

EXHIBIT-A

**To Agreement by and between
County of Monterey, on behalf of Monterey County Free Libraries, hereinafter referred to
as “County”
AND
ENVISIONWARE, Inc., hereinafter referred to as “CONTRACTOR”**

Scope of Services / Payment Provisions

A. SCOPE OF SERVICES

A.1 CONTRACTOR shall provide services and staff, and otherwise do all things necessary for or incidental to the performance of work, as set forth below:

Provide 10 more self-check machines and 5 Coin and Bill Receptors in order that patrons can put money on their library cards to pay for print jobs, and software subscriptions that will be put on the self-check stations that will allow the Library to have a station where patrons can check out material, release print jobs, reserve a computer, pay their fines, release mobile print jobs, and reserve a meeting room or library equipment.

A.2 CONTRACTOR’S SCOPE OF WORK

Project Scope:

- Project Planning
- Installation of Product(s)
- Product Configuration
- Staff Training
- System Administrator Training

Project Milestones:

- Completion of Project Planning Phase
- Completion of Installation and Training
- Project Sign-off
- Transition to Support

Product Scope:

This project will consist of installing the following modules:

- CloudNine
 - Cloud Setup
 - Staff

- Self-service Reservation Station(s)
 - Web Module
 - Reporting Module
 - Clients
- LPT:One Print Management
 - Job Queue Engine
 - Administrator
 - Staff Print Release Terminal(s)
 - Self-service Print Release Terminal(s)
 - MobilePrint Service
 - Quick Reporter
 - Clients
- Launch Command
 - Kiosk menu
- Authentication and Accounting Module
 - MySQL backend
 - AAM Components (including Database Administrator)
 - AAM Web Query
 - Staff User Account Manager(s)
 - Self-service User Account Manager(s)
- Coin & Bill Acceptor
 - Integration with LPT:One Print Release Terminal
 - Integration with AAM User Account Manager

Assumptions about Customer Environment

The following existing configuration and setup is assumed as a prerequisite for the commencement of this project:

- ILS configuration of SIP2 or Patron API access for patron validation
- Host PC(s) for the above components
- Static IP address for any PCs hosting admin components listed above
- Network printers with static IP addresses

Step By Step Outline of the Project and Responsibilities:

PLANNING PHASE

In this initial phase we will work together to identify your objectives, discuss your environment, and plan the project. We will also be updating this SOW at the conclusion of the Planning Phase to reflect the exact criteria by which we measure success for the implementation services.

1. **GOALS:** The library will describe your goals for the outcome of this project. How will you use the software provided in this project and by what measure will you determine success?
2. **REQUIREMENTS:** The Consultant will introduce all requirements that must be met before this project can proceed to the installation, configuration and training phase.
3. **PREPARING FOR INSTALLATION:**
 - During an initial meeting I will provide an introduction to the Customer Center via GoToMeeting. I will demonstrate the resources and actions available and introduce product information as well as promotional materials that may assist you in planning your deployment.
 - The library will be asked to use Customer Center credentials (new users may be added) in order to access the EnvisionWare Customer Center, accept the EULA, and download the software to the appropriate PC hardware.
 - The library agrees to the use of EnvisionWare Quick Support remote access software activated on demand to facilitate remote configuration and support assistance. For projects traversing multiple, remote setup days the software may be installed permanently.

When the library and the consultant believe that all advance preparation is completed this planning phase will conclude at which time we will reconfirm the remote installation date and the training date.

IMPLEMENTATION PHASE

1. EnvisionWare will assist the library with the remote installation of the solution purchased.
2. EnvisionWare will train the library staff in the use of the system:
 - CloudNine
 - How the system delivers fair and equitable access
 - How the system protects patron privacy
 - The patron experience
 - @client sign up
 - Making a reservation at a self-service station
 - Signing into a session
 - Changing session options
 - Ending a session
 - Staff-managed reservations

- Scheduling an Area for recurring reservations
 - Viewing reservations
 - Marking a computer out of service
 - Manually extending patron time
 - LPT:One
 - The patron experience
 - Submitting a print job at the client
 - Selecting and releasing print jobs at the Print Release Terminal
 - Using each of the enabled payment methods
 - Staff-managed print release including override, cash over the counter
 - Running print reports with LPT:One Quick Reporter
 - Authentication & Accounting Module
 - Running an enterprise PC Use report with AAM Web Query
 - Adding funds via self service using AAM User Account Manager and a CBA
 - Managing users' AAM accounts with changed barcodes
3. EnvisionWare will train the administrator as follows:
- CloudNine
 - Changing preferences
 - Configuring computer access rules
 - Changing the schedule for a branch and for an Area
 - Customizing the text
 - LPT:One
 - Using the LPT:One Administrator
 - Assigning printers to printer families and Print Release Terminals
 - Changing print management general preferences
 - Customizing the text
 - System Administration

