



AGENDA REPORT

TO: Sabrina B. Landreth
City Administrator

FROM: Gerry Garzón
Director of Library Services

SUBJECT: Innovative Interfaces Contract
Renewal

DATE: June 24, 2016

City Administrator Approval

Christian Dal

Date:

6/30/16

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution 1) Waiving Advertising, Bidding And Request For Proposals/Qualifications Requirements, And Authorizing The City Administrator To 2) Execute An Agreement With Innovative Interfaces, Inc. For The Upgrade Of The Integrated Library System, Including New Computer Hardware And Software In An Amount Not To Exceed Three Hundred Fifty Thousand Dollars (\$350,000), And For Maintenance Services For A Five Year Term In An Amount Not To Exceed Seven Hundred Thousand Dollars (\$700,000), For A Grand Total Contract Amount Of One Million Fifty Thousand Dollars (\$1,050,000).

EXECUTIVE SUMMARY

Adoption of this resolution will allow the City Administrator to enter into an agreement with Innovative Interfaces, Inc. to provide the current Integrated Library System (ILS) that maintains all of the Oakland Public Library's circulation, ordering, and collection records. The annual maintenance contract will not exceed seven hundred thousand dollars (\$700,000) 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. Approval of this resolution will allow the Library to continue to provide services to our library patrons.

BACKGROUND/LEGISLATIVE HISTORY

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. 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 2016, so the library needs to renew this contract in order to prevent service disruptions to its patrons.

In researching the ILS market, there have been a number of consolidations and acquisitions among the major players, including Innovative Interfaces, Inc. (III) which purchased two other

large ILS companies in 2014. This has tended to reduce the competition among ILS vendors that can service larger public and academic libraries of the size of OPL.

A May 2, 2016 report from the *American Libraries* magazine described Innovative Interfaces "as one of the largest standalone library technology companies...Innovative has expanded to serve multiple types of libraries. Originally rooted in academic libraries, its products have been widely adopted by public libraries, and it has been a favorite of law, medical, and other special libraries."

"Innovative has consistently followed an evolutionary product strategy...This approach has meant fewer disruptive migration processes for libraries and lower costs relative to purchasing a new system from another vendor."

ANALYSIS AND POLICY ALTERNATIVES

With a five year extension of this 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. 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".

Oakland Municipal Code ("OMC") section 2.04.051.A requires the City Administrator to conduct a request for proposals/qualifications (RFP/Q) process for professional services contracts and OMC section 2.04.051.B allows Council to waive the RFP/Q requirements upon a finding by the Council that it is in the best interest of the City to do so. OMC section 2.04.050.A. requires the City Administrator to conduct advertising and bidding and award to the lowest responsible responsive bidder for the purchase of products or goods, and OMC section 2.04.050.1.5 allows the City Council to waive advertising and bidding requirements upon a 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.

As well, it is in the best interests of the city to waive advertising and bidding and the RFP/Q process because renewal of this contract will avoid breakdown of the ILS' 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.

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

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

FISCAL IMPACT:

Funding for the ILS agreement with Innovative Interfaces, Inc. is available in the FY 2015-17 Adopted Budget in Measure Q Fund (2241), Library Automation Unit (61131). 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 \$140,000 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 mobile access tools 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 (not to exceed \$210,000) will be included in future Measure Q (or grants) budget requests.

PUBLIC OUTREACH / INTEREST

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

COORDINATION

In the preparation of this staff report, staff coordinated with the Controller's Bureau, and the Office of the City Attorney.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

Since 2006, the Oakland Public Library has contracted with Innovative Interfaces, Inc. for the Integrated Library System. The system works well and has allowed Oakland Public Library to expand the variety of library services to patrons and respond with new innovations in a more

timely manner. All library staff are trained and comfortable with the system and there have been no significant outages, downtime, or data failures.

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.

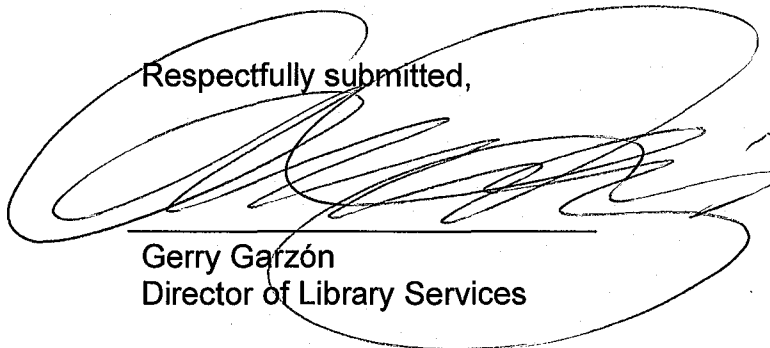
Social Equity: The ILS improves the quality of life for Oaklanders by affording patrons the ability to search the catalog and access books, e-media, DVDs, music CDs, scores, government documents, magazine and newspapers, article databases, historical records, and pertinent websites. With Link+ capability, patrons 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 advertising, bidding and request for proposals/qualifications requirements, and authorizing the city administrator to execute an agreement with Innovative Interfaces, Inc. for the upgrade of the Integrated Library System, including new computer hardware and software in an amount not to exceed three hundred fifty thousand dollars (\$350,000), and for maintenance services for a five year term in an amount not to exceed seven hundred thousand dollars (\$700,000), for a grand total contract amount of one million fifty thousand dollars (\$1,050,000).

