

Tabled

Meeting Date
7/21/15



AGENDA	
Section	Consent
Item No.	II.B.3

AGENDA REPORT
 BREVARD COUNTY BOARD OF COUNTY COMMISSIONERS

SUBJECT:	Addendum to contract between The Library Corporation (TLC) and Brevard County for the Integrated Library System (ILS)
DEPT/OFFICE:	Community Services Group/Library Services Department

Requested Action:
 It is requested that the Board of County Commissioners approve the Addendum to the existing contract between The Library Corporation (TLC) and Brevard County for the Integrated Library System (ILS), and authorize the Chairman to execute the Addendum.

Summary Explanation & Background:

On June 19, 2007, after a lengthy, competitive RFP process, the Board of County Commissioners approved the contract between The Library Corporation (TLC) and Brevard County for an Integrated Library System (ILS), and was amended on November 13, 2012.

TLC provides the ILS for Brevard County Libraries. This proprietary, computerized system provides essential library functions, including circulation of library materials, patron accounts, adult and youth online catalogs, collection inventory/maintenance, and financial operations such as managing fines and fees. It is used daily by nearly 300 staff members and by thousands of members of the public. It is the heart of our modern library services.

Library Services' ILS servers are located at the Central Library facility in Cocoa, and at over seven years in age, these servers have reached the end of their useful life. But, instead of replacing these servers, we are recommending that we move the ILS to a remote TLC hosting facility. By doing so, we gain secure offsite data backups; hardware & power redundancies; and regular hardware & software updates.

The proposed addendum will make TLC responsible for providing ILS hosting services, all software and data backups, system maintenance, and support.

The data itself remains ours, and TLC will provide a data backup to us, once every quarter. In the event the contract is cancelled by either party, TLC will restore all of our data to us.

Continued on Page 2

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 Jeff Thompson, Director of Library Services 633-1801				
Stockton Whitten	Assistant County Manager	<i>Venetta Valdengo</i>				

SUBJECT:
Page 2

It is requested that the Board of County Commissioners approve the Addendum to the existing contract between The Library Corporation (TLC) and Brevard County for the Integrated Library System (ILS), and authorize the Chairman to execute the Addendum.

The proposed addendum will be effective September 1, 2015 through August 31, 2020, and will allow us— at no additional cost—to not only have a more robust ILS, but also to implement future technologies without concern of aging hardware or software restrictions.

Fiscal Impact (over a five-year period):

Cost to replace our old servers and continue as at present:

\$872,082.08

Cost to take the recommended action of having TLC host our ILS:

\$871,949.79

The proposed addendum is slightly less costly than continuing to host the ILS ourselves, and allows us to improve service to our citizens. The funds for this action are budgeted by Library Services. There will be no General Fund impact.



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

July 22, 2015

MEMORANDUM

TO: Jeff Thompson, Library Services Director

RE: Item II.B.3., Addendum to Contract with The Library Corporation (TLC), for Integrated Library System (ILS)

The Board of County Commissioners, in regular session on July 21, 2015, tabled consideration of the Addendum to Contract with The Library Corporation (TLC), for Integrated Library System (ILS).

Your continued cooperation is always appreciated.

Sincerely,

BOARD OF COUNTY COMMISSIONERS
SCOTT ELLIS, CLERK

Tammy Etheridge, Deputy Clerk

/af



Business Case For Hosted Integrated Library System

July 10, 2015



Table of Contents

I. Purpose	3
II. Summary.....	4
III. Solution Overview–Recommended Solution: Hosting.....	5
IV. Benefits of Recommended Solution.....	5
V. Negative Impacts	6
VI. Project Overview.....	6
VII. Alternative Solution–New Hardware.....	7
VIII. Cost Analysis	8
IX. Funding Source.....	12



I. Purpose

The purpose of this business case is to:

1. Communicate the state of the Library's current ILS
2. Provide Library Services' recommended solution
3. Provide an alternative solution
4. Outline fiscal impacts
5. Request the Board of County Commissioners' approval of an Addendum to the existing contract between TLC and Brevard County.



II. Summary

On June 19, 2007, after a lengthy, competitive RFP process, the Board of County Commissioners approved the contract between The Library Corporation (TLC) and Brevard County for an Integrated Library System (ILS), and was amended on November 13, 2012.

TLC provides the ILS for Brevard County Libraries.

This proprietary, computerized system provides essential library functions, including circulation of library materials, patron accounts, adult and youth online catalogs, collection inventory/maintenance, and financial operations such as managing fines and fees. It is the heart of our modern library services.

