

**Report to / Rapport au :**

**Ottawa Public Library Board  
Conseil d'administration de la bibliothèque publique d'Ottawa**

**December 8, 2014  
8 décembre 2014**

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Ref N°: OPLB-2014-0112

**SUBJECT: Automated Materials Handling System - Maintenance Contract**

**OBJET: Entente sur l'entretien du système automatisé de manutention du  
matériel**

#### **REPORT RECOMMENDATION**

**That the Ottawa Public Library Board approve a Full Service Agreement (FSA) contract for the Automated Materials Handling (AMH) system (including 149 Smart Bins) in the amount of \$182,493 USD plus applicable HST, covering the period from January 1 – December 31, 2015.**

#### **RECOMMANDATION DU RAPPORT**

**Que le Conseil d'administration de la Bibliothèque publique d'Ottawa approuve un contrat d'entretien complet visant le système automatisé de manutention (y compris les 149 bacs intelligents) pour un montant de 182 493 \$ USD, TVH en sus, couvrant la période comprise entre le 1<sup>er</sup> janvier et le 31 décembre 2015.**

## **BACKGROUND**

In the construction budget for the James Bartleman Archives and Library Materials Centre, the funding for an Automated Materials Handling (AMH) system was included. Working with the City's Supply Management Branch, a competitive Request for Proposal process was undertaken for the procurement of the system. The contract was awarded to Tech Logic who provided the best value solution through the competitive process. The AMH was installed in the Library Materials Centre in January 2011 and has been covered by a Full Service Agreement since the initial warranty period expired.

## **DISCUSSION**

In order to ensure operational availability of the AMH, the Library intends to enter into a Full Service Agreement (FSA) with Tech Logic for another year. According to Tech Logic's documentation, the FSA is "designed for production environments where uptime and availability are crucial. This comprehensive plan gives you fast access to parts and Tech Logic expertise to quickly resolve any critical operational issues". The total for the 2015 maintenance agreement is broken down into two separate purchase lines, \$127,983 for maintenance of the AMH and 80 Smart Bins (no increase from 2014), and \$54,510 for maintenance on an additional 69 Smart Bins purchased for use since the initial system was installed. The Automated Materials Handling system is a key component of the efficient processing of goods at the Library Materials Centre, and is a critical part of the RFID technical infrastructure. A Full Service Agreement (FSA) will help ensure maximum uptime for the system through the provision of regularly scheduled maintenance and preferred terms for parts and service.

## **CONSULTATION**

The proposed contract has been discussed with OPL Senior Management team and Supply Branch.

## **LEGAL IMPLICATIONS**

There are no legal implications associated with this report.

## **RISK MANAGEMENT IMPLICATIONS**

There are no risk management implications associated with this report.

## **FINANCIAL IMPLICATIONS**

Funding for the maintenance contract is included within the approved 2014 budget envelope.

## **ACCESSIBILITY IMPACTS**

There are no accessibility impacts associated with this report.

## **TECHNOLOGY IMPLICATIONS**

There are no technology implications associated with this report.

## **BOARD PRIORITIES**

The recommendation supports the OPL Board's strategic direction success through services.

## **SUPPORTING DOCUMENTATION**

- [Report to the Board on Automated Materials Handling System Maintenance Contract](#), December 9, 2013

- [Report to the Board on Automated Materials Handling System Maintenance Contract](#), March 5, 2012
- [Report to the Board on the Recommendations for the Transfer of Funds relating to HST and Currency Conversion for the Automated Materials Handling System \(AMH\)](#), October 19, 2009
- [Report to Board on the Recommendations for the New Central Library and Archives and Technical Processing Facility, September 10, 2007](#)
- [Report to Community and Protective Services Committee, Archives/Ottawa Public Library Synergy and Co-location Opportunities](#), November 1, 2007

## DISPOSITION

- Library staff will work with Supply Branch to initiate the purchase order.
- Going forward, staff will provide maintenance contract requests into budget process as a means of providing maintenance agreement costs and to assess in streamlining the approval process.