33141

BOARD OF TRUSTEES OF COMMUNITY COLLEGE DISTRICT NO. 508
COUNTY OF COOK AND STATE OF ILLINOIS

INTEGRATED LIBRARY SYSTEM
INNOVATIVE INTERFACES INCORPORATED
OFFICE OF INFORMATION TECHNOLOGY AND
OFFICE OF STRATEGY AND ACADEMIC GOVERNANCE
DISTRICT WIDE
(AMENDMENT TO BOARD REPORT #33097 ADOPTED NOVEMBER 3, 2016)
(RATIFICATION)

THE CHANCELLOR RECOMMENDS:

that the Board of Trustees ratify and amend the term of agreement with Innovative Interfaces Incorporated to begin no earlier than November 4, 2016 to provide an integrated library system ("ILS") and services districtwide in accordance with terms below at same total cost not to exceed $480,821.

VENDOR: Innovative Interfaces Incorporated ("Innovative")
            5850 Shellmound Way
            Emeryville, CA 94608

USER: Districtwide, including all students, faculty, and library staff ("Patrons")

ORIGINAL TERM:
The term of the agreement shall commence on November 15, 2017 and will continue through August 18, 2020 with options to renew for two (2) additional two (2) year periods.

AMENDED TERM:
The agreement shall commence on the Effective Date of the agreement, which shall be no earlier than November 4, 2016. The initial term of the agreement shall commence on the "Live Date," defined as the date on which the ILS is first available for Patron use (anticipated in August 2017), and will continue for a period of three (3) years. Thereafter, the agreement may be renewed for two (2) additional two (2) year periods.

SCOPE OF SERVICES:
Innovative's integrated library system ("ILS") offers two systems as a tightly integrated package:

- Encore Duet ("Encore") – a public-facing discovery tool and catalog for students and faculty, and

- Sierra – a library management resource for librarians and staff

- Innovative provides these systems as a software as a service (SaaS) solution that addresses three broad areas:

Discovery and User Experience

- Search and discovery. Encore will provide a "Google-like" discovery experience wherein a user keys in a search and the system returns results for CCC-owned or licensed resources available on that topic, intuitively organized and easily filterable. Electronic resources (databases, books, journals) will deliver complete, article-level results, including graphics, pictures, sidebars, etc. Physical resources (print books, periodicals/magazines, video and audio resources, headphones, iPads, etc.) owned by the libraries will be discoverable in a fashion that clearly indicates where the items are located (for example, in Daley's new book display or AVI's stacks). Books will be clearly faceted as either physical or electronic.

- Disposition of discovery results. Innovative's tool displays easy-to-understand and intuitive disposition options for users to download, save, email, and cite search and discovery results.

- User devices. Both Encore and Innovative's mobile discovery app, Encore Mobile, provide a seamless and complete mobile experience for accessing print and electronic resources and offers direct links for electronic content.

Library Operations and Management

- Sierra provides CCC's library professionals an intuitive tool for the selection, procurement, description, management, discoverability, and use of all of the libraries' print and electronic materials. The full integration of Sierra with Encore provides discovery with a robust link resolver and knowledgebase.

- Data collection and reporting. The system offers a comprehensive electronic resource management (ERM) tool that generates statistics for both print and electronic materials for internal and external uses.

Systems and Technology

- Integration flexibility. Innovative's solution integrates with CCC's eco-system of institutional technology platforms to support strategic workflows and current systems integrations, including the portal, CS9, Blackboard, online bookstore identity management, and systems security.

- Reliability. CCC's shared database in Sierra will perform reliably and maintain and anticipated 99.9% availability (with respect to unplanned downtime) across all colleges and locations for off-campus access.

- Security. Innovative's cloud-hosted solution provides safeguards against tampering and theft as well as mechanisms for data backup and recovery of all critical information and data.

- Robust authentication and authorization. Innovative's Sierra provides remote authentication against institutional LDAP directories and a Login Manager tool for CCC's library administrator and other authorized staff to view, create, edit, and delete system logins.

