



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Maria Öberg

SUBJECT: See Below

DATE: May 27, 2025

Approved

Date:

6/4/25

COUNCIL DISTRICT: Citywide

SUBJECT: Report on Request for Proposals for an Integrated Library Software Solution

RECOMMENDATION

Adopt a resolution authorizing the City Manager or her designee to:

- (a) Negotiate and execute an agreement with Sirsi Corporation (Lehi, UT) for an integrated library software solution software for the San José Public Library — including related professional services such as project management, business process analysis, installation of the software, configuration and customization, data migration from the legacy system, training, and post-production maintenance and support — for an initial three-year term beginning on or about July 7, 2025, and ending on or about July 6, 2028, or as may be adjusted to align with the renewal term, with a maximum compensation not to exceed \$675,951;
- (b) Approve a contingency of \$68,000 for unanticipated costs;
- (c) Negotiate and execute amendments and/or change orders related to unanticipated changes in the scope of work and related services, subject to the appropriation of funds; and
- (d) Exercise up to seven one-year options to extend the term of the agreement for a maximum term of 10 years through July 6, 2035, subject to the appropriation of funds.

SUMMARY AND OUTCOME

Authorizing the City Manager or her designee to take these actions will result in the deployment of a modern, enterprise-class integrated library software solution (ILS), thus enabling the library staff to efficiently manage, streamline, and optimize all library functions.

BACKGROUND

The San José Library system operates and provides services at 25 locations, including the Dr. Martin Luther King, Jr. Library, which it has jointly operated with San José State University since 2002. This partnership led to the use of a shared integrated library system software through an agreement with Innovative Interfaces, Inc., a library software vendor. Initially, Innovative Interfaces provided a software product called Millenium. In 2013, San Jose State University and the City mutually identified a need to migrate to Innovative Interface's Sierra ILS software product.

In 2017, the California State University System, including San José State University, transitioned to a new ILS specifically for academic libraries. That product could not provide sufficient functionality to support public libraries. As a result, San José Library became the sole user of Innovative Interfaces, Inc.'s software, Sierra. To maintain system continuity, the San José City Council approved a unique services exemption to enter into an agreement with Innovative Interfaces, Inc. in June 2017 to support ongoing library operations, including online catalog, materials acquisition, cataloging, and circulation tools.

Today, the Library serves over 760,000 members, manages 2.5 million items, and receives over 3.5 million annual visitors. To meet current demands, continue to implement workflow efficiencies, and ensure that the contract for this critical service is competitively procured and cost-effective, the Library initiated a request for proposal for a modern, scalable ILS software that will enhance the Library's ability to make stronger data-driven decisions, optimize automation and integrations across other software tools to maximize the customer experience, and enhance information discovery within the community.

The new system will support essential functions such as circulation, acquisitions, reporting, electronic data exchange, and debt collection, ensuring high service quality and operational effectiveness.

ANALYSIS

In May 2024, the Finance Department released a request for proposals for an ILS. Two proposals were received prior to the submittal deadline. Both proposals were evaluated

according to the criteria set out in the request for proposals. The evaluation followed these general steps/stages:

Responsiveness Check: The Department of Public Works' Office of Equality Assurance Division reviewed the firms that submitted proposals in response to the City's request for proposals for compliance with the City's Wage Theft Policy and found no evidence of non-compliance based on records maintained by the California Labor Commissioner's Office.

The two firms' proposals were deemed responsive after checks carried out by the Finance Department and the Office of Equality Assurance and considered for further evaluation.

Panel Review: A six-member evaluation panel consisting of representatives from the Library Department independently evaluated the two proposals.

Following the initial evaluation, each proposer was invited to participate in an oral interview, following which both proposers participated in multiple best and final offer processes to provide clarifications and final pricing. A late submission of the response to the last best and final offer request resulted in the disqualification of one of the two proposers, leaving the other as the sole responsive proposer.

Local and Small Business Enterprise Preferences: In accordance with City of San José Municipal Code, Section 4.12.320, ten percent of the total evaluation points were reserved for the local and small business preferences. The sole proposer neither requested nor received the local and small business enterprise preferences.

Reference Check(s): Staff with the Purchasing Unit conducted reference checks, and all references provided positive feedback.

IT Security Check: In accordance with City Administrative Policy Manual 1.7.6, Information and Systems Security Policy, the City's Information Technology Department conducted a security review on the solution proposed by the sole proposer as part of the evaluation process.

Protests: No protests were received during the ten-day protest period.

Award Recommendation: Staff recommends award of contract to Sirsi Corporation.

EVALUATION AND FOLLOW-UP

This memorandum will not require any follow-up from staff.

