



City of Austin

Recommendation for Action

File #: 25-1510, Agenda Item #: 25.

8/28/2025

Posting Language

Authorize a contract for material recovery collection services, marketing, and customer service for Austin Public Library with Unique Management Services Inc. d/b/a Unique National Collections, for an initial term of two years with up to three 1-year extension options in an amount not to exceed \$640,000. Funding: \$23,991 is available in the Operating Budget of Austin Public Library. Funding for the remaining contract term is contingent upon available funding in future budgets.

Lead Department

Financial Services Department.

Client Department(s)

Austin Public Library.

Fiscal Note

Funding in the amount of \$23,991 is available in the Fiscal Year 2024-2025 Operating Budget of Austin Public Library.

Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Sole Source.

MBE/WBE:

Sole source contracts are exempt from the City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program); therefore, no subcontracting goals were established.

For More Information:

Direct questions regarding this Recommendation for Council Action to the Financial Services Department - Central Procurement at FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500.

Additional Backup Information:

This contract will provide material and fee recovery services for unreturned library material, customer contact center services, and the Message Bee communication service for Austin Public Library (APL). Message Bee is a marketing, engagement, and reporting tool used to market library activities, increase customer traffic, create detailed reports, welcome new customers, and notify customers regarding pertinent account information, such as holds, due-dates, overdue items, or bills.

Unique Management Services Inc. d/b/a Unique National Collections is the sole source provider of APL's Integrated Library System SirsiDynix. This contract will replace the existing contract for the collection of delinquent library materials, fines, and fees that expires on February 5, 2026. The new contract will add the Message Bee web chat feature which will provide customer service features. The recommended contractor is the current provider for these services.

Contract Details:		
Contract Term	Length of Term	Contract Authorization
Initial Term	2 years	\$256,000
Optional Extension 1	1 year	\$128,000
Optional Extension 2	1 year	\$128,000
Optional Extension 3	1 year	\$128,000
Total	5 years	\$640,000
Note: Contract Authorization amounts are based on the City's estimated annual usage.		