



500 West Big Beaver
Troy, MI 48084
troymi.gov

CITY COUNCIL AGENDA ITEM



Date: October 1, 2025

To: Frank A. Nastasi, City Manager

From: Robert J. Bruner, Deputy City Manager
Chris Wilson, Assistant City Manager
Rob Maleszyk, Chief Financial Officer
Kyle Vieth, Controller
Alex Bellak, IT Director
Emily Dumas, Library Director
Emily Frontera, Purchasing Manager

Subject: Bid Waiver—Catalog Upgrade to Vega Discover Premium and Polaris SMS for Troy Public Library (Introduced by: Emily Dumas, Library Director)

History

- The Troy Public Library circulated 1,049,177 items in Fiscal Year 2024-25.
- The library uses an Integrated Library System called Polaris to manage circulation of all materials coming to and going from the library. Polaris is a service provided by the library software company, Clarivate.
- The Library currently offers the Power PAC catalog system for patrons to search items, manage their accounts, place holds, and other functions. This is a Polaris product through Innovative Interfaces, Inc., a Clarivate company.
- In 2022, Clarivate introduced a new catalog platform called Vega Discover. The catalog offers an intuitive and seamless experience for patrons that makes browsing and searching much simpler. Vega utilizes a roll-up records interface, combining formats into one entry like Amazon. This eliminates the need to search through multiple records for physical books, audiobooks, ebooks, etc.
- Vega also creates a personalized experience for patrons by offering suggested resources based on user interests, an account portal for managing linked accounts, patron bookshelves, program registration integration, and more.
- There are options to integrate other services into the Vega platform, such as the programming calendar and marketing platform, at a future time. There is also a Vega app available for future consideration that would allow for quick and easy access to the catalog and other features.
- As Troy Public Library already offers a Clarivate catalog, this would be an upgrade to the current service.
- The Library also utilizes an SMS system to provide text message notifications and alerts to patrons about their accounts. The SMS service that Troy Public Library currently uses will no longer be available in 2026, so the library is also planning to subscribe to Polaris SMS as part of the upgrade.

Purchasing

- Pricing for the three-year bundled Vega Discover Premium and Polaris SMS contract has been secured from *Clarivate of Ann Arbor, MI* for a Year One cost of \$39,116 plus a \$15,000 one-time implementation fee, \$40,485 for Year Two and \$41,902 for Year Three, as detailed in the attached proposal dated September 17, 2025.
- The contract provides recurring annual renewals for consecutive 12-month terms after the initial three-year contract expiration at a maximum increase rate of 5%; either party may terminate upon ninety (90) days' notice of non-renewal prior to term expiration.



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Purchasing (continued)

- In the best interest of the City, and in an effort to provide a quick, easy, and efficient transition for patrons, it is being recommended to waive the bid process and to enter into the three-year contract for the Vega Discover Premium and Polaris SMS system from *Clarivate of Ann Arbor, MI*.

Financial

- The Library would pay a Year One subscription price for Vega Discover and Polaris SMS of \$39,116. The Year Two cost will be \$40,485, and Year Three will be \$41,902. This cost is in addition to the cost of the Polaris Integrated Library System that Troy Public Library will continue to use.
- The implementation of both Vega Premium and Polaris SMS would require a one-time installation fee of \$15,000.
- There would be a credit to the Library's account for a service that is covered through Vega Discover that Library currently subscribes to separately. In Year One this would be a prorated amount of \$9,821; and in Year Two and Three it would be \$20,842 and \$21,572 respectively.
- The total Year One project cost to institute Vega Discover and Polaris SMS is \$54,116. Troy Public Library has funds allocated in GL 271.790.814.030 to account for this potential upgrade. The three-year total cost of these services per the attached contract will be \$136,503. Funds will be budgeted annually through the yearly budget process to accommodate these costs.

Recommendation

City Management recommends, in the best interest of the City, waiving the formal bid process and approving the three-year contract with *Clarivate of Ann Arbor, MI* for the Vega Discover Premium catalog software and Polaris SMS messaging service for an estimated three-year total cost of \$136,503 at costs as detailed in the attached proposal. City Management further requests authorization to renew the contract with Clarivate on an ongoing basis as needed by the Troy Library for a not to exceed annual renewal increase of 5%.

**Innovative Interfaces Incorporated (“Clarivate”)**

789 E. Eisenhower Parkway

Ann Arbor, MI 48108

Order Form:

By signing this Order Form (“Order”) you agree to order the Services and /or license the Products subject to the Agreement described below and you certify that you are authorized to enter into this Agreement on behalf of the Client effective as of the date of the last signature below.