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COST SUMMARY/IMPLICATIONS

The total recommended agreement amounts to \$743,951 for the initial three-year term of the agreement and consists of a contract amount of \$675,951 and a contingency amount of \$68,000. The total cost for Fiscal Year 2025-2026 of \$265,107 is to be funded by the Construction Tax and Property Conveyance Tax Fund: Library Purpose. The remaining amount of \$478,844 for future years and the contingency amount are both subject to the appropriation of funds.

The ongoing subscription and maintenance and support costs after the initial three-year term ending on or about July 6, 2028, are estimated to be \$232,531 per year over seven one-year option terms and are to be a part of the future budget process.

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| 1. TOTAL COST OF AGREEMENT (3-YEAR INITIAL TERM): | \$675,951 |
| 2. CONTRACT COST ELEMENTS (3-YEAR INITIAL TERM): | |

Cost Element	Cost
Planning and Analysis Phase	\$6,612
Business Process Analysis, Including Analysis of Gaps in Functionality	0
Configuration and Customization	5,898
Test Scripts, Training, Documentation	5,624
Data Migration	23,412
User Acceptance Testing and Bug-Fixing for All Issues	0
Go Live	6,840
Software Licenses/Subscriptions – Year 1	164,000
Software Licenses/Subscriptions – Year 2	164,000
Software Licenses/Subscriptions – Year 3	164,000
Support and Maintenance – Years 1, 2, and 3	0
Hosting – Years 1, 2, and 3	0
Data Storage (Baseline of 900 GB) – Years 1, 2, and 3	0
Data Storage (Additional - 100 GB) – Years 1, 2, and 3	0
Link + Annual Subscription + Integration with Sirsi's Proposed Solution	0
iTiva for Phone Alerts + Integration with Sirsi's Proposed Solution – Year 1	6,575
iTiva for Phone Alerts + Integration with Sirsi's Proposed Solution – Year 2	6,575
iTiva for Phone Alerts + Integration with Sirsi's Proposed Solution – Year 3	6,904
SirsiDynix Web Services Connector for SpringShare LibApps, Annual Subscription – Year 1	550
SirsiDynix Web Services Connector for SpringShare LibApps, Annual Subscription – Years 2 and 3	0

Cost Element	Cost
Syndetics Unbound – Year 1	26,000
Syndetics Unbound – Year 2	26,780
Syndetics Unbound – Year 3	27,584
SirsiDynix Web Services Connector for BiblioCommons, Annual Subscription – Years 1, 2, and 3	0
ERC Subscription – Connectors for Overdrive, CloudLibrary, Axis 360, and Hoopla – Year 1	7,500
ERC Subscription – Connectors for Overdrive, CloudLibrary, Axis 360, and Hoopla – Year 2	7,500
ERC Subscription – Connectors for Overdrive, CloudLibrary, Axis 360, and Hoopla – Year 3	7,500
Training and Documentation	0
Final System Acceptance	12,097
TOTAL NOT-TO-EXCEED AMOUNT (INITIAL TERM)	\$675,951
Contingency	68,000
TOTAL AMOUNT OF RECOMMENDATION	\$743,951

BUDGET REFERENCE

The table below identifies the fund and appropriation to fund the recommended agreement as part of this memorandum and the remaining project costs, including project delivery, construction, and contingency costs.

Fund #	Appn. #	Appropriation Name	Total Appropriation	Amount for Contract	2024-2025 Proposed Capital Budget Page*	Last Budget Action (Date, Ord. No.)
393	4083	Automation Projects	\$1,000,000	\$675,951	338	N/A

* The 2025-2027 Proposed Biennial Capital Budget was released on April 26, 2025, and is scheduled to be reviewed on June 10, 2025 and adopted on June 17, 2025 by the City Council

COORDINATION

This memorandum has been coordinated with the following City Departments and/or Offices have been consulted with in the preparation of this report: the City Attorney's Office, the City Manager's Budget Office, and the Department of Public Works' Office of Equality Assurance.

PUBLIC OUTREACH

This memorandum will be posted on the City's Council Agenda website for the June 17, 2025 City Council meeting.

COMMISSION RECOMMENDATION AND INPUT

No commission recommendation or input is associated with this action.

CEQA

Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment.

PUBLIC SUBSIDY REPORTING

This item does not include a public subsidy as defined in section 53083 or 53083.1 of the California Government Code or the City's Open Government Resolution.

/s/

MARIA ÖBERG

Director, Finance Department

For program-related questions, please contact Ann Grabowski, Deputy Director of Public Service, Library Department, at ann.grabowski@sjlibrary.org. For procurement- and contract-related questions, please contact Dr. Albie Udom, Deputy Director of Finance – Purchasing and Risk Management, at albie.udom@sanjoseca.gov.