



REQUEST FOR PROPOSAL

Coquitlam Public Library

Website Redesign

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## 1.0 STATEMENT OF NEED

Coquitlam Public Library (CPL) is seeking Proposals from qualified website development agencies to redesign CPL's public website [www.coqlibrary.ca](http://www.coqlibrary.ca). The new website must support current library users as well as prospective ones by offering customers of all ages an accessible, easy-to-use, innovative, and visually inspiring website. The success of the new website will be determined according to the extent to which it aligns with, and contributes to, our 2019-2021 strategic goals.

Library customers visit the Library website to search the online catalogue, access digital publications, find branches and hours, to learn about and request library support services, and more. We intend to provide our customers with a practical online library resource that provides an exceptional user experience.

The primary goals of the website redesign Project are:

- to provide a "3<sup>rd</sup> branch" where customers can access the library's resources that are best served online
- to inform our community
- to efficiently and effectively deliver services
- to provide improved online access to library materials
- to meet the needs of the online generation while continuing to meet the needs of our traditional online users

The target budget for this Project is \$75,000 to \$100,000. This budget must include any associated license costs. Hosting fees are excluded from his budget.

## 2.0 TERMINOLOGY

Throughout this RFP, 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;
- "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;
- "CMS" means content management system;

- “Project” means the CPL Website Redesign Project which is the basis of this RFP;
- “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 citizens, residents, community members, visitors and all potential end-users of the public facing website;
- “Website” means [www.coqlibrary.ca](http://www.coqlibrary.ca); and
- “Work” means the goods, all services and deliverables to be provided by the Consultant, 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 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 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.

**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

### 3.1 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.

Final Draft

## 3.2 CPL 2018 Statistics

### **New Members Added:**

- Poirier 3,595
- City Centre 7,649
- Library Link 182
- Total 11,426

### **Number of Library Visits:**

- Poirier 292,334
- City Centre 572,820
- Library Link 12,163
- Total 877,317

### **Questions Asked:**

- Informational
- Poirier 22,062
- City Centre 27,615
- Directional
- Poirier 3,512
- City Centre 8,022

### **Public PC Logins:**

- Poirier 20,189
- City Centre 56,338

### **Children's Programs**

- Programs in the Library: 510
- Programs in the Community: 172

### **Adult Programs**

- Programs in the Library: 420
- Programs in the Community: 40

### **Teen Programs**

- Programs in the Library: 124
- Programs in the Community: 8

### **Collection Size – Physical Items**

- Poirier 93,474
- City Centre 78,224
- Library Link 2,935
- Total 174,633

### **Collection Size – Digital**

- Digital Collection 6,488
- Digital Access 27,421

### **Circulation**

- Standard Total 1,070,236
- Digital (eDownloads, eMagazines, eNewspapers) Total 135,457
- Poirier 481,970
- City Centre 549,829
- Library Link 38,437
- Total Circulation: 1,205,693

### 3.3 Current Website Usage Stats

Highlights from our current usage statistics that may be of interest include:

- After the home page, the most popular pages on the website are “book a study room”, the library hours page, the children’s programs and events page, employment opportunities, and the eBooks/eAudio page.
- The most popular times for using the website are weekdays between 3 and 4pm, and Saturday and Sunday afternoons.
- Despite the fact that the site is not responsive, over 70% of users are accessing the website on either a mobile or tablet device.

### 3.4 Audience and Staff Survey

In a recent poll of library staff, the number one comment about the current website was that the site is “busy and cluttered.” Additionally, staff reported the site as “dated” with “too much information”, and a tone described as “not friendly”.

Staff are spending a lot of time showing customers how to use the website, and noted that not only do library users have difficulty using it, they themselves sometimes struggle to find things on it. Staff also say that there is useful, easy-to-understand content on the site but the good stuff is often buried in page “clutter” within a navigation structure that is hampered by poor labelling and unnecessary repetition.

A challenge clearly identified by staff is that the website falls short of effectively promoting library services and programs, with customers often expressing surprise on learning what is available. Of particular concern is the challenge with finding library events and programs, understanding access requirements for e-learning resources, and website usability generally.

