021
Project start	January 4, 2022
Project completion	June 30, 2022

10.0 BUDGET

Coquitlam Public Library is a non-profit entity. Proponents must look for and provide all favorable licensing and purchase terms available to Non-Profit organizations. CPL CRN: 118875780RR0001

CPL has requested to obtain a full proposal for the Project.

All proponents must provide a full quotation, including the project methodology and project management approach for all phases as documented in section 5.0 PROJECT REQUIREMENTS.

Provide payment schedule in regard to the Project phases or milestones, as well as a total not to exceed the maximum pricing (including PST and contingency fees) for the Project.

Pricing must be valid for 180 days from submission of the RFP response.

Please provide your hourly billing rates for services that are outside of this Project's requirements, i.e., costs for sustainment and maintenance services.

11.0 SCORING CRITERIA

Proposals will be reviewed for completeness, suitability, and match with requirements. Proposals will be evaluated based on the information provided within the Proposal and ranked against the Evaluation Criteria indicated below.

Evaluation Criteria	Maximum Value	Minimum Score
Expertise, Qualifications, Practical Experience	**35**	**21**
Item 6.1	5	3
Item 6.2	10	7
Item 6.3	10	6
Item 6.4	10	5
Presence in the Lower Mainland	Pass/Fail	n/a
Service Levels & Warranties	**45**	**29**
Item 7.1	10	7
Item 7.2	5	3
Juniper Switches	Pass/Fail	n/a
Lenovo Servers	Pass/Fail	n/a
Item 7.3.a	5	3
Item 7.3.b	5	3
Item 7.3.c	5	3
Item 7.4.a	10	7
Item 7.4.b	Pass/Fail	n/a
Item 7.4.c	5	3
Methodology and Approach	**65**	**40**
Item 8.1.a	25	17
Item 8.1.b	5	3
Item 8.1.c	15	10
Item 8.2.a	4	2
Item 8.2.b	4	2
Item 8.2.c	4	2
Item 8.2.d	4	2
Item 8.2.e	4	2
Timelines and Milestones	**20**	**14**
Item 9.0.a	10	7
Item 9.0.b	10	7
Price	**35**	**n/a**
Totals	**200**	

The highest-scoring Proponents may be asked to make a formal presentation to CPL. Presentations will be delivered, in person or remotely (as directed by CPL), at the Coquitlam Public Library Poirier Branch in Coquitlam, B.C. Proponents advancing to this portion of the evaluation will be notified and appointments will be scheduled.

13.0 GENERAL CPL RIGHTS

All Proposals become CPL property. CPL will receive and hold Proposals in confidence, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and this RFP.

Proponents shall submit their offers strictly in accordance with the terms and conditions of the Bid Document. Any Bid, which stipulates conditions contrary to the terms and conditions given in the Bid Document, is liable for rejection. Any decision of CPL in this regard shall be final, conclusive and binding on the Proponent.

CPL will not reimburse the Proponents for any costs incurred responding to this RFP. Proponents shall be solely responsible for any costs incurred by them in preparation of the Response and the vendor shall certify in their response that no Response costs have been included in the proposed cost (bid price).

CPL is not liable for any error or omission in this RFP. CPL reserves the right to modify the terms of the RFP at any time and at its sole discretion.

CPL reserves the right without limitation to freely amend the process or requirements described in this RFP, including raising new issues in negotiation that were not mentioned in the RFP or in a Proponent Proposal.

CPL is under no obligation financially to the competing Proponents during the RFP process, or to consider any or all Proponent Proposals.

CPL may withdraw the RFP and/or discontinue the RFP process for any reason.

CPL may request clarifications or additional information about a Proposal and may consider such clarifications or additional information in evaluating that Proposal.

CPL will only consider Proposals which convey the requisite vendor experience and capability, including a comprehensive response to this RFP.

CPL has the right to reject any Proponent Proposal that in our opinion does not warrant detailed evaluation or is not in the CPL's best interests.

CPL may at its discretion verify the Proponent's Proposal information, references, experience, financial capability or other information. This may include a request for a Proponent demonstration or clarification of a Proponent's Proposal.

CPL is under no obligation to accept items in a Proponent's Proposal that are non-compliant or in variance with the specific RFP requirements.

CPL has the right to select and negotiate with the preferred Proponent or any backup Proponent on any matter including price.

14.0 GENERAL CONDITIONS

Modification of Terms

Coquitlam Public Library reserves the right to modify the terms of this RFP, in its sole discretion, at any time up prior to the noted closing date. This includes the right to cancel this RFP at any time without entering into a Contract.

Liability for Errors

The information contained in this RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by Coquitlam Public Library, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

Ownership of Responses

All documents submitted to Coquitlam Public Library become the property of Coquitlam Public Library.

