

# Agenda Report

August 18, 2025

**TO:** Honorable Mayor and City Council

**FROM:** Libraries and Information Services Department

**SUBJECT:** **AUTHORIZE THE CITY MANAGER TO ENTER INTO A CONTRACT WITH INNOVATIVE INTERFACES INCORPORATED TO PROVIDE INTEGRATED LIBRARY SYSTEM SUBSCRIPTION SERVICES FOR A GRAND TOTAL AMOUNT NOT TO EXCEED \$598,127**

## **RECOMMENDATION:**

It is recommended that the City Council:

1. Find the proposed action is not a project subject to the California Environmental Quality Act (CEQA) pursuant to Section 21065 of CEQA and Sections 15060(c)(2), 15060(c)(3), and 15378 of the State CEQA Guidelines and, as such, no environmental document pursuant to CEQA is required; and
2. Authorize the City Manager to enter into a five-year contract with Innovative Interfaces Incorporated, as a result of a competitive selection process in accordance with Pasadena Municipal Code Section 4.08.047, for integrated library system subscription services in an amount not to exceed \$393,150 (including a base contract amount of \$351,027 and a contingency of \$42,123 for any necessary change orders), with the option for three additional one-year terms at an annual amount of \$59,117 for year six, \$60,804 year seven, and \$62,541 year eight; and a contingency of \$7,505 per year for change orders, subject to the City Manager's approval, for a maximum grand total contract amount not to exceed \$598,127. Competitive price bidding is not required pursuant to City Charter Article X Section 1002(F), Contracts for professional or unique services.

## **BACKGROUND:**

The Pasadena Public Library utilizes an Integrated Library System (ILS) to manage its core library functions, including a catalog of nearly 300,000 bibliographic records and over 500,000 item records; patron registration and account management; and access to online resources, including research databases, eBooks, and streaming media. The ILS serves as the backbone of daily operations across all library branches and is critical to both internal workflows and the patron experience. In FY24, Pasadena Public Library's 218,000 patrons checked out a total of 705,000 items.

In anticipation of the expiration of the Library's current ILS contract in October 2025, the Pasadena Public Library initiated a competitive Request for Proposals (RFP) process in May 2025. The goal was to either retain the current vendor or identify a new ILS provider capable of meeting the Library's evolving needs and providing enhanced functionality for the benefit of Pasadena residents.

The process included the following steps:

- Formation of a Core Assessment and Selection Team comprised of Library staff from multiple divisions and representatives from the City's Department of Information Technology.
- Compilation of detailed functional and technical requirements, including desired enhancements in areas such as:
  - User Experience & Accessibility
  - Cataloging & Metadata Management
  - Circulation & Patron Management
  - Discovery & Online Public Access Catalog (OPAC)
  - Acquisitions & Financial Management
  - Serials & Subscription Management
  - Interlibrary Loan (ILL) & Resource Sharing
  - Data Migration & System Transition
  - Security & Compliance
  - Hosting & Deployment Options

These specifications formed the foundation of the Functional Requirements outlined in the RFP, which was released on May 12, 2025, via OpenGov and advertised for a period of four weeks. A pre-proposal meeting was held on May 15, 2025, with participation from seven vendors. By the proposal submission deadline of June 6, 2025, the Library received six formal proposals from prominent ILS vendors.

An evaluation panel consisting of Library subject matter experts conducted a thorough review of the proposals. Proposals were scored based on pre-established criteria outlined in the RFP, as shown below:

**Table 1: Proposal Evaluation Criteria**

Criteria	Points
Proposed Solution	50
Cost Proposal	20
Experience	20
Local Pasadena Business	5
Small or Micro-Business	5
<b>Total</b>	<b>100</b>



**Table 2: Final Evaluation Scores**

Rank	Proposer	Location	Average Total Points (out of 100)
1	Innovative Interfaces Incorporated	Ann Arbor, MI	86.63
2	ByWater Solutions	Santa Barbara, CA	85.86
3	Insignia Software Corporation	Edmonton, Alberta Canada	78.1
4	Civica North America Inc. dba Civica	Englewood, OH	76.8
5	Sirsi Corporation	Lehi, UT	76.3
6	The Library Corporation	Inwood, WV	73.27

Based on the results of this competitive selection process, Innovative Interfaces Incorporated was selected as the recommended vendor to provide the Library's future ILS services. Innovative Interfaces Incorporated submitted a competitive proposal that demonstrated a comprehensive understanding of the project scope and the Library's operational needs. Their proposal reflected significant industry experience, including prior successful work with the Pasadena Public Library on similar projects. Additionally, Innovative Interfaces Incorporated provided highly competitive pricing aligned with the requirements of the RFP.

**COUNCIL POLICY CONSIDERATION:**

This contract supports the City Council's goals of maintaining fiscal responsibility and stability and supporting the quality of life in Pasadena.

**ENVIRONMENTAL ANALYSIS:**

The action proposed herein is not subject to the California Environmental Quality Act (CEQA) in accordance with Section 21065 of CEQA and State CEQA Guidelines Sections 15060 (c)(2), 15060 (c)(3), and 15378. The authorization to enter into a contract with Innovative Interfaces Incorporated for the provision of computer database management and subscription services is a continuing administrative activity. This action would not cause either a direct physical change in the environment or a reasonably foreseeable indirect physical change in the environment. Therefore, the proposed action is not a "project" subject to CEQA, as defined in Section 21065 of CEQA and Section 15378 of the State CEQA Guidelines. Since the action is not a project subject to CEQA, no environmental document is required.

**FISCAL IMPACT:**

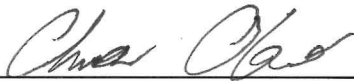
The proposed contracts total in aggregate \$598,127 over eight years if the contracts are renewed, subject to the approval of the City Manager, for the three additional one-year periods and contingencies. Funding for this action will be addressed by the utilization of existing and future budgeted appropriations in the Department of Libraries and Information Services operating budget fund (212). There are no anticipated impacts to the General Fund as a result of this action.

Respectfully submitted,



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Libraries and Information Services

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Approved by:



MIGUEL MÁRQUEZ  
City Manager

**Attachments:**

- Attachment A – Innovative Interfaces Incorporated TPA
- Attachment B – ByWater Solutions TPA
- Attachment C – Insignia Software Corporation TPA
- Attachment D – Civica TPA
- Attachment E – Sirsi Corporation TPA
- Attachment F – The Library Corporation
- Attachment G – Evaluation Tabulation