In a public survey on the Coquitlam Library website, 60% of respondents reported they lived in the Coquitlam region. Over half of the survey respondents described themselves as being over 50 and 63% said they were female. Additionally, 91% said that English was the language they were most comfortable using (although it should be pointed out that the survey was conducted only in English, and flyers promoting the survey were also only in English).

60-70% of public users mostly use the site only to access the catalogue and their account. We would like to have the public engage more with the main website and explore and learn about all the library services available. Some have expressed a dislike for the colour palette and design (“the colours are boring”; “make it look more modern”), and the page organization, suggesting to “make it less cluttered.” Nonetheless, we know that some users may be resistant to changes to the site, so strategies for managing the public reaction should be included in your response.



## 4.0 PROJECT REQUIREMENTS

We intend to provide library customers with a seamless, barrier-free customer experience.

The website will be an online extension of our branches. Online customers of all ages and backgrounds should encounter a creative, engaging, inspired and coherently-branded website property. The new website must be designed to load quickly, enable findability, and display optimally on desktop and mobile devices.

Features associated with the design and build of the CPL website will include but are not limited to:

- exceptional UX design for mobile and desktop devices
- a practical, scalable, and easy to administrate CMS system
- a product that is built to the latest web security standards
- a new user-centric and easy-to-use navigation system that serves the needs of our users
- user testing to confirm user needs are being met
- a new layout and design system that is flexible and scalable to accommodate additional pages and site features
- the ability to accommodate the Polaris online catalogue
- events and news management system
- the ability to construct forms in-house
- analytics
- newsletter subscription opportunity
- a practical and reliable site-wide, enterprise-level search function
- clean code optimized so the site loads efficiently
- a language translation facility
- an optional reading assistance tool
- 3<sup>rd</sup> party widgets

Broad accessibility is essential to serving our diverse community. The new website design must adhere to WCAG 2.0 Level AA compliance. Proposals should include options for reading assistance and language tools.

The successful Proponent will provide navigation card-sorting and post-launch user testing with library system users to confirm and benchmark the new site's usability.

## 4.1 Website Functional Requirements

The CPL website includes systems or features that are accessed via links within the website. The following are systems CPL intends to have for the new site:

### **Library Catalogue System**

CPL uses Innovative's Polaris online catalogue system. Currently, a title/author/subject/keyword search is available from the header of the site. We would like you to describe how the new site's search system will function with the online catalogue.

The Polaris/III Integrated Library System handles our user accounts, library catalogue and integrations with 3rd party apps and software such as: Lynda.com, Cloudlibrary, Hoopla, Communico room booking, our mobile app and others. The system requires patron authentication which is accomplished through our Polaris system. Various integrations utilize 3M SIP2 protocols. CPL has a license for the API for our Polaris system which gives us multiple authentication options.

Changing or altering our Polaris system or the various integrations is outside of the scope of this RFP. Changing or altering our other systems such as room booking, mobile apps and other integrations is also outside the scope of this RFP.

At this time CPL has not identified any integration requirements. Should Proponents recommend an integration, for example, having a protected area on our website that is only visible to our customers, such an integration would require secure authentication methods against our Polaris system, likely utilizing API methodologies.

### **Room Booking & Event Calendars for Communico**

CPL utilizes a tool called Communico to manage room bookings and event calendars <http://coquitlam.libnet.info/reserve>

Currently users leave our website and go to the Communico site to see events, book a room and more. This imposes a disconnect for our customers. CPL would like to improve this and have a stronger, more seamless user experience.

Communico has many options available for integration opportunities, ranging from styling their hosted event pages (method currently used) to higher-end full API integrations and widget elements.

Documentation on Communico integrations is available at the following location:

- <http://communicocollege.com/widgets-1253>
- <http://communicocollege.com/communico-client-api-1137>

## **Online Payment Systems**

CPL does not currently employ an online payment system to capture late fees, room booking fees, etc. Should CPL elect to provide online payment options, these will necessarily go through our Polaris system for user authentication actions. Online payment processing would utilize hosted pay methodologies to simplify PCI compliance requirements. Although online payment processing is not part of the current RFP, the new website and CMS system will need to accommodate future online payment processes.

