



BOARD OF SUPERVISORS AGENDA ITEM REPORT  
AWARDS / CONTRACTS / GRANTS

☒ Award ☐ Contract ☐ Grant

Requested Board Meeting Date: April 19, 2022

\* = Mandatory, information must be provided

or Procurement Director Award: ☐

**\*Contractor/Vendor Name/Grantor (DBA):**

BiblioCommons, Inc.

**\*Project Title/Description:**

BiblioCommons

**\*Purpose:**

Amendment: Master Agreement No. MA-PO-19-017, Amendment No. 06. This Amendment incorporates the "BiblioEmail – Tier C" service into this Agreement, exercises the annual renewal option to extend the termination date to 04/27/2023, increases the annual award amount by \$20,000.00 from \$250,000.00 to \$270,000.00, and adds the revised annual award amount of \$270,000.00 for a cumulative not-to-exceed contract amount of \$978,000.00. One (1) renewal option remains. Administering Department: Library.

**\*Procurement Method:**

Pursuant to Pima County Procurement Code 11.12.050, Sole source procurement, on April 05, 2019, the Procurement Director approved an award of contract for an initial term effective April 28, 2019 to April 27, 2020 in the annual award amount of \$229,000.00 with four (4) one-year renewal options.

Effective October 01, 2019, the Procurement Officer processed Amendment No. 01, which deleted Schedule "A-2" in its entirety and replaced it with a revised Schedule "A-2".

Effective April 28, 2020, the Procurement Officer processed Amendment No. 02, which extended the termination date to 04/27/2021 and added the annual award amount of \$229,000.00 for a cumulative not-to-exceed contract amount of \$458,000.00. Three (3) renewal options remained.

Effective June 10, 2020, the Procurement Officer processed Amendment No. 03, which incorporated the Technology Integration Agreement dated June 10, 2020 into this Agreement.

On March 25, 2021, the Procurement Director approved Amendment No. 04, which incorporated Schedule "A-19" into this Agreement, extended the termination date to 04/27/2022, increased the annual award amount by \$21,000.00 from \$229,000.00 to \$250,000.00 and added the revised annual award amount for a cumulative not-to-exceed contract amount of \$708,000.00. Two (2) renewal options remained.

On October 19, 2021, the Procurement Director approved Amendment No. 05, which incorporated the "BiblioCloudRecords - Hoopla" service into this Agreement.

PRCUID: 306060

Attachment: Master Agreement.

**\*Program Goals/Predicted Outcomes:**

Create a content management system that integrates fully with the Library's integrated library system to create a seamless experience between website content and the Library's online catalog.

**\*Public Benefit:**

Give public ability to search and discover library resources, learn about available services and interact with online library.

**\*Metrics Available to Measure Performance:**

Library will monitor vendor's performance to assure quality and monitor staff and public satisfaction with system.

**\*Retroactive:**

To: COB 4-6-2022

No.

PGS: 6  
Ver: 12

**THE APPLICABLE SECTION(S) BELOW MUST BE COMPLETED**

Click or tap the boxes to enter text. If not applicable, indicate "N/A". Make sure to complete mandatory (\*) fields

**Contract / Award Information**

Document Type: \_\_\_\_\_ Department Code: \_\_\_\_\_ Contract Number (i.e., 15-123): \_\_\_\_\_  
 Commencement Date: \_\_\_\_\_ Termination Date: \_\_\_\_\_ Prior Contract Number (Synergen/CMS): \_\_\_\_\_  
☐ Expense Amount \$ \_\_\_\_\_ ☐ Revenue Amount: \$ \_\_\_\_\_

**\*Funding Source(s) required:** \_\_\_\_\_

Funding from General Fund? ☒ Yes ☐ No If Yes \$ \_\_\_\_\_ % \_\_\_\_\_

Contract is fully or partially funded with Federal Funds? ☐ Yes ☒ No

If Yes, is the Contract to a vendor or subrecipient? \_\_\_\_\_

Were insurance or indemnity clauses modified? ☐ Yes ☒ No  
 If Yes, attach Risk's approval.

Vendor is using a Social Security Number? ☐ Yes ☒ No  
 If Yes, attach the required form per Administrative Procedure 22-10.

