**LIBRARY MANAGEMENT SYSTEM
SUPPLY, INSTALLATION & SUPPORT SERVICES**

TO

YARRA PLENTY REGIONAL LIBRARY SERVICE
ABN 20 240 549 119

&

EASTERN REGIONAL LIBRARIES CORPORATION
ABN 67 990 548 408

EXPRESSION OF INTEREST

November, 2019

LODGEMENT OF PROPOSALS

EXPRESSION OF INTEREST 11/19

Response to be lodged electronically - PDF to be emailed to tenderbox@yprl.vic.gov.au

Closing Time and Date: 5.00pm AEST, Friday, 17th January 2020

EXECUTIVE SUMMARY

Yarra Plenty Regional Library Service (YPRL) and Eastern Regional Libraries Corporation (ERL) are pleased to invite proposals for the provision and implementation of a hosted Library Management System to not only replace the organisation's current technology solution, but to provide a holistic, streamlined and forward-thinking solution to help us provide world-class library services for our community.

By means of this solicitation, we seek a partner that will provide an LMS that is optimised for staff use in order to simplify and streamline workflows and will deliver improved efficiencies wherever possible. It is our expectation that the system will have a definitive solution for delivery across platforms and devices and that API integration with the LMS is permissible. The LMS should make our resources and services as discoverable and accessible as possible. With this in mind the solution should work seamlessly with third-party resource vendors; provide a responsive, configurable, and modern interface for the public and should facilitate resource discovery through search engines wherever possible.

YPRL and ERL are visible, integral community services which seeks to proactively respond to the changing requirements of our growing and evolving user-base and how they experience content delivery and event management in other areas of their life. Our communities have increasing expectations of what our Library services should provide, including increased personalisation of services and, as such, we are seeking a platform that will best respond to these expectations with modernity, efficiency and ambition. Increased data analytics to drive automatic personalisation across borrowing and search histories against member data are key to moving our LMS forward and we are looking forward to discussing how the LMS can help drive this.

The Contract will be for a three (3) year period with the option for the Library (at its sole discretion) to extend the contract annually for up to another 7 years.

This EOI seeks information from vendors and requires a brief and general response to the attached requirements to establish their capability and resources to supply a library management system. Respondents will be evaluated and shortlisted.

Shortlisted vendors will be invited to tender.

SECTION A ~ INTRODUCTION

ABOUT YPRL

Yarra Plenty Regional Library service (YPRL) is a co-operative venture of three northern Melbourne metropolitan Councils – Banyule, Nillumbik, and Whittlesea. Together the three municipalities cover a large geographic area of northern Melbourne.
There is a diverse range of communities with a combined population of almost 420,000 people. Some areas are of suburban density with commercial and retail being the predominant activities while there are also areas that encompass rural and remote communities. YPRL also provides services and shares resources with Murrindindi Library Service.

YPRL is one of the leading public library services in Victoria, serving its population of users through 9 branches and 2 mobile libraries and is highly valued and extensively used by the community. YPRL is the one of the busiest library systems in Victoria and the following table lists the fixed service points in each Council area:

SERVICE POINTS – YARRA PLENTY REGIONAL LIBRARY	
Banyule	Ivanhoe Branch Library
	Watsonia Branch Library
	Rosanna Branch Library

Nillumbik	Eltham Branch Library
	Diamond Valley Branch Library

Whittlesea	Mill Park Branch Library
	Thomastown Branch Library
	Lalor Branch Library
	Whittlesea Branch Library
	South Morang YPRL Head Office

Outreach	Mobile Library
	Outreach Vehicle

The library service has a collection of approximately 385,000 items including books, CDs, DVDs, etc. As well as the normal loan services, the library provides an extensive range of programs and other services including photocopying and printing, story times for children, a range of adult activities and access to information services.
Key statistics for the 2018/2019 period are as follows.