## **Events Management**

Currently, events are offered through <http://coquitlam.libnet.info>. These are filterable by location, by age group, and by event type. Events are searchable using a calendar, date range, or week/month selector. RSS and Add to Calendar functions are available.

## **Website Forms**

CPL has several forms available for users to fill in. Any online fillable forms need to adhere to legislated Canadian data protection and privacy requirements. The website cannot store patron or client information, and as such any email forms must come through our official SMTP servers in a secure manner. Any form data that is saved to databases, files or formats must be stored in a secure manner, such as sending them directly to a private network, vpn, sftp or other location that meets our security policies. Sensitive data cannot be stored on our public website.

The web CMS solution should have the capability for us to create our own secure forms as needed without the requirement to involve technical developers, programmers or other agencies.

The following is a list of active forms currently on the website:

- Help Session Request Form (3rd party hosted form currently)
- Room Rental Request Form (Communico)
- Non-profit Fee Waiver Form (Sitefinity hosted form)
- Library Card Application Form (sign in to Polaris, user account process)
- Display Case Application Form (PDF)

- Homebound Delivery Registration Form (PDF)
- Suggest a Purchase Form (embedded form)
- 'How Did We Do Today?' form (3rd party software, Limesurvey)
- Job Postings Form (PDF)

We anticipate keeping the above forms and additionally want the ability to easily create new forms using the CMS's forms widget as well as being able to embed 3<sup>rd</sup> party online forms.

### **What to Read**

CPL offers "What to Read" recommendations from the online catalogue. This is displayed as an iframe of a book carousel from the Polaris system.

### **Site Search**

The current website search system only links to the library catalogue search. CPL would like to improve the search experience.

The new website will allow visitors to either search for content that lives inside the CPL website or search the library catalogue. When users search the catalogue, they will be directed to the Polaris catalogue, but if they search the website, they should stay on the new site and see relevant matching results.

We would like the CMS to offer advanced search features. As an example, tracking and reporting on searches will permit us to highlight specific results for known terms, auto-direct users to specific pages for exact terms, and so forth.

### **Social Media**

CPL's Twitter feed is currently available on the site. Links to Facebook, Twitter and Instagram accounts are also available. CPL expects to continue to offer their Twitter feed on the new site while other social media channels should be given more visibility.

### **Job Postings**

The current jobs page on the site provides a list of opportunities, each displayed as a PDF link. To apply for a position, applicants can fill in an application through a downloadable form.

### **Newsletter**

CPL currently uses MailChimp to provide subscribers with regular newsletter updates. Our intent is to increase engagement with our e-newsletter.

## **Additional Functionality for Consideration**

- Maps (for branch locations and directions)
- News and/or a Blog
- Live Chat
- Staff Wiki
- The CPL website currently does not provide accessible reading tools. CPL would like the new site to include accessibility tools to improve access, such as BrowseAloud, ReadSpeaker, or other.

## **Content Management System**

CPL's current website is running Sitefinity 6.3, the license of which is owned by the City of Coquitlam and will no longer be available. We are open to other CMS recommendations that meet our ease-of-use and security criteria. The recommended CMS system must be robust, scalable and highly secure. The CMS will provide long-term viability for the library.

The recommended content management system must be very easy and intuitive to use. Non-technical content contributors and administrators will have the ability to create new pages, edit existing pages, create new forms, add calendar events, display promotional elements and calls to actions, introduce or change images, and more. The CMS will have the ability for staff to change, update and maintain content on all levels.

Inherent CMS security is critical. After the site goes live, we want to ensure that the CMS and any associated widgets or plug-ins are kept up to date and are secure. Please provide details on how the proposed CMS system should be maintained; provide an estimate of recommended annual sustainment costs.

The CMS must satisfy the following requirements:

- CPL has a team of ten people who require full editing control of the new site. A similar number of CMS seats will be required for the new website. No more than two concurrent users will edit the site.
- Administrator/Contributor workflow and approval processes. Multi-level review, approval and publishing processes are not required. Basic-level approval and publishing processes will be sufficient.
- Helpdesk/Task Tracking System for content
  - CPL utilizes a helpdesk/task tracking system and does not require advanced content management task-based assignment systems. Basic

notification systems and basic workflow approval systems should suffice.

