

C-11201
05/09/2016



World Headquarters
5850 Shellmound Way
Emeryville, CA 94608
+1.510.655.6200

Eastern US
P.O. Box 4903
Syracuse, NY 13221
+1.800.272.3414

May 9, 2016

Michael Beck
Chief Librarian
Glendale Public Library
5959 W. Brown St.
Glendale, AZ 85302

Dear Mike,

Unique Management Services, Inc. (UMS) is a valued, long-time development partner of Polaris Library Systems and Innovative Interfaces. We have worked collaboratively with UMS for more than eleven years to provide an interface between the Polaris® integrated library system and UMS to facilitate materials recovery efforts for our customers.

As a market focus, UMS focuses solely and exclusively on libraries. The Polaris Collection Agency interface was designed specifically for their services.

If you or your staff have any additional questions regarding this relationship, please give me a call.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bill Schickling', written in a cursive style.

Bill Schickling
Senior VP - Global Sales
Innovative Interfaces
P.O. Box 4903
Syracuse, NY 13221-4903
315-634-4580
800-272-3414 ext 4580
Fax: 315-457-5883
william.schickling@iii.com



Materials Management

Sole Source and Special Procurement Request

Check the reason(s) below to identify why you have determined the purchase is a **Sole Source or Special Procurement** and attach supporting documentation. Use only column. A purchase cannot be BOTH a sole source and a special procurement

SOLE SOURCE	SPECIAL PROCURMENT
<input checked="" type="checkbox"/> Compatibility. Indicate system, make, model and function <input type="checkbox"/> Unique repair/replacement item. Identify item to be used with previous PO number item purchased, and warranty period <input checked="" type="checkbox"/> Supplementary or necessary part required from same manufacturer. Identify in-house equipment and use with existing system <input type="checkbox"/> Unique Item <input checked="" type="checkbox"/> Unique Service <input checked="" type="checkbox"/> Proprietary Specifications (Copyright, patented, etc.) <input type="checkbox"/> Other reasons, if not above. Explain in detail	<input type="checkbox"/> Presents such limited competition that a competitive bid or proposal process cannot reasonably be used <input type="checkbox"/> Discourages the use of a competitive bid or proposal as it will result in a substantially higher cost to the city, or will otherwise impair the city's financial interests <input type="checkbox"/> Substantially impede the city's administrative functions or the delivery of services to the public <input type="checkbox"/> Does not qualify as a sole source or emergency <input type="checkbox"/> Has only one provider with the experience and capability to successfully perform the contract. <input type="checkbox"/> Presents a significant time constraint as the need was not known in sufficient time to allow for competitive procurement and time is of the essence <input type="checkbox"/> Other reasons, if not above. Explain in detail

JUSTIFICATION:

Use the Guidelines for Justification of the selected reason(s) above, and provide a full explanation of your reason that the product/service is a sole source or special procurement:

Currently, library patrons who exceed a threshold of \$30.01 and do not respond to library efforts (i.e. combination of e-mail, automated phone calls and mailing of overdue notices) are sent to Unique Management Services, a library-specific and sole-source collection agency used by all library systems in the valley except for Maricopa County Library District. All patron accounts at this threshold are automatically downloaded through the Polaris Collection Agency interface, which is sole-source and proprietary software to Innovative Interfaces and Unique. It is a fully-integrated component with the library's existing integrated library system, Polaris.

Our contractual relationship with Unique began in 2003, whereby the Glendale Library capitalized on the City of Tempe's cooperative purchasing agreement. The use of the agreement through Tempe's contract (T12-001-01) was approved by Materials Management and the City Attorney's Office. Tempe's most recent contract with Unique was a SAVE contract and was awarded to Unique Management in July 2011 with additional renewal periods. On May 27, 2014, Council approved a two-year professional services agreement with Unique Management Systems. The City receives no discounts in its linking agreement with Tempe and as such, the library is requesting a sole-source request for services as the contract with Tempe expires October 31, 2016.

The library wishes to utilize the sole-source services of Unique Management Services, a subsidiary of Innovate Interfaces. Unique Management Systems provides software and communication interfaces to initiate and implement materials cost-recovery efforts with overdue library customer accounts. Unique



Materials Management
Sole Source and Special Procurement Request

Management Services provides library debt cost-recovery efforts with customers to return long-overdue materials and/or financial reimbursement for such items beyond the library's internal capability. The financial benefit of these services to the City is \$5.30 ROI to every \$1 spent to Unique. Over the last five years, this averages approximately \$90,000 annual net gain to the City and Library in revenue or materials returned.

MANDATORY RESEARCH DOCUMENTATION REQUIREMENT:

Provide a detailed explanation of efforts made to determine the availability of the product or service from any other vendor, including other distributors:

Unique Management Services is the only library-specific collection recovery agency that is fully integrated with the Polaris ILS, Polaris Collection Agency interface and Innovative Interfaces systems. Every library in the valley utilizes their services except for Maricopa County Library District, which administers their collection efforts in-house. Staff did research the possibility in utilizing Progressive; however, they do not have the Polaris interface capability nor the ability to recover past-due balances. By utilizing a third party collection agency, this will enhance library collection efforts beyond what the library currently uses in encouraging patrons to return overdue materials and/or pay account fines. Unique has also provided the attached sole-source letter for documentation.

PREPARER NOTE: If this is a vehicle or technology purchase, concurrence of the Equipment Management Superintendent or the IT Director will be required.

Approval of a vendor as a sole source or a special procurement only determines the procurement method. Council approval and a signed contract may also be required.