STATISTICS – YARRA PLENTY REGIONAL LIBRARY	
Number of registered borrowers	**131,164**
Annual library visits (not including MLS)	**1,556,371**
Annual circulation – all material	**3,181,742**
Number of staff (EFT)	**93.17**

ABOUT ERL

Eastern Regional Library service (ERL) is a co-operative venture of three outer eastern metropolitan councils – Knox, Maroondah and Yarra Ranges – serving a diverse population of 435,000 residents across the three municipalities. Some areas are of suburban density with commercial and retail being the predominant activities while there are also areas that encompass rural and remote communities.

ERL is one of the leading public library services in Victoria, serving its community through 13 branches, 3 Reading Rooms and 2 mobile libraries. ERL is highly valued and extensively used by the community. ERL is the one of the busiest library systems in Victoria and the following table lists the fixed service points in each Council area:

SERVICE POINTS – EASTERN REGIONAL LIBRARY	
Knox	Bayswater Library
	Boronia Library
	Ferntree Gully Library
	Knox Library
	Rowville Library

Maroondah	Croydon Library
	Realm Library

Yarra Ranges	Healesville Library
	Lilydale Library
	Montrose Library
	Mooroolbark Library
	Yarra Junction Library

SERVICE POINTS – EASTERN REGIONAL LIBRARY	
	Monbulk Reading Room
	Mt Evelyn Reading Room
	Yarra Glen Reading Room
	Belgrave Library
Outreach	Knox Mobile Library
	Yarra Ranges Flexi Vehicle

The library service has a collection of approximately 319,000 items including books, CDs, DVDs, etc. and over 60,000 digital items. As well as the normal loan services, the library provides an extensive range of programs and other services including photocopying and printing, story times for children, a range of adult activities and access to information services.

Key statistics for the 2018/2019 period are as follows.

STATISTICS – EASTERN REGIONAL LIBRARY	
Number of registered borrowers	**131,752**
Annual library visits	**1,993,814**
Annual circulation – all material	**3,659,790**
Number of staff (EFT)	**92**

DISCLAIMER

YPRL & ERL are not committed contractually in any way to respondents to this EOI.

The issuing of this EOI does not commit or otherwise oblige YPRL or ERL to proceed with any phase or part of the project described herein.

The figures and estimates contained within this document are indicative only and are supplied as a guide to prospective respondents and as such no warranty of their accuracy is given.

SECTION B ~ CONDITIONS OF PROPOSAL

1.   PREPARATION AND LODGEMENT OF PROPOSALS

1.1   Further Information - Requests from Potential Respondents to the Library Service

1.1.1   Enquiries by potential respondents for further information, or queries regarding the EOI, should be directed to:

>   Jane Cowell
>   CEO
>   Yarra Plenty Regional Library Service
>   Bag 65
>   BUNDOORA VIC 3083
>
>   Telephone: (03) 9088 3471
>   E-mail: ceo@yprl.vic.gov.au

1.1.2   Answers to requests by potential respondents for further information may be given orally or by written notice (including by email) from YPRL or ERL, at its sole discretion.

1.1.3   Where, in the opinion of YPRL/ERL, further information provided to one potential respondent should be provided to all potential respondents, such information would be given the same distribution as the original EOI.

1.2   Lodgement of Proposals

1.2.1   Respondents are to provide an electronic copy of the proposal in PDF format. The proposal is to be emailed to tenderbox@yprl.vic.gov.au by 5:00pm Friday 17th January 2020.

1.2.2   Late proposals will not generally be accepted.

1.3   Ownership of Proposal Documents

1.3.1   All proposal documents will become the property of YPRL/ERL upon lodgement.

1.3.2   Intellectual property rights in the proposal do not pass to YPRL/ERL with the property in the proposal itself. However, by submission of the proposal, the respondent licences YPRL/ERL to use and copy any proposal document to the extent necessary to conduct an efficient selection process

1.4   Alterations and Amendments to Proposals

1.4.1   Proposals containing alterations or erasures, and proposals in which information is not clearly and legibly stated, may be excluded from consideration. The respondent must initial any alteration made to a proposal.

1.5   Supporting Material

1.5.1   Supporting material is material additional to the formal proposal and elaborating or clarifying the formal proposal, but not altering it in any aspect. Supporting material may be provided by the respondent or at the request of YPRL/ERL.

