

Meeting Date
October 20, 2015



AGENDA	
Section	New Business
Item No.	<i>Vt. C. 1</i>

AGENDA REPORT
BREVARD COUNTY BOARD OF COUNTY COMMISSIONERS

SUBJECT:	Board Direction Regarding the Upgrade of Library Services Primary Database System.
DEPT/OFFICE:	Information Technology

Requested Action:

It is requested that the Board of County Commissioners provide direction to the I.T. Department and Library Services regarding future expenditures on Library Service's Primary Database System. It is also requested that the Board provide the Chair with the authority to execute any resulting agreements. It is further requested that the Board delegate the execution of future annual renewals to the Library Services Director.

Summary Explanation & Background:

Library Service's primary database system is a product called CARLX and is produced by TLC, Inc. CARLX improves the efficiency of Library Service's employees by automating certain functionality such as tracking the circulation of library materials, managing patron accounts, managing adult and youth online catalogs, inventory management, and financial operations such as managing fines and fees.

CARLX was originally purchased in 2007 after being selected through an extensive RFP process. There was a pricing change in 2012, with a 5 year addendum to the original contract. The servers are now 8 years old and are in significant need of upgrading along with some other system and software components. In working with TLC, the cost of these upgrades and continuing maintenance was estimated to be \$872,082 over 5 years. TLC also offered Brevard County the option of hosting the system in the Cloud with a 5 year cost of \$871,950.

The I.T. Department was requested to attempt to negotiate better pricing. After negotiations, TLC reduced the cost of the 5 year hosting option to \$792,543, a reduction of \$79,407 over 5 years. This amounts to an annual cost of \$158,509. TLC also offered an optional 7 year hosting contract at a cost of \$1,023,966 or \$146,281 per year. This amounts to an annual savings of \$12,228 over the 5 year hosting option.

(Continued on next page)

Contact: Jon Sellers, Information Technology Department Director
 Telephone: (321) 617-7395
 Jon.Sellers@brevardcounty.us

Clerk to the Board Instructions:

Exhibits Attached:

Contract /Agreement (If attached):		Reviewed by County Attorney	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	PR <input type="checkbox"/>
County Manager		Assistant County Manager			Department Director / Extension Teresa Camarata, Central Services, x55492		
Stockton Whitten		Frank Abbate			Jon Sellers, Information Technology, x57395		



Tammy Etheridge, Clerk to the Board, 400 South Street • P.O. Box 999, Titusville, Florida 32781-0999

Telephone: (321) 637-2001
Fax: (321) 264-6972

October 21, 2015

MEMORANDUM

TO: Jon Sellers, Information Technology Director

RE: Item VI.C.1., Board Direction for Upgrade of Library Services Primary Database System

The Board of County Commissioners, in regular session on October 20, 2015, authorized you to make a counteroffer to TLC, Inc. for a five-year option at the lower seven-year cost with no termination fees for the future expenditures of the upgrade to the Library Services Primary Database System; authorized the Chairman to execute any resulting agreements; authorized the Library Services Director to execute any future renewals agreement; and approved going out for Request for Proposals (RFP) if TLC, Inc. does not accept the counteroffer.

Your continued cooperation is greatly appreciated.

Sincerely yours,

BOARD OF COUNTY COMMISSIONERS
SCOTT ELLIS, CLERK


Tammy Etheridge, Deputy Clerk

/ds

cc: Central Services Director
Library Services Director
County Manager
Finance
Budget



BOARD OF COUNTY COMMISSIONERS

file
Information Technology Department

2725 Judge Fran Jamieson Way
Building C, Room 203, MC#83
Viera, Florida 32940

Inter-Office Memo

TO: Tammy Etheridge, Deputy Clerk

FROM: Alice Colon, Admin Secretary, I.T. , x52889

DATE: January 4, 2016

RE: Signed TLC Addendum (Item VI.C.1; Board date: 10/20/15)

Attached is a fully-executed addendum to an agreement contract with TLC for the Clerk to attest. Also attached is a copy of the Tammygram and the resulting agreement (an addendum).

