



County of Monterey

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

File #: A 21-541, **Version:** 1

- a. Approve and Authorize the Library Director or his/or her Designee, to sign a Professional Services Agreement (PSA) with ByWater Solutions, for library automation software and hosting services, in the amount not to exceed \$175,000, for the period of five years beginning March 21, 2022 through March 21, 2027;
- b. Authorize the Library Director or his/or her Designee, to execute up to one future Amendment to this agreement that does not significantly change the scope of work and does not cause an increase of more than 10% of the original contract amount.

RECOMMENDATION/SUMMARY:

- a. Approve and Authorize the Library Director or his/or her Designee, to sign a Professional Services Agreement (PSA) with ByWater Solutions, for library automation software and hosting services, in the amount not to exceed \$175,000, for the period of five years beginning March 21, 2022 through March 21, 2027;
- b. Authorize the Library Director or his/or her Designee, to execute up to one future Amendment to this agreement that does not significantly change the scope of work and does not cause an increase of more than 10% of the original contract amount.

SUMMARY/DISCUSSION:

The purpose of this contract is for Monterey County Free Libraries (MCFL) to enter an agreement with ByWater Solutions in order to provide an integrated library system (ILS) for the library system. The ILS is the core of service, managing checkout, catalog, library cards, fines and fees, and more. MCFL went through a very rigorous RFP process in order to select the best ILS to meet these needs. The RFP had 517 questions that each vendor answered and was rated by MCFL and ITD staff. Scoring of the RFP responses was based on the following components: Online Public Access Catalog (OPAC) where patrons can access their account, search for materials, and place requests; Cataloging where staff edit, upload, and manage records of the materials stored in the ILS; Acquisitions where materials ordered, received, and payments to vendors are tracked; Reports where we can pull up statistics about library services; Circulation where staff create and manage library cards, and access patron information, record paid fines and fees, and search for materials; Discovery Layer where patrons can easily find physical and online materials to check out; System Administration and Integration with other vendors.

ByWater Solutions offers a Software as a Service (SaaS) solution, and the team further evaluated implementation, training, and cost to MCFL. We then called the top three finalists for a demonstration and rated them based on the functionality of the following criteria: Circulation, OPAC, Cataloging, Acquisitions, Administration, Reports, and Integration. ByWater Solutions scored the highest overall, came in with the

lowest cost, and was recommended for award. MCFL will plan for the transition and migration to the new ILS, anticipating transition in March, 2022.

OTHER AGENCY INVOLVEMENT:

The Agreement has been reviewed by County Counsel as to form and legality. The proposed Agreement has been reviewed and approved by the Auditor-Controller's Office as to fiscal terms, by Risk Management regarding insurance and indemnification provisions.

FINANCING:

The recommended Professional Services Agreement (PSA) provides for a total amount not to exceed \$175,000 over a five-year period. It is anticipated that the agreement will cost less than \$62,000 for the initial year (including migration, installation and training costs) and \$27,200 for each of the subsequent four years remaining.

Funds have been appropriated in the Library Budget Unit 6110 for FY 21-22 and through the remaining four years to cover the cost of the Agreement. Approval will have no impact on the County General Fund.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The approval of the Professional Service Agreement will facilitate Monterey County Free Libraries' mission to serve the community and continue to provide services that inspire, inform and provide opportunities for individual and community enhancement.

- Economic Development
- Administration
- Health & Human Services
- Infrastructure
- Public Safety

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Approved by: Hillary Theyer, Library Director, (831)883-7567

Attachments:

- County Standard Agreement - MCFL with ByWater Solutions
- EX A Scope of Services and Payment Provisions
- Letter of award - RFP
- ByWater Solutions Sales Proposal
- RFP - Pricing