1.5.2   Supporting material must be provided by the deadline set for lodgement of proposals, unless specifically requested by YPRL/ERL subsequent to that date.

1.5.3   The submission of supporting material, except where requested by YPRL or ERL, must be clearly indicated in the formal proposal, and must include the relevant document name, chapter and page reference where the material can be found.

1.5.4   Packages containing supporting material must be clearly labelled "Supplementary Information - EOI LMS 11/19" and posted to Bag 65, Bundoora, Victoria 3083; or emailed to tenderbox@yprl.vic.gov.au

1.5.5   Unsolicited supporting material received after the lodgement date will not be taken into account in the evaluation of proposals.

1.5.6   Material presented as supporting material, but which effectively alters the formal proposal, will not be taken into account in the evaluation of proposals.

2.   PROPOSAL RESPONSE

2.1   Proposal to Remain Open

2.1.1   A proposal made in response to this EOI will remain open for acceptance for a period of six months from the closing date of this EOI.

2.1.2   An unsuccessful proposal will expire on receipt by the respondent of written notification from YPRL or ERL that its proposal was unsuccessful.

2.1.3 The EOI will form part of the final contract

2.2   EOI Timeframe

2.2.1   The timeframe proposed for the EOI process is as follows:

(a) closure of EOI	17 January 2020
(b) completion of proposal evaluation	7 February 2020
(c) selective tender	March 2020
(d) commencement of contract:	July 2020

2.2.2   Respondents are advised, however, that the timeframe is **indicative** only.

2.3   Language and Measurement

2.3.1   The proposal, including all attachments and supporting material, must be written in English. Unless otherwise specified in the statement of requirement, measurement must be expressed in Australian legal units of measurement.

2.4   GST and Other Government Taxes, Duties and Charges

2.4.1   The basis of Australian tax that will apply to a contract entered as a result of success under this EOI is that governed by Australian tax legislation, as amended from time to time. Invoicing and receipting procedures for the supplies will be in accordance with *A New Tax System (Goods and Services Tax) Act 1999* ('the GST Act').

2.4.2   Respondents are advised that, subject to paragraph 2.4.1 above, all other taxes, duties and charges imposed or levied in Australia or overseas in connection with the performance of a contract, executed as a result of success under this EOI, must be borne by the successful respondent.

2.5   Privacy

2.5.1   Respondents are advised the successful supplier will be required to take all reasonable measures in regard any personal information while under the Contract, to accord with the provisions of the Privacy Act 1988 (Cth), as amended from time to time.

2.6   Respondents to Inform Themselves

2.6.1   The onus is on the respondent to be aware of the contents of this EOI.

2.6.2   Respondents must specifically **respond in order** to every condition, statement of requirement and query raised in the EOI.

2.6.3   Respondents are considered to have examined the EOI and any documents referred to in the EOI and any other information made available in writing by YPRL/ERL to respondents for the purpose of responding and satisfied themselves as to the correctness and sufficiency of their proposals including proposed prices.

2.6.4   YPRL/ERL will not accept responsibility for any misunderstanding arising from the failure by a respondent to comply with the statement of requirement or arising from any ambiguity contained in the respondent's offer.

3. PROPOSAL EVALUATION

Each proposal will be evaluated according to:

Evaluation Criteria	Weighting
(a) the degree of compliance with the requirements of the EOI	10%
(b) the degree of compliance with the specification	40%
(c) proven ability to provide quality of goods, service and support to public libraries	5%
(d) the nature and scope of additional services offered	5%
(e) proposed pricing for the solution	40%

3.1 Mandatory Criteria

3.1.1 A mandatory requirement or criterion is one that is deemed essential, and is one with which all respondents to this document must comply. Any respondent that does not address a mandatory requirement or criteria with a response will be set aside from further consideration.

