



# AGENDA REPORT

**TO:** Edward D. Reiskin  
City Administrator

**FROM:** Jamie Turbak  
Director of Library Services

**SUBJECT:** Innovative Interfaces Contract  
Renewal

**DATE:** April 5, 2021

City Administrator Approval

Date: Apr 20, 2021

## **RECOMMENDATION**

**Staff Recommends That The City Council Adopt A Resolution Waiving The Competitive Multiple-step Solicitation Process, And Awarding A Contract To Innovative Interfaces, Inc. For The Oakland Public Library Integrated Library System, Including Computer Hardware And Software And Maintenance Services For A Five Year Term In An Amount Not To Exceed One Million Two Hundred Fifty Thousand Dollars (\$1,250,000).**

## **EXECUTIVE SUMMARY**

Innovative Interfaces, Inc. provides the current Integrated Library System (ILS) that maintains all of the Oakland Public Library's circulation, ordering and collection records. The proposed contract will not exceed one million two hundred fifty thousand (\$1,250,000) over a five-year period. The ILS is the hardware and software tool for:

- Maintaining patron database
- Checking materials in and out from the library
- Maintaining due dates and facilitating renewals for patrons
- Maintaining record of fines and fees owed and paid
- Ordering and tracking acquisition of new materials
- Tracking location and holdings of materials
- Cataloging and discarding materials
- Allowing the Library's holdings to be searched by patrons
- Authenticating patrons for public Internet/PC use
- Authenticating patrons for database and e-book use.

## **BACKGROUND/LEGISLATIVE HISTORY**

On June 7, 2005, the Oakland City Council passed Resolution No. 79285 C.M.S. authorizing the City Administrator to enter into an agreement with Innovative Interfaces, Inc. for all work related to the installation of a new Integrated Library System (ILS). Innovative Interfaces, Inc.

City Council  
May 4, 2021

is based in Emeryville, California and is the only ILS provider in Northern California. There are few ILS companies in the world for public libraries. ILS companies, including Innovative Interfaces, Inc., do not subcontract because an ILS is a software platform and technology service. In 2005, Innovative Interfaces, Inc. was selected after a competitive solicitation process conducted with approval of the Department of Workplace and Employment Standards (formerly Contracts & Compliance). The migration of millions of records to this new system took over a year and was completed in 2006.

On July 19, 2016, the Oakland City Council passed Resolution No. 86305 C.M.S. authorizing the City Administrator to execute an agreement for a five-year contract with Innovative Interfaces, Inc. That contract term ends this year in 2021. The ILS system works well and a migration to another system would be extremely costly, time intensive and disruptive for internal and external users who have mastery over the existing ILS system. Library staff are trained and comfortable with the system and there have been no significant outages, downtime, or data failures. OPL would like to enter into a five-year contract with Innovative Interfaces, Inc. in order to maintain existing services and prevent any disruptions to patrons.

### **ANALYSIS AND POLICY ALTERNATIVES**

Oakland Municipal Code (OMC) section 2.04.042.A requires the City Administrator to conduct a competitive multiple-step solicitation process for the acquisition of any computerized or information technology systems and OMC section 2.04.042.D allows Council to waive the competitive process upon a recommendation of the City Administrator and finding by the Council that it is in the best interest of the City to do so.

It is in the best interest of the City to waive the competitive request for proposal/qualifications process for this contract because initiating a contract with a new vendor would have a significantly large and unnecessary set-up cost while leaving the current ILS unsupported. Also, a new vendor would require staff to spend 1-2 years engaging in a new migration process estimated to cost over one million dollars in fees and staff time.

Approval of this resolution will allow the Library to continue to provide service to library patrons and develop OPL's collections. With a five-year contract, the Library will maintain its current service capabilities, but also be able to respond to future needs such as software upgrades, new software design, integration with e-media, smart phone applications, etc. This ILS contract with Innovative Interfaces, Inc. is an appropriate use of Measure Q Funds (2241) because Measure Q mandates that, among other things, proceeds are dedicated to "expand information technology" and to "upgrade and enhance information technology in all libraries".

### **FISCAL IMPACT:**

Funding for the ILS agreement with Innovative Interfaces, Inc. is available in Measure Q Fund (2241), Library Automation Unit (61131), Project Number 1000013. There is no anticipated fiscal impact to the General Purpose Fund (1010), as all ILS expenses will be paid from Measure Q Fund (2241) or other non-General Purpose Fund (Non-GPF) accounts designated for this purpose (such as a grant). The proposed annual expense for the ILS is not anticipated

to exceed \$250,000 per year. Funding for the first two years of the contract is included in OPL's Fiscal Year (FY) 2021-2023 baseline budget. Contract funding for FY 2023-2026 will be proposed as part of OPL's future budget requests and will be contingent upon the availability of funding.

### **PUBLIC OUTREACH / INTEREST**

No outreach was deemed necessary for the proposed policy action beyond the standard City Council agenda noticing procedures.

### **COORDINATION**

This report and legislation were reviewed by the Budget Bureau and the Office of the City Attorney.

### **SUSTAINABLE OPPORTUNITIES**

***Economic:*** Innovative Interfaces, Inc. is an Emeryville-based company with many Oakland employees. The vendor's team includes local and small local business enterprises, which will provide job opportunities for Oakland's residents.

***Environmental:*** No environmental opportunities have been identified.

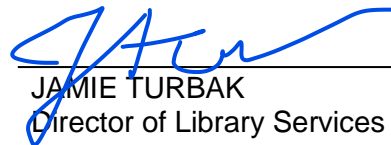
***Race & Equity:*** The ILS improves service for Oakland Public Library (OPL) patrons who live in zip codes that experience inequitable life outcomes by offering free to access books, e-media, DVDs, music CDs, scores, government documents, magazine and newspapers, article databases, historical records, and pertinent websites. With Link+ capability, patrons can seamlessly search for an item, and if not available within the OPL system, the search will move beyond into other library systems and permits patrons to request the item and have it delivered within 2-3 days to their neighborhood branch.

**ACTION REQUESTED OF THE CITY COUNCIL**

Staff recommends that the City Council adopt a resolution waiving the competitive multiple-step solicitation process and awarding a contract to Innovative Interfaces, Inc. for the Oakland Public Library Integrated Library System, including computer hardware and software and maintenance services, for a five year term in an amount not to exceed one million two hundred fifty thousand dollars (\$1,250,000).

For questions regarding this report, please contact Jamie Turbak, Director of Library Services at (510) 238-6610.

Respectfully submitted,

  
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JAMIE TURBAK  
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Oakland Public Library