Brevard's ILS consists of six physical servers currently located at the Central Library facility in Cocoa. These servers are over seven years old and have reached the end of their useful life. In addition, recent improvements in application software are taxing the performance of these servers, increasing the risk of significant down time or slower response times for citizens and Library staff, and limiting the Library's ability to take advantage of enhanced features offered by TLC.

Library Services is requesting that the Board of County Commissioners approve an addendum to the existing contract between TLC and Brevard County. Instead of replacing our aging servers, the proposed addendum will provide ILS hosting services, software licenses renewals, maintenance, and support from September 1, 2015 through August 31, 2020.

Hosting services refers to software that is installed, maintained, and accessed from a remote location.

III. Solution Overview – Recommended Solution: Hosted Services

Instead of replacing these aging servers, and to take advantage of cloud-based technologies, Library Services is recommending hosting most of the ILS at a TLC hosting facility.

The proposed addendum will make TLC responsible for providing ILS hosting services, all software and data backups, system maintenance, and support.

The Library is the sole owner of all library data. During the addendum period, TLC will provide an electronic backup of the ILS data on a quarterly basis. In the event the contract is cancelled by either party, TLC will provide three extracts of the Library's data in a commonly used format. Following the last data extract, TLC will remove the Library's data from the hosted environment. Data backups will be retained for the then current retention period and at the end of the retention period, all Library data will be removed from the hosted facility.

IV. Benefits of Recommended Solution

Benefits of Recommended Solution, Hosted Services:

- Technology advances quickly and hosting Brevard's ILS will allow Library Services to take advantage of future technologies without concern of aging hardware or software restrictions.
- The TLC hosting facility is set up with connectivity and hardware redundancies that would be too costly for the Library to implement locally. These redundancies include, but are not limited to, multiple data carrier providers for the hosting facility and multiple power redundancies.

- Minimal down time due to hardware failures as data may be automatically moved from a failing server.
- TLC will be responsible for all data backups and recovery.
- TLC will be responsible for maintenance and support.
- The hosting facility has experienced staff to manage the hardware and software.
- Library Information Technology staff will no longer have to maintain ILS server hardware and will be able to devote more time to customer service and library technology improvements.
- Increased services to our citizens.

V. Negative Impacts

There are no known negative impacts.

One concern is the possible impact on the Library's internet and data connections. However, the Library has recently increased their data and internet bandwidth and is in the process of upgrading all network equipment. Should the Library experience decreased performance of ILS functions, there may be a need to further increase bandwidth. Some of these costs can be recouped through the Federal E-Rate program.

VI. Project Overview

TLC will be responsible for the ILS hosting facility setup and implementation of copying Library data and ILS parameters.

Brevard will be responsible for performing acceptance testing in the ILS hosting environment.



The current ILS will remain up and running until testing is completed and the ILS hosting GO LIVE date is agreed on by TLC and the Library.

The GO LIVE date and any temporary down time will be communicated to Library staff and patrons.

Estimated Go Live date is September 1, 2015.

VII. Alternative Solution – New Hardware

The Alternative Solution is to purchase all new servers to replace the existing aging servers and continue to house them at the Central Library in Cocoa.

This alternative solution will provide hardware and software stability and will allow the Libraries to implement TLC enhancements for at least the next three years.

We have three major negative impacts with this Alternative Solution.

First, with this solution the Library will remain solely responsible for all backups and data recovery. With the recommended solution of hosting, backup and data recovery will be TLC's responsibility. As TLC is the creator of the ILS they have a better working knowledge of data backup and recovery processes.

Second, the new local servers will have hardware maintenance; however the Library will be reliant on the hardware vendor to replace any failing equipment. This includes scheduling date, time, and staff availability. With the recommended solution, the hosting facility is responsible for hardware maintenance. If hardware is failing on one server, the Library ILS may be automatically moved to another server.



Third, with the alternative solution future software enhancements may be limited by local hardware capabilities. With the recommended solution, hardware capabilities will be updated more frequently to allow future software enhancements without performance degradation or local hardware upgrade requirements.

VIII. Cost Analysis

This cost analysis is based upon a comparison between the costs of hosting the Library's ILS (Recommended Solution) versus the cost of purchasing all new servers (Alternative Solution).

Fiscal Impact (over a five-year period):

Cost to take the Recommended Solution of having TLC host our ILS:
\$871,949.79

Cost to replace our old servers (Alternative Solution):
\$872,082.08

The costs are nearly the same, but the recommended solution allows us to improve service to our citizens.



