Sacramento Public Library Authority

October 27, 2011

Agenda Item 10.0: Service Contract: Unique Management Services, Inc.

TO: **Sacramento Public Library Authority Board Members**

FROM: **Gerry Calderón, Information Technology Manager**

RE: **Service Contract: Unique Management Services, Inc.**

RECOMMENDED ACTIONS

Adopt Resolution #11-52, A Resolution Approving the Professional Services Agreement with Unique Management Services, Inc. for invoice preparation, mailing and collections in an Amount Not to Exceed $170,000

REASONS FOR RECOMMENDATIONS

The Sacramento Public Library's material collection of nearly two million items is used by more than 675,000 library card holding residents of Sacramento County. By using the services from Unique Management Services, the Authority is able to more effectively continue its efforts to recover overdue materials and collect payments for lost materials and accumulated fines and fees.

Contract for Invoice Preparation and Mailing Services

Currently, the Library Authority sends patrons a courtesy e-mail notification three days prior to an item's due date. A second e-mail notification is sent seven days after the due date if the material has not been returned.

If the materials have not been returned within twenty one days of the due date, a notification letter is sent to the customer requesting that materials be returned and indicating that fines are accumulating. About 19,200 letters are sent to customers annually for an annual cost of approximately $12,200. Unique Management Services has been providing these services in the past.

A Request for Proposal for invoice preparation and mailing services was issued earlier this year, and Unique Management Services was selected as the vendor of choice based on cost, its ability to process accounts electronically, and flexibility to format notifications with specific messages.

Contract for Collection Agency Services

The Authority has been using Unique Management Services to continue its efforts to recover long overdue materials and collect on outstanding amounts for fines and fees over $25.

A Request for Proposal for Collection Agency Service was issued earlier this year, and Unique Management Services was selected for its ability to process accounts electronically, minimize staff workload and reduce paperwork.

Unique Management Services will continue its efforts to recover long overdue materials and payments for amounts owed by making phone calls and sending letters to encourage customers to return materials. A $10.00 service fee is added to a customer's outstanding balance upon referral to Unique Management.

Library patrons who fail to respond are ultimately reported to national credit reporting agencies.

FISCAL IMPACT

The annual cost of $170,000 for services to be provided by Unique Management Services, Inc. is included in the FY 2011-12 Final Budget approved by the Board on September 29, 2011.

The cost incurred by the Authority is offset by the value of materials recovered, payments received and efforts and cost of replacing materials.

This contract is a one-year contract with an option for three, one-year contract renewals.

ATTACHMENTS:

Resolution 11-52**,** A Resolution Approving the Professional Services Agreement with Unique Management Services, Inc. for invoice preparation, mailing and collections.

Sacramento Public Library Authority

RESOLUTION 11-52

Adopted by the Governing Board of the Sacramento Public Library Authority on the date of:

October 27, 2011

A RESOLUTION APPROVING THE PROFESSIONAL SERVICES AGREEMENT WITH UNIQUE MANAGEMENT SERVICES, INC. FOR INVOICE PREPARATION, MAILING AND COLLECTIONS IN AN AMOUNT NOT TO EXCEED $170,000

BE IT HEREBY RESOLVED BY THE GOVERNING BOARD OF THE SACRAMENTO PUBLIC LIBRARY AUTHORITY AS FOLLOWS:

1. Establish the contract with Unique Management Services, Inc. for invoice preparation and mailing services, and to recover long overdue library materials and customer amounts owed in an amount not to exceed $170,000 over a one year period, with an option for three, one-year contract renewals.

2. The Library Director is authorized to sign all documents related to this contract within the approved terms.

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Sandy Sheedy, Chair

ATTESTED: Rivkah K. Sass, Secretary

BY:_____
Brenda Haggard, Assistant Secretary

ATTACHMENT
None.

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