3.1.2 Respondents must comply with the following mandatory criteria:

1. Ability to provide software, equipment, system administration services as outlined in Section 6 – Scope of the requirement
2. Service staff must be Australian based and capable of providing a five minute telephone response time
3. Software must be hosted by supplier (or supplier's agent)
4. Software must be capable of interfacing with YPRL and ERL's RFID system (Bibliotheca & FE Technologies); eCommerce software (Envisionware); Computer Reservation and Printing systems (Pharos, PaperCut, etc..); Mobile App (BiblioCommons, Solus, Communico, etc..); audiobook and ebook suppliers (Overdrive, Bolinda, etc..); debt collection (UMS), and must be open for future 3rd party interfaces as the library requires
5. Ability to migrate data from current system into vendor's system
6. Reference contacts must be submitted for similar systems installed at two public library sites
7. System must have a defined and documented upgrade path

3.2 Non-Price Weighted Criteria

3.2.1 Respondents are advised that the criteria listed hereunder, which are not in order of priority, will also be applied in the assessment of proposals.

3.2.2 Respondents must ensure that, where a response is required to a specific criterion, their proposals comprehensively address that criterion:

Competency

1. Level of specialisation and development in LMS technology
2. Architecture of system and API access
3. Expertise of key personnel in ongoing development and maintenance of LMS
4. Experience and track record in providing LMS solutions to libraries.
5. Flexibility of organisation

Service Quality

6. Performance and reliability of the solution
7. Approach and ability in the provision of the goods and/or services sought
8. Adherence and attitude to Standards
9. Quality systems and/or certification and
10. Safety performance and record of the Tenderer.

Commercial

11. Financial viability; and
12. Extent to which the Statement of Non-Compliance meets with the Specifications and the terms and conditions of the Contract.

3.3 Evaluation Methodology

3.3.1 The evaluation of proposals will be undertaken by an Evaluation Panel and will be against the criteria listed in clauses 3.1 and 3.2. The basis of the evaluation will be to determine which proposals represent best value for money for YPRL/ERL.

3.3.2 YPRL/ERL reserves the right to seek further information from, or to enter into negotiations with, one or more respondents prior to finalising the appointment of the supplier, without notifying other respondents.

3.3.3 Best and final offers may be sought before entering into any contract.

3.3.4 Respondents will be notified in writing of the selection decision.

3.4 Supplier Appointment

3.4.1 YPRL/ERL proposes to appoint one supplier but reserves the right to appoint more than one supplier to achieve the best solution outcomes.

3.4.2   YPRL/ERL proposes to appoint one supplier but reserves the right to appoint different suppliers individually as YPRL or ERL to achieve the best outcome.

3.4.3   YPRL/ERL reserves the right not to appoint any respondent as the supplier and not to accept the lowest offer. No proposal will be deemed to have been accepted until YPRL/ERL has notified the respondent in writing.

4.   INFORMATION TO BE PROVIDED BY THE RESPONDENT

4.1   Profile of Respondent

4.1.1   Respondents will provide, in the appropriate response form at Attachment 1, the following information as part of their proposals:

(a) full name of respondent;

(b) any trading or business name;

(c) if a company:

(i) registered office;

(ii) principal place of business;

(iii) date and place of incorporation;

(d) if registered for business purposes in Australia, the A.B.N.;

(e) individual shareholders holding 20% or more of any issued share capital;

(f) related companies within the meaning of the Corporations Law;

(g) particulars of any petition, claim, action, judgement or decision which would be likely to affect adversely the respondent's capacity to provide the requirement.

4.2   Further Information - Requests from YPRL/ERL to Respondents

4.2.1   Each respondent will nominate a person to answer any queries that may arise during the examination of proposals. The name, title, address, e-mail address and telephone number of that person must be included in the Declaration by Respondents at Attachment 2.

4.2.2   Where it is necessary for YPRL/ERL to direct specific queries to respondents during the evaluation process, the respondent may be requested to respond in writing to such queries and must do so within 3 working days. The evaluation process will not be delayed by late proposals. Where answers to specific queries are not provided promptly, assessments will be based on the information provided in proposals.

4.3   Subcontracts

4.3.1   Respondents are advised that the selected supplier must not subcontract the whole of its obligation but may, with the prior consent in writing of YPRL/ERL, subcontract part of its obligation.