Table A: Cost comparison – Recommended Solution vs. Alternative Solution

Brevard County Library

Project Costs
Implementation Fees

Alternative Solution New Hardware Year 8	Recommended Solution Hosting Year 8
--	---

	Quantity	Unit Price	Purchase	Purchase
Server Hardware				
Dell PowerEdge R520 w/ Dialogic card and 5yr maintenance included (9/1/15 to 8/31/20) - iTiva Server	1	\$ 10,123.00	\$ 10,123.00	\$ 10,123.00
Implementation Fees - iTiva Server	1	\$ 3,600.00	\$ 3,600.00	\$ 3,600.00
ProLiant DL320, Red Hat, and ILO - LS2 PAC Server	1	\$ 5,187.00	\$ 5,187.00	\$ -
ProLiant DL320, Red Hat, and ILO - CARL.Connect Server	1	\$ 5,187.00	\$ 5,187.00	\$ -
HP ProLiant DL380p, Red Hat, and ILO - App Server	1	\$ 11,379.00	\$ 11,379.00	\$ -
HP ProLiant DL380, Red Hat, and ILO - Database Server	1	\$ 10,880.00	\$ 10,880.00	\$ -
Oracle Enterprise Edition (for 4 CPU Cores)	1	\$ 53,199.00	\$ 53,199.00	\$ -
Oracle Diagnostic Pack (for 4 CPU Cores)	1	\$ 5,598.00	\$ 5,598.00	\$ -
Oracle Tuning Pack (for 4 CPU Cores)	1	\$ 5,598.00	\$ 5,598.00	\$ -
Implementation Fees - New Servers	1	\$ 31,690.00	\$ 31,690.00	\$ -
Total Server Hardware			\$ 142,441.00	\$ 13,723.00
Hosting Services				
Implementation Fees - TLC Hosting	1	\$ 26,150.00	\$ -	\$ 26,150.00
Total Hosting Services			\$ -	\$ 26,150.00
TLC Software				
CARL.Connect	1	\$ 15,713.00	\$ 15,713.00	\$ 15,713.00
Total TLC Software			\$ 15,713.00	\$ 15,713.00
Total One Time Purchase			\$ 158,154.00	\$ 55,586.00
Total Annual Maintenance (5 Years)			\$ 713,928.08	\$ 816,363.79
Five Year Total			\$ 872,082.08	\$ 871,949.79

NOTE: The table above includes all one-time costs due in fiscal year 2014/15 (Year 8 of the TLC addendum) as well as the total annual maintenance through August 31, 2020.

The following tables breaks down the annual maintenance costs by year.



Brevard County Library Services
Hosted ILS Business Case

Table B: Recommended Solution: Hosting five year annual maintenance break down

Brevard County Library
Project Costs
5 Year Costs "TLC Hosted"

