

FAULKNER COUNTY  
**JIM B. BAKER**  
COUNTY JUDGE  
801 LOCUST STREET • CONWAY, AR 72034

FILED

DEC 30 2019

MARGARET DARTER  
FAULKNER COUNTY CLERK  
BY Miller DC

**IN THE COUNTY COURT OF FAULKNER COUNTY, ARKANSAS**

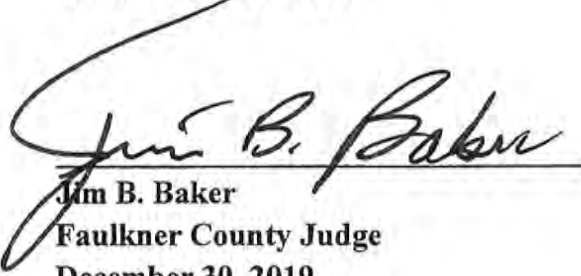
**COURT ORDER 19-179**

**IN THE MATTER OF ACCEPTING A  
BID FOR A RADIO FREQUENCY IDENTIFICATION  
LIBRARY SYSTEM (RFID)**

Having opened and reviewed the submitted bids for a radio frequency identification library system on November 7, 2019, the Faulkner County Court, by and through the County Judge, finds and orders as follows:

That P.V. Supa Inc. shall be awarded the contract, pursuant to its bid, as a result of being the lowest bid compatible with the Library's Mac environment and meeting all other qualifications.

**IT IS SO ORDERED**

  
Jim B. Baker  
Faulkner County Judge  
December 30, 2019

## **NOTICE TO BIDDERS**

Faulkner County will be accepting sealed bids on a Radio Frequency Identification Library System (RFID).

Bid specifications and Submittal forms may be obtained from the Faulkner County Judge's Office. Bids will be accepted until 9:00 am on Thursday, November 7, 2019, at which time they will be opened at the Faulkner County Judge's Office, located at 801 Locust Street Conway AR, 72034. Faulkner County reserves the right to accept or reject any or all bids placed and waive formalities.

Bids should be submitted in total including taxes, for the price to be paid by Faulkner County.

Direct questions and requests for clarifications related to this RFP to John McGraw at 501-327-7482.

Bids may be mailed to:  
Faulkner County Judge's Office  
Attn: Radio Frequency Identification Library System Bid  
801 Locust Street  
Conway AR, 72034

# **Request for Proposal (RFP)**

## **Radio Frequency Identification (RFID)**

### **Library System**

#### **Issued by Faulkner County**

Bid Receiving Deadline: Thursday, November 7, 2019 at 9:00 am  
Place: Faulkner County Judge's Office, 801 Locust, Conway, AR 72034  
Attendance not required

Faulkner County Judge's Office  
801 Locust Street  
Conway AR, 72034

Contact:  
John McGraw  
Faulkner County Library Director  
501-327-7482  
[john@fcl.org](mailto:john@fcl.org)

**General Information**

The Faulkner County Public Library will receive sealed bids/proposals from qualified companies to furnish the goods and/or services identified in this document.

**Scope of Work**

The Faulkner County Public Library seeks proposals from qualified vendors on the hardware, software, and support services necessary to install and operate an RFID enabled circulation, self-check, security, and collection management. Automated materials handling system and other solutions may be considered in addition to the required components of the proposal.

**Timeline**

The timeline supplied is the Library's best estimate and is not binding on the Library.

- RFP Issued: October 21, 2019
- BID RECEIVING DATE: November 7, 2019, 9:00 am
- INSTALLATION: April 2020

**Statement of Purpose**

This Request for Proposal, issued by Faulkner County Public Library is for the supply, installation, and training of a Radio Frequency Identification (RFID) system, which shall work in conjunction with the library's integrated library system (ILS), Library.Solution.

The RFID system must be optimized for use in a library environment and provide significant workflow improvements for both staff and patrons.

**Faulkner County Public Library**

The Faulkner County Public Library is located at 1900 Tyler St, Conway, AR 72032. There are five branches throughout the county requiring staff stations. All libraries operate on Apple computers only. The system will be on Sirsi-Dynix's Symphony ILS in March 2020.

