

**CITY OF OAKLAND**  
**AGENDA REPORT**

20060110 11:32

TO: Office of the City Administrator  
ATTN: Deborah Edgerly, City Administrator  
FROM: Oakland Public Library  
DATE: January 10, 2006

**RE: RESOLUTION WAIVING COMPETITIVE BIDDING AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE AN AGREEMENT WITH PC PROFESSIONAL, INC. FOR PURCHASE OF NECESSARY COMPUTER HARDWARE AND SOFTWARE TO UPGRADE THE LIBRARY'S COMPUTER NETWORK IN AN AMOUNT NOT-TO-EXCEED ONE HUNDRED SEVENTY FIVE THOUSAND DOLLARS (\$175,000.00); AND 2) EXECUTE AN AGREEMENT WITH INNOVATIVE INTERFACES, INC. FOR THE PURCHASE AND INSTALLATION OF A NEW INTEGRATED LIBRARY SYSTEM (COMPUTER CATALOG) INCLUDING ALL NECESSARY COMPUTER HARDWARE AND SOFTWARE, FOR AN AMOUNT NOT-TO-EXCEED FOUR HUNDRED TWENTY-FIVE THOUSAND DOLLARS (\$425,000.00) IN ACCORD WITH THE TERMS NEGOTIATED BETWEEN THE PARTIES; AND EXECUTE AN ANNUAL SOFTWARE MAINTENANCE AGREEMENT WITH INNOVATIVE INTERFACES, INC. FOR A FIVE YEAR PERIOD FOR AN AMOUNT NOT-TO-EXCEED THREE HUNDRED THOUSAND DOLLARS (\$300,000.00) IN ACCORD WITH TERMS NEGOTIATED BETWEEN THE PARTIES**

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**SUMMARY**

On June 7, 2005, the Oakland City Council passed Resolution 79285 C.M.S. authorizing the City Administrator to enter into an agreement with Innovative Interfaces Inc. (Innovative), for all work related to the installation of a new Integrated Library System (ILS), including a partnership with PC Professional Inc. of Oakland, a small local business enterprise (SLBE), to provide equipment upgrades for the Library's network required by the new ILS (See Attachment A<sup>1</sup>).

Staff has concluded negotiations with Innovative and is requesting that Council approve the agreement that was negotiated to acquire a new ILS for the City of Oakland. The agreement, while containing substantially the same provisions as a standard City contract, does not include a performance bond. Innovative has never included a performance bond provision in any of its contracts and negotiations were not successful in altering that business practice. The absence of a performance bond is significant. However, staff research indicates that Innovative has never been sued for non-performance in any of the over 5,000 library installation agreements that they

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<sup>1</sup> Attachment A consists of the agenda report dated May 24, 2005, for the original Council action; along with the LBE/SLBE participation report from Contract Compliance, and Resolution No. 79285 C.M.S. authorizing the City Administrator to execute an agreement with Innovative Interfaces for the purchase and installation of a new Integrated Library System.

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have entered into. Consequently, staff believes that the unique benefits of the Innovative ILS to the City of Oakland, when combined with the 36-month interest free payment terms, far out weigh the risk of the absence of a performance bond.

In addition, due to technical, operational, and contractual concerns that arose during negotiations with Innovative, staff believe that it is in the City's best interests to enter into a separate agreement directly with PC Professional, who has been working closely with both Innovative and City staff since City Council authorized the initial project in June 2005, for the required upgrade of the Library's network. Although the new ILS will be the primary system to operate on the Library's upgraded network, the network itself will also serve as the Wide Area Network (WAN) that connects the entire Library system. Since the upgraded network will be used much more broadly than as a platform for the ILS, both Innovative and City staff agreed that it would be more beneficial for the City to have a direct contractual relationship with PC Professional as the provider of the network, rather than to work indirectly through Innovative as the primary contractor to resolve non-ILS related issues and/or to address future network upgrades and expansions.

Therefore, staff is recommending that the City Council authorize the City Administrator to enter into an agreement with Innovative Interfaces Inc. to provide a new Integrated Library System, and to enter into a separate sole-source agreement with PC Professional Inc. of Oakland, to provide equipment that will upgrade the Library's current network required for the new ILS.

### **FISCAL IMPACT**

The 2003-08 Capital Improvement Program approved by City Council as part of the FY 2003-05 budget process included appropriations for the planned computer catalog/ILS and network upgrades to be financed from one-time revenues. However, due to a shortfall in identifying sufficient one-time revenues, the Library identified Measure Q funds to accomplish this critical upgrade project. Therefore, funding for the total three-year computer catalog/ILS software agreement with Innovative (not-to-exceed \$425,000.00) and a network equipment contract with PC Professional (not-to-exceed \$175,000) is available in the FY 2005-07 Adopted Budget in Fund 2240 (Measure Q), Library Financial Services Organization 61121, Minor Computer Hardware and Software Account 52213. Additionally, annual maintenance costs of \$59,400 for a five-year period not-to-exceed \$300,000 maintenance agreement will be included in the Library's ongoing operational budget.

### **Innovative Agreement**

As a result of negotiations with City staff, Innovative has agreed to monthly installment payments over the 36-month term of this agreement, which provides the City with interest free financing.

### **PC Professional Agreement**

Since PC Professional will honor the network upgrade pricing terms that were included in Innovative's winning bid to provide a new ILS to the City, entering into a separate contract with PC Professional will have no fiscal impact.

### **BACKGROUND**

Refer to Attachment A for a full description of the Background detailing the ILS and network upgrades.

The Network Upgrade, to be performed by PC Professional, Inc. calls for two phases:

- PHASE I – Network Upgrade
  - Pre-configure products in a lab environment at PC Professional site, emulating the Library's planned configuration
  - Set up quality of services, load balancing, and networking protocols as per specifications provided by Library
  - Allow Library IT staff to work with PC Professional and manufacturer (Enterasys) staff in the lab to proof and sign off on final solution.
  - Develop a project implementation plan using Visio Designs.
  - Get Library sign-off on implementation plan.
  - Deliver all WAN core equipment and install with Library IT staff at Main Library.
  - Perform on-site testing of WAN core equipment to confirm that all is ready for cut-over.
  - Working with Library IT staff, install edge routers at the remote locations and test connectivity to the Main Library core.
  
- PHASE II – Network Upgrade
  - Assist Library IT staff in conversion to DHCP from static public addresses on client PCs. Provide a script to migrate the clients as well as to remap network printers once they are given their new static IP addresses.
  - Install switches at the remote locations.
  - Test and get final Library sign-off on project.

Please refer to Attachment A for details regarding the new computer catalog/ILS system.

### **Network & Computer Catalog Upgrade Planning**

In 2002, the Library began planning for both an upgrade of its Integrated Library System (ILS), commonly known as the computer catalog, and an upgrade of its network. The computer catalog/ILS was reaching its end-of-life and with no vendor support after 2004. The current computer catalog/ILS, Dynix, which the Library uses for its patron records, circulation, cataloging, acquisitions and public web catalog functions, is a first generation, "Classic" system that is text-based. It does not integrate graphical Web-based, digital collections and the relational database systems that operate for the public much more like graphical systems they are

familiar with, such as Google and Amazon.com, and allow greater efficiencies in many staff functions.