For questions regarding this report, please contact Jamie Turbak, Associate Director, at 510-238-6610.

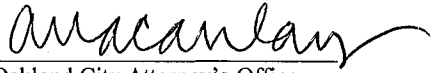
Respectfully submitted,



Gerry Garzón
Director of Library Services

Prepared by:
Jamie Turbak, Associate Director
Oakland Public Library

Item: _____
Life Enrichment Committee
July 12, 2016


Oakland City Attorney's Office

OAKLAND CITY COUNCIL

Resolution No. _____ C.M.S.

Introduced by Councilmember _____

RESOLUTION WAIVING ADVERTISING, BIDDING AND REQUEST FOR PROPOSALS/QUALIFICATIONS REQUIREMENTS, AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE AN AGREEMENT WITH INNOVATIVE INTERFACES, INC. FOR THE UPGRADE OF THE INTEGRATED LIBRARY SYSTEM, INCLUDING NEW COMPUTER HARDWARE AND SOFTWARE IN AN AMOUNT NOT TO EXCEED THREE HUNDRED FIFTY THOUSAND DOLLARS (\$350,000), AND FOR MAINTENANCE SERVICES FOR A FIVE YEAR TERM IN AN AMOUNT NOT TO EXCEED SEVEN HUNDRED THOUSAND DOLLARS (\$700,000), FOR A GRAND TOTAL CONTRACT AMOUNT OF ONE MILLION FIFTY THOUSAND DOLLARS (\$1,050,000)

WHEREAS, the Oakland Public Library's current Integrated Library System (ILS) operates its circulation, cataloging, acquisitions and public web functions, and is in critical need of upgrading with new computer hardware and software; and

WHEREAS, the Oakland Public Library has used this ILS system for the past ten 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 with Innovative Interfaces, Inc. is necessary to proceed with new and upgraded computer hardware, software, and the maintenance and operation of the ILS; and

WHEREAS, Oakland Municipal Code (OMC) Section 2.04.050 requires advertising and competitive bidding for contracts when the City purchases services, supplies, equipment, and computer software or a combination thereof that exceeds \$50,000.00 and award to the lowest responsible, responsive bidder if award is made; and

WHEREAS, OMC Section 2.04.050.I.5 provides for an exception to the advertising and competitive bidding requirement of the OMC upon a finding and determination by the City Council that it is in the best interests of the City to do so; and

WHEREAS, OMC section 2.04.051 requires a competitive Request For Proposals/Qualifications (RFP/Q) process for award of professional service contracts that exceed \$25,000 and which are exempt from bidding under Section 2.04.050.I.1; and

WHEREAS, OMC sections 2.04.051.B permit the City Council to waive advertising, bidding and the RFP/Q competitive selection requirements upon finding that it is in the City's best interest to do so; and

WHEREAS, staff recommends that it is in the best interests of the city to waive advertising and bidding and the RFP/Q process because renewal of this contract will avoid breakdown of the ILS' 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 Inc., a local company located in Emeryville; and

~~**WHEREAS,** the City Administrator has determined that services under this contract are of a professional, technical and temporary nature 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 civil service; now, therefore, be it~~

RESOLVED: That funding for the proposed contract is available in the FY 2015-17 Adopted Budget in Measure Q Fund (2241), Library Automation Unit (61131); and, be it

FURTHER RESOLVED: That the Council finds that pursuant to OMC section 2.04.050.I.5 and 2.04.051.B, for the reasons stated above and in the City Administrator's report accompanying this resolution, that is in the best interests of the City to waive advertising and bidding and the RFP/Q requirements for the products and services to be purchased under the proposed contract and so waives the requirements; and be it

FURTHER RESOLVED: That the City Administrator or her designee is hereby authorized to execute an agreement with Innovative Interfaces, Inc. for the upgrade of the ILS, including all necessary computer hardware and software, in an amount of three hundred fifty thousand dollars (\$350,000), and for maintenance services for a five-year term in an amount of seven hundred thousand dollars (\$700,000), for a grand total contract amount of one million fifty thousand dollars (\$1,050,000); and be it

FURTHER RESOLVED: That based on the information provided by the City Administrator, the Council finds that this contract is of a professional and temporary nature and shall not result in the loss of employment or salary by any person having permanent status in the competitive civil service; 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, CAMPBELL WASHINGTON, GALLO, GUILLEN, KALB, KAPLAN, REID, AND PRESIDENT GIBSON MCELHANEY

NOES -

ABSENT -

ABSTENTION -

ATTEST:

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