There are approximately 220,000 print materials in the collection and approximately 20,000 non-print items.

**Existing Security and Self-Check**

The Main library alone currently uses an electromagnetic security system with 3M Checkpoint gates.

No self-check option is currently available to patrons.

**Critical Requirements**

The Library is seeking RFID solutions that will include hardware, software, installation, project management, staff training, and on-going support and maintenance.

1. Bidders must be able to demonstrate a proven ability to provide and implement the

following:

- a. Integration with the Library's ILS that streamlines staff and patron workflows;
- b. All tags and devices writing to the tags must conform to ISO- 28560-3 standard;
- c. RFID pads and staff workstation upgrades that enable staff to use either barcode scanners or RFID pads to input barcodes in all ILS modules on Apple computers;
- d. ADA-compliant, effective, and attractive security gates.

### **Scope of Project**

The Library wishes to acquire the following system components:

- 240,000 RFID print media tags;
- 24,000 RFID A/V media tags;
- 18 shielded RFID Antenna/Reader kits for staff stations using Mac OS X 10.10 or later software;
- 1 Double-wide gate, 3 single-wide gates;
- Gate alert management software for Apple device;
- RFID inventory system;
- 3 stand-alone self-check stations;
- Shipping, installation and annual maintenance fees;
- Removal of existing checkpoint gates.

### **Additional Solutions**

The Faulkner County Public Library is very much interested in exploring other technology solutions to enhance the patron experience and improve services and efficiency. Automated Media Handling solutions, reader's advisory/materials discovery software, improved access through on-site or remote vending machines, lockers, or other means are some examples of other technologies that will be considered.

Any optional components, configurations, or equipment that bidders would like to propose may be included as an appendix to the primary proposal response. Each option should clearly delineate all costs associated with that option and include an explanation of the benefits over the proposal provided in bidder's primary response.

### **Proposal Submission**

Proposals are due by Thursday, November 7, 2019, 9:00am, and shall be delivered to: Faulkner County Judge's Office, 801 Locust St, Conway, AR 72034

Proposals may be delivered by hand, U.S. Mail, or overnight courier service. Proposals received beyond the deadline will not be considered.

One copy of the proposal is sufficient.

Responses shall follow the format laid out in the Proposal Format section of this document, joined together with a cover letter signed by a representative authorized to bind the company in contractual agreements, along with any relevant data sheets, drawings, and details.

Proposals should include all necessary information on hardware, software, shipping, installation, training, and on-going maintenance associated with the purchase of the RFID system. Proposals should include the minimum specifications for existing PCs and the Local Area Network (LAN) to operate in conjunction with the bidder's software.

Any costs associated with the preparation and delivery of this proposal will be paid by the bidder.

#### **Quantities, Appropriation, and Delivery**

Unless otherwise stated, quantities listed are estimates only, and the Library does not guarantee to purchase the quantities specified. The quantities purchased will be limited to the amount of monies budgeted and appropriated for it. Delivery shall be included to the central site and/or the facilities where they are to be installed.

#### **Installation**

Bidder shall install the system as specified in the RFP, by manufacturer- trained technicians subject to exceptions made in the response and agreed upon in writing. The bidder shall also be responsible for removing existing checkpoint gates.

#### **Guarantees and Warranties**

All guarantees and warranties should be stated in writing and submitted as part of the proposal. The bidder shall warrant that the system will meet the reliability and performance requirements set forth in the RFP and will continue to do so as long as the system remains under bidder maintenance.

#### **Contract Documents**

The successful responder will be expected to enter into a contract with the library pursuant to the documents that include the RFP, the bidder's proposal, the summary of negotiation, and any and all other additional materials submitted by the bidder.

The only official answer or position of the library will be the one stated in writing.

#### **Prices**

Bidder will also provide a detailed quote sheet. Prices reflected in the proposal shall include any discounts. Annual maintenance and support costs shall be included showing actual costs of proposed solution over five years.

Unit prices will be quoted for all components, hardware, software, installation, and service. Indicate any volume discounts that would be available if quantities ordered were modified. Bidder must include prices of all equipment and any options needed to meet specifications.

No bidder will be allowed to withdraw and resubmit its proposal, for any reason whatsoever, after the proposals have been opened.

