SINGLE SOURCE AWARD **BID # SS-8557-20**

Subject: SirsiDynix Symphony System Products for SaaS Migration

Department: Jacksonville Public Library

Description of Purchase:
Recommend approval of single source award to SirsiDynix Corporation for the purchase hardware and software products required for the SirsiDynix SaaS migration. Period of service is for five (5) years from date of contract execution. Total expenditure amount for the first year is $149,424.00.

Funding Source: 00111.185102.546620.000000.00000000.00000.0000000 - To be executed by formal contract through the Office of General Counsel

Single Source Award To: SirsiDynix Corporation

Price Justification: See attachment

Total Award: $149,424.00 **Requisition #:** N/A

Attachments: Recommendation Memo, Single Source Request Form and Vendor and Quote

Certification as to Single Source: Tim Rogers, Director, Jacksonville Public Library

THE ABOVE PURCHASE IS RECOMMENDED FOR AWARD IN ACCORDANCE WITH CHAPTER 126.206.

Analyst: Annette Burney

Gregory Pease, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN ***DATE***

ACTION OF AWARDING AUTHORITY DATE: _____

APPROVED_____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

JACKSONVILLE
PUBLIC LIBRARY

Jacksonville Public Library
Support Services Department
3435 University Blvd. North
Jacksonville, Florida 32277

April 2, 2020

MEMORANDUM

TO: Greg Pease,
Chief of Procurement

FROM: Lynnea Jacobson
Systems and Technology Manager

CC: Tim Rogers
Library Director

Gretchen Mitchell GM
Deputy Director for Support Services

Chuck McNeil
Assistant Director Finance & Administrative Services

SUBJ: Sole Source Justification Letter for SirsiDynix SaaS Migration - Products

The Jacksonville Public Library requests a purchase order in the amount of $149,424for one-time product charges to move our Symphony database and related servers to the SirsiDynix SaaS/hosted environment.

SirsiDynix Corporation is Jacksonville Public Library's vendor for the Symphony library automation system and is the sole source provider of maintenance and upgrades. This software is used by the library to perform essential library operations such as checking out, renewing and discharging library materials, ordering new library materials, cataloging and maintaining them. This software also provides the library's online public catalog which allows library staff and customers to locate library materials as needed.

The SirsiDynix Symphony software, BlueCloud Analytics, Datastream Content, Enterprise, SMS, eResource Central and Mobile Circ are unique to SirsiDynix Corporation, therefore they are the only source for the software maintenance and technical support specified in the purchase request. Software maintenance and technical support for the system is required for continued operation of the Jacksonville Public Library's circulation, cataloging, acquisitions and online public catalog.

SINGLE SOURCE REQUEST

Pursuant to the City of Jacksonville Procurement Code § 126.206 & § 126.312, when requesting a purchase from a vendor subject to the referenced sections, please complete this form to justify your request and submit to Procurement with applicable attachments.

REQUESTING AGENCY (DEPT./DIVISION): Jacksonville Public Library

FUNDING SOURCE: 00111-185102-546620-000000-00000000-00000-0000000 ~~PLJX011MBBS-04663-~~ CM

BRIEF DESCRIPTION OF GOODS/SERVICES:

Products for SaaS migration

AMOUNT OF PROJECT (attach quote): $149,424

PROVIDE A SUMMARY OF THE SCOPE OF GOODS/SERVICES TO BE PROVIDED; IDENTIFY EACH ITEM, COMPONENT OR SERVICE BEING PROCURED (ATTACH QUOTE/PROPOSAL):

One time product service charges to migrate the Symphony database and related servers to the SaaS/hosted environment provided by SirsiDynix

PROVIDE A DETAILED JUSTIFICATION AS TO WHY THE REQUESTED GOODS/SERVICES CAN ONLY BE EFFICIENTLY AND EFFECTIVELY PROCURED THROUGH THE RECOMMENDED SINGLE SOURCE PROVIDER:

This software is used by the library to perform essential library operations such as checking out, renewing, and discharging library materials, ordering new library materials, cataloging and maintaining them. SirsiDynix is the sole provider of maintenance and upgrades to the Symphony software and related products.

ASSERT THAT YOU HAVE RESEARCHED THE AVAILABILITY OF THE REQUESTED GOODS/SERVICES FROM OTHER SOURCES IN APPLICABLE MARKETS AND HAVE DISCUSSED AND EVALUATED THE SAME WITH COJ'S PROCUREMENT AND EBO DIVISIONS:

The library has ascertained that SirsiDynix is the sole provider of maintenance for the Symphony database software and its related products.