BENEFIT TO CITY COLLEGES OF CHICAGO:

The new ILS offers significant improvements to the user experience (students, faculty, library staff and others), which ties directly to improvements in student performance and outcomes and, ultimately, the achievement of CCC's goals and priorities.

- Students and faculty will have access to a highly functional, flexible and intuitive discovery tool with a "Google-like" interface. By simply keying in a topic of interest, the ILS will return a list of prioritized results that can be further refined by using filters that are visible and easy to use.

- Discovery results will include Research Starters, a broad but comprehensive overview of a given topic and an appropriate modality for CCC students who are new to library research.

- Additionally, the ILS offers the integration of LibGuides (research guides created by CCC librarians), library hours, scheduled library events, and other "push" notifications that the librarians choose to implement, which can be displayed as "placards" amongst the search results.

The new ILS offers librarians and staff a highly functional, flexible and intuitive library system database that will make the process of cataloging, procurement of resources, course reserves, and overall resource management easier and more efficient. The system will enable CCC's library professionals to better organize and maintain library resources for the benefit of all users.

After investing in a one-time implementation and data migration cost of $75,719 in FY2018, CCC will be on a lower cost ILS platform, which is approximately fifteen percent (15%) less costly than the current system. CCC will recover the one-time up front cost during the initial three-year term of the agreement.

VENDOR SELECTION CRITERIA:
Specifications were prepared by District Procurement staff and Request for Proposal (RFP) #CK1601 Integrated Library Management System was publicly advertised on July 16, 2016. Five (5) firms were notified. A pre-proposal meeting was conducted on July 20, 2016. Three firms responded to the RFP on August 12, 2016: 1) Innovative Interfaces, Inc.; 2) Ex Libris (USA) Inc.; and 3) EBSCO.

All qualifications were reviewed, evaluated and ranked by staff which included Office of Strategy and Academic Governance, Library Representatives, and Office of Information Technology.

The evaluation criteria included:
1. Qualifications and experience of the firm and project managers assigned to the CCC project.
2. Past experience with similar services for higher educational institutions with multiple sites.
3. Extent to which the proposer meets the Intent and Scope of Services and Detailed Requirements included in this document, as amended. Specifically (to be separately evaluated): – Discovery and User Experience
– Library Operations and Management
– Systems and Technology
4. Proposer's implementation plan of action and timeline for the execution of the requested services.
5. Total cost and cost per user in relation to the Scope of Services.
6. MBE/WBE Compliance plan.

Based on the evaluation scoring, staff recommended the acceptance of the proposal from Innovative Interfaces, Inc. to provide and implement the new library management system.

MBE/WBE COMPLIANCE:
The Office of Compliance has reviewed the proposed agreement and recommends a waiver of the Board Approved Plan due to the nature of the agreement (library management software) and the absence of subcontracting opportunities.

GENERAL CONDITIONS:
Inspector General – It shall be the duty of each party to the agreement to cooperate with the Inspector General for City Colleges of Chicago in any investigation conducted pursuant to the Inspector General's authority under Article 2, Section 2.7.4(b) of the Board Bylaws.

Ethics – It shall be the duty of each party to the agreement to comply with the applicable provisions of the Board's Ethics Policy adopted January 7, 1993, and as amended by the Board.

Contingent Liability – Pursuant to Section 7-14 of the Illinois Public Community College Act, all agreements authorized herein shall contain a clause that any expenditure beyond the current fiscal year is subject to appropriation in the subsequent fiscal year.

FINANCIAL:
Total: $480,821
Charge to: Office of Information Technology and Office of Strategy and Academic Governance
Source of Funds: Education Fund
FY17:   540000-00003-0023003-8000

                                        Respectfully Submitted,

                                          Cheryl L. Hyman
                                          Chancellor

February 9, 2017 – Office of Information Technology and Office of Strategy and Academic Governance