Two copies are attached; once attested, please return one to: I.T. Dept, MC#83

Thank you.

/ac

Attachments



**Agreement between Brevard County Libraries and The Library Corporation
For an Online Integrated Library Automation System
ADDENDUM No. 2**

This is an Addendum to the Agreement dated June 19, 2007 (hereinafter referred to as "Addendum No. 2") between the Brevard County Board of County Commissioners on behalf of the Library Services Department (hereinafter referred to as "Brevard County" or "the Library") and The Library Corporation (hereinafter referred to as "TLC").

Whereas, TLC has satisfactorily provided ongoing maintenance services for TLC software, third party hardware, software, and services for Brevard County as contemplated by the Agreement entered into between the parties; and

Whereas, Brevard County hardware supporting the Integrated Library Automation System is over 8 years old and needs replacing; and

Whereas, TLC's hosting solution will maintain and upgrade hardware and system software to keep current with the latest technology and performance requirements; and

Whereas, Brevard County finds it would serve a public purpose to agree to discounted pricing for TLC's Hosted Solution versus purchase of new ILS hardware.

In consideration of the mutual covenants and provisions contained herein, Brevard County and TLC hereby agree as follows:

PURPOSE OF ADDENDUM

To modify and amend the Agreement to reflect the following changes:

1. This Addendum No. 2 replaces in its entirety Addendum No. 1 effective September 1, 2012. This Addendum No. 2 is effective upon the START DATE for Brevard County in TLC's Hosted Solution. The START DATE (or Availability Date) will be the date the system is made available to Brevard in the Hosted Solution.
2. Section 4 (Term of Agreement). A third paragraph will be added to this section as "Maintenance services for the period from the START DATE to August 31, 2020 are reflected in Exhibit K to this Agreement. The parties acknowledge that the continuation of Maintenance Services is contingent upon the appropriation of funds by Brevard County on a fiscal year basis as noted in Section 38 (Funding Availability) of the Agreement.
3. Section 32 (Failure to Perform). Paragraph 2 will be replaced in its entirety with "System response time targets are 2.5 seconds for circulation transactions, 5 seconds for patron record updates, 5 seconds for OPAC searches, and 10 seconds for saving catalog records. To eliminate Internet connectivity issues, response times greater than the above targets for more than 80% of transactions during a 2 hour period are considered failures to perform. Any



- response time test must be conducted on a Library network segment without competing network traffic.”
4. Section 39 (Termination). A fourth paragraph will be added to this section as “As part of the termination process, provided the Library is not delinquent in payments to TLC, TLC will provide the Library with three (3) extracts of the ILS data at no additional charge. Additional extracts can be requested by the Library and TLC will provide these extracts on a time and materials basis at then standard rates. The third (or final, if additional extracts are requested) extract will be deemed the “final” extract from the ILS. Following the delivery of the final extract, TLC will remove the Library’s ILS hosted environment and the data contained within. Data backups will be retained for the then current retention period (currently 4 weeks) and at the end of the retention period, all Library data will be removed from the hosted facility.”
 5. Section 2 of Exhibit K (Maintenance Agreements for Hardware and Software), subsection B will be replaced in its entirety with “B. Unless the Library purchases additional support services, the Library shall be responsible for maintaining a sufficient technical staff to handle normal day-to-day operation and support for the SYSTEM, including but not limited to such tasks as trouble shooting, and report handling. It is acknowledged and understood that the maintenance and support service to be provided by TLC hereunder is not intended to supplant The Library's day to-day operation and support for the SYSTEM.”
 6. Section 2 of Exhibit K (Maintenance Agreements for Hardware and Software) is amended to include a tenth Subsection (Subsection J) as follows: “J. During the Maintenance Period, TLC will perform daily backups of the ILS data as necessary to restore the SYSTEM.”
 7. Section 2 of Exhibit K (Maintenance Agreements for Hardware and Software) is amended to include an eleventh Subsection (Subsection K) as follows: “K. During the Maintenance Period, TLC will provide access to an electronic backup of the ILS data within the hosted site that is available to the Library at any point for download.”
 8. Section 7 of Exhibit K (Maintenance Agreements for Hardware and Software) is amended to include a fourth Subsection (Subsection D) as follows: “D. Rider B sets forth costs for EQUIPMENT and SOFTWARE maintenance for the period from START DATE to August 31, 2020.

