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OFFICE OF THE CITY CLERK
OAKLAND

2011 AUG 31 PM 12:02

CITY OF OAKLAND

AGENDA REPORT

TO: Office of the City Administrator
ATTN: Deanna Santana
FROM: Oakland Public Library
DATE: September 13, 2011

RE: **Resolution Waiving Advertising, Bidding and Request for Proposals, and Authorizing the City Administrator, or her Designee, to Execute an Annual Agreement with Innovative Interfaces, Inc. Including all Necessary Computer Hardware, Software and Telecommunication Equipment for a Total Maintenance Contract Amount not to Exceed Four Hundred Thousand Dollars (\$400,000) and Upgrades not to Exceed Three Hundred Fifty Thousand Dollars (\$350,000) for a Five Year Period**

SUMMARY

Staff requests City Council adoption of a resolution authorizing the City Administrator, or her designee, to execute an annual maintenance agreement with Innovative Interfaces, Inc. for the Library's Integrated Library System (ILS). The annual maintenance contract will not exceed four hundred thousand dollars (\$400,000) over a five year period. Enhancements and upgrades to the ILS will not exceed three hundred fifty thousand dollars (\$350,000) over a five year period. Innovative Interfaces, Inc. provides our current Integrated Library System (ILS) that maintains all of our circulation, ordering and collection records. The ILS is the hardware and software tool for:

- Maintaining patron database
- Checking materials in and out
- 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

Item: _____
Life Enrichment Committee
September 13, 2011

FISCAL IMPACT

Funding for the ILS agreement with Innovative Interfaces, Inc. is available in the FY 2011-13 Adopted Budget in Measure Q Fund (2241), Library Financial Services Organization (61121). 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). Additionally, annual maintenance and upgrade costs will be included in the Library's ongoing Non-GPF operational budget. The proposed annual maintenance fee for the ILS is not anticipated to exceed \$80,000 per year. In order to maintain and improve the high functionality of the Library's ILS, future enhancements and upgrades will be needed such as a new server, a federated search module, Link+, mobile access tools, volume level holds, and self-check machines. The estimated cost of future enhancements and upgrades are not anticipated to exceed \$70,000 per year. Annual funding for maintenance and upgrades (\$150,000) will be included in future Measure Q (or grants) budget requests.

BACKGROUND

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). The migration of millions of records to this new system took over a year, but was completed in 2006. The ILS system works well and the Library does not wish to migrate again at this time. To this end, the Library would like to enter into a new five year contract with Innovative Interfaces, Inc. Our last five year contract expired in January 2011, so the library needs to renew this contract in order to prevent any service disruptions to our patrons. 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 one million dollars in fees and staff time.

KEY ISSUES AND IMPACTS

Approval of this resolution will allow the Library to continue to provide service to library patrons and develop our collections. With a five year extension of this contract, the Library will maintain its current service capabilities, but will also be able to respond to future needs such as server replacement, software upgrades, new software design, integration with e-media, smart phone applications, Link+, etc. The renewal of this ILS contract with Innovative Interfaces, Inc. for annual maintenance, upgrades and enhancements 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".

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.

Social Equity: The ILS improves the quality of life for Oakland Public Library (OPL) patrons. The system affords patrons the ability to search the catalog and access books, e-media, DVDs, music CDs, scores, government documents, magazine and newspapers, article databases, historical records, and pertinent websites. With 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 ILS 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.

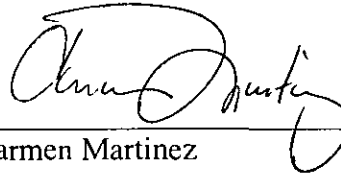
RECOMMENDATIONS

Staff recommends that the resolution be approved authorizing the City Administrator or her designee to execute an annual agreement with Innovative Interfaces, Inc. including all necessary computer hardware, software and telecommunication equipment for a total maintenance contract amount not to exceed four hundred thousand dollars (\$400,000) and upgrades not to exceed three hundred fifty thousand dollars (\$350,000) for a five year period. Staff recommends that the City Council finds and determines that it is in the best interests of the City to waive the competitive request for proposal/qualifications process for this contract.

ACTION REQUESTED OF THE CITY COUNCIL

Staff requests that the City Council adopt the resolution.

Respectfully submitted,



Carmen Martinez
Library Director

Prepared by:
Jamie Turbak, Administrative Librarian

APPROVED AND FORWARDED TO THE
LIFE ENRICHMENT COMMITTEE


Office of the City Administrator

2011 AUG 31 PM 12:02

Approved as to Form and Legality


Oakland City Attorney's Office

OAKLAND CITY COUNCIL

Resolution No. _____ C.M.S.

Introduced by Councilmember _____

RESOLUTION WAIVING ADVERTISING, BIDDING AND REQUEST FOR PROPOSALS, AND AUTHORIZING THE CITY ADMINISTRATOR, OR HER DESIGNEE, TO EXECUTE AN ANNUAL AGREEMENT WITH INNOVATIVE INTERFACES, INC. INCLUDING ALL NECESSARY COMPUTER HARDWARE, SOFTWARE AND TELECOMMUNICATION EQUIPMENT FOR A TOTAL MAINTENANCE CONTRACT AMOUNT NOT TO EXCEED FOUR HUNDRED THOUSAND DOLLARS (\$400,000) AND UPGRADES NOT TO EXCEED THREE HUNDRED FIFTY THOUSAND DOLLARS (\$350,000) FOR A FIVE YEAR PERIOD

WHEREAS, this is a renewal of the Oakland Public Library's current Integrated Library System (ILS) contract that operates its circulation, cataloging, acquisitions and public web functions; and

WHEREAS, the Oakland Public Library has used this ILS system for the past five years and seeks to continue using this system for another five 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 technology and software and hardware maintenance; and

WHEREAS, this contract is necessary to proceed with upgrades, maintenance and operation of the Integrated Library System; 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 technical and 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 hereby authorized to execute an annual agreement with Innovative Interfaces, Inc. including all necessary computer hardware, software and telecommunication equipment for a total maintenance contract amount not to exceed four hundred thousand dollars (\$400,000) and upgrades not to exceed three hundred fifty thousand dollars (\$350,000) for a five year period, in accord with terms described in the City Administrator's report accompanying this resolution; and that funding is available in the FY 2011-13 Adopted Budget in Measure Q Fund (2241), Library Financial Services Organization (61121); and, be it

FURTHER RESOLVED: That competitive bidding is waived in order to renew this contract with Innovative Interfaces, Inc; 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, _____

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, BRUNNER, DE LA FUENTE, KAPLAN, KERNIGHAN, NADEL, SCHAAF, AND PRESIDENT REID

NOES -

ABSENT -

ABSTENTION -

ATTEST:

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