



Contra
Costa
County

To: Board of Supervisors
From: Melinda Cervantes, County Librarian
Date: November 7, 2017

Subject: Software and Services Agreement – OrangeBoy, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the County Librarian, or designee, to execute a software and services agreement with OrangeBoy, Inc., including mutual indemnification, in an amount not to exceed \$76,275 for metrics analysis software, for the period November 1, 2017 through October 31, 2018.

FISCAL IMPACT:

100% Library Fund.

BACKGROUND:

The Contra Costa County Library ensures easy, equitable access to library services for all Contra Costa County residents. The Library's 2014-2017 Strategic Plan guides the Library in prioritizing its resources, manpower, programming and efforts. The plan's goals and objectives were developed by collecting extensive input from community members and research findings. The Strategic Plan is a powerful tool in tailoring, reshaping and rethinking how library services, facilities and programs support the needs of the community.

This agreement with OrangeBoy, Inc., will provide the Library the ability to compile many

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **11/07/2017** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: November 7, 2017

David Twa, County Administrator and Clerk of the Board of Supervisors

Contact: Melinda Cervantes,
925-608-7700

By: June McHuen, Deputy

cc:

data sources that capture customer use or organizational performance. The data will be analyzed to understand usage trends, measure performance, evaluate market reach, and compare Contra Costa County Library results with more than 45 peer libraries. OrangeBoy, Inc., tools will provide the Library the ability to target customer communications through e-mail messaging, to gather customer feedback to understand customer satisfaction and loyalty, and to create custom

BACKGROUND: (CONT'D)

surveys and reports to measure and manage strategic planning outcomes. OrangeBoy Inc., services will integrate the Library's data sources and house it in a secure data warehouse.

This Agreement includes modifications to the General Conditions for the County and Contractor: Section 19.1 (Indemnification). As modified, the County agrees to indemnify and hold harmless Contractor for the County's share of any and all claims, costs and liability for any damage, injury or death of or to any person or the property of any person, including attorneys fees, arising out of the willful misconduct or the negligent acts, errors or omissions of the County in the performance of this Agreement. Contractor agrees to indemnify and hold harmless County for the Contractor's share of any and all claims, costs and liability for any damage, injury or death of or to any person or the property of any person, including attorneys fees, arising out of the willful misconduct or the negligent acts, errors or omissions of the Contractor in the performance of this Agreement.

CONSEQUENCE OF NEGATIVE ACTION:

If not approved, the Library would be unable to manage strategic planning outcomes to increase and enhance the patron library experience.

CHILDREN'S IMPACT STATEMENT:

None.