1. Introduction

The City is seeking Proposals from qualified Proponents to design and implement a new public-facing website and content management system [CMS] ("Deliverables"), as per the Terms of Reference – L01-190-25, technical requirements, functional requirements and the Contract Documents (Refer to Section 4).

The current website is hosted on iCreate, a platform developed by GHD, which will reach end-of-life in June 2026. To ensure uninterrupted access to library services and information, Greater Sudbury Public Library ("GSPL") must transition to a new platform well in advance of this date with an estimated project kick-off meeting taking place in late December or early January. This will ensure continuity of service and modernization and improvement to its digital presence.

2. Background Information

The Greater Sudbury Public Library ("GSPL") serves a diverse and officially bilingual population through a network of 13 branches across the City of Greater Sudbury. The library provides access to a wide range of services, including physical and digital collections, community programming, technology lending, and local history resources. With over 1 million visitors each year, GSPL's website plays a central role in delivering these services, acting as a primary access point for patrons seeking information, resources, and engagement opportunities.

The website operates within a broader digital ecosystem that includes:

- Innovative's Sierra, the library's integrated library system (ILS) which manages patron data and borrowing functions, including holds, item records, bibliographic records and patron records.
- Bibliocommons' BiblioCore, the public-facing catalogue platform (OPAC), which patrons use to search for and interact with library materials.
- Google Analytics, which is used to monitor website traffic and user behaviours and is used to inform service improvements.

As a bilingual municipality, the City of Greater Sudbury requires that all public-facing digital services, including the library website, be fully accessible in both English and French to ensure equitable access to information and services for all residents.

3. Objectives

The primary objectives of this project are to:
- Replace the existing CMS and website with a hosted platform that is modern, scalable and secure.
- Ensure the new platform is built for long-term support and vendor stability, minimizing the risk of early obsolescence.
- Improve usability and user experience across all devices
- Ensure full compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and most up-to-date version of the Web Content Accessibility Guidelines (WCAG) standards
- Enhance content discoverability and navigation
- Streamline content management workflows
- Support future enhancements and digital services

4. Scope of Service

The Service Provider will be responsible for the design, development, and deployment of a new public-facing website and content management system for the Greater Sudbury Public Library which includes the following Scope of Service:

Discovery and Consultation: Engage with library stakeholders to understand user needs, content priorities, and technical constraints.

Design and Development: Create a bilingual (French and English), accessible, and responsive website that reflects GSPL's brand and service values.

Content Management System Implementation: Deploy a CMS that supports content creation and maintenance, with appropriate user permissions and workflows.

Integration Support: Ensure the website is capable of integrating with existing systems and services as outlined in the accompanying functional and technical requirements outlined and/or referenced herein.

Training and Documentation: Provide comprehensive live training sessions for library staff along with user-friendly documentation for ongoing content management and system use. Training sessions should be offered virtually.

Testing and Quality Assurance: Conduct thorough testing to ensure the website meets accessibility, usability, and performance standards.

Launch and Transition: Support the transition from the current platform to the new system, including content migration and go-live readiness.

Post-Launch Support: Offer ongoing technical support and maintenance during the initial post-launch period.

All specific functional and technical requirements are detailed in the accompanying documents.

5. Standards and Compliance

The Service Provider must ensure compliance with the following:
- The Web Content Accessibility Guidelines
- Accessibility for Ontarians with Disabilities Act
- GSLB – Library Technical Requirements (bids & tenders Specifications)

6. Assumptions and Constraints

Project Timeline: The website must be fully completed and launched no later than Q2 2025.

Resource Availability: Internal staffing capacity is limited and may impact timelines for feedback, testing, and content input.

System Dependencies: The project relies on integrations or compatibility with existing systems, including Innovative's Sierra and Bibliocommons' BiblioCore.

Technical Oversight: The City's Information Technology department will provide technical guidance, support, and infrastructure oversight throughout the project lifecycle.

7. Acceptance Criteria

Deliverable Approval: All project deliverables must be reviewed and formally approved by the **GSPL project team**.

Testing Completion: Comprehensive **functional and technical testing** must be successfully completed to confirm that all system requirements are met.

Accessibility & Usability Compliance: The final product must pass **accessibility and usability audits**, meeting established standards (e.g., WCAG 2.1 AA).

Final Sign-Off: The **Project Sponsor** will provide final approval and sign-off upon satisfactory completion of all project requirements.

8. Roles and Responsibilities

8.1 GSPL Project Team

Project Manager/Lead (GSPL) - assigned to serve as the key liaison and coordinator of the GSPL's staff resources and action item delivery in partnership with the proponents' Project Manager/Lead.

Subject Matter Expert(s) (GSPL) - assigned library staff to help in the development of requirements. This role will also assist in the review and approval of requirements delivered by the proponent.

Information Technology Support (GSPL) - assigned IT staff resource(s) to help with inquiries or action items involving City of Greater Sudbury network or accounts use where applicable.

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8.2 Proponent Project Team

Project Manager/Lead (Proponent) - assigned to serve as the key liaison and coordinator of the proponents' staff resources, timelines, and action item delivery in partnership with the GSPL project team.

Analyst(s) (Proponent) - assigned to assist in the gathering of requirements with GSPL's project team.

Developer(s) (Proponent) - assigned to perform the development work for the library's website per the requirements provided by the GSPL project team and the proponents Project Manager/Lead and Analysts.

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