Coquitlam Public Library 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, Coquitlam Public Library cannot guarantee that any information provided to Coquitlam Public Library can be held in confidence. To the extent that is it legally able to do so Coquitlam Public Library may, but will not be obligated to, hold in confidence any information specifically identified by the Proponent as being confidential.

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.

Laws of British Columbia

Any Contract resulting from this RFP will be governed by and will be construed and interpreted in accordance with all laws in effect for the province of British Columbia.

Indemnity

The Vendor 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 Consultant, 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.

Insurance

Any Contract resulting from this RFP will require that the Vendor, 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 Vendor 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 Vendor will provide and maintain professional liability insurance in an amount not less than $2,000,000 per occurrence and $5,000,000 insuring the Vendor's liability resulting from errors and omissions in the performance of professional services under the Contract.

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

Registration with WorkSafeBC

The Vendor 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 Vendor may be required to submit a WorkSafeBC Clearance Letter indicating that all assessments have been paid. The Vendor 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.

15. NON-DISCRIMINATORY STATEMENT

The Library will not discriminate against any employee or applicant for employment on the basis of race, religion, gender, gender expression, political affiliation or opinion, national origin (ancestry), sexual orientation, pregnancy, disability and medical conditions, The Library encourages all qualified applicants to apply.

APPENDIX 1. CHANGES TO RFP #2021-02

The Library elected to cancel RFP #2021-02 IT Infrastructure Equipment and Installation Services. CPL revised that document in the creation of this RFP #2021-03. Please find a record of significant changes below:

Section:	Original:	New:
2.0 Terminology		Terms have been reordered in alphabetical order
2.0 Terminology		"ILS" means Integrated Library System which is library management software (currently the Library is using Polaris Integrated Library System);
5.1 Infrastructure Requirements, Equipment, 1. Physical Server Hardware	20 TB internal storage	20 TB internal storage configured as RAID5 or equivalent
5.1 Infrastructure Requirements, Equipment, 1. Physical Server Hardware		HCI Preferred
5.1 Infrastructure Requirements, Equipment, 5. NAS Hard Drives	Provide NAS Hard Drives to Computer Services Technician, Innovation & Technology. Installation is not required by proponent	Provide eight (8) 6TB NAS Hard Drives to Computer Services Technician, Innovation & Technology. Installation is not required by proponent
Appendix 3 Current Microsoft Licensing	n/a	Four (4) SQL Server Standard Licenses (ILS license agreement requires three exclusive instances with identically named databases and schemas)

APPENDIX 2: CURRENT CPL INFRASTRUCTURE
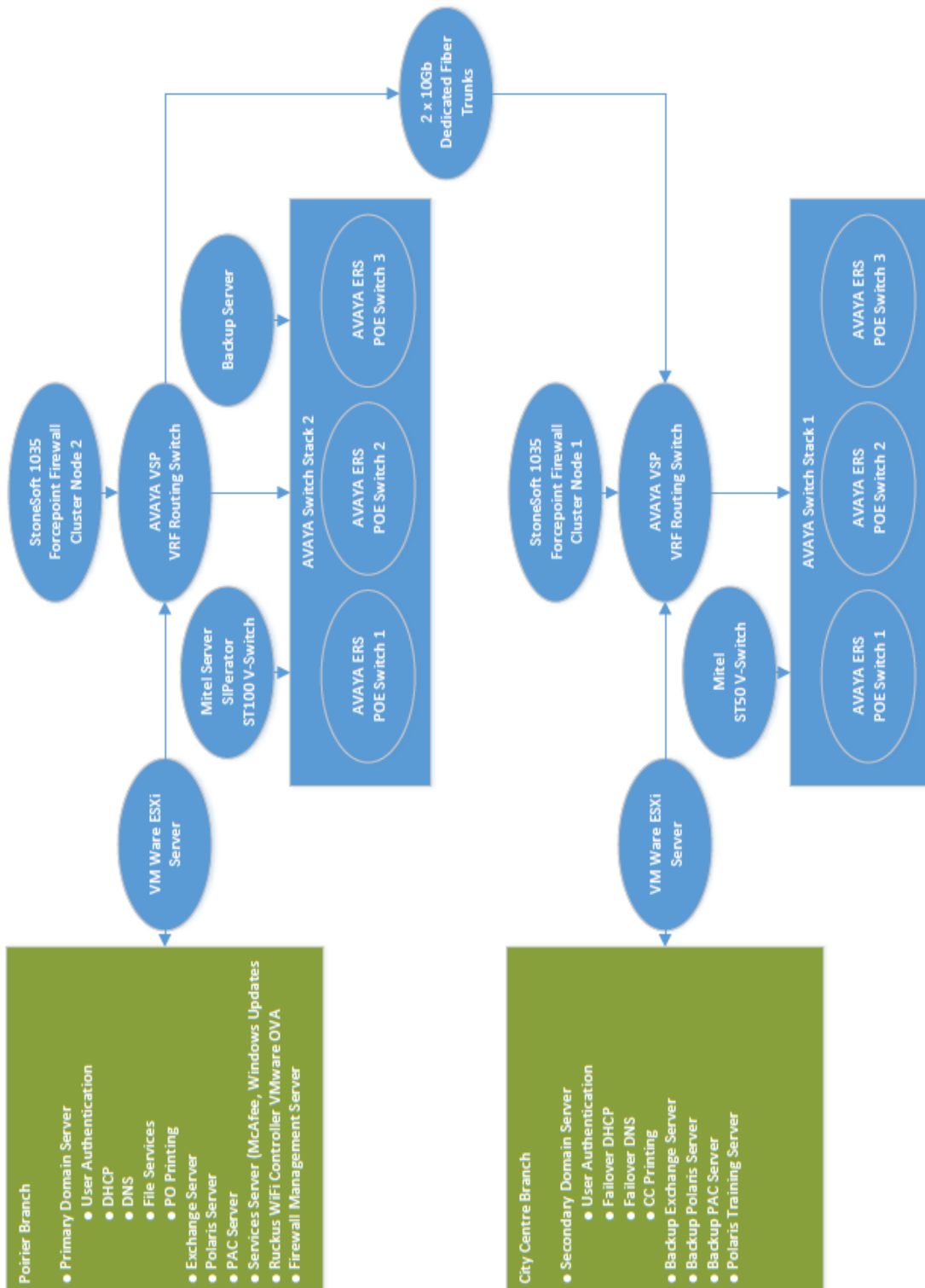
Service Computers (Standalone)