The computer network, the backbone of the computer catalog/ILS, and the system that operates the Library's Intranet, Internet access, email, and at the Main Library, staff access to the City's Oracle and financial systems, has become overtaxed with the growth in public and staff computer demand. Over the last 4 years, the Library has doubled the number of computers available for the public; staff computers have increased by 30%. All of this computer use requires sufficient bandwidth and updated equipment in order to meet increased system demands. The network has not been sufficiently updated in 10 years and at certain times of the day, slows to a crawl due to the volume of use and the insufficient capacity and equipment to operate during these peak periods. The City and Library recently have been inundated with complaints from patrons frustrated with the slowness of the network. The upgrade will provide sufficient bandwidth and allow for growth of use and introduce the City's fiber network into the Library. See Attachment A for more background.

As these two needed upgrades are so intertwined, the Library included them in one RFP and selected Innovative Interfaces, Inc. and PC Professional as the vendors in one package. During negotiations it became evident that Innovative Interfaces, Inc. would not assume "prime contractor" liability for PC Professional's work which could significantly hinder the City's ability to enforce rights and remedies against either Innovative or PC. To expedite the project and to establish a direct contractual relationship with PC Professional, we are now contracting separately with each vendor. The network upgrade delivered by PC Professional must be done before any further upgrades can be implemented.

#### **Request For Proposal Process**

See Attachment A for Background on this item.

#### **Funding**

See Attachment A for Background on this item.

#### **KEY ISSUES AND IMPACTS**

When Library staff received authorization in June 2005 to negotiate and execute an agreement with Innovative, the report stated that the network upgrade and computer catalog/ILS installation would be completed by the first quarter of 2006. At this time, the best that the Library can predict is that the network upgrade and ILS implementation will be completed by fall 2006.

Since time is of the essence, and in order to address major operational issues with the network, staff is recommending that City Council waive bidding requirements for the network upgrade and permit staff to continue the planning and implementation of the network upgrade that has begun with PC Professional, Inc.

Immediately after the City Council June 7, 2005 authorization to proceed with Innovative, staff and Innovative established a relationship with PC Professional Inc. regarding advance planning, configuration specifications and protocols, implementation preparation, set-up and testing and timelines. As a result of those discussions, PC Professional has an in-depth knowledge of the Library's network. Should we not proceed immediately with PC Professional, we will seriously delay the network upgrade and continue to create a hardship on the ability of patrons and staff to conduct their work.

Contract negotiations with Innovative began with a Library Technology consultant and the Library evaluation team, both described in Attachment A under the RFP process. Negotiations have continued with city staff (Library, ITD, and City Attorney's Office) and Innovative representatives. During negotiations subsequent to City Council authorization, the City engaged in direct negotiations with PC Professional to expedite commencement of their phase of the network upgrade and to establish a direct contractual relationship. PC Professional Inc. is the small local business enterprise (SLBE) that was identified to perform this work under Innovative's original proposal. Innovative has no issue with the City contracting directly with PC Professional. A separate agreement with PC Professional has been prepared for purchase of the necessary equipment and services to perform the network upgrade and a resolution to that effect is part of this document. PC Professional will honor the network upgrade pricing terms that were included in Innovative's winning bid to provide a new ILS to the City.

### **Network Upgrade**

The network is the backbone of the Library's technology infrastructure. The computer catalog/ILS, is but one of many applications and processes on the network.

Currently, the Library branches are connected to the Main Library via frame relay for data services. With more and more equipment and services being offered over the network, including the move towards a client-server computer catalog/Integrated Library System, the demands on the network will increase. The Library also needs to increase its bandwidth. Current plans include replacing the Library's single T1 connection to the Internet with a much more robust fiber connection.

In addition to allowing the Library to migrate to a new Innovative Interfaces computer catalog/ILS and its many benefits to patrons, the Network Upgrade will allow the Library to:

- Replace the Wide Area Network (WAN) that services the Library branches. The current Livingston Portmaster routers are no longer supported. A failure of the library's host WAN router makes the Library especially vulnerable, as the library branches would lose their connections to both Dynix (computer catalog) and the Internet. In the process of the WAN upgrade, the Library will deploy a firewall to better secure the Library's systems, switch to a more cost-effective point-to-point network, and increase Internet bandwidth.
- Perform a security audit of the Library's network.

- Improve the helpdesk troubleshooting database, possibly by purchasing a license for the system used by the City of Oakland's Information Technology Division help desk.
- Implement self-check solutions at branch and Main locations.
- Provide USB thumb-drive access to patrons as an alternative to floppy disks
- Complete deployment of the Telus computer booking and timeout software to all branch locations.
- Provide wireless Internet to patrons with enabled laptops. The Library's wireless Local Area Networks are currently using fixed IP addresses and without the network upgrade, the wireless access cannot be extended to patrons' laptops.
- Implement Voice over Internet Protocol (VOIP) as part of a Citywide project.

In the future, with the network upgrade, the Oakland Public Library will be able to:

- Ensure that all public meeting rooms in all library locations are cabled for Internet access. Other internal connections will also be required as the Library spaces are reconfigured to meet future needs.
- Install a file server for library staff.
- Consider videoconferencing at the library.
- Adopt new adaptive technologies. We are already doing well in this area, but we could always do better.
- We plan to replace all of our network equipment with Enterasys equipment that meets the City of Oakland's standards and to add a firewall. Funding for this has been identified and is in place, and the project is scheduled for completion during the 2005-06 fiscal year.

Staff recommends that City Council waive bid requirements and permit city staff to continue work with PC Professional in order to keep the project moving forward.

### **Computer Catalog/Integrated Library System**

The current "Classic" Dynix computer catalog/ILS that the Oakland Public Library uses for staff and the public is over 16 years old and is a text-based system. Dynix no longer supports the system and requires that its customers migrate to a new generation system. After the evaluation of all proposals and demonstrations by the Dynix and Innovative systems, Innovative Interfaces, Inc., an internationally known library automation vendor, was selected to provide the services needed by the staff and patrons of the Oakland Public Library.

Negotiations with Innovative have included substantive language changes and compromises as well as formatting changes that include schedules and exhibits required under City contracts. Provisions that are included in the Agreement with Innovative include:

- Statement of Work (under review)
- Testing and Acceptance

- Mandatory schedules
- Contract term
- Services to be provided
- Subcontractor responsibility
- Right to setoff
- Representations and Warranties
- Change Order Process
- Default and Termination
- Insurance Indemnification
- Limitation of Liability
- Liquidated Damages
- Escrow Agreement
- Right to Audit
- Termination for Non-Appropriation, Insolvency
- Dispute Resolution
- City Contract Compliance Provisions

The Oakland Public Library has completed contract negotiations with Innovative for the acquisition of a new Integrated Library System as authorized by Council in Resolution 79285 C.M.S. Although Innovative has made significant concessions by deviating from its usual contract provisions in agreeing to the City's terms for Statement of Work, Right to Setoff, Indemnification, Limitation of Liability and Liquidated Damages, they will not agree to a performance bond. Staff has made repeated attempts to reconcile this issue with Innovative. Innovative has responded that they have never included a performance bond provision in any of their previous contracts, and they are unwilling to begin doing so at this time. As indicated earlier, Innovative has over 5,000 library installations and has never been sued for non-performance.

As well, although the agreement with Innovative contains a provision regarding the Escrow Agreement, it is not the City's standard provision. Staff believes the escrow agreement in the contract, when taken into consideration with the entire package and Innovative's reputation among ILS vendors, contains sufficient protection for the City.

Library staff is fully sensitive that these (performance bond, escrow) are significant provisions in the City's agreements. However, we believe that many of the concessions that have been accepted by Innovative and make up this total package, including the payment schedule which provides some protection in the case of non-performance, far outweigh the risk to the City associated with not including all requirements.