4.3.2   Respondents will provide, in the appropriate response form at Attachment 1, the names, addresses and e-mail addresses of subcontractors and other details of current and proposed subcontracts for elements of the offered goods and services that will be major in terms of quality, technical significance or price.

4.4   Statement of Compliance

4.4.1   Respondents will provide a Statement of Compliance that addresses each clause of the EOI. This is appended as Attachment 3.

4.4.2   Where there is no response to a clause, the respondents will be deemed, for evaluation purposes, as **not** complying.

4.4.3   Where respondents wish to place conditions upon complying with individual clauses (partial compliance), or do not wish to comply with a clause (non-compliance), respondents should detail the extent of and reasons for such partial or non-compliance.

4.4.4   As partial or non-compliance will be considered during the evaluation of proposals, any significant non-compliance with the terms and conditions of this EOI may render a proposal ineligible for further consideration.

4.5   Service Related Issues

4.5.1   Respondents will ensure that their proposals provide YPRL/ERL with details sufficient to assure it that:

(a)   The respondent's company infrastructure will support the provision of the service level activities proposed;

(b)   Service levels offered will be guaranteed and maintained to meet YPRL and ERL's needs throughout the life of the Contract.

4.6   Additional Services

4.6.1   Respondents may wish to offer additional services, which YPRL/ERL considers to be desirable.

4.6.2   Where additional services are offered, respondents will provide details of the services and any costs associated with their provision.

4.6.3   If any or all of the additional services listed in clause 4.6.1(a) are not currently

available, respondents will provide details of their plans (including estimated timeframes) for implementing such services.

4.7 Innovation

4.7.1   YPRL/ERL seeks to work cooperatively with the supplier to ensure best value / high quality service and to take advantage of innovation opportunities that might arise.

SECTION C ~ STATEMENT OF REQUIREMENT

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5. BACKGROUND TO THE REQUIREMENT

YPRL and ERL have one of the highest circulating library collections of any other library services in Victoria, and are two of the largest in relation to population served. YPRL has 9 branches and 2 mobile services and provides services to the Murrindindi Library Service (MLS). ERL has 13 branches, 3 Reading Rooms and 2 mobile services.

YPRL implemented the Sirsi system Unicorn in 1997, moved to a hosted solution in 2006 and is currently using SirsiDynix's Symphony product. In November 2010 the current website, which incorporates the BiblioCommons discovery layer went live. This requires access to the database through API's.

ERL joined the SWIFT consortium and migrated to the Sirsi system Unicorn hosted solution in 2007. In July 2015 ERL left the consortium and currently using SirsiDynix's Symphony product as a managed service. In April 2019 ERL launched the current WordPress website/catalogue, which incorporates the SirsiDynix's web services API in limited capacity to provide a better user experience.

YPRL/ERL uses Bibliotheca-RFID and FE Technologies as their RFID suppliers. The LMS must provide seamless and integrated functionality for the customer self service units (self checkout machines), an automated book return sorter, automatic chute/smart bin returns, smart shelves, security gates and all staff workstations with RFID pads.

The acquisitions and processing of library materials at YPRL/ERL has been outsourced to Library Supply companies and the suppliers require access to the LMS to catalogue directly onto the system.

YPRL and ERL are seeking to implement a LMS which provides a robust, reliable and user-friendly interface. It must be hosted and managed by the vendor. It must offer complete/sufficient access to libraries' data and information through secure APIs with full documentation according to the wishes of YPRL/ERL. The vendor must demonstrate their reasonableness in working with YPRL/ERL to enable implementation of 3rd party products.

Particular information relevant to this EOI:

	YPRL (including Murrindindi)	**ERL**
Number of items	385,093	319,058
Loans/Checkouts 2018/19	3,181,742	3,062,323
Discharges/Returns 2018/19	2,490,334	2,159,800
Number of members	131,164	130,786
Number of new members 2018/19	15,974	14,901
Holds placed 2018/19	373,195	469,357
Holds Filled 2018/19	287,591	383,600

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6. SCOPE OF THE REQUIREMENT

Compliance with specification

The tenderer shall provide a solution that achieves an integrated approach to library services as per the specification provided.

