



## Recommendation for Action

**File #:** 20-1082, **Agenda Item #:** 45.

2/6/2020

### Posting Language

Authorize negotiation and execution of a multi-term contract with Unique Management Services Inc. D/B/A Unique National Collections, to provide library collections, marketing, and customer service, for up to five years for a total contract amount not to exceed \$384,910.

(Note: This procurement was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program. For the services required for this procurement, there were an insufficient number of certified M/WBEs; therefore, no subcontracting goals were established).

### Lead Department

Purchasing Office.

### Client Department(s)

Austin Public Library.

### Fiscal Note

Funding in the amount of \$51,321 is available in the Fiscal Year 2019-2020 Operating Budget of the Austin Public Library. Funding for the remaining contract term is contingent upon available funding in future budgets.

### Purchasing Language:

Professional Services.

### For More Information:

Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or [AgendaOffice@austintexas.gov](mailto:AgendaOffice@austintexas.gov) <<mailto:AgendaOffice@austintexas.gov>> or to Brenita Selement, at 512-974-3164 or [brenita.selement@austintexas.gov](mailto:brenita.selement@austintexas.gov) <<mailto:brenita.selement@austintexas.gov>>.

### Additional Backup Information:

The contract will provide material and fee recovery services for overdue unreturned library material, customer contact center services, and the implementation of Message Bee. Message Bee is a rich marketing, engagement and reporting tool used to market library activities, develop the library's brand, increase customer traffic, create detailed reports, welcome new customers, and notify customers regarding pertinent account information, such as holds, due-dates, overdue items, or bills.

The recommended contractor works with libraries exclusively and is the only provider of collection and notice management services that function with the SirsiDynix integrated library system currently in use by Austin Public Library. This contractor works exclusively with libraries, making them uniquely qualified in providing marketing and customer service in this specialized area. Having one contractor perform all these services will provide the Austin Public Library with operational benefits as well as economies of scale.

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This contract will replace a contract which expires on May 4, 2020. The recommended contractor is the current provider for these services.

**Contract Detail:**

<b><u>Contract Term</u></b>	<b><u>Length of Term</u></b>	<b><u>Contract Authorization</u></b>
Initial Term	1 yr.	\$ 74,418
Optional Extension 1	1 yr.	\$ 74,923
Optional Extension 2	1 yr.	\$ 76,723
Optional Extension 3	1 yr.	\$ 78,523
Optional Extension 4	1 yr.	\$ 80,323
<b>TOTAL</b>	<b>5 yrs.</b>	<b>\$384,910</b>

**Note:** Contract Authorization amounts are based on the City's estimated annual usage.