ENTIRE AGREEMENT

This Addendum No. 2 (including Rider B of Exhibit K as amended, attached hereto and made a part hereof), modified the Agreement dated June 19, 2007, and shall control in the event of conflict. Upon execution by the parties, this Addendum No. 2 shall be considered effective as of the START DATE as defined above.

TLC Denver
1355 S. Colorado Blvd., Suite C800 • Denver, CO 80222
Phone: 877.694.1452 or 303.758.3030
FAX: 303.758.0606

TLC Headquarters • The Library Corporation
Research Park • Inwood, WV 25428-9733
Phone: 800.325.7759 or 304.229.0100
FAX: 304.229.0295
www.TLCdelivers.com

TLC International
112 Robinson Road #10-01 • Singapore 068902
Phone: 65.6236.1450 • FAX: 65.6220.9821



RATIFICATION AND TERMINATION

All other terms and conditions of the Agreement, not otherwise modified herein, are hereby ratified and confirmed in their entirety and shall remain in full force and effect according to the terms of Section 4 of the revised Agreement.

EXECUTION

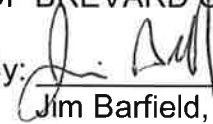
This Addendum No. 2 to the Agreement is fully executed the date of the last signing set forth herein below. The persons signing herein represent that they have the capacity to enter into this Agreement.

ATTEST:

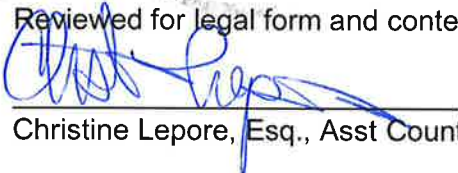


Scott Ellis, Clerk

BOARD OF COUNTY COMMISSIONERS
OF BREVARD COUNTY, FLORIDA

By: 
Jim Barfield, Chairman

Reviewed for legal form and content:



Christine Lepore, Esq., Asst County Attorney

Date: 12-30-2015

As approved by Board on: October 20, 2015

The Library Corporation

ATTEST:

Signature

By: 
Paul Leppert, Managing Director

Date: 1-28-2016

Name & Title, Typed or Printed



Rider B
BREVARD MAINTENANCE PLAN FOR SEPTEMBER 1, 2015 to AUGUST 31, 2020

This Rider contains the pricing for CARL.X Maintenance Services from September 1, 2015 to August 31, 2020.

Summary of Annual Maintenance for September 1, 2015 to August 31, 2020

Year 1 (September 1, 2015 to August 31, 2016):	\$138,340.00*
Year 2 (September 1, 2016 to August 31, 2017):	\$138,340.00
Year 3 (September 1, 2017 to August 31, 2018):	\$138,340.00
Year 4 (September 1, 2018 to August 31, 2019):	\$138,340.00
Year 5 (September 1, 2019 to August 31, 2020):	\$138,340.00

*Annual Maintenance for Year 1 of this Amendment will be pro-rated according to the START DATE as defined within this Amendment. When calculating the pro-rated amount, maintenance of existing On-Premise hardware and software will be excluded as these are paid annually by TLC. For Year 1, this equates to \$9,489.13 regardless of the START DATE.

Annual Maintenance Detailed Costs are provided below.