**Amendment / Revised Award Information**

Document Type: MA Department Code: PO Contract Number (i.e., 15-123): 19-017  
 Amendment No.: 06 AMS Version No.: 12  
 Commencement Date: 04/28/2022 New Termination Date: 04/27/2023  
 Prior Contract No. (Synergen/CMS): N/A

☒ Expense ☐ Revenue ☒ Increase ☐ Decrease

Amount This Amendment: \$ 270,000.00

Is there revenue included? ☐ Yes ☒ No If Yes \$ N/A

**\*Funding Source(s) required: Library District Ops**

Funding from General Fund? ☐ Yes ☒ No If Yes \$ N/A % N/A

**Grant/Amendment Information** (for grants acceptance and awards)

☐ Award ☒ Amendment

Document Type: \_\_\_\_\_ Department Code: \_\_\_\_\_ Grant Number (i.e., 15-123): \_\_\_\_\_  
 Commencement Date: \_\_\_\_\_ Termination Date: \_\_\_\_\_ Amendment Number: \_\_\_\_\_  
☐ Match Amount: \$ \_\_\_\_\_ ☐ Revenue Amount: \$ \_\_\_\_\_

**\*All Funding Source(s) required:** \_\_\_\_\_

\*Match funding from General Fund? ☐ Yes ☒ No If Yes \$ \_\_\_\_\_ % \_\_\_\_\_

\*Match funding from other sources? ☐ Yes ☒ No If Yes \$ \_\_\_\_\_ % \_\_\_\_\_

\*Funding Source: \_\_\_\_\_

\*If Federal funds are received, is funding coming directly from the Federal government or passed through other organization(s)?

Contact: Troy McMaster

Digitally signed by Troy McMaster  
 Date: 2022.03.14 15:13:50 -07'00'

Division Manager: Ana Wilber

Digitally signed by Ana Wilber  
 Date: 2022.03.15 08:41:12 -07'00'

Department: Procurement Terri Spencer

Digitally signed by Terri Spencer  
 Date: 2022.03.17 12:44:10 -07'00'

Telephone: 520.724.8728

Department Director Signature: \_\_\_\_\_

Date: 4/5/22

Deputy County Administrator Signature: \_\_\_\_\_

Date: 5 April 2022

County Administrator Signature: \_\_\_\_\_

Date: 4/6/2022



# MASTER AGREEMENT

## PIMA COUNTY, ARIZONA

THIS IS NOT AN ORDER - TRANSMISSION CONSTITUTES  
CONTRACT EXECUTION

Master Agreement No: 19000000000000000017

MA Version: 12

Page: 1 of 2

Description: BiblioCommons

I S S U E R	Pima County Procurement Department	T E R M S	Initiation Date: 04-28-2022
	150 W. Congress St. 5th Fl		Expiration Date: 04-27-2023
	Tucson AZ 85701		
	Issued By: TROY MCMASTER		
	Phone: 5207248728		
	Email: troy.mcmaster@pima.gov		

V E N D O R	BiblioCommons Inc.	Contact:	Erica Reynolds
	119 Spadina Ave. Suite 1000	Phone:	647-436-6381
	Toronto ON M5V2L1	Email:	erica@bibliocommons.com
		Terms:	0.00 %
		Days:	30

Shipping Method: Vendor Method

Delivery Type:

FOB: FOB Dest, Freight Prepaid

#### Modification Reason

This Amendment incorporates the "BiblioEmail – Tier C" service into this Agreement, exercises the annual renewal option to extend the termination date to 04/27/2023, increases the annual award amount by \$20,000.00 from \$250,000.00 to \$270,000.00, and adds the revised annual award amount of \$270,000.00 for a cumulative not-to-exceed contract amount of \$978,000.00.

Attachment: BiblioCommons Order # 00002305.

This Master Agreement incorporates the attached documents, and by reference all instructions, Standard Terms and Conditions, Special Terms and Conditions, and requirements that are included in or referenced by the solicitation documents used to establish this agreement. All transactions and conduct are required to conform to these documents.



# MASTER AGREEMENT DETAILS

Master Agreement No: 19000000000000000017

MA Version: 12

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Line	Description					
1	BiblioCore Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$94,707.59			
2	BiblioWeb Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$92,229.31			
3	BiblioApps Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$23,676.90			
4	BiblioApps Languages- Spanish Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$1,000.00			
5	Languages BiblioCore - Spanish Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$6,000.00			
6	BiblioCloud Records-OverDrive Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$12,000.00			
7	BiblioSuggest Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$14,206.14			
8	BiblioApps Self-Checkout One-Time Implementation Fee Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$625.00			
9	BiblioApps Self-Checkout First Year Annual Fee (Discounted) Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$6,817.88			
10	BiblioCloud Records Hoopla One-Time Implementation Fee Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$500.00			
11	BiblioCloud Records Hoopla Annual Fee Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$8,000.00			
12	BiblioEmail - Tier C One-Time Implementation Fee Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$10,500.00			
13	BiblioEmail - Tier C Annual Fee Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$4,550.00			
14	BiblioSuggest Annual Fee (Prorated) Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$10,158.36			
15	BiblioApps Self-Checkout Annual Fee (Prorated) Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$8,069.61			
16	BiblioCloud Records Hoopla Annual Fee (Prorated) Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$4,383.56			



Order #: 00002305

**Pima County Public Library**

101 N Stone Ave  
Tucson, Arizona 85701  
United States

Population: 1,058,318  
Population Source: Other

Date: March 1, 2022

Valid Until: June 1, 2022

PO # (Optional):

Term: May 6, 2022 – May 5, 2023

All Fees are in USD

**BiblioEmail - Tier C**

An email marketing platform that supports staff leveraging existing content from BiblioWeb, BiblioEvents and BiblioCore to send patrons personalized emails.