Brevard County Library		Year 8		Year 9		Year 10		Year 11		Year 12		Five Year
Year 8 is "Giving You More" Year 4 Year 9 is "Giving You More" Year 5		9/1/15 to 8/31/16	9/1/16 to 8/31/17	9/1/17 to 8/31/18	9/1/18 to 8/31/19	9/1/19 to 8/31/20	Annual Total		Annual Total		Annual Total	
Server Hardware	Quantity	Unit Price	Annual Total	Annual Total	Annual Total	Annual Total	Annual Total	Annual Total	Annual Total	Annual Total	Annual Total	Annual Total
Del PowerEdge R520 w/ Dialogic card and 5yr maintenance included (9/1/15 to 8/31/20) - ITVA Server	1	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	\$ 5,841.78	\$ 6,011.00	\$ 6,180.22	\$ 6,353.44	\$ 26,758.04
Network Infrastructure	1	\$ 269.00	\$ 269.00	\$ 277.07	\$ 285.38	\$ 293.94	\$ 302.76	\$ 311.83	\$ 321.11	\$ 330.89	\$ 340.17	\$ 1,428.16
Firewall Protection	1	\$ 1,176.00	\$ 1,176.00	\$ 1,211.28	\$ 1,247.62	\$ 1,285.06	\$ 1,323.50	\$ 1,362.94	\$ 1,402.38	\$ 1,441.82	\$ 1,481.26	\$ 6,243.54
CARL X Core Services	1	\$ 8,350.00	\$ 8,350.00	\$ 8,600.50	\$ 8,858.52	\$ 9,124.27	\$ 9,398.00	\$ 9,677.20	\$ 9,961.43	\$ 10,251.16	\$ 10,545.89	\$ 44,331.28
Database Services (including Oracle Licensing)	1	\$ 45,106.00	\$ 45,106.00	\$ 46,459.18	\$ 47,862.96	\$ 49,318.54	\$ 50,827.20	\$ 52,391.26	\$ 53,999.31	\$ 55,652.36	\$ 57,350.41	\$ 239,473.88
LS2 PAC Services	1	\$ 2,789.00	\$ 2,789.00	\$ 2,872.67	\$ 2,958.85	\$ 3,047.62	\$ 3,139.04	\$ 3,231.61	\$ 3,325.38	\$ 3,420.25	\$ 3,516.32	\$ 14,807.18
CARL Connected Services	1	\$ 2,789.00	\$ 2,789.00	\$ 2,872.67	\$ 2,958.85	\$ 3,047.62	\$ 3,139.04	\$ 3,231.61	\$ 3,325.38	\$ 3,420.25	\$ 3,516.32	\$ 14,807.18
SSL Certificates for LS2 PAC and CARL Connect	2	\$ 2,789.00	\$ 5,578.00	\$ 5,739.16	\$ 5,911.33	\$ 6,089.67	\$ 6,271.34	\$ 6,456.20	\$ 6,644.25	\$ 6,835.50	\$ 7,029.25	\$ 29,582.50
Data Backup Services	1	\$ 10,710.00	\$ 10,710.00	\$ 11,031.30	\$ 11,362.24	\$ 11,703.11	\$ 12,054.20	\$ 12,415.73	\$ 12,787.80	\$ 13,160.50	\$ 13,533.81	\$ 56,860.84
Hosting Loyalty Discount (Year 1 of 5)			\$ (37,383.06)	\$ (39,837.08)	\$ (42,364.74)	\$ (44,968.22)	\$ (47,649.81)	\$ (50,408.50)	\$ (53,244.29)	\$ (56,157.28)	\$ (59,130.67)	\$ (212,202.91)
Total Hosting Services			\$ 44,417.94	\$ 44,417.95	\$ 44,417.94	\$ 44,417.94	\$ 44,417.94	\$ 44,417.94	\$ 44,417.94	\$ 44,417.94	\$ 44,417.94	\$ 222,089.71
TLC Software												
CARL X	1	\$ 25,243.73	\$ 25,243.73	\$ 25,243.73	\$ 26,001.04	\$ 26,781.07	\$ 27,584.51	\$ 28,411.00	\$ 29,260.54	\$ 30,133.13	\$ 31,028.86	\$ 130,854.08
LS2 PAC	1	\$ 8,866.26	\$ 8,866.26	\$ 8,866.26	\$ 9,132.26	\$ 9,408.22	\$ 9,688.40	\$ 9,982.40	\$ 10,280.80	\$ 10,583.00	\$ 10,889.50	\$ 45,959.38
CARL Connect	1	\$ 15,173.00	\$ 3,787.00	\$ 3,900.00	\$ 4,017.00	\$ 4,137.51	\$ 4,261.64	\$ 4,389.91	\$ 4,521.00	\$ 4,655.50	\$ 4,793.00	\$ 20,103.13
eCommerce Module	1	\$ 9,748.60	\$ 9,748.60	\$ 9,748.60	\$ 10,041.06	\$ 10,342.29	\$ 10,652.56	\$ 10,971.55	\$ 11,298.96	\$ 11,634.11	\$ 11,977.60	\$ 50,533.11
LS2 Kids Annual Subscription	1	\$ 9,235.51	\$ 9,235.51	\$ 9,235.51	\$ 9,512.88	\$ 9,797.95	\$ 10,091.89	\$ 10,393.30	\$ 10,702.89	\$ 11,020.36	\$ 11,345.41	\$ 47,873.44
Inventory Control	1	\$ 307.85	\$ 307.85	\$ 307.85	\$ 317.09	\$ 326.60	\$ 336.40	\$ 346.39	\$ 356.56	\$ 366.91	\$ 377.36	\$ 1,595.78
SLIP2 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	\$ 3,868.86	\$ 3,984.67	\$ 4,103.68	\$ 4,225.89	\$ 17,818.72
TLC Project Days	5	\$ 1,600.00	\$ 8,000.00	\$ 8,000.00	\$ 8,000.00	\$ 8,000.00	\$ 8,000.00	\$ 8,000.00	\$ 8,000.00	\$ 8,000.00	\$ 8,000.00	\$ 40,000.00
Total TLC Software			\$ 68,626.45	\$ 68,739.45	\$ 70,561.63	\$ 72,438.48	\$ 74,371.64	\$ 76,360.13	\$ 78,404.67	\$ 80,505.31	\$ 82,662.91	\$ 354,737.65
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	\$ 19,917.50	\$ 20,514.27	\$ 21,127.22	\$ 21,756.07	\$ 91,215.99
Talking Tech ITVA Phone Notice / Phone Connect Version 2.3 (includes Spanish Language and Recording Module)	1	\$ 4,578.74	\$ 4,578.74	\$ 4,716.11	\$ 4,857.59	\$ 5,003.31	\$ 5,153.41	\$ 5,307.50	\$ 5,469.59	\$ 5,639.28	\$ 5,817.17	\$ 24,309.16
Version SSL Certificate	1	\$ 1,522.17	\$ 1,522.17	\$ 1,567.83	\$ 1,614.87	\$ 1,663.32	\$ 1,713.22	\$ 1,764.46	\$ 1,816.94	\$ 1,870.66	\$ 1,925.62	\$ 8,081.41
Envisionware Annual Maintenance	1	\$ 14,929.89	\$ 14,929.89	\$ 15,377.78	\$ 15,839.12	\$ 16,314.29	\$ 16,802.72	\$ 17,304.00	\$ 17,818.72	\$ 18,346.41	\$ 18,887.60	\$ 79,284.80
Total Partner Products			\$ 38,211.75	\$ 39,558.10	\$ 40,538.85	\$ 41,755.01	\$ 43,007.66	\$ 44,297.56	\$ 45,625.27	\$ 46,999.45	\$ 48,418.62	\$ 202,871.38
Training	1	\$ 6,906.03	\$ 6,906.03	\$ 7,113.22	\$ 7,326.61	\$ 7,546.41	\$ 7,772.80	\$ 8,005.40	\$ 8,243.80	\$ 8,487.60	\$ 8,737.40	\$ 36,665.07
Total Annual Maintenance			\$ 158,162.17	\$ 159,628.71	\$ 162,845.03	\$ 166,167.84	\$ 169,570.03	\$ 173,062.12	\$ 176,644.61	\$ 180,317.91	\$ 184,082.50	\$ 716,363.79



