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Title: Action on Amendment No. 1 to a Subscription License Agreement with Innovative Interfaces, Inc., for Hosting and Maintenance Services
[Council Pillar: Deliver and Enhance High Quality Efficient Services and Infrastructure]

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Attachments: 1. Agreement with Innovative Interfaces, Inc. 2019, 2. Amendment No. 1 with Innovative Interfaces, Inc., 3. Agenda Report, 4. Agenda Report

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| 6/23/2020 | 1 | City Council and Authorities Concurrent | Approved | |

REPORT TO COUNCIL

SUBJECT

Action on Amendment No. 1 to a Subscription License Agreement with Innovative Interfaces, Inc., for Hosting and Maintenance Services
[Council Pillar: Deliver and Enhance High Quality Efficient Services and Infrastructure]

BACKGROUND

Since 1992, the Library has contracted with Innovative Interfaces, Inc. (Innovative) to provide an Integrated Library Services Platform Software (ILS). The ILS is the backbone of the Library, managing the records of over 130,000 patrons, cataloging the details of over 400,000 books, music, and movies, and performing over 2.5 million checkout and renewal transactions annually. The ILS authenticates access to dozens of individual online resources and vendors providing both in-library and remote access to the New York Times online edition, the Mercury News, Discovery and Go museum passes, and downloadable eBooks and streaming movies and music.

All ILS data and databases are owned by the City of Santa Clara. Prior to upgrading to the latest Innovative Interfaces' ILS, the City managed and maintained ILS hardware and physical servers and would install patches and perform updates to the software manually. Migrating to Innovative Interfaces' cloud hosted platform created an efficient, cost saving, and a more secure environment for this essential Library resource.

On July 1, 2019, the City executed a Subscription License Agreement (Attachment 1) for a twelve (12) month term, ending on June 30, 2020. Under this Agreement, the scope of services transitioned from a software hosting and maintenance services agreement to a bundled subscription license agreement. The cloud-based hosting option includes industry-leading security and monitoring with flexibility to meet clients' data storage, data recovery and information security policy requirements.

DISCUSSION

The existing Agreement expires on June 30, 2020. The Santa Clara City Library has reviewed and evaluated other ILSs on an ongoing basis. Of the three major public library ILS vendors, the current vendor, Innovative Interfaces, Inc., continues to be an industry leader in providing service to public libraries and to the region. Innovative Interfaces, Inc. has the only cloud-based SAAS (Software as a Service) solution that integrates with the City’s financial accounting systems and e-notification system, excels in cloud hosting, providing PCI compliance, a secure networked environment, remote and redundant colocation of servers, regional and statewide cooperation for sharing of materials with over 100 institutions (Link+), the ability to implement third party “Discovery layers,” and their ongoing commitment to implementing user feedback into future updates and upgrades. Innovative Interfaces, Inc.’s ILS is stable with less than two total days of unplanned downtime in the past five years and no unplanned downtime in the past three years. The ILS is customized for Santa Clara City Library and 3 FTE have certifications in administering the ILS. No other vendor is capable of hosting Innovative Interface’s software or databases and providing security patches or updates. Accordingly, at this time, it is unlikely that a competitive procurement process would yield vendors capable of providing the above services required to provide these library services and at a more competitive cost.

The other ILS vendors offer different packages which would require the Library to change or update bundled hardware/software with over 25 vendors at a substantial cost to the City. Therefore, staff recommends extending the agreement with Innovative Interfaces, Inc. (Attachment 2).

Data migrations from one ILS to another are costly and resource intensive. A typical migration can take between 18 months and 3 years. In addition, as the ILS is the backbone of library services, migrations can have a significant impact to the library user, requiring training for both staff and library patrons. For these reasons, staff is proposing a six-year extension of the current agreement with five, 1-year options to renew. This will allow the City to realize stability in its systems as well as provide sufficient time for a competitive review should market conditions warrant a change in ILS systems. The proposed cost per year of the Agreement is as follows:

Table 1: Proposed Agreement Cost/Year - 1 Year Options

| Contract Year* | Agreement Dates | Innovative Agreement Expense |
|----------------|-------------------------|------------------------------|
| Year 1 | July, 2020 - June, 2021 | \$115,644.53 |
| Year 2 | July, 2021 - June, 2022 | \$119,692.09 |
| Year 3 | July, 2022 - June, 2023 | \$123,881.32 |
| Year 4 | July, 2023 - June, 2024 | \$128,217.16 |
| Year 5 | July, 2024 - June, 2025 | \$132,704.76 |
| Year 6 | July, 2025 - June, 2026 | \$137,349.43 |

**After the contract period, this Agreement includes five, one-year options through June 2031.*

ENVIRONMENTAL REVIEW

The action being considered does not constitute a “project” within the meaning of the California Environmental Quality Act (“CEQA”) pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

FISCAL IMPACT

The Library Department operating budget in the General Fund has sufficient funding for this contract in Fiscal Year 2020/21. The contract amount will also be factored into future budgets.

COORDINATION

This report has been coordinated with the Finance Department and City Attorney's Office.

PUBLIC CONTACT

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov <<mailto:clerk@santaclaraca.gov>>.

RECOMMENDATION

Authorize the City Manager to execute Amendment No. 1 to the Agreement with Innovative Interfaces, Inc. to extend the term of the agreement for six years, ending June 30, 2026, for a maximum compensation not to exceed \$757,489.29, and maintain the provision to allow for automatic renewal for five additional one-year terms, subject to the annual appropriation of funds.

Reviewed by: Hilary Keith, City Librarian

Approved by: Deanna J. Santana, City Manager

ATTACHMENTS

1. Agreement with Innovative Interfaces, Inc. 2019
2. Amendment No. 1 with Innovative Interfaces, Inc.