Submitted by: Lynnea Jacobson — Systems and Technology Manager

(Name) (Title)

Date:

Requesting Agency's Director's Signature: [signature] for Tim Rogers 4/6/2020

Procurement Division ____

March, 2017

SirsiDynix Technology Center
3300 N. Ashton Boulevard,
Suite 500
Lehi, UT 84043
Phone: 800-288-8020

SirsiDynix

QUOTE

Quote 99525 for:

Jacksonville Public Library System

Jacksonville Symphony SaaS Migration

Quote valid until:	November 07, 2019
Prepared by:	Tina Beecroft, Executive Account Manager

This Quote is hereby fully incorporated into the current Agreement executed between SirsiDynix and Customer, if any. The above information is a trade secret, proprietary and confidential and is only for use by the library named above and not to be released.

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SirsiDynix®

Quote Information

General and/or Custom Services Statement of Work

This agreement will continue with the T's & C's in the agreed upon Master Agreement signed February 29, 2016.

The current products will continue as per the prior agreements:

Enterprise
eRC
SMS Notification
BLUEcloud Mobile
BLUEcloud Analytics
BLUEcloud Visibility
BLUEcloud MobileCirc
API Services
Platinum Services
Enriched Content
Discovery Service

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SirsiDynix

Purchase Details

All prices are in U.S. dollars ($) and are exclusive of taxes unless otherwise noted.

COMPONENT	Year 1	Estimated Year 2	Estimated Year 3	Estimated Year 4	Estimated Year 5
SirsiDynix Products	170,900	153,300	153,300	153,300	153,300
SirsiDynix Services	19,360	-	-	-	-
Discount	(21,476)	-	-	-	-
Subtotal	**168,784**	**153,300**	**153,300**	**153,300**	**153,300**

Initial Term: Five (5) Years

Initial Term Annual Price Increase Cap for SirsiDynix Products/Services: 0% until Term Renewal

The Initial Term and the Initial Term Annual Price Increase Cap set forth above shall apply to Active Products and new purchased Products/Services.

Customer's usage is subject to limitations that can be found in the Terms and Conditions section at the end of the Quote

SirsiDynix reserves the right to adjust Initial Term pricing for Third Party/integrated products/services if a Third Party vendor increases pricing for Third Party/integrated products/services

Any applicable discount shall be applied on final payment Any and all pre-printed terms and conditions on Customer's Purchase Order(s) submitted to SirsiDynix are hereby rejected and shall be superseded by the current Master Agreement, unless such additional terms are statutorily required of the Customer.

This Purchase Details section may not include pre-existing obligations for ongoing Products not listed in the Quote

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Component Descriptions

Each description below relates to a quantity of one for the component. There may be more than one in this Quote.

SirsiDynix Products

SirsiDynix Symphony's Core Package includes Cataloging, Circulation, and Public Access modules. Additional functions include: utilization of an Oracle database, a Z39.50 server, Authority Control, Backup Circulation, and Reports.
Authority Control: Links authority-controlled bibliographic headings with corresponding authority records through an ANSI-standard thesaurus.
SirsiDynix Symphony complies with Bath Profile release 1.0 and most of release 2.0 Functional Area A. We comply with Release 1.0 of Functional Area B. SirsiDynix Symphony complies with Z39.50 Level Three (client and server), provides broadcast searching as a standard, and complies with Bath Profile Level One.

SaaS User Level - 500 Staff seats

SirsiDynix SaaS Dedicated Virtual Environment, perquote
A dedicated virtual environment which provides direct command line access to the production server. Access to the command line is granted via the sirsi user and no root access is allowed. This is typically used to allow customers access to API functionality within the production environment.

SirsiDynix Symphony SaaS 9xx, Per User
9XX Order Interface automatically loads bibliographic and order information from online acquisitions systems.

SirsiDynix Symphony SaaS Acquisitions
SirsiDynix Symphony Acquisitions provides efficient online tracking of materials from ordering through claiming, receiving, invoicing, and processing. Firm orders, gifts, subscriptions, approval, and standing orders are all easily accommodated and can be tracked separately or together.

SirsiDynix Symphony SaaS Debt Collection Agency Interface
SirsiDynix Symphony Debt Collection Agency Interface includes debt collection reports that output information on overdue fines, bills, and referral fees. This interfaces directly with Unique Management.