The project is consistent with the following Mayoral and City Council goals: #2) Develop a Sustainable City; #3) Improve Oakland Neighborhoods; #4) Ensure that All Oakland Youth and Seniors Have the Opportunity to Be Successful.

## **SUSTAINABLE OPPORTUNITIES**

**Economic:** PC Professional, Inc., a small local business enterprise (SLBE) meets the City and Redevelopment Agency Local Business Enterprise Program (LBE/SLBE) requirements, as documented by the Contract Compliance Division. Innovative Interfaces, Inc. is an Emeryville-based company with many Oakland employees.

**Environmental:** There are no direct environmental opportunities.

**Social Equity:** Both the network upgrade and the new Integrated Library System will provide new opportunities to improve the quality of life for all Oakland residents. The new computer catalog/ILS integrates graphical systems that make it easy for novice users and the Library will have staff, volunteers and training available to assist the public in learning the new system. The system affords residents the ability to perform one “mega-search,” that will bring together books, other collections including electronic books, relevant databases, and pertinent websites, all within one search. With the Link+ capability, patrons will seamlessly search for an item, and if not available within the OPL system, the search will move beyond into other library systems and will permit patrons to request the item and have it delivered within 2-3 days to their neighborhood branch.

## **DISABILITY AND SENIOR CITIZEN ACCESS**

The new Integrated Library System is compliant with the World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines that ensure ADA accessibility and do not require any special browser plug-ins.

## **RECOMMENDATION(S) AND RATIONALE**

Staff recommends Council approval of the resolution waiving competitive bidding and authorizing the City Administrator, or her designee, to execute an agreement with PC Professional, Inc. for purchase of necessary computer hardware and software to upgrade the Library’s computer network in an amount not-to-exceed one hundred seventy five thousand dollars (\$175,000.00). Based on the authorization provided under Council Resolution 79285 C.M.S., both City and Innovative staff have been working with PC Professional to plan the upgrade of the Library’s computer network and implementation of the ILS. A new bid process will delay implementation of a new computer catalog by several months.

Staff also recommends Council approval of the resolution authorizing the City Administrator, or her designee, to execute an agreement with Innovative Interfaces, Inc. for the purchase and installation of a new integrated library system (computer catalog) including all necessary computer hardware and software, for an amount not-to-exceed four hundred twenty-five thousand dollars (\$425,000.00) in accord with the terms negotiated between the parties; and execute an annual software maintenance agreement with Innovative Interfaces, Inc. for a five year period for an amount not-to-exceed three hundred thousand dollars (\$300,000.00) in accord



with terms negotiated between the parties. A new computer catalog is essential to provide Library patrons unfettered access to all Library resources.

**ACTION REQUESTED OF THE CITY COUNCIL**

Staff recommends that the City Council approve the resolutions.

Respectfully submitted,

Carmen Martínez  
Library Director

Prepared by:

Gerard Garzón  
Deputy Director

Gene B. Tom  
Chief Financial Officer

APPROVED AND FORWARDED TO  
THE LIFE ENRICHMENT COMMITTEE

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OFFICE OF THE CITY ADMINISTRATOR

Attachment A

ATTACHMENT A

**CITY OF OAKLAND  
AGENDA REPORT**

OFFICE OF THE CITY CLERK  
OAKLAND

2005 MAY 11 PM 12: 33

TO: Office of the City Administrator  
ATTN: Deborah Edgerly, City Administrator  
FROM: Oakland Public Library  
DATE: May 24, 2005

**RE: RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR, OR HER DESIGNEE, TO 1) EXECUTE AN AGREEMENT WITH INNOVATIVE INTERFACES, INC. FOR THE PURCHASE AND INSTALLATION OF A NEW INTEGRATED LIBRARY SYSTEM (COMPUTER CATALOG) INCLUDING ALL NECESSARY COMPUTER HARDWARE, SOFTWARE AND TELECOMMUNICATION EQUIPMENT, FOR A TOTAL CONTRACT AMOUNT NOT TO EXCEED SIX HUNDRED THOUSAND DOLLARS (\$600,000) FOR THE THREE YEAR PERIOD OF JULY 1, 2005 THROUGH JUNE 30, 2008; AND 2) EXECUTE AN ANNUAL SOFTWARE MAINTENANCE AGREEMENT WITH INNOVATIVE INTERFACES INC. FOR A FIVE YEAR PERIOD WITHOUT RETURNING TO COUNCIL FOR A TOTAL MAINTENANCE AGREEMENT AMOUNT NOT TO EXCEED THREE HUNDRED THOUSAND DOLLARS (\$300,000)**

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**SUMMARY**

A resolution has been prepared authorizing the City Administrator, or her designee, to enter into an agreement with Innovative Interfaces, Inc., an East Bay area and internationally recognized library automation vendor, for the purchase and installation of a new Integrated Library System (ILS, commonly known as the computer catalog and hereafter referred to as computer catalog/ILS) and all necessary computer hardware, software and telecommunications equipment. The agreement is for a total contract amount not to exceed \$600,000 for three years. Additionally, the resolution authorizes the City Administrator to enter into an annual maintenance agreement with Innovative Interfaces, Inc. at \$59,000 annually over five years, for a total agreement amount not to exceed \$300,000. All costs associated with the purchase agreement and software maintenance agreement are to be paid through Measure Q funding. The Contract Compliance Division of the City Administrator's Office has confirmed that Innovative Interfaces' LBE/SLBE participation is at 33% (Attachment A).

After a lengthy RFP process that began in August 2004 and has proceeded through evaluations and vendor demonstrations, Innovative Interfaces, Inc. located in Emeryville is the successful vendor.

In 2002, the Library began planning for an upgrade of its computer catalog/ILS and its network. The network connects the 15 branches, AAMLO, Second Start and the Main Library for Internet access services and access to the Library's computer catalog/ILS. This planning effort was prompted by two factors: the computer catalog/ILS is a "classic" text-based system and was reaching its end-of-life and would no longer be supported by its vendor after 2004; and the network and its equipment had not been upgraded in more than 10 years and was woefully inadequate to handle the growth in network use. This latter factor was also preventing the Library's network from being fully integrated into the City's network because of security issues. The result of both of these factors was a current

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computer catalog/ILS that did not and could not ever provide enhanced Web-based services to the public (e.g., payment online, increased borrowing from other library systems, an "Amazon.com" type look, with book-jacket covers, reviews, e-book downloads, etc.) and a network increasingly breaking down and needing patching, overloaded and slowing to the point that afternoon heavy use of the network could sometimes have staff and public waiting long periods for pages to load and staff functions to operate.

As part of its planning, the Library requested Capital Improvement Program (CIP) funding for the computer catalog/ILS and network upgrades for FY 2003-05. In the City of Oakland's 2003-08 Five Year Capital Improvement Program (CIP) and as part of the City's FY 2003-05 approved budget, the Oakland Public Library was appropriated funds for a number of technology improvements over the two-year period. Included was a \$500,000 FY 2004-2005 appropriation to purchase a new computer catalog/ILS. Additionally, the Library was also appropriated \$175,000 to upgrade its network. However, due to a shortfall in city CIP funding, the Library has identified other funding options through Measure Q funds. Measure Q funds are provided through a voter-approved parcel tax passed in March 2004 that, among several items that it funds, included funding for technology upgrades and enhancements.