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Solutions that Deliver

Five Year CARL.X Maintenance Summary 2015 to 2020*

www.TLCdelivers.com

Brevard County Library	Quantity	Unit Price	Year 1		Year 2		Year 3		Year 4		Year 5	
			9/1/15 to 8/31/16	Maintenance	9/1/16 to 8/31/17	Maintenance	9/1/17 to 8/31/18	Maintenance	9/1/18 to 8/31/19	Maintenance	9/1/19 to 8/31/20	Maintenance
Server Hardware												
Dell PowerEdge R520 w/ Dialogic card and 5yr maintenance included (9/1/15 to 8/31/20) - iTiva Server	1	\$		Incl		Incl		Incl		Incl		Incl
Total Server Hardware			\$		\$		\$		\$		\$	
Hosting Services												
Internet Connectivity	1	\$ 5,040.00	\$	5,040.00	\$	5,191.20	\$	5,346.94	\$	5,507.34	\$	5,672.56
Network Infrastructure	1	\$ 269.00	\$	269.00	\$	277.07	\$	285.38	\$	293.94	\$	302.76
Firewall Protection	1	\$ 1,176.00	\$	1,176.00	\$	1,211.28	\$	1,247.62	\$	1,285.05	\$	1,323.60
CARL.X Core Services	1	\$ 8,350.00	\$	8,350.00	\$	8,600.50	\$	8,858.52	\$	9,124.27	\$	9,398.00
Database Services (Including Oracle Licensing)	1	\$ 45,106.00	\$	45,106.00	\$	46,459.18	\$	47,852.96	\$	49,288.54	\$	50,767.20
LS2 PAC Services	1	\$ 2,789.00	\$	2,789.00	\$	2,872.67	\$	2,958.85	\$	3,047.62	\$	3,139.04
CARL.Connect Services	1	\$ 2,789.00	\$	2,789.00	\$	2,872.67	\$	2,958.85	\$	3,047.62	\$	3,139.04
SSL Certificates for LS2 PAC and CARL.Connect	2	\$ 2,786.00	\$	5,572.00	\$	5,739.16	\$	5,911.33	\$	6,088.67	\$	6,271.34
Data Backup Services	1	\$ 10,710.00	\$	10,710.00	\$	11,031.30	\$	11,362.24	\$	11,703.11	\$	12,054.20
Hosting Loyalty Discount (Year 1 of 5)			\$	(37,383.06)	\$	(39,837.08)	\$	(42,364.74)	\$	(44,968.22)	\$	(47,649.81)
Total Hosting Services			\$	44,417.94	\$	44,417.95	\$	44,417.94	\$	44,417.94	\$	44,417.94
TLC Software												
CARL.X	1	\$ 25,243.73	\$	25,243.73	\$	25,243.73	\$	26,001.04	\$	26,781.07	\$	27,584.51
LS2 PAC	1	\$ 8,866.26	\$	8,866.26	\$	8,866.26	\$	9,132.25	\$	9,406.22	\$	9,688.40
CARL.Connect	1	\$ 3,787.00	\$	3,787.00	\$	3,900.00	\$	4,017.00	\$	4,137.51	\$	4,261.64
eCommerce Module	1	\$ 9,748.60	\$	9,748.60	\$	9,748.60	\$	10,041.06	\$	10,342.29	\$	10,652.56
LS2 Kids Annual Subscription	1	\$ 9,235.51	\$	9,235.51	\$	9,235.51	\$	9,512.58	\$	9,797.95	\$	10,091.89
Inventory Control	1	\$ 307.85	\$	307.85	\$	307.85	\$	317.09	\$	326.60	\$	336.40
SIP2 Integration Fee (Up to 7 Vendors)	1	\$ 3,437.50	\$	3,437.50	\$	3,437.50	\$	3,540.63	\$	3,646.84	\$	3,756.25
Total TLC Software			\$	60,626.45	\$	60,739.45	\$	62,561.63	\$	64,438.48	\$	66,371.64
Partner Products												
Syndetics Premium Content Subscription	1	\$ 17,180.95	\$	17,180.95	\$	17,696.38	\$	18,227.27	\$	18,774.09	\$	19,337.31
Talking Tech iTiva Phone Notice / Phone Connect Version 2.3 (Includes Spanish Language and Recording Module)	1	\$ 4,578.74	\$	4,578.74	\$	4,716.10	\$	4,857.59	\$	5,003.31	\$	5,153.41
Verisign SSL Certificate	1	\$ 1,522.17	\$	1,522.17	\$	1,567.84	\$	1,614.87	\$	1,663.32	\$	1,713.22
Envisionware Annual Maintenance	1	\$ 14,929.89	\$	14,929.89	\$	15,377.79	\$	15,839.12	\$	16,314.29	\$	16,803.72
Total Partner Products			\$	38,211.75	\$	39,358.10	\$	40,538.85	\$	41,755.01	\$	43,007.66
Training	1	\$ 6,906.03	\$	6,906.03	\$	7,113.21	\$	7,326.61	\$	7,546.41	\$	7,772.80
Multi-Year Commitment Discount			\$	(11,822.17)	\$	(13,288.71)	\$	(16,505.03)	\$	(19,817.84)	\$	(23,230.03)
Total Annual Maintenance			\$	138,340.00	\$	138,340.00	\$	138,340.00	\$	138,340.00	\$	138,340.00