SirsiDynix Symphony SaaS Electronic Data Interchange (EDI)
EDI X-12: SirsiDynix supports all transactions formats currently adopted by SISAC (Claims/Claim Response / Invoice /Dispatch Information/Functional Acknowledgment). SirsiDynix Symphony can electronically transmit and receive information in these formats using X12. EDI (Electronic Data Interchange) allows libraries to communicate with vendors to transfer ordering, invoicing, or subscription information between computers.

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SirsiDynix Symphony SaaS Serials
SirsiDynix Symphony Serials manages the prediction, receipt, and routing of all serial subscriptions, generating and maintaining a separate MARC holdings record for each subscription. Managing orders and renewals are fully integrated with SirsiDynix Symphony Acquisitions. As the library receives individual issues, Serials automatically predicts the next expected issue based on the serials publication pattern. Combined issues, special issues, missing issues, or other irregularities are handled easily and efficiently. Basic Serials Binding functionality is included in this package.

SirsiDynix Symphony SaaS SmartPORT, Unlimited Users
SirsiDynix Symphony SmartPORT Unlimited User Licenses enable staff to locate a record in a Z39.50-compliant database and to import the record to your own database. An unlimited number of SmartPORT Z39.50 copy cataloging client user licenses is included for this price.

SirsiDynix Symphony SaaS Test System
A SirsiDynix Symphony Test System can be loaded with generic policies and data so you can test policy changes before initiating changes to the production server. You can test upgrades/updates prior to applying those to the production server, and/or use the test system for on-going training of staff and new staff. Test file customization and global changes will not affect your catalog and database.
Includes one production to test copy over per year. Should there be an upgrade to Production SirsiDynix will perform an additional copy over at no charge. Each copy should be requested via Customer Support and additional copies are available for purchase.

SirsiDynix Symphony SaaS Unicode Server Extension
SirsiDynix Symphony Unicode Server Extension enables staff users to load, input, index, and display MARC records containing both the Roman characters and the non-Roman characters used in languages such as Arabic, Chinese, or Russian. In addition, library users accessing your electronic library can search, store, and retrieve Unicode-based international character sets as well.

SirsiDynix Symphony SaaS Unicode Server Extension Test System
SirsiDynix Symphony Unicode Server Extension Test System enables staff users to load, input, index, and display MARC records containing both the Roman characters and the non-Roman characters used in languages such as Arabic, Chinese, or Russian. This license enables you to test policy changes and configurations before applying the changes to your Unicode-compliant production system.

SirsiDynix Symphony SaaS Universal SIP2
SirsiDynix Certified Solutions Providers offer SIP2-certified products to our customers. We certify that their products are compliant. This interface price encompasses all SirsiDynix Certified SIP2 vendors.

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SirsiDynix Symphony SaaS VPN Subscription

For those customers that require a higher level of security of data in-transit, we recommend the establishment of a VPN tunnel between our SaaS firewall/VPN appliance(s), and a customer's firewall(s) or VPN-enabled PCs.

For this option, we will work with your IT organization and/or network representatives to establish a VPN tunnel from your networks to SaaS. In the event that your network topology is complex and requires additional tunnels, or large numbers of user licenses, then additional charges may apply.

Unless specifically requested, the Workflows service on your SaaS Symphony instance will be firewalled in such a way that it is only available via the VPN tunnel(s). Public access to your catalog is not affected by VPN unless you require it for a private/proprietary catalog.

Practical uses of the VPN include:

• Corporate / proprietary library

o This type of solution does not have any public access to the Symphony product, and is suitably firewalled to prevent such access.

o VPN is the only mechanism to provide access to the product, providing a secure entry point

o Note: we do support IP-based restriction on the catalog, if desired

• Consortium, distributed libraries, or .Gov/.Mil library security enforcement

o Uses a VPN tunnel as the only means to access the Symphony Workflows service, thus enforcing patron data encryption while in transit.

o Public access to the Symphony Workflows service is prevented at the SaaS firewall

• Network stabilization

o The use of VPN tunnels can be used to stabilize the Workflows connection over problematic networks

SirsiDynix SaaS offers three types of VPN solution. These three options can be used in various combinations to provide a suitable solution for the customer. A very important step in this is a detailed discussion of network topology between SirsiDynix SaaS network engineers and Customer network personnel. This step should be performed before SirsiDynix quotes are finalized.

• Site-to-Site VPN:

o This is a network-to-network tunnel that encrypts all traffic between the customer network and the SirsiDynix SaaS servers. This solution is generally the most reliable solution, the easiest to maintain long-term, and the most practical.

o We support both single tunnels and multiple tunnel configurations.

o Site-to-Site tunnels are built with the IKEv2 methodology. Various cryptographic suites are available to choose from.