Poirier Includes:
- 5 x Help Desks, 3M Gate controller, MK LibManager, Deep Freeze, Envisionware Controller, and Public DHCP Server.

City Centre Includes:
- Envisionware Controller.

Ruckus WiFi

Ruckus WiFi Controller. Access points act independently once programed if communication with the controller is lost.

- Poirier has 2 internal and 2 external access points
- City Centre has 7 internal and 2 external access points

Internet Feeds

Public Internet
- Each branch has a single 200Mb fiber internet feed that is aggregated and configured for failover at the firewall level. If the branch fiber fails the other branch will take over.

Staff Internet
- There is a single 200Mb fiber internet feed for the staff that is active at Poirier.

Hardware and Server Details

- ESXi servers are version 5.5 running on Lenovo x3650 M5 Servers without VSphere
- All Virtualized MS Servers are 2012 R2
- Firewall management Server VM is Windows 7
- None of the servers are in fail over configuration
- Backup Server is a standalone Microsoft Server 2019 (Not in Scope)
- Mitel Server is a standalone Microsoft Server 2019 (Not in Scope)
- Firewalls are Stonesoft 1035 in cluster configuration (Not in Scope)
- Ruckus WiFi Controller is a OVA
- Core switches are Avaya/Extreme Networks VSP 4850 GTS (Must perform VRF functions)
- Floor Switches are Avaya/Extreme Networks ERS 4850 GTS+ POE in a 3xstack
- All other computers/workstations are Windows 10 21H2

Provisioning Details

- AD – 4 CPU, 16Gb RAM, 1.25TB Storage
- Exchange – 4 CPU 32 Gb RAM, 820GB Storage
- Firewall Management 4 CPU, 8 Gb RAM, 160Gb Storage
- Public Catalogue 4 CPU, 8 Gb RAM, 60 Gb Storage
- Polaris ILS 4 CPU, 16Gb RAM, 450 Gb Storage
- Polaris ILS Training 4 CPU 16Gb RAM, 300 Gb Storage
- Services Server 4 CPU, 16 Gb RAM, 500Gb Storage
- Ruckus WiFi Controller (OVA) 4 CPU, 13 Gb RAM, 160 Gb Storage

APPENDIX 3: CURRENT MICROSOFT LICENSING

MS PRODUCT	LICENSE COUNT
Server 2012 R2 STD	10
Server 2012 R2 User	100
Server 2012 R2 Device	200
[1]SQL Server 2014 STD	4
SQL Server 2014 User	20
SQL Server 2016 User	20
Exchange Server 2013 STD	2
Exchange Server 2013 User	50
Exchange Server 2013 Device	20
Exchange Server 2013 Enterprise Device	50
Exchange Server 2015 User	50

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[1] Four (4) SQL Server Standard Licenses are required (ILS license agreement requires three (3) exclusive instances with identically named databases and schemas)