*Year 1 costs will be pro-rated to coincide with START DATE in Hosted Solution which is expected to be later than September 1, 2015.



Annual CARL.X Maintenance for September 1, 2015 to August 31, 2016*

Brevard County Library			Year 1 9/1/15 to 8/31/16
	Quantity	Unit Price	Maintenance
Server Hardware			
Dell PowerEdge R520 w/ Dialogic card and 5yr maintenance included (9/1/15 to 8/31/20) - iTiva Server	1	\$ -	Incl
Total Server Hardware			\$ -
Hosting Services			
Internet Connectivity	1	\$ 5,040.00	\$ 5,040.00
Network Infrastructure	1	\$ 269.00	\$ 269.00
Firewall Protection	1	\$ 1,176.00	\$ 1,176.00
CARL.X Core Services	1	\$ 8,350.00	\$ 8,350.00
Database Services (including Oracle Licensing)	1	\$ 45,106.00	\$ 45,106.00
LS2 PAC Services	1	\$ 2,789.00	\$ 2,789.00
CARL.Connect Services	1	\$ 2,789.00	\$ 2,789.00
SSL Certificates for LS2 PAC and CARL.Connect	2	\$ 2,786.00	\$ 5,572.00
Data Backup Services	1	\$ 10,710.00	\$ 10,710.00
Hosting Loyalty Discount			\$ (37,383.06)
Total Hosting Services			\$ 44,417.94
TLC Software			
CARL.X	1	\$ 25,243.73	\$ 25,243.73
LS2 PAC	1	\$ 8,866.26	\$ 8,866.26
CARL.Connect	1	\$ 3,787.00	\$ 3,787.00
eCommerce Module	1	\$ 9,748.60	\$ 9,748.60
LS2 Kids Annual Subscription	1	\$ 9,235.51	\$ 9,235.51
Inventory Control	1	\$ 307.85	\$ 307.85
SIP2 Integration Fee (Up to 7 Vendors)	1	\$ 3,437.50	\$ 3,437.50
Total TLC Software			\$ 60,626.45
Partner Products			
Syndetics Premium Content Subscription	1	\$ 17,180.95	\$ 17,180.95
Talking Tech iTiva Phone Notice / Phone Connect Version 2.3 (includes Spanish Language and Recording Module)	1	\$ 4,578.74	\$ 4,578.74
Verisign SSL Certificate	1	\$ 1,522.17	\$ 1,522.17
Envisionware Annual Maintenance	1	\$ 14,929.89	\$ 14,929.89
Total Partner Products			\$ 38,211.75
Training	1	\$ 6,906.03	\$ 6,906.03
Multi-Year Commitment Discount			\$ (11,822.17)
Total Annual Maintenance			\$ 138,340.00

*Year 1 costs will be pro-rated to coincide with START DATE in Hosted Solution which is expected to be later than September 1, 2015.

