



## Legislation Text

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File #: 22-2431, Version: 1

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**STRATEGIC PRIORITY:** Government Performance & Financial Management  
**AGENDA DATE:** November 9, 2022  
**COUNCIL DISTRICT(S):** All  
**DEPARTMENT:** Office of Procurement Services  
**EXECUTIVE:** Jack Ireland

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### **SUBJECT**

Authorize Supplemental Agreement No. 2 to exercise the second of two, one-year renewal options to the service contract with Innovative Interfaces Incorporated for licenses, maintenance, hosting, and support of an integrated library system - Not to exceed \$304,732.67 - Financing: General Fund (subject to annual appropriations)

### **BACKGROUND**

This action does not encumber funds; the purpose of a service contract is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis.

This Supplemental Agreement will provide for continued licenses, maintenance, hosting and support for the existing integrated library system (ILS). This contract enables the City to receive full support for all issues related to the ILS. In 2007, City Council authorized a contract to provide, install and maintain a new ILS system. The ILS allows for the automation and management of customer accounts, materials, cataloging and acquisitions. This ILS has improved the internal productivity of the library system and enhanced its capabilities with responding to the needs of customers. Specific features include:

- A 24/7 Public Access Catalog for customers to locate materials, place them on hold, renew their materials, pay library fines, write reviews, find recommended reading materials and preview book content, such as jacket cover, first chapter and/ or summary
- A tracking mechanism for all library customer accounts - materials checked out, fines owed, customer contact information, notices to customer for overdue materials, fines and requested materials
- Cataloging of library materials including books, digital video disks (DVDs), compact disc (CDs), etc., as well as digital content (i.e. historic photographs and city documents)
- Purchasing of library materials - create purchase orders and order electronically using electronic data interchange; an interface between the ILS and the Advantage Financial System

- Ability to create reports to analyze how library materials are being used and how they are circulating
- A responsive web client designed to provide staff with mobile access to public services workflows such as off-site patron registration

The Library has 30 service points, including the Central Library, 28 branches and Bookmarks at NorthPark Center. The Library has almost 700,000 registered users with approximately 9 million books and other library materials checked out in FY 2019-2020.

On November 10, 2015, the City Council authorized a living wage policy that requires contractors to pay their employees a “living wage” rate as established annually by the Massachusetts Institute of Technology Living Wage Calculator for Dallas County by Resolution No. 15-2141. This contract renewal option includes the wage in effect at the time of the solicitation of \$15.21.

**PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)**

On September 14, 2016, City Council authorized a five-year service contract, with two one-year renewal options, for licenses, maintenance, hosting and support for the existing Polaris Integrated Library System with Innovative Interfaces Incorporated by Resolution No. 16-1426.

On April 14, 2021, City Council authorized Supplemental Agreement No. 1 to exercise the first of two, one-year renewal options to the service contract with Innovative Interfaces Incorporated for licenses, maintenance, hosting, and support of an integrated library system by Resolution No. 21-0627.

**FISCAL INFORMATION**

Fund	FY 2023	FY 2024	Future Years
General Fund	\$304,732.67	\$0.00	\$0.00

**M/WBE INFORMATION**

In accordance with the City’s Business Inclusion and Development Policy adopted on September 23, 2020, by Resolution No. 20-1430, as amended, the M/WBE participation on this contract is as follows:

Contract Amount	Procurement Category	M/WBE Goal
\$304,732.67	Other Services	23.80%*
M/WBE Subcontracting %	M/WBE Overall %	M/WBE Overall Participation \$
0.00%	0.00%	\$0.00
• * This item reflects the previous Business Inclusion and Development Policy M/WBE goal.		
• This contract does not meet the M/WBE goal, but complies with good faith efforts.		
• Innovative Interfaces Inc. - Non-local; Workforce - 0.50% Local		

**OWNER**

**Innovative Interfaces, Inc.**

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Jim Tallman, President