**Annual Subscription Fee: \$4,550.00****One-Time Implementation Fee: \$10,500.00**

Total Contacts: &lt;250,000

Emails Per Year: 13,000,000

**Subscription Fees: \$4,550.00****Implementation Fees: \$10,500.00****Total Due this Year, payable on the date hereof: \$15,050.00**

Please note: Implementation of services is conducted remotely.

This Order Form supplements the Library Subscription Master Agreement ("Agreement") dated April 28, 2019 and is incorporated therein by reference. Capitalized terms not defined herein shall have the meanings set forth in the Agreement. In the event of a conflict with this Order Form and the Agreement, the Order Form will govern. All fees payable by Subscriber are exclusive of taxes.

Attached Service descriptions, if any, shall be incorporated by reference herein. The Parties acknowledge and confirm that the Services set out in this Order Form will be provided in addition to any services that Subscriber has also purchased with other Order Form(s).

**SCHEDULE "A-15"**  
**BiblioEmail Service Description**

**Service Description**

BiblioEmail is an add-on module that requires an underlying subscription to BiblioWeb. It includes the following functionality:

**Phase 1**

1. Content Integration
  - a. Ability to deploy pre-existing BiblioWeb content cards in emails, including: blog, news, list, event, online resource, and custom cards.
  - b. Ability to use BiblioWeb taxonomies to dynamically display the freshest relevant content cards in emails.
  - c. Ability to feature BiblioEvents feeds to showcase the latest relevant events (e.g. for an audience, branch, etc.) in emails.
  - d. Ability to feature BiblioCore results to showcase the latest new titles (e.g. for a genre, format, audience, etc.) in emails.
2. User preferences and sign-up
  - a. Ability for users to set their preferences for audience, format, genre, topic, location.
  - b. Ability for users to update their subscription preferences at any time.
  - c. Ability for staff to promote email sign-up from BiblioWeb.
  - d. Ability for library cardholders and non-cardholders to sign-up for email.
  - e. For logged in users, the sign-up form is prepopulated with known information (i.e. first name, last name, email address).
  - f. Ability for users to unsubscribe from email.
3. Email Creation
  - a. Ability for staff to create an unlimited number of email templates.
  - b. An email template library is provided, including pre-built email templates for library-specific use cases.
  - c. Ability for staff to add pre-existing content to emails (as outlined in #1) and to manually create content for emails.
  - d. Ability for staff to preview emails.
  - e. Ability for staff to send emails.
  - f. Ability for staff to segment the subscriber list based on user attributes, including combinations of user attributes, and to send emails to these lists.
  - g. Ability for staff to analyze the success of their emails.

**Phase 2**

1. Email Creation
  - a. Ability for staff to create an unlimited number of drip campaigns.
  - b. An email template library is provided, including pre-built drip campaigns for library-specific use cases.
  - c. Ability for staff to send emails as part of a drip campaign.
  - d. Ability for staff to analyze the success of their drip campaigns.

## Data Processor

For the purposes of the BiblioEmail service, BiblioCommons will act in the role of data processor, processing personal data on behalf of the Subscriber.

## Usage Limits

The Subscriber's BiblioEmail service includes the following Contacts and Email Message usage limits. If the Subscriber exceeds the usage limits of their tier, the Subscriber will be moved to the next Usage Tier, and will be invoiced for the difference in email hosting fees.

### Definitions

- *Contacts* means the number of users in BiblioEmail (includes both users who are actively receiving emails and those who have unsubscribed).
- *Email Message* means an email message sent via BiblioEmail.

Usage Tier	Total Contacts	Total Annual Email Messages
Tier A	<20,000	1,040,000
Tier B	<50,000	2,600,000
Tier C	<250,000	13,000,000
Tier D	<500,000	26,000,000
Tier E	<750,000	39,000,000
Tier F	<1,000,000	52,000,000
Tier G	<1,500,000	78,000,000

## Exclusions

BiblioCommons is not responsible for the creation of email content, managing email campaigns, analyzing campaign results, or for validation or record-keeping of any required consent related to imported email lists.