



Contra
Costa
County

To: Board of Supervisors
From: Melinda Cervantes, County Librarian
Date: August 14, 2018

Subject: Software and Services Agreement Amendment with OrangeBoy, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the County Librarian, or designee, to execute a software and services agreement amendment with OrangeBoy, Inc., effective August 1, 2018, to extend the term from October 31, 2018 to October 31, 2019 and increase the payment limit by \$7,200 from the prior payment limit of \$76,275, to a new payment limit of \$83,475, to provide additional on-site training services.

FISCAL IMPACT:

100% Library Fund.

BACKGROUND:

On November 7, 2017, the Board of Supervisors approved a software and services agreement with OrangeBoy, Inc., including mutual indemnification, for metrics analysis software, for the period of November 1, 2017 through October 31, 2018.

The Contra Costa County's Software and Services Agreement with OrangeBoy, Inc., provides the Library the ability to compile many data sources that capture customer use or organizational performance. The data is analyzed to understand usage trends, measure

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **08/14/2018** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

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

ABSENT: John Gioia, District I
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: August 14, 2018

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

By: June McHuen, Deputy

Contact: Walt Beveridge
925-608-7730

cc:

performance, evaluate market reach, and compare Contra Costa County Library results with more than 45 peer libraries. OrangeBoy, Inc., tools provide the Library the ability to target customer communications through e-mail messaging, to gather customer feedback to

BACKGROUND: (CONT'D)

understand customer satisfaction and loyalty, and to create custom surveys and reports to measure and manage strategic planning outcomes.

Approval of this software and services agreement amendment will allow the contractor to provide additional on-site training.

CONSEQUENCE OF NEGATIVE ACTION:

If not approved, the Library will not receive the additional training to further analyze the Library's Strategic Plan performance measures.