Ownership of data

YPRL/ERL retains all ownership of all bibliographic, authority, item, bills, patron, transactional (circulation) and other data loaded to, created and /or entered into the database supplied by the vendor.

Location of server/datacenter

The hosting server(s)/datacenter must be located in Australia.

Support and Maintenance

Response times and target resolution times for fault reports and other requests should be supplied by the vendor.

Migration and conversion

YPRL/ERL requires the vendor to migrate data from their current system including the transactional data. The data is to be extracted into MARC or defined flat ASCII format.

APIs and 3rd party vendors / products which must be supported

Access to all relevant data/information via APIs
RFID library software and hardware – Bibliotheca & FE Technologies
Discovery layer – BiblioCommons
eCommerce solution – Envisionware
PC management software – Pharos
Print solution – Pharos, PaperCut
Debt Collection – UMS
Collections Management – Collection HQ
eDigital platforms – Overdrive, Bolinda, etc…

Insurance

Confirmation of validity and the level of cover;
        Public Liability insurance
        Professional indemnity insurance

7.   INFORMATION TO BE PROVIDED

- Schedule 1 - Profile of respondents
- Schedule 2 – Scope of the Requirements
- Schedule 3 – Declaration by Respondent
- Schedule 4 – Pricing Schedule
- Schedule 5 – Summary of the Proposal
- Schedule 6 – Response to Specification

SCHEDULE 1

Profile of Respondent (Clause 4.1.1)

Full name of respondent	
Any trading or business name	
If a company: registered office principal place of business date and place of incorporation	
If registered for business purposes in Australia, the A.B.N.	
Individual shareholders holding 20% or more of any issued share capital	
Related companies within the meaning of the Corporations Law	
Particulars of any petition, claim, action, judgement or decision which would be likely to affect adversely the respondent's capacity to provide the requirement	

Contact details (Clause 4.2)

Name, title, address, email address, telephone numbers of vendor contact	

Subcontracts (Clause 4.3)

Name, address, e-mail address, and telephone numbers of subcontractors, and other details of current and proposed subcontracts for elements of the offered goods and services that will be major in terms of quality, technical significance or price	1. 2. 3. 4. 5. 6.

SCHEDULE 2

Scope of the Requirement (Clause 6)

Item	Noted	Compliant	Non-compliant / Partially compliant	Explanation included
Server software Bibliographic control/Metadata Management Authority control Stock Management Circulation, Hold (Reservation), Membership control and Customer Self Service Acquisitions control and fund accounting Serials control and check-in Enquiry Integrated Digital Repository Z39.50 SIP2 interface and open API for 3rd party products such as Bibliotheca-RFID Test system copy of production				

Local reports and notices Email and SMS notifications OPAC/Discovery Layer Integration Digital media module for images (integrated) Management reporting module Supports multi-library systems setup				
Equipment Secure network access to the equipment on which the server software resides (i.e. server and networking hardware and software located with the vendor's data centre) Server and operating system maintenance and upgrades Equipment redundancy for maximum uptime Provision for backup availability in the event of total equipment failure				

System administration services Operation and maintenance of equipment and software including regular backups and data restoration Six monthly confirmation that business continuity processes (DRP) have been successfully tested. Provision of support and problem resolution				
Ownership of data YPRL/ERL retains all ownership of all bibliographic, authority, item fine, patron and other data loaded to, created and /or entered into the database supplied by the vendor.				
Location of server/datacenter The hosting server(s)/datacenter must be located in Australia.				

Support and Maintenance Response times and target resolution times for fault reports and other requests should be supplied by the vendor.				
Migration and conversion YPRL/ERL requires the vendor to migrate data from their current system including the transactional data. The data is to be extracted into MARC or defined flat ASCII format.				
APIs and 3rd party vendors / products which must be supported Access to all relevant data/information via APIs RFID library software and hardware – Bibliotheca & FE Technologies Discovery layer – BiblioCommons eCommerce solution – Envisionware PC management software – Pharos Print solution – Pharos, PaperCut Debt Collection – UMS				

Collections Management – Collection HQ eDigital platforms – Overdrive, Bolinda, etc…				
Insurance Confirmation of validity and the level of cover; Public Liability insurance Professional indemnity insurance				

SCHEDULE 3

DECLARATION BY RESPONDENT

The respondent offers to provide the goods and services described on the conditions set out in this Request for Proposal.