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TLC International
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Annual CARL.X Maintenance for September 1, 2016 to August 31, 2017

Brevard County Library			Year 2 9/1/16 to 8/31/17
	Quantity	Unit Price	Maintenance
Server Hardware			
Dell PowerEdge R520 w/ Dialogic card and 5yr maintenance included (9/1/15 to 8/31/20) - iTiva Server	1	\$ -	Incl
Total Server Hardware			\$ -
Hosting Services			
Internet Connectivity	1	\$ 5,191.20	\$ 5,191.20
Network Infrastructure	1	\$ 277.07	\$ 277.07
Firewall Protection	1	\$ 1,211.28	\$ 1,211.28
CARL.X Core Services	1	\$ 8,600.50	\$ 8,600.50
Database Services (including Oracle Licensing)	1	\$ 46,459.18	\$ 46,459.18
LS2 PAC Services	1	\$ 2,872.67	\$ 2,872.67
CARL.Connect Services	1	\$ 2,872.67	\$ 2,872.67
SSL Certificates for LS2 PAC and CARL.Connect	2	\$ 2,869.58	\$ 5,739.16
Data Backup Services	1	\$ 11,031.30	\$ 11,031.30
Hosting Loyalty Discount			\$ (39,837.08)
Total Hosting Services			\$ 44,417.95
TLC Software			
CARL.X	1	\$ 25,243.73	\$ 25,243.73
LS2 PAC	1	\$ 8,866.26	\$ 8,866.26
CARL.Connect	1	\$ 3,900.00	\$ 3,900.00
eCommerce Module	1	\$ 9,748.60	\$ 9,748.60
LS2 Kids Annual Subscription	1	\$ 9,235.51	\$ 9,235.51
Inventory Control	1	\$ 307.85	\$ 307.85
SIP2 Integration Fee (Up to 7 Vendors)	1	\$ 3,437.50	\$ 3,437.50
Total TLC Software			\$ 60,739.45
Partner Products			
Syndetics Premium Content Subscription	1	\$ 17,696.38	\$ 17,696.38
Talking Tech iTiva Phone Notice / Phone Connect Version 2.3 (includes Spanish Language and Recording Module)	1	\$ 4,716.10	\$ 4,716.10
Verisign SSL Certificate	1	\$ 1,567.84	\$ 1,567.84
Envisionware Annual Maintenance	1	\$ 15,377.79	\$ 15,377.79
Total Partner Products			\$ 39,358.10
Training	1	\$ 7,113.21	\$ 7,113.21
Multi-Year Commitment Discount			\$ (13,288.71)
Total Annual Maintenance			\$ 138,340.00

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Annual CARL.X Maintenance for September 1, 2017 to August 31, 2018

Brevard County Library			Year 3 9/1/17 to 8/31/18
	Quantity	Unit Price	Maintenance
Server Hardware			
Dell PowerEdge R520 w/ Dialogic card and 5yr maintenance included (9/1/15 to 8/31/20) - iTiva Server	1	\$ -	Incl
Total Server Hardware			\$ -
Hosting Services			
Internet Connectivity	1	\$ 5,346.94	\$ 5,346.94
Network Infrastructure	1	\$ 285.38	\$ 285.38
Firewall Protection	1	\$ 1,247.62	\$ 1,247.62
CARL.X Core Services	1	\$ 8,858.52	\$ 8,858.52
Database Services (including Oracle Licensing)	1	\$ 47,852.96	\$ 47,852.96
LS2 PAC Services	1	\$ 2,958.85	\$ 2,958.85
CARL.Connect Services	1	\$ 2,958.85	\$ 2,958.85
SSL Certificates for LS2 PAC and CARL.Connect	2	\$ 2,955.67	\$ 5,911.33
Data Backup Services	1	\$ 11,362.24	\$ 11,362.24
Hosting Loyalty Discount			\$ (42,364.74)
Total Hosting Services			\$ 44,417.94
TLC Software			
CARL.X	1	\$ 26,001.04	\$ 26,001.04
LS2 PAC	1	\$ 9,132.25	\$ 9,132.25
CARL.Connect	1	\$ 4,017.00	\$ 4,017.00
eCommerce Module	1	\$ 10,041.06	\$ 10,041.06
LS2 Kids Annual Subscription	1	\$ 9,512.58	\$ 9,512.58
Inventory Control	1	\$ 317.09	\$ 317.09
SIP2 Integration Fee (Up to 7 Vendors)	1	\$ 3,540.63	\$ 3,540.63
Total TLC Software			\$ 62,561.63
Partner Products			
Syndetics Premium Content Subscription	1	\$ 18,227.27	\$ 18,227.27
Talking Tech iTiva Phone Notice / Phone Connect Version 2.3 (includes Spanish Language and Recording Module)	1	\$ 4,857.59	\$ 4,857.59
Verisign SSL Certificate	1	\$ 1,614.87	\$ 1,614.87
Envisionware Annual Maintenance	1	\$ 15,839.12	\$ 15,839.12
Total Partner Products			\$ 40,538.85
Training	1	\$ 7,326.61	\$ 7,326.61
Multi-Year Commitment Discount			\$ (16,505.03)
Total Annual Maintenance			\$ 138,340.00