This resolution regarding the purchase and maintenance agreements with Innovative Interfaces, Inc. authorizes the Library to proceed with necessary and planned technology improvements – upgrades to the computer catalog/ILS and network – that will greatly enhance services to the public and allow workflow efficiencies and new technology advances for staff as well as continued maintenance of the system. The current timeframe for implementation of the upgrades anticipates the new computer catalog/ILS available for the public by the first quarter of 2006. The Library anticipates no disruption of service, as both current and new systems will be running concurrently until the cutover to the new Innovative Interfaces system. By the time the Library fully converts to the new system, the new computer catalog/ILS will have been thoroughly tested and the staff trained on system use.

#### **FISCAL IMPACT**

The 2003-08 Capital Improvement Program approved by City Council as part of the FY 2003-05 budget process included appropriations for the planned computer catalog/ILS and network upgrades to be financed from one-time revenues. However, due to a shortfall in identifying sufficient one-time revenues, the Library identified Measure Q funds to accomplish this critical upgrade project. Therefore, funding for the total three-year computer catalog/ILS software and hardware contract (not-to-exceed \$600,000) will be available as part of the FY 2005-07 budget in Fund 2240 (Measure Q), Organization 61121, Account 55213. Additionally, annual maintenance costs of \$59,000 (currently \$47,000 annually for the existing system) for a five-year period not-to-exceed \$300,000 maintenance agreement will be included in the Library's ongoing operational budget.

#### **BACKGROUND**

##### **Network & Computer Catalog Upgrade Planning**

In 2002, the Library began planning for an upgrade of its Integrated Library System (ILS), commonly known as the computer catalog, and an upgrade of its network. The computer catalog/ILS was reaching its end-of-life and would no longer be supported by the vendor after 2004. The current

computer catalog/ILS, Dynix, which the Library uses for its circulation, cataloging, acquisitions and public web catalog functions, is a first generation, "Classic" system that is text-based. It does not integrate graphical Web-based, digital collections and the relational database systems that operate for the public much more like graphical systems they are familiar with, such as Google and Amazon.com, and allow greater efficiencies in many staff functions.

The computer network, the backbone of the computer catalog/ILS, and the system that operates the Library's Intranet, Internet access, email, and at the Main Library, staff access to the City's Oracle and financial systems, has been overtaxed with the growth in public and staff computer demand. Over the last 4 years, the Library has doubled the number of computers available for the public; staff computers have increased by 30%. All of this computer use requires sufficient bandwidth and updated equipment in order to meet increased system demands. The network has not been sufficiently updated in 10 years and at certain times of the day, slows to a crawl due to the volume of use and the insufficient capacity and equipment to operate during these peak periods. The upgrade will introduce the City's fiber network into the Library and allow for the purchase of new equipment that meets the City's network specifications.

The Dynix computer catalog/ILS was first installed in the Oakland Public Library in 1989; in 2004, the company vendor officially stopped supporting this "Classic" system. In order to complete the computer catalog/ILS upgrade, it is necessary to upgrade the Library's network that connects the 15 branches, AAMLO, Second Start and the Main Library for services such as Internet access and access to the Library's automation system and for the ability to fully connect with the City's network and later, convert to voice-over-Internet Protocol (VoIP).

#### Funding

The 2003-08 Capital Improvement Program approved by City Council as part of the FY 2003-05 budget process, provided funding for a number of projects to be financed from one-time revenues. All projects identified for funding from one-time revenues were included in the CIP plan as funded by the "Multipurpose Reserve" fund.

The two technology projects that are included as part of this report – the Integrated Library System and the Network Upgrade – were funded as part of the one-time revenue fund, "Multipurpose Reserve." Due to a shortfall in identifying sufficient one-time revenues, the Library later identified Measure Q funds in order to accomplish this critical upgrade project. The Measure Q ordinance includes language that promised Oakland residents information technology upgrades and enhancements. Therefore, no City CIP funds will be used for this project. Innovative Interfaces, Inc. has offered the Library a payment schedule for the computer catalog software and hardware with interest-free financing over 36-months. The total contract over three years is in an amount not to exceed \$600,000. Payments are to be made July 1, 2005 through June 30, 2008.

The current network and computer catalog/ILS have annual budgetary maintenance costs (approximately \$47,000) and are funded in the Library's operational budget. The first year of the new computer catalog/ILS annual maintenance is a free period provided by Innovative Interfaces, Inc. The maintenance costs thereafter are approximately \$59,000 annually and are included in the Library's ongoing operational budget. The total maintenance agreement over five years is in an amount not to exceed \$300,000.

As with the Library's current ILS vendor, the Library will enter into a software maintenance agreement with Innovative Interfaces that provides the vendor with access to the system to correct bugs and carry out modifications to maintain the system. As part of the maintenance agreement, Innovative provides the Library with new releases of the software modules and provides services 24 hours a day, 7 days a week.

All technology improvements originally planned with CIP funding are proceeding with Measure Q funds.

### **Request For Proposal Process**

The Oakland Public Library, working with Contract Compliance, issued a Request for Proposal (RFP) in August 2004 to select an automation firm for the purchase, installation and maintenance of a new Integrated Library System for the City of Oakland, Oakland Public Library. Additionally, the Library contracted with an automation consultant firm (RMG Consultants, Inc.) to assist the Oakland Public Library in the evaluation of the proposals and related services and in the selection of the top vendor. As well, RMG Consultants, a nationally known firm that has consulted with hundreds of libraries in evaluating every major library automation product and service, assisted with the successful contract negotiation with Innovative Interfaces, Inc.

The RFP for a new computer catalog/ILS required the new system to include the network upgrade and software to support:

- Acquisitions and fund accounting and be compatible with the City's Oracle ERP Financial application
- Cataloging and authority control
- Circulation and inventory control
- Community information and referral
- Local newspaper indexing
- A greatly enhanced online public access catalog that introduces online holds, patron registration, fee payment, wireless accessibility, email notification, etc.
- Patron borrowing from other library systems with 2-3 day delivery (Link+)
- Serials and standing orders management
- Standards-based interfaces with a variety of external electronic services and information resources and
- User authentication for access to external systems and databases.

In addition to the software listed above, the Library, as part of the computer catalog/ILS RFP, requested assistance with a comprehensive training program and implementation.

In September 2004, the Library received five proposals. The Library established an Evaluation Team that included staff with expertise in all functional areas. As well, the proposals were reviewed by the City of Oakland ITD staff for Oracle interface capability. After an extensive evaluation of all proposals by the Evaluation Team and RMG Consultants, two vendors were selected to continue in the process - two-day demonstrations for each vendor at the Main Library. After a lengthy evaluation process by the Evaluation Team and public members that looked at system functionality, and an evaluation by Library Administration based on company stability, system installations,

increased resource sharing capability and business references with installed libraries, Innovative Interfaces, Inc. was the top vendor selected for recommendation to City Council.

Innovative Interfaces' LBE/SLBE participation is at 33%. The Contract Compliance Division of the City Administrator's Office has verified the information for each firm as shown on Attachment A.

### KEY ISSUES AND IMPACTS

The current "Classic" Dynix computer catalog/ILS that the Oakland Public Library is using for staff and public is over 16 years old and is a text-based system. Dynix no longer supports the system and requires that its customers migrate to a new generation system. After the evaluation of all proposals and demonstrations by the Dynix and Innovative systems, Innovative Interfaces, Inc., an internationally known library automation vendor, has been selected to provide the services needed by the staff and patrons of the Oakland Public Library. In addition to a graphical system that patrons will be familiar with and that emulates Google-type searches and Amazon.com features, other services include:

- A client-server architecture that utilizes a web-based computing model
- Java-based clients that utilize push technology and allow individual workstations to update themselves with new releases
- A system that is graphical, easy to use, accessible from standard Web browsers
- A system that allows patrons to pay fees online and perform online registration
- A system that interfaces with Oracle 9i or higher
- A system that seamlessly allows patrons to borrow materials from many of the neighboring Innovative city and county libraries and receive those items at their own library within 2-3 days. This function is known as **Link+** in the Bay area.