Client:	Troy Public Library	Authorization by:	Innovative Interfaces Incorporated
Authorization by Client:		Signature:	
Signature:	<u>Duly Authorized Signature</u>	Signature:	
Name:		Name:	Tim McGee
Title:		Title:	VP, Sales Operations
Date Signed:		Date Signed:	September 17, 2025

Q-00807361**Products (Annually Recurring):**

Name	Description	Start Date	Contract Term (months)
Vega Discover Premium	Bundle - Vega Discover Premium Vega Discover Premium	Upon Implementation	36
Polaris SMS (Out and In)	Bundle - Polaris SMS (Out and In) Polaris SMS (Out and In)	Upon Implementation	36
Total Price for Year 1: 39,116.00 USD			

Services (One Time):

Name	Description	One Time Fee
Vega Premium Implementation (Subs Service)	Vega Premium Implementation Vega Premium Implementation	13,500.00
Polaris SMS (Out and In) Implementation	Polaris SMS (Out and In) Implementation	1,500.00

(Subs Service)	Polaris SMS (Out and In) Implementation	
Total Price: 15,000.00 USD		

- Start Date for new product(s) being purchased will commence following implementation.
- Statement of Work is attached for Services Orders.
- Payment terms are Net 30. If applicable, fees will be co-termed to align your billing to the same term.

Renewal Term:

For annually recurring products it will auto renew for consecutive 12-month terms following the expiration of the overall contract term as set out above ("Initial Term") unless either party provides at least ninety (90) days' notice of non-renewal before the end of the then current term. During the Initial Term, Innovative will have the right to increase rates for services being renewed by a maximum percentage equivalent to 3.5% over the previous year and by a maximum of 5% during the Renewal Term.

Product Terms:

GOVERNING LAW & JURISDICTION State of Delaware

GOVERNING TERMS: The products and services set forth herein are governed by the terms found at <https://clarivate.com/terms-of-business> for:

- The Clarivate Terms;
- The Product/Service Terms for Innovative; and
- If applicable, the Innovative Subscription and Perpetual Software Subscriptions Operational Terms

For the avoidance of doubt, the Terms as expressly detailed in this Order Form will take precedence in the event of a conflict with the Governing Terms.

Additional Information:

There will be a 3.5% uplift in years 2 and 3:

*Year 2 - \$40,485**

*Year 3 - \$41,902**

**Syndetics subscription will be removed and your annual subscription will be reduced by \$19,643.41.*

The pricing offered by Clarivate herein expires 30 days from date of issue and based on the assumption that if accepted by Client, contracts will be executed within this 30-day period.

Taxes: Except to the extent that you are tax-exempt as to the tax in question, Client will pay all sales, use and other taxes imposed by any applicable laws and regulations as a result of the payments under this agreement, including but not limited to: Canadian Goods and Services Tax ("GST"), Canadian Harmonized Sales Tax ("HST"), Canadian Provincial Sales Tax ("PST") and/or other transaction tax (Collectively "Excise Tax"). When applicable, these tax amounts will be reflected on invoices to Client.

Legal Notice Information

Client Entity: **Troy Public Library**

Client Legal Address: 510 W Big Beaver Rd Troy MI United States 48084-5254

Billing Information:

Please review your billing address to ensure its accuracy.

Troy Public Library

510 W Big Beaver Rd Troy MI United States 48084-5254

Electronic **Invoice** Recipient(s):

Shipping Information:

Please confirm the shipping address is accurate.

Troy Public Library

510 W Big Beaver Rd Troy MI United States 48084-5254

Electronic **Renewal** Recipient(s):

<i>If your subscribing institution requires the use of Purchase Orders, please indicate below.</i> Purchase Order #: N/A Billing Information Notes	Tax Registration Number # If tax exempt, please include copy of supporting documentation with signed agreement or email a copy to tax.certificates@clarivate.com
<i>Invoices will be emailed to the bill to-contact and renewals will be emailed to the ship-to-contact. If your institution is unable to accept electronic invoices, please check this box: ☐</i>	

Statement of Work

Client: Troy Public Library
Quote ID: Q-00807361

A. Purpose of this Statement of Work

The SOW provides an overview of the scope of the project and fees to complete the engagement based on Innovative's prior experience with similar projects and preliminary discussions with Client. The Client hereby acknowledges that the SOW is not meant to capture all detailed requirements but documents the high-level requirements and implementation approach discussed and that additional detailed requirements discussions will be required to outline the full scope of work between the Parties.

B. Project Scope of Services

The Scope of the project includes the following set of professional services:

1. *Vega Premium Implementation*

Implementation duration is expected to be 12 weeks from commencement of work. If the Client would like to extend the Implementation timeline beyond the agreed upon duration, negotiation regarding the extended schedule and related costs will be conducted.

a) Innovative will install Vega Premium software.

Specified work includes, where necessary:

- 1) Project management
- 2) Requirements consultation between Client and Innovative
- 3) Post-implementation testing
- 4) Remediation of post-implementation issues, found during Innovative testing or found by the Client during the implementation period
- 5) Minimum scope of service to include:
 - Provisioning of a single production Vega Discover environment, and connection to Client's production ILS
 - Synchronization of production ILS and Vega Discover databases
 - Configuration training for Vega Discover
 - Product Overview
 - Access to recorded training sessions, and other online resources
 - Consultation on Best Practices
 - Publishing of 1st Guide

No work will be performed on the Client's production environment without prior notification to, and approval from, the Client. Work will be performed in pre-specified maintenance windows, as agreed upon in advance between the Client and Innovative.

