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OFFICE OF THE CITY CLERK  
OAKLAND

# CITY OF OAKLAND

2011 SEP 16 AM 8:40 SUPPLEMENTAL AGENDA REPORT

TO: Office of the City Administrator  
ATTN: Deanna Santana  
FROM: Oakland Public Library  
DATE: September 20, 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. for the Integrated Library System 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

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## SUPPLEMENTAL REPORT

Per request of the Life Enrichment Committee at its September 13, 2011 meeting, this supplemental report provides more specific detail as to why it is in the best interest of the City to waive advertising, bidding and the request for proposals/qualifications for the Library's Integrated Library System (ILS) with Innovative Interfaces, Inc.

As noted in the primary report, the ILS impacts nearly every function of library service, including acquisition of materials, cataloging, circulation and catalog searching. Without a service contract:

- All these functions are vulnerable to break-down without restoration of service.
- A migration to a new system will take about two years of planning and two years to implement.
- A migration will require a dedicated project manager and outside consultant assistance.
- A migration will also require an estimated one million dollars in fees and staff time.

Given the current budget climate and staffing levels, the Library is not in a position at this time to devote the large resources required to migrate to another ILS system. The current ILS is of high quality and used by a majority of large public libraries in Northern California. The Library's ILS is performing well and there is no financial or functional impetus to embark on a migration that will cause a four year delay in the unique enhancements that OPL wishes to implement this fiscal year.

Enhancements available exclusively through Innovative Interfaces, Inc. will provide new opportunities to improve the quality of life for all Oakland residents. The current ILS integrates graphical systems that make it easy to use for novice users. The system affords residents the ability to perform one "mega-search" that brings together books, DVDs, e-books, audiobooks, relevant databases, and pertinent websites, all within one search. Future upgrades and enhancements planned for this fiscal year include:

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- A new server to improve searching speed,
- A federated search module called Encore, Link+,
- Digitized content such as photographs and maps with Content Pro,
- Mobile access tools with AirPAC, and the
- Ability to pay fees online with e-Commerce.

With the Link+ capability, patrons will 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 2-4 days to their neighborhood branch.

Innovative Interfaces, Inc. is a local company located in Emeryville, California. They employ many Oakland residents. There are no other Integrated Library System vendors headquartered in California. The other large, competing ILS vendor headquarters are located in Ohio, Washington, Indiana and West Virginia. Due to Innovative Interfaces, Inc.'s proximity and Oakland employees some of the dollars spent on this contract will be re-circulated in Oakland which would not happen with other vendors.

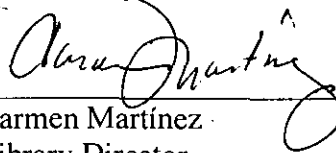
#### RECOMMENDATION (S) AND RATIONALE

Staff requests that the resolution be approved authorizing the City Administrator or her designee to execute an annual agreement with Innovative Interfaces, Inc. for the Integrated Library System 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 requests 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 recommends that the City Council adopt the resolution.

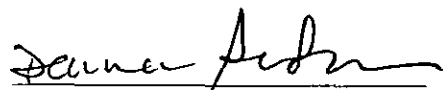
Respectfully submitted,



Carmen Martínez  
Library Director

Prepared by:  
Jamie Turbak, Administrative Librarian

APPROVED AND FORWARDED  
TO CITY COUNCIL

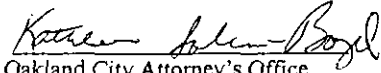


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Approved as to Form and Legality

  
Oakland City Attorney's Office

## OAKLAND CITY COUNCIL

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

Introduced by Councilmember \_\_\_\_\_

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**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. FOR THE INTEGRATED LIBRARY SYSTEM 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**, staff recommends that it is in the best interests of the city to waive advertising and bidding and the request for proposals/qualifications process because renewal of this contract will avoid breakdown of the acquisition, cataloging, circulation and searching operations which are maintained by the annual service contract, as well as avoid an estimated one million dollar expense and twenty-four months of staff preparation time and training caused by a new migration, and

WHEREAS, renewal of this contract will continue cost effective and seamless service to the public by providing service upgrades offered exclusively by Innovative Interfaces, a local company located in Emeryville; 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

**RESOLVED:** That the Council finds that pursuant to Oakland Municipal Code Section 2.04.050.1.5 and 2.04.051.B, for the reasons stated in the City Administrator's report accompanying this resolution, that it is in the best interests of the city to waive advertising and bidding and the request for proposals/qualifications for products and services to be purchased under the proposed contract and so waives the requirements; 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