### **Project Schedule**

The proposal shall include a detailed project schedule for the entire project from conversion to installation, configuration, and training.

The proposal shall include a project oversight manager to oversee the project, including a minimum number of days on-site to ensure that it meets the requirements of the library and to be the key contact for the entire installation.

### **Proposal Format**

All submissions shall use the Proposal Format specified in this section.

### **Cover Letter**

The bidder shall provide the name and address of the primary contact person, along with a telephone number and email address. The bidder should also acknowledge receipt of any addenda.

Furthermore, the bidder shall summarize its understanding of the project, and provide a statement indicating its ability to provide services and equipment described herein and meet the requirements detailed in this RFP. The cover letter must be signed by an authorized representative of the company. Bids that are not signed will be disqualified.

In this section, please list any exceptions the bidder may have to the stated specifications.

### **Description of the Proposed Solution**

The bidder shall fully describe and illustrate the products and systems which comprise its RFID solution.

### **Training and Documentation**

Bidder will supply adequate training free of charge to the library as part of the implementation process. Adequate training is defined by the following:

1. Training key circulation, technical services, system administration, and public services staff in the use of all equipment. Total number of staff to be trained is approximately 30-40.
2. Training will be performed by the bidder and will take place at the library. Training software should be Mac-compatible.

Additional training requirements include:

1. The library requires user manuals, plus any other materials that are typically distributed during training.
2. The library requires that manuals be available in electronic format with unlimited distribution within the Library, and shall be supplied free of charge.
3. The library requires unlimited interaction with the bidder sales staff and technical support staff during installation planning, the installation phase, and follow-up immediately after such installation.
4. Introductory operator/user/staff training shall be provided at no charge.

### **Project Support & Maintenance**

The bidder shall provide details on its service and support and continued maintenance over the life of the system. Details will include:

- Normal operating hours for tech support, and procedures for obtaining assistance during off hours;
- First year costs, if any, and subsequent years' costs;
- Any sub-contractors with which the bidder works;
- Any warranties and/or guarantees for the system and/or support and Service;
- Guaranteed response times for both remote and on-site support;
- Locations of support technicians;
- System update and upgrade policy;
- Turnaround time guaranteed by bidder to acquire and install replacement Parts;
- Qualifications of key support team personnel;
- Sample sales, software, and support agreements.



## Bid

Bids should be submitted in total, for the price to be paid by Faulkner County FOB Conway, Arkansas  
**including all taxes.**

Name of Vendor \_\_\_\_\_

Name of Individual Representing Vendor \_\_\_\_\_

Radio Frequency Identification Library System Specifications:

- 240,000 RFID print media tags
- 24,000 RFID A/V media tags
- 18 shielded RFID Antenna/Reader kits for staff stations
- 1 Double-wide gate, 3 single-wide gates
- Gate alert management software
- RFID inventory system
- 3 stand-alone self-check stations
- Shipping, installation and annual maintenance fees
- Removal of existing checkpoint gate

Total bid price: \_\_\_\_\_

Bidder name, address, and phone number:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

MISSOURI REGISTER  
FAULKNER COUNTY CLERK  
*B. Walls*

STATE OF ARKANSAS  
COUNTY OF FAULKNER

90117143  
Faulkner County Judge  
801 Locust St  
Conway, AR 72034

I, Eden Cameron, do hereby certify that I am the Authorized Agent of the Log Cabin Democrat, a daily newspaper published in the city of Conway, Arkansas, and having a bonafide circulation in Faulkner County, Arkansas, that said newspaper has been published at regular intervals continuously during a period of at least twelve (12) months prior to the date of publication of the annexed:

**Notice to Bidders**

and is in all respects eligible and qualified to publish legal notices under the provisions of Act 152 of the 1937 Acts of the General Assembly of the State of Arkansas as amended by Act 263 of the 1937 Acts of the General Assembly of the State of Arkansas.

I further certify that said legal advertisement, a copy of which is hereby attached, was published in said newspaper on the following days, to wit:

Ad Number	Date Published
90829596	10/23/19

AFFIANT: *Eden Cameron*

Subscribed and sworn to, this 15 day of October, 2019.