IX. Funding Source

The funds for this action will be paid through the Library Services budget. There will be no General Fund impact.



**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 7 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.
2. Section 4 (Term of Agreement). A third paragraph will be added to this section as "Maintenance services for the period from September 1, 2015 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) is amended to include a tenth Subsection (Subsection J) as follows: "J. During the Maintenance Period, TLC will provide an electronic backup of the ILS data on a quarterly basis for no additional charge as an offsite backup solution. The Library, by giving sixty (60) days written notice to TLC, may request more frequent backups of the data or in a non-electronic format. Upon receipt of such notice, TLC will provide the Library a quote for said change to the offsite backup solution."
6. 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 September 1, 2015 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 September 1, 2015.

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.

BREVARD COUNTY LIBRARIES

BY: _____

Printed Name: _____

Title: _____

Date: _____

The Library Corporation

BY: _____

Printed Name: Paul Leppert

Title: Managing Director

Date: _____



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

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

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

Year 8 (September 1, 2015 to August 31, 2016):	\$158,162.17
Year 9 (September 1, 2016 to August 31, 2017):	\$159,628.71
Year 10 (September 1, 2017 to August 31, 2018):	\$162,845.03
Year 11 (September 1, 2018 to August 31, 2019):	\$166,157.84
Year 12 (September 1, 2019 to August 31, 2020):	\$169,570.03

Annual Maintenance Detailed Costs are provided below.