Last year, Innovative Interfaces had the highest number of new customers, installed in over 3,000 public libraries and with a 99% retention installation rate. Some of the new customers include former Dynix customers: San Jose Public Library, King County Library System in Washington (two of the highest circulating libraries in the country), Multnomah Public Library in Oregon and Peninsula Library System, across the bay. Other new libraries in Innovative include San Francisco Public Library, San Diego County Library, San Antonio Public Library and Brooklyn Public Library.

As indicated above, a highly desirable function in any new computer catalog/ILS that was being considered was that it includes **Link +**, as a service for Oakland residents. This function is found in the Innovative system, enabling the Library to offer the advantages that participation in cooperatives and consortia brings to staff and the public.

As libraries, both public and academic, see their respective collection budgets stretched, it will become more important that Oakland belong to consortia that allow its patrons to easily and transparently share resources. Many of Oakland's library neighbors, including Berkeley, Alameda County, Hayward, Livermore, Pleasanton, San Jose, Santa Clara City, soon-to-be San Francisco and later, Peninsula Library System, are or will be participants in this growing resource sharing group –

**Link+** – that provides seamless, efficient and quick borrowing for their patrons across all of the libraries. There are also many academic libraries throughout the State that allow borrowing as well. What this means for Oakland's patrons is:

1. Access to a much larger collection than Oakland Public Library can ever hope to offer on its own; and
2. To our patrons, a catalog that opens up a vast array of choices that gives them the option to place a hold, go and pick-up if they want or have it delivered to their local branch within 2-3 days.

The current timeframe for implementation of the upgrades anticipates the new computer catalog/ILS available for public use by the first quarter of 2006. The Library anticipates no disruption of service, as both current and new systems will be running concurrently until the cutover to the new Innovative Interfaces system. By the time the Library fully converts to the new system, the new computer catalog/ILS will have been thoroughly tested and staff trained on system use. The Library plans to have staff and volunteers available to assist patrons once the new system comes up "live" for the public.

The project is consistent with the following Mayoral and City Council goals: #2) Develop a Sustainable City; #3) Improve Oakland Neighborhoods; #4) Ensure that All Oakland Youth and Seniors Have the Opportunity to Be Successful.

### **SUSTAINABLE OPPORTUNITIES**

**Economic:** Innovative Interfaces, Inc. and its team of sub consultants meet the City and Redevelopment Agency's Local Business Enterprise Programs (LBE/SLBE) requirements, as documented (Attachment A) by the Contract Compliance Division at 33%. The vendor's team includes local and small local business enterprises, which will provide job opportunities for Oakland's residents. As well, Innovative Interfaces, Inc. is an Emeryville-based company with many Oakland employees.

**Environmental:** There are no direct environmental opportunities.

**Social Equity:** The new Integrated Library System will provide new opportunities to improve the quality of life for all Oakland residents. As well, it integrates graphical systems that make it easy for novice users and the Library will have staff, volunteers and training available to assist the public in learning the new system. The system affords residents the ability to perform one "mega-search," that will bring together books, other collections including electronic books, relevant databases, and pertinent websites, all within one search. As well, with the Link+ capability, patrons will seamlessly search for an item, and if not available within the OPL system, the search will move beyond into other library systems and will permit patrons to request the item and have it delivered within 2-3 days to their neighborhood branch.

**DISABILITY AND SENIOR CITIZEN ACCESS**

The new Integrated Library System is compliant with the World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines that ensures ADA accessibility and does not require any special browser plug-ins.

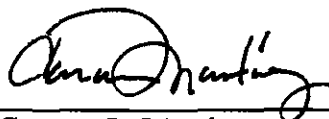
**RECOMMENDATION(S) AND RATIONALE**

It is recommended that the resolution be approved authorizing the City Administrator, or her designee, to 1) execute an agreement with Innovative Interfaces, Inc. for the purchase and installation of a new Integrated Library System (Computer Catalog) including all necessary computer hardware, software and telecommunication equipment, for a total contract amount not to exceed six hundred thousand dollars (\$600,000) for the three year period of July 1, 2005 through June 30, 2008; and 2) execute an annual software maintenance agreement with Innovative Interfaces Inc., for a five year period without returning to Council for a total maintenance agreement amount not to exceed three hundred thousand dollars (\$300,000).

**ACTION REQUESTED OF THE CITY COUNCIL**

Staff recommends that the City Council approve the resolution.

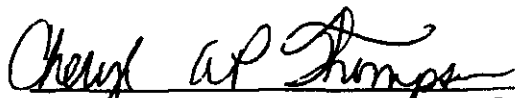
Respectfully submitted,



Carmen L. Martínez  
Library Director

Prepared by:  
Gerard G. Garzón  
Director, Main Division & Technology Services

APPROVED AND FORWARDED TO THE  
LIFE ENRICHMENT COMMITTEE



OFFICE OF THE CITY ADMINISTRATOR

Attachment A

Life Enrichment Committee  
May 24, 2005





ATTACHMENT A

**OFFICE OF THE CITY ADMINISTRATOR**  
 Contract Compliance & Employment Services Division

# Memo

**TO:** Rosalia Romo  
**THROUGH:** Deborah Barnes, CC&ES Manager *Deborah Barnes*  
**FROM:** Vivian Inman, Contract Compliance Officer  
**CC:** Contract Compliance Officer File  
**DATE:** May 10, 2005

**RE:** Purchase & Installation of a New Integrated Library System (New Catalog System)

Contract Compliance & Employment Service reviewed five (5) proposals received in response to the above referenced project. Below is the outcome of our compliance evaluation for the twenty percent (20%) minimum participation requirement and a preliminary review for compliance with the Equal Benefits Ordinance.

The local/small local compliance findings are as follows (in alphabetical order):

Company Name	Bid Amount (if applicable)	Proposed Participation				Preferences		Banked Credits Eligibility	EBO Compliant ? Y/N
		Total	LBE	SLBE	Trucking	Preference Points	Adjusted Bid Amount		
Dynix Corporation	NA	45.00%	0.00%	45.00%	NA	4	NA	0	N
Innovative Interfaces	NA	33.00%	0.00%	33.00%	NA	3	NA	0	Y
Sirsi	NA	0.00%	0.00%	0.00%	NA	0	NA	0	N
The Library Corporation	NA	0.00%	0.00%	0.00%	NA	0	NA	0	N
VTLS, Inc.	NA	0.00%	0.00%	0.00%	NA	0	NA	0	N

As noted above, Dynix Corporation and Innovative Interfaces both exceeded the 20% L/SLBE requirement.

Sirsi, The Library Corporation and VTLS did not meet the minimum requirements. Sirsi and The Library Corporation did not submit a Project Consultant Team Listing (Schedule E). VTL, Inc. did submit a Project Consultant Team Listing but did not list percentages or sub-consultants.

Firms that are not in compliance with the EBO will be required to come into compliance.

Should you have any questions please feel free to contact me at 238-6261.