Notary Public: *Leisha Walls*

My commission expires December 13 2020

Cost for Printing: \$72.00  
Cost of Affidavit: \$5.00  
Total Cost: \$77.00

**LEGALS**  
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Bids may be mailed to:  
Faulkner County Judge's Office  
Attn: Radio Frequency Identification Library System Bid  
801 Locust Street  
Conway AR, 72034



P. V. Supa Inc.  
2600 Technology Drive, Suite 200  
Plano, TX 75074

November 4, 2019

**Cover Letter**

Faulkner County Judge's Office  
Attn: Radio Frequency Identification Library System Bid  
801 Locust Street  
Conway, AR 72034

RFP for RFID Due Thursday, November 7, 2019 at 9:00 am

Dear Mr. McGraw,

Please accept our proposal for an RFID Library System for the Faulkner County Public Library. We have thoroughly read your RFP and can provide you with a state of the art RFID Library System as described in your RFP.

Your primary contact person for this project will be Emmett Erwin, he is the National Sales Director, his phone number is (609) 470-0496 and his email is [Emmett.Erwin@pv-supra.com](mailto:Emmett.Erwin@pv-supra.com)

We understand that you want a library RFID system that meets all of the current RFID specifications in the library market, and our system does. In addition, we understand you want the RFID system to operate on Apple computers only; we can do this as we are the manufacturer and developer of our RFID System which includes not only hardware but software. We will write the software to run your Apple Computers with our RFID software and hardware. In addition, P. V. Supa is a certified partner with SirsiDynix; we will be exhibiting at COUSGI in April in Provo, Utah.

P. V. Supa has been in the library automation business since 1996, it is our only business. We were established in Finland that year and our first product was material security systems. That was soon followed up by Self-Checkout Systems. We entered the RFID business the following year and by 1998 we built the worlds first modular material sorting system for libraries. We quickly expanded through Europe and by 2005 we established a U. S. company in Plano, Texas.

Today our company does business around the world through direct offices as well as distributors. In the U. S. the company has distributed through DEMCO and Envisionware to name a few companies that private label our equipment and software.

Our product line has grown to encompass not only security systems, Self-Checkouts and Sorters, but also Electronic Lockers that authenticate with your ILS for vending laptops, MAC books, headphones and other devices. Our lockers also have programs that allow them to be used for Holds Pick-up as well as storing patrons items. They are available in various colors and sizes.

LibCabinet is a self-service kiosk that allows patrons to check out their materials from a kiosk that has a glass door to view the items inside as well as a touch screen to show the items in the kiosk. We have some libraries that use these for holds. We have developed an RFID Return Shelf which allows patrons to return items to the library and get a receipt without staff assistance. Libraries have told us that 30 percent of the items returned get checked out the same day!

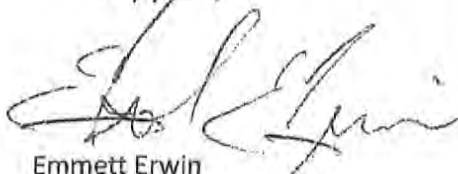
Other products in our RFID product line includes RFID Security Gates with integrated patron counters, RFID staff pads both shielded and non-shielded with circulation and conversion software. RFID Conversion carts are available for purchase or rent when converting your collection.

We have developed our Anytime Library which uses a combination of Access Control systems and CCTV to allow authorized patrons to use the library when it is not staffed. Our inventory wand reads barcodes and RFID tags. We are partners in an RFID label manufacturing plant that delivers high quality tags with optional custom printing with a lifetime guarantee. Various sizes are available for different applications.

Our people design build and service our products to our exacting specifications. We develop and own our software which allows us to change it to meet customers needs like yours. New product development comes from librarians like you who have needs that we turn into products.

We look forward to partnering with you on your RFID project and can promise you an RFID system that you and your library staff will be proud to have. Please feel free to contact me for any additional information and if anything is missing from this proposal please don't hesitate to contact me so we can supply it.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Emmett Erwin". The signature is fluid and cursive, with a large initial "E".

Emmett Erwin  
National Sales Director

## Description of the Proposed Solution

P. V. Supa's RFID Library System runs on our Centralized MasterController™ Software, below is a diagram of the software and the various components controlled and interfaced.