The respondent declares that the information contained in this proposal is true.

Name:	Signature:
Official Position Held:	Date:
Duly Authorised to Sign Proposals for and on Behalf of *(state full name of Company)*:	
Registered Address:	
Postal Address: E-mail Address:	
Refer Enquiries to: *(please print)*	Telephone: ( ) Facsimile: ( )

SCHEDULE 4

Pricing

Please include pricing for the proposed service solutions.

	List Inclusions & Exclusions	Year 1 $ ex GST	Year 2 $ ex GST	Year 3 $ ex GST	Extensions (4 – 7 Years) per Annum $ ex GST
Project Management					
Data Migration/Conversion					
Initial setup & Configuration					
Annual Subscription/ Support & Maintenance (Managed services)					
Training & Documentation					
Applicable connection costs (API, SIP2, etc.)					
Please list any costs or charges not listed above					
Total					

SCHEDULE 5

Summary of the Proposal

Please provide an overview (in the fashion of an executive summary) of the supply of a LMS, highlighting any unique service delivery options and particular features of the respondent's overall service, project management and the organisation.

Supporting documents such as brochures, diagrams, pamphlets, descriptive literature, manuals and handbooks lodged with the EOI must be clearly identified by the Respondent, and marked appropriately to support the relevant section of the submission.

COMPLIANCE CHECKLIST

Section A

Noted ☐

Section B

Clause	Noted	Compliant	Non-compliant/ Partially compliant	Explanation included
1.1 1.1.1 1.1.2 1.1.3				
1.2 1.2.1 1.2.2				
1.3 1.3.1 1.3.2				
1.4 1.4.1				
1.5 1.5.1 1.5.2 1.5.3 1.5.4 1.5.5 1.5.6				
2.1 2.1.1 2.1.2 2.1.3				
2.2 2.2.1 2.2.2				
2.3 2.3.1				
2.4 2.4.1 2.4.2				

Clause	Noted	Compliant	Non-compliant/ Partially compliant	Explanation included
2.5 2.5.1				
2.6 2.6.1 2.6.2 2.6.3 2.6.4				
3.1 3.1.1 3.1.2 (1) 3.1.2 (2) 3.1.2 (3) 3.1.2 (4) 3.1.2 (5) 3.1.2 (6) 3.1.2 (7)				
3.2 3.2.1 3.2.2 (1) 3.2.2 (2) 3.2.2 (3) 3.2.2 (4) 3.2.2 (5) 3.2.2 (6) 3.2.2 (7) 3.2.2 (8) 3.2.2 (9) 3.2.2 (10) 3.2.2 (11) 3.2.2 (12)				
3.3 3.3.1 3.3.2 3.3.3 3.3.4				

3.4	3.4.1 3.4.2 3.4.3			
4.1	4.1.1 (a) 4.1.1 (b) 4.1.1 (c)i 4.1.1 (c)ii 4.1.1 (c)iii 4.1.1 (d) 4.1.1 (e) 4.1.1 (f) 4.1.1 (g)			
4.2	4.2.1 4.2.2			
4.3	4.3.1 4.3.2			
4.4	4.4.1 4.4.2 4.4.3 4.4.4			
4.5	4.5.1 (a) 4.5.1 (b)			
4.6	4.6.1 4.6.2 4.6.3			
4.7	4.7.1			

SCHEDULE 1

Response to clause	Completed	Not completed	Explanation included
4.1.1			
4.2			
4.3			

SCHEDULES

Declaration by Respondent	Completed
SCHEDULE 2	
SCHEDULE 3	
SCHEDULE 4	
SCHEDULE 5	
SCHEDULE 6	