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



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

Brevard County Library Year 8 September 1, 2016 to August 31, 2017 Giving You More Year 4 of 5		Year 8 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 (Year 1 of 5)			\$ (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
TLC Project Days	5	\$ 1,600.00	\$ 8,000.00
Total TLC Software			\$ 68,626.45
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
Total Annual Maintenance			\$ 158,162.17

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



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

Brevard County Library Year 9 September 1, 2016 to August 31, 2017 Giving You More Year 5 of 5			3%	Year 9 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			\$ -	
Server Hardware				
Internet Connectivity	1	\$ 5,040.00	\$ 5,191.20	
Network Infrastructure	1	\$ 269.00	\$ 277.07	
Firewall Protection	1	\$ 1,176.00	\$ 1,211.28	
CARL.X Core Services	1	\$ 8,350.00	\$ 8,600.50	
Database Services (including Oracle Licensing)	1	\$ 45,106.00	\$ 46,459.18	
LS2 PAC Services	1	\$ 2,789.00	\$ 2,872.67	
CARL.Connect Services	1	\$ 2,789.00	\$ 2,872.67	
SSL Certificates for LS2 PAC and CARL.Connect	2	\$ 2,786.00	\$ 5,739.16	
Data Backup Services	1	\$ 10,710.00	\$ 11,031.30	
Hosting Loyalty Discount (Year 2 of 5)			\$ (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	
TLC Project Days	5	\$ 1,600.00	\$ 8,000.00	
Total TLC Software			\$ 68,739.45	
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	
Total Annual Maintenance			\$ 159,628.71	

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



Solutions that Deliver

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

Brevard County Library Year 10 September 1, 2017 to August 31, 2018		3%	Year 10 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			\$ -
Server Hardware			
Internet Connectivity	1	\$ 5,040.00	\$ 5,346.94
Network Infrastructure	1	\$ 269.00	\$ 285.38
Firewall Protection	1	\$ 1,176.00	\$ 1,247.62
CARL.X Core Services	1	\$ 8,350.00	\$ 8,858.52
Database Services (including Oracle Licensing)	1	\$ 45,106.00	\$ 47,852.96
LS2 PAC Services	1	\$ 2,789.00	\$ 2,958.85
CARL.Connect Services	1	\$ 2,789.00	\$ 2,958.85
SSL Certificates for LS2 PAC and CARL.Connect	2	\$ 2,786.00	\$ 5,911.33
Data Backup Services	1	\$ 10,710.00	\$ 11,362.24
Hosting Loyalty Discount (Year 3 of 5)			\$ (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
TLC Project Days	5	\$ 1,600.00	\$ 8,000.00
Total TLC Software			\$ 70,561.63
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
Total Annual Maintenance			\$ 162,845.03

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



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

Brevard County Library Year 11 September 1, 2018 to August 31, 2019		3%	Year 11 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			\$ -
Server Hardware			
Internet Connectivity	1	\$ 5,040.00	\$ 5,507.34
Network Infrastructure	1	\$ 269.00	\$ 293.94
Firewall Protection	1	\$ 1,176.00	\$ 1,285.05
CARL.X Core Services	1	\$ 8,350.00	\$ 9,124.27
Database Services (including Oracle Licensing)	1	\$ 45,106.00	\$ 49,288.54
LS2 PAC Services	1	\$ 2,789.00	\$ 3,047.62
CARL.Connect Services	1	\$ 2,789.00	\$ 3,047.62
SSL Certificates for LS2 PAC and CARL.Connect	2	\$ 2,786.00	\$ 6,088.67
Data Backup Services	1	\$ 10,710.00	\$ 11,703.11
Hosting Loyalty Discount (Year 4 of 5)			\$ (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
TLC Project Days	5	\$ 1,600.00	\$ 8,000.00
Total TLC Software			\$ 72,438.48
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
Total Annual Maintenance			\$ 166,157.84

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



Solutions that Deliver

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

Brevard County Library Year 12 September 1, 2019 to August 31, 2020			3%	Year 12 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			\$ -	
Server Hardware				
Internet Connectivity	1	\$ 5,040.00	\$ 5,672.56	
Network Infrastructure	1	\$ 269.00	\$ 302.76	
Firewall Protection	1	\$ 1,176.00	\$ 1,323.60	
CARL.X Core Services	1	\$ 8,350.00	\$ 9,398.00	
Database Services (including Oracle Licensing)	1	\$ 45,106.00	\$ 50,767.20	
LS2 PAC Services	1	\$ 2,789.00	\$ 3,139.04	
CARL.Connect Services	1	\$ 2,789.00	\$ 3,139.04	
SSL Certificates for LS2 PAC and CARL.Connect	2	\$ 2,786.00	\$ 6,271.34	
Data Backup Services	1	\$ 10,710.00	\$ 12,054.20	
Hosting Loyalty Discount (Year 5 of 5)			\$ (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	
TLC Project Days	5	\$ 1,600.00	\$ 8,000.00	
Total TLC Software			\$ 74,371.64	
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	
Total Annual Maintenance			\$ 169,570.03	

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