- Notification System for Content Review
  - CPL would like the capability to have a notification system that helps bring certain content back to the attention of the content managers. As an example, an individual may post a certain article to the site and would like to be able to tag the content as needing review perhaps a month or year later. Any of this content which is tagged for reminder would bring itself to the editor's attention in some manner, such as a highlight on a management dashboard or an email or other notification method.
- Ability to schedule content updates and events; plus the ability to delete old content automatically is required.

Please include any CMS licence fees as well as estimated support, maintenance, and licence renewal costs with the Proposal.

### **CMS Hosting Requirements**

The proposed CMS must be able to be hosted by CPL, or other networks.

The current site is hosted and supported by the City of Coquitlam and their IT team. Moving forward, the Coquitlam Public Library website will require its own host. It is expected that the successful Proponent will provide CPL with hosting recommendations. Hosting should be based in Canada. Shared hosting may not be an option due to legislated privacy considerations. 24/7 support is expected. CPL anticipates that when the website goes offline, it would be back online within 3 hours.

### **Website Security Updates**

CPL's CMS system needs to be kept up to date and properly secured. Please describe your plan for security checks and updates. Security patches provided by the CMS vendor must be installed immediately upon release.

### **Sustainment**

In addition to our ability to internally manage and update the website, please describe what post-launch maintenance support is required.

### **Training**

CMS system and website training is required. Please describe your training process. Is training for content editors/authors only? Admin users? Is any technical training required (e.g. for template updates, coding updates)?

## **Content Migration**

The current site's content will largely remain intact. Please provide costs to migrate site content into the new CMS. In situ content management system training for CPL staff and a website style guide is required.

## **Code Ownership**

CPL expects to have complete control and ownership over all work completed. This includes but is not limited to, all graphic design assets, design files, coding templates, custom code, integrations and other components. After completion of the website redesign, CPL will require unrestricted access and the ability to modify all content, pages, templates, data, or code associated with the website. Please disclose any limitations in this regard.

## **Quality Assurance**

Before the website can be approved to go live, the developer will provide assurance testing on the site. This includes but is not limited to; site proofing, spell checking, confirming links (internal site links and outbound links), W3C compliance testing, feature testing, and other QA reviews.

## **Languages**

The CPL website is almost exclusively only in English with just one page of content in Chinese, Korean, and Farsi. Please suggest options for multi-lingual delivery of content required in Chinese, Korean, and Farsi.

## **Personalization**

CPL would like to pursue a certain level of personalization to our customers. Such personalization may be limited in nature, may require customers to opt-in before activating, or may be based on non-user-specific data, such as time of day, geographic location, and others.

Please describe options for personalization and ensure that your solution will comply with the Federal *Personal Information Protection and Electronic Documents Act* (PIPEDA).

## **Optional Services**

Please describe any other services, features, or products that would add value to the Library website. Include cost and any ongoing fees, if applicable.

# **5.0 PROPONENT QUALIFICATIONS**

## **5.1 Company Description**

Provide a brief description of your company, including: your location, ownership, history, industry focus, capabilities. Proponents need to demonstrate financial stability and be registered to conduct business in British Columbia.

## 5.2 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 three reference projects completed in the last 5 years.

Please include client references 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.

## 5.3 Your Team

The 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 our Project. Please include: name, title, role, years employed with your firm, a short biography and a description of relevant experience.

Preference will be given to British Columbia-based agencies. If Sub-contractors are used, please provide names and the locations of the Sub-contractors.

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.

## 5.4 Project Methodology

Describe the methodology that you will use to successfully deliver this Project.

## 5.5 Project Management Approach

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

- Project communications and updates
- Schedule adherence
- Progress tracking and gap analysis
- Risk management



- Testing

## 5.6 Timeline

Provide a Project timeline with major milestones for this Project.

## 5.7 Budget

Provide fees for each of the (5) five major Project phases as well as a total upside fee (includes applicable taxes and contingency fees) for this Project.

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

# 6.0 PROJECT SCOPE

Below is a high-level outline of the expected Project work phases. The Project must be complete on or before August 12, 2020.