- How to stay abreast of changes (Release Notes, Twitter and the Forum)
 - How to download and update software
 - What files to backup and when
 - How to replicate your settings for migration to a new computer or for deployment of a new location
 - How to use System Monitor to create a new case (or update an existing case) with a diagnostic capture
- Customer Center
 - How to access the Customer Center
 - Signing up new users for the Customer Center
 - Viewing Release Notes
 - Review of the Customer Center Support Tab including:
 - Support and Maintenance Policy overview
 - Logging into Chat
 - Signing up for the Forum
 - Obtaining your account info, sales contact and other details
 - Downloading software and manuals

B. PAYMENT PROVISIONS

B.1 COMPENSATION/ PAYMENT

County shall pay an amount not to exceed \$130,000 for the performance of all things necessary for or incidental to the performance of work as set forth in the Scope of Work. CONTRACTOR'S compensation for services rendered shall be based on the following rates or in accordance with the following terms:

| QTY | ITEM/DESCRIPTION | UNIT PRICE | AMOUNT |
|-----|--|------------|--------|
| 1 | ACCELERATED DEVELOPMENT <i>ENVISIONWARE</i> | | |

| | | | |
|-------------------|--|---------|-------------|
| | ACCELERATED DEVELOPMENT SERVICE for EnvisionWare Software as follows: Library on Koha, Windows only. | | |
| 1 | CN:RS 0250K EnvisionWare Reservation Service - Service Population 250,000 to <500,000 INCLUDES: Reservation Service with unlimited Reservation Types, Branches, Groups, Users and Client installations, basic grid data reporting | | \$8,750.00 |
| 1 | CN:EML 0100K Annual email delivery of receipts, reports (based on Analytics licensing) from libraryinfo.net Service Population 100,000 to <500,000 | | \$50.00 |
| 1 | CN:SMS 100K 100,000 SMS/Text messages per year. Overages billed annually at .01 per message | | \$799.00 |
| | 1 CN:RS PS 100K Professional Services one-time remote consultation for setup, installation and training for the Reservation Service for Service population 100,000 to <1 million. | | \$1,295.00 |
| | Subtotal | | \$10,894.00 |
| | Freight | | \$ 0.00 |
| | Total Tax | | \$ 1,007.70 |
| INVOICE #1 | TOTAL | | \$11,901.70 |
| 10 | SSC – COM – PLB#U Proline Component Self Service Station – Barcode with Software Barcode based self service | \$3,025 | \$30,250 |

| | | | |
|---|--|------------|-------------|
| | including software *1D/2D Smartphone multidirection Barcode scanner 21.5"touch display *OneStop Self Service Circulation Software *Windows 10 Pro, 1 year part and labor, high speed Receipt printer *Delivery 21 days ARO | | |
| | PS-PM-BLDG ENVISIONWARE COLLABORATIVE PROJECT SERVICES – PER BUILDING Includes installation of all products ordered or guidance to install items as part of a single project/trip on a per building basis. Envisionware generally installs management or host components and trains customers in the deployment of Client modules. | \$1,000.00 | \$1,000.00 |
| 1 | PS-EXPPF-U 1st day ENVISIONWARE PROFESSIONAL SERVICES- FLAT FEE FOR EXPENSES – First of Every Five days Onsite. No partial days. | \$975.00 | \$975.00 |
| 3 | PS-EXPPF-U Additional Day ENVISIONWARE PROFESSIONAL SERVICES-FLAT FEE FOR EXPENSES – Additional days after first. Maximum (4) additional days before an additional First day is required. | \$250.00 | \$750.00 |
| Annual Maintenance and subscription starting in year 2: \$3,630.00 | | | |
| | Subtotal: | | \$32,975.00 |
| | Freight(estimated, actual charges to be billed) | | \$ 476.99 |
| | Total Tax(actual charges to billed) | | \$ 3,050.19 |