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Annual CARL.X Maintenance for September 1, 2018 to August 31, 2019

Brevard County Library			Year 4 9/1/18 to 8/31/19
	Quantity	Unit Price	Maintenance
Server Hardware			
Dell PowerEdge R520 w/ Dialogic card and 5yr maintenance included (9/1/15 to 8/31/20) - iTiva Server	1	\$ -	Incl
Total Server Hardware			\$ -
Hosting Services			
Internet Connectivity	1	\$ 5,507.34	\$ 5,507.34
Network Infrastructure	1	\$ 293.94	\$ 293.94
Firewall Protection	1	\$ 1,285.05	\$ 1,285.05
CARL.X Core Services	1	\$ 9,124.27	\$ 9,124.27
Database Services (including Oracle Licensing)	1	\$ 49,288.54	\$ 49,288.54
LS2 PAC Services	1	\$ 3,047.62	\$ 3,047.62
CARL.Connect Services	1	\$ 3,047.62	\$ 3,047.62
SSL Certificates for LS2 PAC and CARL.Connect	2	\$ 3,044.34	\$ 6,088.67
Data Backup Services	1	\$ 11,703.11	\$ 11,703.11
Hosting Loyalty Discount			\$ (44,968.22)
Total Hosting Services			\$ 44,417.94
TLC Software			
CARL.X	1	\$ 26,781.07	\$ 26,781.07
LS2 PAC	1	\$ 9,406.22	\$ 9,406.22
CARL.Connect	1	\$ 4,137.51	\$ 4,137.51
eCommerce Module	1	\$ 10,342.29	\$ 10,342.29
LS2 Kids Annual Subscription	1	\$ 9,797.95	\$ 9,797.95
Inventory Control	1	\$ 326.60	\$ 326.60
SIP2 Integration Fee (Up to 7 Vendors)	1	\$ 3,646.84	\$ 3,646.84
Total TLC Software			\$ 64,438.48
Partner Products			
Syndetics Premium Content Subscription	1	\$ 18,774.09	\$ 18,774.09
Talking Tech iTiva Phone Notice / Phone Connect Version 2.3 (includes Spanish Language and Recording Module)	1	\$ 5,003.31	\$ 5,003.31
Verisign SSL Certificate	1	\$ 1,663.32	\$ 1,663.32
Envisionware Annual Maintenance	1	\$ 16,314.29	\$ 16,314.29
Total Partner Products			\$ 41,755.01
Training	1	\$ 7,546.41	\$ 7,546.41
Multi-Year Commitment Discount			\$ (19,817.84)
Total Annual Maintenance			\$ 138,340.00

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Annual CARL.X Maintenance for September 1, 2019 to August 31, 2020