# LBE/SLBE Participation Dynix Corporation

**Project Name:** For the Purchase & Installation of a New Integrated Library System (New Catalog System)

Project No.:		Engineers Estimate:									
Discipline	Prime & Subs	Location	Cert. Status	LBE %	SLBE %	TOTAL LBE/SLBE	TOTAL PERCENTAGE	TOTAL DOLLARS	For Tracking		
									Ethn.	MBE	
PRIME Network Services	Dynix Corporation PC Professional, Inc.	Utah	UB					\$202,775.00	NL		
		Oakland	CB			45.00%	45.00%	\$167,310.00	C		
<b>Project Totals</b>				0.00%	0.00%	45.00%	100.00%	\$370,085.00		0.00%	
<b>Requirements:</b> The 20% requirements is a combination of 10% LBE and 10% SLBE participation. An SLBE firm can be counted 100% towards achieving 20% requirements. LBE firms can only be counted up to 10% of the total contract amount.				<b>LBE 10%</b>	<b>SLBE 10%</b>	<b>TOTAL LBE/SLBE 20%</b>			<b>Ethnicity</b> AA = African American A = Asian C = Caucasian H = Hispanic NA = Native American O = Other NL = Not Listed		
firms can only be counted up to 10% of the total contract amount.								<b>UB = Uncertified Business</b> <b>CB = Certified Business</b> <b>MBE = Minority Business Enterprise</b> <b>WBE = Women Business Enterprise</b>			
<b>Total LBE/SLBE = All Certified Local and Small Local Businesses</b> <b>NPLBE = NonProfit Local Business Enterprise</b> <b>NPSLBE = NonProfit Small Local Business Enterprise</b>											

## LBE/SLBE Participation Innovative Interfaces, Inc.

**Project Name:** For the Purchase & Installation of a New Integrated Library System (New Catalog System)

Project No.:		Engineers Estimate:							For Tracking Only			
Discipline	Prime & Subs	Location	Cert. Status	LBE %	SLBE %	TOTAL LBE/SLBE	TOTAL PERCENTAGE	TOTAL DOLLARS	Ethn.	MBE	WBE	
PRIME Network Services	Innovative Interfaces PC Professional, Inc.	Emeryville Oakland	UB CB			33.00%	67.00%	\$316,060.00	NL			
									C			
<b>Project Totals</b>				0.00%	0.00%	33.00%	100.00%	\$469,908.65		0.00%	0.00%	
<b>Requirements:</b> The 20% requirements is a combination of 10% LBE and 10% SLBE participation. An SLBE firm can be counted 100% towards achieving 20% requirements. LBE firms can only be counted up to 10% of the total contract amount.				<b>LBE 10%</b>	<b>SLBE 10%</b>	<b>TOTAL LBE/SLBE 20%</b>			<b>Ethnicity</b> AA = African American A = Asian C = Caucasian H = Hispanic NA = Native American O = Other NL = Not Listed			
<b>Legend</b> LBE = Local Business Enterprise SLBE = Small Local Business Enterprise Total LBE/SLBE = All Certified Local and Small Local Businesses NPLBE = NonProfit Local Business Enterprise NPSLBE = NonProfit Small Local Business Enterprise				UB = Uncertified Business CB = Certified Business MBE = Minority Business Enterprise WBE = Women Business Enterprise								

## LBE/SLBE Participation Sirsi

**Project Name:** For the Purchase & Installation of a New Integrated Library System (New Catalog System)

Project No.:		Engineers Estimate:							For Tracking Only			
Discipline	Prime & Subs	Location	Cert. Status	LBE %	SLBE %	TOTAL LBE/SLBE	TOTAL PERCENTAGE	TOTAL DOLLARS	Ethn.	MBE	WBE	
PRIME	Sirsi	Huntsville	UB							X		
<b>Project Totals</b>				0.00%	0.00%	0.00%	0.00%	\$0.00		0.00%	0.00%	
<b>Requirements:</b> The 20% requirements is a combination of 10% LBE and 10% SLBE participation. An SLBE firm can be counted 100% towards achieving 20% requirements. LBE firms can only be counted up to 10% of the total contract amount.				<b>LBE 10%</b>	<b>SLBE 10%</b>	<b>TOTAL LBE/SLBE 20%</b>			<b>Ethnicity</b> AA = African American A = Asian C = Caucasian H = Hispanic NA = Native American O = Other NL = Not Listed			
requirements. LBE firms can only be counted up to 10% of the total contract amount.								<b>UB = Uncertified Business</b> <b>CB = Certified Business</b> <b>MBE = Minority Business Enterprise</b> <b>WBE = Women Business Enterprise</b>				
<b>Total LBE/SLBE = All Certified Local and Small Local Businesses</b> <b>NPLBE = NonProfit Local Business Enterprise</b> <b>NPSLBE = NonProfit Small Local Business Enterprise</b>												

## LBE/SLBE Participation The Library Corporation

**Project Name:** For the Purchase & Installation of a New Integrated Library System (New Catalog System)

Project No.:		Engineers Estimate:									
Discipline	Prime & Subs	Location	Cert. Status	LBE %	SLBE %	TOTAL LBE/SLBE	TOTAL PERCENTAGE	TOTAL DOLLARS	For Tracking Only		
									Ethn.	MBE	WBE
PRIME	The Library Corporation	Unknown	UB						NL		
<b>Project Totals</b>				0.00%	0.00%	0.00%	0.00%	\$0.00		0.00%	0.00%
<b>Requirements:</b> The 20% requirements is a combination of 10% LBE and 10% SLBE participation. An SLBE firm can be counted 100% towards achieving 20% requirements. LBE firms can only be counted up to 10% of the total contract amount.				<b>LBE 10%</b>	<b>SLBE 10%</b>	<b>TOTAL LBE/SLBE 20%</b>	<b>Ethnicity</b> AA = African American A = Asian C = Caucasian H = Hispanic NA = Native American O = Other NL = Not Listed				
requirements. LBE firms can only be counted up to 10% of the total contract amount.				UB = Uncertified Business CB = Certified Business MBE = Minority Business Enterprise WBE = Women Business Enterprise							
Total LBE/SLBE = All Certified Local and Small Local Businesses NPLBE = NonProfit Local Business Enterprise NPSLBE = NonProfit Small Local Business Enterprise											

## LBE/SLBE Participation VTLS, Inc.

**Project Name:** For the Purchase & Installation of a New Integrated Library System (New Catalog System)

Project No.:		Engineers Estimate:										
Discipline	Prime & Subs	Location	Cert. Status	LBE %	SLBE %	TOTAL LBE/SLBE	TOTAL PERCENTAGE	TOTAL DOLLARS	For Tracking Only			
									Ethn.	MBE	WBE	
PRIME	VTLS, Inc.	Blacksburg	UB						NL			
<b>Project Totals</b>				0.00%	0.00%	0.00%	0.00%	\$0.00		0.00%	0.00%	
<b>Requirements:</b> The 20% requirements is a combination of 10% LBE and 10% SLBE participation. An SLBE firm can be counted 100% towards achieving 20% requirements. LBE firms can only be counted up to 10% of the total contract amount.  requirements. LBE firms can only be counted up to 10% of the total contract amount.				<b>LBE 10%</b>	<b>SLBE 10%</b>	<b>TOTAL LBE/SLBE 20%</b>			<b>Ethnicity</b> AA = African American A = Asian C = Caucasian H = Hispanic NA = Native American O = Other NL = Not Listed			
Total LBE/SLBE = All Certified Local and Small Local Businesses NPLBE = NonProfit Local Business Enterprise NPSLBE = NonProfit Small Local Business Enterprise				UB = Uncertified Business CB = Certified Business MBE = Minority Business Enterprise WBE = Women Business Enterprise								