• Software Client VPN:

o This is an installed software client on the staff user workstation which encrypts the datastream from the workstation all the way to the SirsiDynix firewall.

o This client is for Windows PCs only, and generally restricted to Windows XP and Windows 7

• VPN Net Extender:

o This is a lightweight VPN tunnel built on the SSL protocol, and is not as intrusive to customer networks as IPSec tunneling. It can be implemented with a browser or with a lightweight client software. This method also supports mobile data devices.

o The use of this product involves additional charges and is not included in the VPN Subscription.

Caveats:

• Software VPN client use is allowed in addition to the site-to-site VPN option at no additional charge. It is useful for off-network or roaming users, bookmobiles, etc.

• SirsiDynix cannot provide technical support for the customer end of a VPN tunnel configuration. It is the customer's responsibility to obtain proper technical support for a VPN solution from their in-house IT, upstream network providers, and/or third party consulting services.

• There are practical limits to the number of software VPN client and SSL/VPN sessions that we can support per customer. Please discuss these with SirsiDynix SaaS technical personnel.

• Role-based VPN Client accounts are supported for Circulation desks only. All other users must use a unique authentication credential

• The software VPN clients supported by our firewalls is documented in the Sirsidynix VPN Powerpoint available from your Sales representative. We cannot support any of the Cisco VPN software clients, as they use a proprietary protocol.

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SirsiDynix Services

Data Services

Symphony Oracle Migration Data Services
SirsiDynix will export a library's MS SQL databases and import them into Oracle for a SirsiDynix Symphony client. All modules currently in use will be migrated to the new database application.

Product Delivery

SaaS Dedicated Virtual Environment Setup
Setup and configuration of a SaaS Dedicated Virtual Environment

Symphony SaaS Test System Installation
The Test System installation includes installation of Oracle (if applicable) and creating a duplicate copy of the current production system. This offering is for current or new SaaS customer only.

Symphony Test System - Additional Production to Test Server Copy
Includes an additional production to test server copy over performed by SirsiDynix. Must have purchased a Test System Software Installation. Price is per copy over.

Symphony MS SQL to Oracle Platform Migration (remote)
Migration includes installation of Oracle and migration of existing ILS software, configuration and data as exists on current system. Non embedded Oracle installations must meet SirsiDynix Oracle requirements

SirsiDynix Symphony SaaS VPN Connection Initial Service Setup
Services cover working with the site technical contact to setup both ends of the VPN tunnel.

Project Management

Project Management includes the services of a Project Manager. The Project Manager is your primary point of contact during the implementation. You will work with your project manager to plan timeframes, schedule resources from the professional services team, and coordinate with other departments at SirsiDynix to deliver products and services outlined in this quote.

Depending on the type of implementation, the Project Manager will do the following:

- Act as your primary SirsiDynix contact during your implementation
- Identify customer needs and key tasks to be accomplished by both the customer and SirsiDynix to ensure a successful implementation
- Organize meetings with you and appropriate SirsiDynix staff to kick off your implementation project
- Work with SirsiDynix global operations staff to develop, communicate, and manage the overall implementation schedule
- Bring key SirsiDynix staff onto the project to ensure proper resources are available to meet critical milestones of your schedule
- Report to you regularly via phone and email status reports to keep everyone apprised of project progress
- Monitor quality control checks at critical intervals in your project
- Assist with the transition from Implementation phase to Customer Support

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Terms and Conditions

Current Contract License Limits:
Up to 7,410,000 annually circulated items.

SirsiDynix SaaS Services are based upon annual circulation and Staff Users. You may use the SaaS Services for up to 6,485,000 annually circulated items and up to 500 Staff Users; an increase in either circulation or Staff Users requires additional licensing fees.

SirsiDynix Professional Services performed by way of remote network access require ssh (Unix/Linux), Remote Desktop (Windows) or unattended Logmein Rescue (Windows) access for the duration of the project. The library may limit connectivity to the SirsiDynix Corporate IP address or implement a Cisco AnyConnect VPN tunnel. Other remote connectivity options may incur additional fees, onsite travel fees or void the ability of SirsiDynix to perform the project. A full description can be found in the Access Requirement for Support Guide on our customer support website.

Customer's data must be provided to SirsiDynix in a format approved by SirsiDynix or additional data conversion/migration charges will apply. De-duping is the Customer's responsibility, unless stated otherwise in writing.