Brevard County Library			Year 5 9/1/19 to 8/31/20
	Quantity	Unit Price	Maintenance
Server Hardware			
Dell PowerEdge R520 w/ Dialogic card and 5yr maintenance included (9/1/15 to 8/31/20) - iTiva Server	1	\$ -	Incl
Total Server Hardware			\$ -
Hosting Services			
Internet Connectivity	1	\$ 5,672.56	\$ 5,672.56
Network Infrastructure	1	\$ 302.76	\$ 302.76
Firewall Protection	1	\$ 1,323.60	\$ 1,323.60
CARL.X Core Services	1	\$ 9,398.00	\$ 9,398.00
Database Services (including Oracle Licensing)	1	\$ 50,767.20	\$ 50,767.20
LS2 PAC Services	1	\$ 3,139.04	\$ 3,139.04
CARL.Connect Services	1	\$ 3,139.04	\$ 3,139.04
SSL Certificates for LS2 PAC and CARL.Connect	2	\$ 3,135.67	\$ 6,271.34
Data Backup Services	1	\$ 12,054.20	\$ 12,054.20
Hosting Loyalty Discount			\$ (47,649.81)
Total Hosting Services			\$ 44,417.94
TLC Software			
CARL.X	1	\$ 27,584.51	\$ 27,584.51
LS2 PAC	1	\$ 9,688.40	\$ 9,688.40
CARL.Connect	1	\$ 4,261.64	\$ 4,261.64
eCommerce Module	1	\$ 10,652.56	\$ 10,652.56
LS2 Kids Annual Subscription	1	\$ 10,091.89	\$ 10,091.89
Inventory Control	1	\$ 336.40	\$ 336.40
SIP2 Integration Fee (Up to 7 Vendors)	1	\$ 3,756.25	\$ 3,756.25
Total TLC Software			\$ 66,371.64
Partner Products			
Syndetics Premium Content Subscription	1	\$ 19,337.31	\$ 19,337.31
Talking Tech iTiva Phone Notice / Phone Connect Version 2.3 (includes Spanish Language and Recording Module)	1	\$ 5,153.41	\$ 5,153.41
Verisign SSL Certificate	1	\$ 1,713.22	\$ 1,713.22
Envisionware Annual Maintenance	1	\$ 16,803.72	\$ 16,803.72
Total Partner Products			\$ 43,007.66
Training	1	\$ 7,772.80	\$ 7,772.80
Multi-Year Commitment Discount			\$ (23,230.03)
Total Annual Maintenance			\$ 138,340.00

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Board Direction Regarding the Upgrade of Library Services Primary Database System
(Continued from Page 1)

The I.T. Department is requesting the Board to review and provide direction for the following options and the I.T. Department's recommendation:

1. Upgrade the current hardware and software components and maintain in-house: 5 year cost \$872,082.
2. Move the system to the cloud on a 5 year contract with TLC: 5 year cost \$792,543.
3. Move the system to the cloud on a 7 year contract with TLC: 7 year cost \$1,023,966.
4. Maintain the system as is and perform a Requests for Proposal for other similar systems.

What follows is the I.T. Department's brief list of the pros and cons of each option:

1. Upgrade the current hardware and software components and maintain in-house: 5 year cost \$872,082.

Pros: Maintains continuity of service at very low risk. Maintains County flexibility after the end of the current contract (2017).

Cons: Highest cost option.

2. Move the system to the cloud on a 5 year contract with TLC: 5 year cost \$792,543.

Pros: Lower cost than option 1 above. Frees up some staff resources to improve services. No contract termination costs.

Cons: Somewhat higher risk than option 1.

3. Move the system to the cloud on a 7 year contract with TLC: 7 year cost \$1,023,966.

Pros: Lowest cost option. Frees up some staff resources to improve services.

Cons: Termination costs associated with contract. See attachment.

4. Maintain the system as is and perform a Requests for Proposal for other similar systems.

Pros: Gives the County the opportunity to determine if there are lower cost options on the market.

Cons: Selecting a different vendor will result in a one-time contract termination fee of at least \$27,884.

Significant costs for retraining existing staff and library patrons, potential risk to County's reputation, and a significant learning curve for often elderly patrons.

Because it is apparent that TLC can accept the lower annual costs associated with the 7 year agreement, the Information Technology Department recommends asking TLC to charge the Board the 7 year annual costs, but for 5 years only and with no early termination fees. In the event TLC rejects the offer, it is recommended that the Board authorize staff to issue a Request for Proposals for a computer system with similar requirements to the existing one in use by Library Services.