*Sheet*

ATTACHMENT A  
OFFICE OF THE CITY CLERK  
OAKLAND

2005 MAY 11 PM 12:33

**OAKLAND CITY COUNCIL**  
RESOLUTION No. 79285 C.M.S.

INTRODUCED BY COUNCILMEMBER \_\_\_\_\_

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**RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR, OR HER DESIGNEE, TO 1) EXECUTE AN AGREEMENT WITH INNOVATIVE INTERFACES, INC. FOR THE PURCHASE AND INSTALLATION OF A NEW INTEGRATED LIBRARY SYSTEM (COMPUTER CATALOG) INCLUDING ALL NECESSARY COMPUTER HARDWARE, SOFTWARE AND TELECOMMUNICATION EQUIPMENT, FOR A TOTAL CONTRACT AMOUNT NOT TO EXCEED SIX HUNDRED THOUSAND DOLLARS (\$600,000) FOR THE THREE YEAR PERIOD OF JULY 1, 2005 THROUGH JUNE 30, 2008; AND 2) EXECUTE AN ANNUAL SOFTWARE MAINTENANCE AGREEMENT WITH INNOVATIVE INTERFACES INC. FOR A FIVE YEAR PERIOD WITHOUT RETURNING TO COUNCIL FOR A TOTAL MAINTENANCE AGREEMENT AMOUNT NOT TO EXCEED THREE HUNDRED THOUSAND DOLLARS (\$300,000)**

**WHEREAS**, the Oakland Public Library's current Integrated Library System (computer catalog/ILS) that operates its circulation, cataloging, acquisitions and public web functions has reached its end-of-life and is no longer supported by its vendor; and

**WHEREAS**, the Oakland Public Library's computer network has also exceeded its capacities and can no longer operate sufficiently; and

**WHEREAS**, the Oakland Public Library has been planning for both the network upgrade and the Integrated Library System upgrade for four years; and

**WHEREAS**, the Oakland Public Library received authorization in FY 2003-05 Capital Improvement Program (CIP) budget to proceed with the planning, upgrading and implementation of the systems; and

**WHEREAS**, the Oakland Public Library needs to upgrade its computer catalog system in order to support bilingual and additional database requirements; and

**WHEREAS**, the upgrades of both network and computer catalog/ILS systems hold tremendous potential for benefits to the citizens of the City of Oakland; and

**WHEREAS**, the Oakland Public Library's network and computer catalog/ILS systems will require the replacement of existing telecommunications equipment; and

**WHEREAS**, the Oakland Public Library, with the passage of Measure Q (voter-approved parcel tax passed in March 2004 which increased funding for Oakland libraries), provides funds for these major technology improvements; and

**WHEREAS**, the successful passage of the Measure Q parcel tax was premised on enhancing technology in the libraries; and

**WHEREAS**, after a lengthy Request for Proposal process and completion of evaluations by staff, library consultants and library administration that assessed available alternatives that would meet the needs of both community and staff, Innovative Interfaces, Inc. an Emeryville-based, internationally known library automation vendor was determined to be the vendor that best meets those needs; and

**WHEREAS**, Innovative Interfaces Inc., is a company that only does automation business with libraries and has installed its system in over 3000 public libraries in 42 countries; and

**WHEREAS**, Innovative Interfaces, Inc. has offered the Oakland Public Library an interest-free financing payment schedule that allows payment of the computer catalog software and hardware amount over three years; and

**WHEREAS**, this contract is necessary to proceed with the upgrades of the network and the Integrated Library System; and

**WHEREAS**, the annual maintenance agreement with Innovative Interfaces, Inc is necessary to maintain the computer catalog software; and

**WHEREAS**, Innovative Interfaces, Inc. will be required to meet the City's Local and Small Local Business Enterprise Program requirements; and

**WHEREAS**, the City Council finds that this contract is for the procurement of computer hardware and software; and

**WHEREAS**, the City Council finds that services under this contract will be temporary; and

**WHEREAS**, the City Council finds and determines that the performance of this contract shall not result in the loss of employment or salary by any person having permanent status in the competitive service; now, therefore be it



**RESOLVED:** That the City Administrator, or her designee, is authorized to 1) execute an agreement with Innovative Interfaces, Inc. for the purchase and installation of a new Integrated Library System (Computer Catalog) including all necessary computer hardware, software and telecommunication equipment, for a total contract amount not to exceed six hundred thousand dollars (\$600,000) for the three year period of July 1, 2005 through June 30, 2008; and 2) execute an annual software maintenance agreement with Innovative Interfaces, Inc. for a five year period without returning to Council for a total maintenance agreement amount not to exceed three hundred thousand dollars (\$300,000); and be it

**FURTHER RESOLVED:** That all other bids are hereby rejected, and be it

**FURTHER RESOLVED:** That a copy of the contract will be on file in the City Clerk's Office and will be approved for form and legality by the Office of the City Attorney.

IN COUNCIL, OAKLAND, CALIFORNIA, JUN 07 2005, 2005

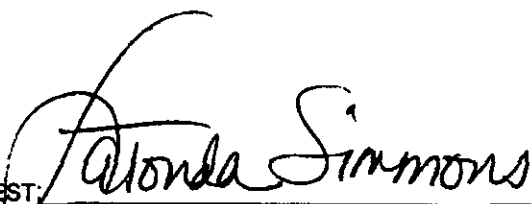
**PASSED BY THE FOLLOWING VOTE:**

AYES- BROOKS, BRUNNER, CHANG, NADEL, QUAN, ~~REID, AND~~  
PRESIDENT DE LA FUENTE, *AND KERNIGHAN - 17*

NOES- *0*

ABSENT- *Reid - 1*

ABSTENTION- *0*

ATTEST:   
LATONDA SIMMONS  
City Clerk and Clerk of the Council  
of the City of Oakland, California

*[Signature]*  
Oakland City Attorney's Office

OAKLAND CITY COUNCIL 2005 DEC 29 AM 10:32

Resolution No. \_\_\_\_\_ C.M.S.

**RESOLUTION WAIVING COMPETITIVE BIDDING AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE AN AGREEMENT WITH PC PROFESSIONAL, INC. FOR PURCHASE OF NECESSARY COMPUTER HARDWARE AND SOFTWARE TO UPGRADE THE LIBRARY'S COMPUTER NETWORK IN AN AMOUNT NOT-TO-EXCEED ONE HUNDRED SEVENTY FIVE THOUSAND DOLLARS (\$175,000.00)**

**WHEREAS**, the Oakland Public Library's current Integrated Library System (computer catalog/ILS) that operates its circulation, cataloging, acquisitions and public web functions has reached its end-of-life and is no longer supported by a vendor; and

**WHEREAS**, the City's current Integrated Library System operates on a network ("Network") that has exceeded its capacities and can no longer operate efficiently and requires upgrading of its Network ("Network Upgrade") to support the computer catalog/ILS; and

**WHEREAS**, to fulfill its Network Upgrade and Integrated Library System needs, the City conducted a full and open competition with a Request for Proposals for a state-of-the-art replacement for its Network and Computer Catalog/ILS system, and selected Innovative Interfaces as the vendor to replace its Integrated Library System on the basis that Innovative Interfaces was the most qualified, responsive and cost-effective respondent; and

**WHEREAS**, Innovative selected PC Professional Inc. from the City's list of local certified vendors to provide and install all necessary computer hardware and software for the upgrade of the Library's computer network; and