Any requested work, outside of the specifications listed above, will be quoted at an additional cost, and written approval must be provided by the Client before work can proceed.

C. Innovative Services Team

The Services Team will have the following resources available for this project:

1. Project Manager: Project Managers have years of project management experience and have implemented library systems for many libraries.
2. System Engineer: System Engineers work with the Client on ILS setup and configuration as well as installations, network connections, and infrastructure configuration.

3. Trainer/Consultant: Trainers work with the Client to ensure an understanding of the configuration and use of the software

D. Client Implementation Team

1. Technical Lead: Will be responsible for assisting with Client responsibilities related to the installation and any other system level duties required by Client.

E. Implementation Assumptions

1. Client's production ILS environment must be running the current General Availability ("GA") version of the software, or later.
2. Client will have adequate resources available to ensure timely completion of any library tasks outlined in the project schedule.
3. Client will provide a technical point of contact who is able to provide, or coordinate access to, necessary information and Client resources. This includes information related to server access, collecting and providing any prerequisite information required to support installation and configuration of software, and other needs that may arise during the project.

F. Fees and Payment Terms

Fees for Services delivered under this SOW will be charged on a fixed price basis as set forth in the Order Form, attached herewith, and are made in good faith based on the activities, approach, and assumptions contained within this SOW. Payment terms for this SOW are as set forth in the Agreement. Any additional Change Requests will be performed at a blended rate of \$200 per hour for all resources. Additionally, the Client is responsible for all reasonable out-of-pocket costs and expenses incurred during execution of this SOW. Pricing assumes that deliverables in this Statement of Work are completed within six (6) months or additional Services fees will apply.

Statement of Work

Client: Troy Public Library

Quote ID: Q-00807361

A. Purpose of this Statement of Work

The SOW provides an overview of the scope of the project and fees to complete the engagement based on Innovative's prior experience with similar projects and preliminary discussions with Client. The Client hereby acknowledges that the SOW is not meant to capture all detailed requirements but documents the high level requirements and implementation approach discussed and that additional detailed requirements discussions will be required to outline the full scope of work between the Parties.

B. Project Scope of Services

The Scope of the project includes the following professional services:

Innovative will perform the installation and implementation of Polaris SMS Alerts functionality for Client.

Services to be performed include:

- o Project management for the installation and configuration of SMS, including project scheduling, project risk management and mitigation, liaison with Client, provisioning and coordination of Innovative resources, and ensuring tracking and timely completion of project tasks.
- o Product profiling and configuration, including consultation with Client on desired configuration points, and entry and verification of profile and configuration.
- o System engineering, including software installation, ensuring correct integration with the Polaris integrated library system software, upgrade and reconfiguration of any installed Polaris components upon which the SMS product depends, and technical liaison with the Client.
- o Testing of the SMS software, with the assistance of the Client, to ensure that it is functioning as designed.

C. Innovative Services Team

The Services Team will have the following resources available for this project:

1. System Engineer: The System Engineer(s) shall work with the Client on software setup and configuration as well as installations, network connections, and infrastructure configuration.
2. Project Manager: The Project Manager is assigned to provide project management, resource management, risk mitigation and issue management. The Project Manager is the single point of contact throughout the implementation to coordinate work plans, schedules, and teams' work. The Project Manager will manage day-to-day operational aspects and ensure deliverables are made in a timely manner and according to the mutually agreed project plan.

D. Client Implementation Team

1. Librarian Lead – Works closely with Consultant to ensure requirements are complete and representative of the needs of the Library. The Librarian Lead will coordinate with key members of the team as required.
2. Technical Lead - Will be responsible for assisting with Client responsibilities related to system level duties required by Client.

E. Implementation Assumptions

1. During and after implementation of SMS, the Client may identify software defects, or additional desired functional requirements. Client shall be responsible for working within Innovative's normal established support and enhancement request processes to report issues or provide input on additional desired functional requirements.
2. Client must provide the SMS configuration and profiling information. Client will use settings which are closest to what they currently have in place with their existing notification system. The Polaris SMS configuration and profiling information can be summarized as:
 - i. Confirmation of which notices the library will export for SMS.
 - ii. Complete text for each SMS message that will be used. Up to 100 individual branch Hold Pickup messages may be configured within the scope of this SOW. Any branches added after completion of Services will be subject to a new SOW. Changes to messages after configuration may incur additional charges. For example, "You may pick up %%count%% book(s) at %%branch%% until %%date%%."
 - iii. Client must allow outbound FTP (for transmission of the notice files) and inbound PAPI connections (for posting notices to the database).
 - iv. Any additional information necessary to complete installation and implementation.

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