Maintenance must be ordered for all copies of the Software and for all elements of the Software which are used conjunctively by Customer. Customer's System shall remain within two (2) previously released software versions of the most recent version of the software at all times or an additional maintenance surcharge service charge will be added to the maintenance renewal.

Customer shall not integrate products offered by third parties into Software, Subscriptions or Subscription Software without additional license from SirsiDynix.

SirsiDynix shall have the right to aggregate and retain non-personally identifiable data.

Payment Terms

The term of any quoted products is for no less than the Initial Term and shall automatically renew for the length of the Initial Term. Subsequent years' Maintenance and Subscription fees are to be paid annually in advance.Following the first year of System operation, Maintenance and Subscription fees will be subject to annual increases.Unless otherwise specifically stated in writing, products and/or services purchased at promotional prices or with promotional discounts do not qualify for such discounts or limitations on price increases for subsequent years.

SaaS Migration

- 100% of Year 1 total due on date of initial live use of SaaS Services

Payment/Invoices while Migrating to the Cloud/SaaS- During the transition from a locally hosted system to a Cloud/SaaS services, annual Maintenance for the locally hosted system must be timely paid for the entire invoiced

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period to avoid interruption in receiving support and updates. Once your Cloud/SaaS services "Go Live", SirsiDynix will issue a pro rata credit for the unused portion of the previously paid Maintenance to be used against future billings.

Any reference to license metrics and/or licensed amounts included in this quote shall be applicable only to the Products and/or services mentioned in this quote. This document and any software or professional services associated with this document are hereby fully incorporated into the current Agreement executed between SirsiDynix and Customer. If there is no current agreement between the parties, the terms and conditions of the current SirsiDynix Master Software License and Services Agreement shall be deemed the controlling Agreement between the parties, a copy of which shall be furnished upon Customer's request. Any and all pre-printed terms and conditions on Customer's Purchase Order(s) submitted to SirsiDynix are hereby rejected and shall be superseded by the current Agreement, unless such additional terms are statutorily required of the Customer. In the event of a conflict, the terms, payment terms, discounts, product lists and/or statement of work contained within this document shall take precedence over the current Agreement between the parties. In the event Customer desires or requires updated terms and conditions for the continuing business relationship with SirsiDynix, please contact your regional Sales Representative.

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Signature(s)

Customer Signature:
Jacksonville Public Library System

By: _____
(Authorized Signature)

Name: _____
(Printed)

Job Title: _____

Date: _____

Sirsi Corporation dba SirsiDynix Signature:

By: _____
(Authorized Signature)

Name: _____
(Printed)

Job Title: _____

Date: _____

Billing Address:

Jacksonville Public Library System
117 W Duvall Street, Suite 375
Jacksonville
Florida 32202
United States
jacobson@coj.net

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SirsiDynix

Leslie-Burney, Annette

From: Kevin Rodriguez <Kevin.Rodriguez@sirsidynix.com>
Sent: Thursday, July 16, 2020 3:40 PM
To: Leslie-Burney, Annette
Subject: RE: SaaS Migration for SirsiDynix System
Attachments: JPL SaaS 2020 11.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Annette,
Sorry that I don't have a copy of the signed quote handy, but I have an original electronic copy attached here. Is this the same one you have? Just want to make sure. If so, and it was signed (which I'm sure it was) then yes, it is still valid. I could look into it more, but by the sounds of it, I think this answers the question and yes it is still valid. Let me know if anything else is needed.
Thanks!
Kevin

Kevin Rodriguez
EXECUTIVE ACCOUNT MANAGER
Kevin.Rodriguez@sirsidynix.com
517-366-0152 | 800-288-8020 ext. 5269

From: Leslie-Burney, Annette <ABurney@coj.net>
Sent: Thursday, July 16, 2020 3:06 PM
To: Kevin Rodriguez <Kevin.Rodriguez@sirsidynix.com>
Subject: SaaS Migration for SirsiDynix System

Kevin, I'm working with the library to process the request for the first year of products/services for the SirsiDynix System. The quote I received (#99525) states that it's valid through November 7, 2019. Procurement's policy is 30-days unless otherwise stated on the quote. Can you confirm that the pricing in this quote is still valid?

Please feel free to call or email me if you have any questions or concerns.

Thank you,

Annette L. Burney
Purchasing Analyst
Procurement Division
Finance and Administration Department
214 N. Hogan Street, Suite 800
Jacksonville, FL 32202
Ph.: 904-255-8810
Fax: 904-360-8527
Email: aburney@coj.net

CITY OF JACKSONVILLE

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