**WHEREAS**, on June 7, 2005, the City Council authorized the City Administrator to execute an agreement with Innovative for the Network Upgrade and the Integrated Library System; and

**WHEREAS**, as a result of the RFP and authorization processes, Innovative and Library IT staff established a relationship with PC Professional Inc. regarding advanced planning, configuration specifications and protocols, implementation preparation, set-up and testing and timelines, and PC Professional, Inc., has in-depth knowledge of the specific network requirements and needs of the Oakland Public Library; and

**WHEREAS**, during negotiations it became evident that the City would have no ability to enforce any rights or remedies against either Innovative or PC Professional related to PC's Network Upgrade because Innovative did not intend to oversee and assume responsibility (or liability) for PC Professional's work; and

**WHEREAS**, it is in the City's best interest to contract directly with PC Professional, Inc. for the Network Upgrade in order to establish contractual rights and remedies relative to the PC's Network Upgrade work; and

**WHEREAS**, the upgrades of both network and computer catalog/ILS systems hold tremendous potential for benefits to the citizens of the City of Oakland; and

**WHEREAS**, the Oakland Public Library, with the passage of Measure Q (voter-approved parcel tax passed in March 2004 which increased funding for Oakland libraries), provides funds for these major technology improvements, and was successful, in part, because it promised to enhance technology in the libraries; and

**WHEREAS**, this contract is for the procurement of computer hardware, software and installation services and is necessary to expedite implementation of the Network Upgrade; now, therefore, be it

**RESOLVED:** That, pursuant to Oakland Municipal Code Title 2, Chapter 2.04, Article 2.04.050.I.5, the City Council finds and determines that it is in the City's best interests to waive competitive bidding for purchase of necessary computer hardware and software to upgrade the library's computer network to address growing concerns about system failures and delays expeditiously and because PC Professional, Inc. was originally selected by Innovative from the City's local vendor database; and

**FURTHER RESOLVED:** That the City Administrator, or her designee, is authorized to negotiate and award a contract to PC Professional, Inc., a local vendor, for the purchase of all necessary computer hardware and software for the upgrade of the Library's computer network, in an amount not-to-exceed one hundred seventy-five thousand dollars (\$175,000.00); and, that funding for the upgrade is available in the FY 2005-07 Adopted Budget in Fund 2240 (Measure Q), Financial Services Organization 61121, Minor Computer hardware and Software Account 52213; and, be it

**FURTHER RESOLVED:** That the contract will be approved for form and legality by the Office of the City Attorney and placed on file in the City Clerk's Office.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES - BRUNNER, KERNIGHAN, NADEL, QUAN, BROOKS, REID, CHANG, AND  
PRESIDENT DE LA FUENTE

NOES –  
ABSENT –  
ABSTENTION –

ATTEST:

\_\_\_\_\_  
LATONDA SIMMONS  
City Clerk and Clerk of the Council of  
the City of Oakland, California

Approved as to Form and Legality  
OFFICE OF THE CITY CLERK  
Oakland City Attorney's Office  
2005 DEC 23 AM 10:32

# OAKLAND CITY COUNCIL

Resolution No. \_\_\_\_\_ C.M.S.

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**RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR, OR HER DESIGNEE, TO EXECUTE AN AGREEMENT WITH INNOVATIVE INTERFACES, INC. FOR THE PURCHASE AND INSTALLATION OF A NEW INTEGRATED LIBRARY SYSTEM (COMPUTER CATALOG) INCLUDING ALL NECESSARY COMPUTER HARDWARE AND SOFTWARE, IN AN AMOUNT NOT-TO-EXCEED FOUR HUNDRED TWENTY-FIVE THOUSAND DOLLARS (\$425,000.00) IN ACCORD WITH THE TERMS NEGOTIATED BETWEEN THE PARTIES, AND TO EXECUTE AN ANNUAL SOFTWARE MAINTENANCE AGREEMENT WITH INNOVATIVE INTERFACES, INC. FOR A FIVE YEAR PERIOD IN AN AMOUNT NOT TO EXCEED THREE HUNDRED THOUSAND DOLLARS (\$300,000.00) IN ACCORD WITH TERMS NEGOTIATED BETWEEN THE PARTIES**

**WHEREAS**, the Oakland Public Library's current Integrated Library System (computer catalog/ILS) that operates its circulation, cataloging, acquisitions and public web functions has reached its end-of-life and is no longer supported by its vendor; and

**WHEREAS**, the Oakland Public Library has been planning for both a network upgrade and the Integrated Library System upgrade for four years; and

**WHEREAS**, the Oakland Public Library, with the passage of Measure Q (voter-approved parcel tax passed in March 2004 which increased funding for Oakland libraries), provides funds specifically for major technology improvements in the libraries; and

**WHEREAS**, to fulfill its Network Upgrade and Integrated Library System needs, the City conducted a full and open competition with a Request for Proposals for a state-of-the-art replacement for its Network and Computer Catalog/ILS system; and

**WHEREAS**, pursuant to that competition, the City selected Innovative Interfaces as the vendor to replace its Integrated Library System on the basis that Innovative Interfaces was the most qualified, responsive and cost-effective respondent; and

**WHEREAS**, on June 7, 2005, the City Council authorized the City Administrator to execute an agreement with Innovative for the Network Upgrade and the Integrated Library System; and

**WHEREAS**, Innovative Interfaces, Inc. has offered the Oakland Public Library an interest-free payment plan that allows the City to make payments for the computer catalog software and hardware over three years free of interest; and

**WHEREAS**, this contract is necessary to proceed with the upgrades of the Integrated Library System and an annual maintenance agreement with Innovative Interfaces, Inc is necessary to maintain operation of the computer catalog software; and

**WHEREAS**, the City Council finds that this contract is for the procurement of computer hardware and software; and

**WHEREAS**, the City Council finds that services under this contract will be temporary and that the performance of this contract shall not result in the loss of employment or salary by any person having permanent status in the competitive service; now, therefore, be it

**RESOLVED:** That the City Administrator, or her designee, is authorized to execute an agreement with Innovative Interfaces, Inc. for the purchase and installation of a new Integrated Library System (Computer Catalog), including all necessary computer hardware and software, in an amount not-to-exceed four hundred twenty-five thousand dollars (\$425,000.00), in accord with the terms described in the City Administrator's report accompanying this resolution; and, that funding is available in the FY 2005-07 Adopted Budget in Fund 2240 (Measure Q), Financial Services Organization 61121, Minor Computer Hardware and Software Account 52213; and, be it

**FURTHER RESOLVED:** That the City Administrator is hereby authorized to execute an annual software maintenance agreement with Innovative Interfaces, Inc., renewable over a five year period a total amount over the five year period not-to-exceed three hundred thousand dollars (\$300,000.00), in accord with terms described in the City Administrator's report accompanying this resolution; and that funding is available in the FY 2005-07 Adopted Budget in Fund 2240 (Measure Q), Financial Services Organization 61121, Minor Computer Hardware and Software Account 52213; and, be it

**FURTHER RESOLVED:** That the contract will be approved for form and legality by the Office of the City Attorney and will be placed on file in the City Clerk's Office.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_, 2006

PASSED BY THE FOLLOWING VOTE:

AYES - BRUNNER, KERNIGHAN, NADEL, QUAN, BROOKS, REID,  
CHANG, AND PRESIDENT DE LA FUENTE

NOES -  
ABSENT -  
ABSTENTION -

ATTEST:

\_\_\_\_\_  
LATONDA SIMMONS  
City Clerk and Clerk of the Council of  
the City of Oakland, California