## 6.1 Discovery & Planning Phase

- Meet internal stakeholders to kick-off the Project
- Provide a comprehensive Project plan and work schedule for the Project
- Compile and conduct relevant research from CPL surveys and other sources
- Review site content and provide a framework for content planning
- Confirm and document technical requirements and website features
- Develop user stories and a user-centric sitemap
- Card-sort the top two levels of the navigation sitemap

## 6.2 Website Design Phase

- Finalize sitemap and information architecture
- Produce desktop and mobile wireframes for key pages
- Provide two look and feel design options and 3 revision cycles
- Create unique page designs for key landing pages

- Present designs to CPL stakeholders in person
- Ensure the new design meets WCAG 2.0 Level AA compliance
- Ensure that the design and graphics will load efficiently
- Produce a design style guide

### 6.3 Website Development Phase

- Set up the development phase environment
- Install and configure the proposed CMS
- Implement the approved website design concept into the CMS
- Deploy catalogue search functionality and widgets on the website
- Implement and configure events listings and events registration functionality
- Implement multilingual capability (Google Translate)
- Complete front-end and back-end development
- Implement analytics (Google Tag Manager)
- Provide page optimization for top-level landing pages

### 6.4 Testing & Training Phase

- Ensure integrity of design via robust quality assurance testing throughout development
- Work jointly with CPL on a testing approach, and be available to support, resolve issues and fix defects during testing
- Conduct CMS training for key staff and administrators
- Prepare handover documentation including style guide, and CMS training documentation.

### 6.5 Launch & Post-Launch Stabilization Phase

- Deploy a fully tested, bug-free, functional website and CMS to the production server
- Implement 301 redirects

- Support the launch of the website
- Provide CPL with thirty (30) days post-launch support. Support will address bug fixes and any other defective functions on the site

## 7.0 PROPOSED TIMELINE FOR RFP PROCESS AND PROJECT

<b>Activity</b>	<b>Estimated Completion Dates</b>
Issue RFP	October 21, 2019
RFP question submission	Until 12:00 p.m. (noon) PST, Nov. 1, 2019
Proposals due	4:00 p.m. PST, Nov. 18, 2019
Finalists selected and contacted	November 29, 2019
Finalists' presentations	TBD (in Coquitlam)
Contract sign-off	December 2019
Project start	January 2020
Project completion	August 12, 2020

## 8.0 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.

<b>Evaluation Criteria</b>	<b>Weight</b>

Meeting the goals of the project; capabilities of proposed website solution; and CMS	50
Qualifications and experience, technical capabilities and professional competence	20
Total cost of services	20
Value added	5
Timeline and milestones	5

Highest-scoring Proponents may be asked to make a formal presentation to CPL. Presentations will be delivered, in person, 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.

## 9.0 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.

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 vendor Proposal.

CPL is under no obligation financially to the competing vendors during the RFP process, or to consider any or all vendor Proposal.

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 vendor 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 vendor's Proposal information, references, experience, financial capability or other information. This may include a request for a vendor demonstration or clarification of a vendor Proposal.

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

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

## 10.0 SUBMISSION AND DELIVERY INSTRUCTIONS

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.bcbic.gov.bc.ca](http://www.bcbic.gov.bc.ca)) for updates.

We encourage Proponents to limit their responses to 40 pages; supporting documentation may be submitted as addenda.

RFP responses shall be submitted in the English language. Proponents may submit their responses in digital PDF format only with a covering email to: Silvana Harwood [sharwood@coqlibrary.ca](mailto:sharwood@coqlibrary.ca). The deadline for Proponent submissions is 4:00 pm PST. November 18, 2019. Late responses or responses received by fax will not be considered.

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: [sharwood@coqlibrary.ca](mailto:sharwood@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.

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

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

## Registration with WorkSafeBC

The Consultant and any approved sub-consultants must be registered with the WorkSafeBC, in which case WorkSafeBC coverage must be maintained for the duration of the Contract. Prior to receiving any payment, the Consultant may be required to submit a WorkSafeBC Clearance Letter indicating that all assessments have been paid. The Consultant 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.