| INVOICE #2 | TOTAL | | \$36,502.18 |
|-------------------|--|----------|--------------------|
| 1 | LPT-ENT Building Bundle LPT One Enterprise – First Building Bundle – provides an unlimited number of license for the following components installed in a single library building: **Job Queue Engine (JQE), Print Release Terminals (PRT), LPT: One Administrator and LPT: One Quick Reporter | | \$795.00 |
| 15 | LPT_ENT Building Bundle (Additional) – Extends the functions of the First Building License for additional locations in library system | \$295.00 | \$4,425.00 |
| 193 | LPT-ENT Clients (250) LPT: ONE CLIENT LICENSE – TIER 250-749 Print Management software installed on each public computer | \$22.95 | \$5,737.50 |

| | | | |
|----|---|------------|-------------|
| 16 | <p>LPT-MPS-3YR-U SUBSCRIPTION (3 year Prepaid)Mobile Print Service™ - Print from virtually any patron device via App. Email or Custom Webb Portal. Pick up at LPT: One print Release Terminals. No additional hardware required.</p> <p>-Licensed by the number of Buildings or Job Queue Engines, whichever is greater.</p> <p>**REQUIRES LPT: One Envisionware Print Management v4.9+- Licensed by the number of Buildings or Job Queue Engines, whichever is greater.</p> | \$1,875.00 | \$30,000.00 |
|----|---|------------|-------------|

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|---|--|------------|-------------|
| 1 | <p>AAM-ENT Bundle ENVISIONWARE AUTHENTICATION AND ACCOUNTING MODULE (AAM)ENTERPRISE EDITION LICENSE – The AAM is a collection of added services that extend the functionality of many EnvisionWare products with the use of an external datasource. AAM provides online accounting (credit, debit, and allocation (free pages) accounts for use with Print Management, Fine Payment, ECS Staff Transaction, BCP Copier payment and PCR multi branch use limits and time charging. AAM is a feature set that uses a database (MySQL and/or ILS Deposit Account) to store and maintain balances and values. Enterprise Edition is for a multi-location library system or a campus.</p> <p>-Includes AAM Web Query for centralized reports +Required for use with Envisionware Enterprise Reporter.</p> | \$3,895.00 | \$3,895.00 |
| 5 | <p>CBA-VIN *USD-3T PC ENVISIONWARE COIN/BILL ACCEPTOR – US dollar Network- connected system. 3- tube system supports .05/.10/.25/.50 coin 1/5/10/20 dollar bills. Color. Putty.</p> | \$2,875.00 | \$14,375.00 |

| | | | |
|---------------------------------------|--|----------|---------------------|
| 26 | PS-HR-CF-U ENVISIONWARE PROFESSIONAL SERVICES – Consulting services at the hourly rate for customers under maintenance. -Quotations provide an estimate – actual time is billed. -The minimum charge is one hour. -The minimum for an onsite hourly project is 8 hours per day plus the actual first and additional flat fee expense charges. | \$150.00 | \$3,900.00 |
| 1 | LPY-MPS-PS ENVISIONWARE PROFESSIONAL SERVICES FOR MOBILEPRINT SERVICE ™ A consultant will set up your MobilePrint spots. Basic training will be provided. The consultant will also explain the marketing materials available in the Customer Center. | \$0.00 | \$0.00 |
| | Subtotal | | \$63,127.50 |
| | Discount | | |
| | Freight (estimated, actual charges to be billed) | | \$388.48 |
| | Total Tax (actual charges to billed) | | \$5,839.29 |
| INVOICE 3 | TOTAL : | | \$69,355.27 |
| GRANT TOTAL OF 3 INVOICES: | | | \$117,759.15 |

There shall be no travel reimbursement allowed during this Agreement.

CONTRACTOR warrants that the cost charged for services under the terms of this contract are not in excess of those charged any other client for the same services performed by the same individuals.

B.2 CONTRACTORS BILLING PROCEDURES

NOTE: Payment may be based upon satisfactory acceptance of each deliverable, payment after completion of each major part of the Agreement, payment at conclusion of the Agreement, etc.

County may, in its sole discretion, terminate the contract or withhold payments claimed by CONTRACTOR for services rendered if CONTRACTOR fails to satisfactorily comply with any term or condition of this Agreement.

No payments in advance or in anticipation of services or supplies to be provided under this Agreement shall be made by County.

County shall not pay any claims for payment for services submitted more than twelve (12) months after the calendar month in which the services were completed.

DISALLOWED COSTS: CONTRACTOR is responsible for any audit exceptions or disallowed costs incurred by its own organization or that of its subcontractors.