MasterController™ Software provides centralized management of all P. V. Supa software and devices that make up the RFID System. These include but are not limited to RFID Security Gates, Patron Counters, RFID Staff Pads, Self-Checkout Systems as well as Sorters and other products. This software allows the remote management of the system including receipt texts, translations and settings. Statistics are reported from any computer you choose on your network with a variety of reports in various formats for such items as user counts, item counts, security alarms, and more. Real time monitoring of the system is provided for error messages, printer paper out, bins full, etc.

P. V. Supa technicians can log into the system, with your permission and access codes, to diagnosis error codes and most of the time fix the system remotely. This software also lets our technicians know if a part failed that caused the error message. We will provide you with a complete set of electronic manuals for the software as well as the hardware attached to it.

RFID tags need to be affixed to the collection. Our tags come in various sizes depending on the items to be tagged. We have enclosed sample tags for your inspection. The package contains four different types of tags as follows: the square 2" by 2" tag is commonly used on books, it can be printed on with a logo and or library names, that is an optional service we can do for you at our factory. The large round 4 inch diameter tag is the dominant RFID tag used for AV material such as CD's and DVD's. These are the two type of tags we will be supplying for your project.

The other tags are a rectangle tag, sometimes called a credit card size, used for books ;that costs about two cents more than the more popular square tag. Also enclosed is a small 2 inch hub tag for AV materials, this tag used to be used with a book tags in jewel cases since the detection of the hub tag is not recommended for security but works fine for checking out/in materials.

RFID Staff Stations are used to circulated items as well as convert the collection. We will supply our shielded RFID Staff Stations with reader electronics and software. The software we will provide will allow you to both circulate items as well as toggle over to our conversion program to tag the collection. Please see our RFID Staff Station below.



P. V. Supa RFID Security Gates are modern and blend with any library décor because of the “see through” design using clear Plexiglas as shown below.



Our RFID Security Gates will provide the security for the collection that averages over 99%. The gates are made of clear Plexiglas with a Stainless Steel base that houses electronics for detection as well as alarms. These RFID Security Gates have a red alarm light on top, an integrated patron counter in the middle that counts patrons both entering and leaving the library. The gate alarm is in the stainless steel base and transmits the alarms and what caused them by book barcode and/or titles to a staff computer to address. The Gate Alarm software allows easy identification of the item(s) that set off the alarm.

P. V. Supa patron counting software uses Supa Centralize MasterController™ software and exports data in numerous formats including, XML, Excel files, PDF or Word. These reports use our SupaReporter™ software. Manuals are supplied for the Security Gates as well as Patron Counting Software. In addition, you can use our standalone counters to get counts in other areas of your library such as children's library, public computer area, meeting rooms, etc. all without using Security Gates but with using the software supplied with the system.

RFID Inventory System consists of our Inventory Wand that “reads” both RFID tags as well as barcodes, it



is pictured above.

This one piece, light weight unit has a 3.5 inch color touchscreen. It has a reading speed of up to 40 tags per second. Long battery life for all day use plus it comes with a docking station. Programs include Weeding, inventory, collection management.



Stand-alone Self-Check Stations are P. V. Supa's model Phoenix which is pictured below.



Our Phoenix Self Check out kiosk is ADA compliant and features optional shelves for materials. The Phoenix has a large 19 inch touch screen for the patron's to select various functions such as check-out, holds, their account information as well as fines and fees. The screen graphics and letters can be adjusted for sight impaired. Over 30 languages are available since we sell this system worldwide in over 80 countries. It is easy to add languages using our language editor that is available on the administration screen. The Phoenix can check in both RFID and barcoded materials. It has an integrated Receipt Printer in the front below the platen area that can have customized messages. Receipts can be emailed.

The Phoenix is remotely managed using P. V. Supa MasterController™ software. This remote managed systems also provides error messages to the staff to assure that your Self Checks are always available.

## **Training and Documentation**

P. V. Supa's technical staff will provide the training required so that all staff at circulation, technical services, system administration and public services staff are proficient in the use of the P. V. Supa RFID Library System.

Training will be preformed by P. V. Supa technical staff and will be performed at the library. The training software will be MAC compatible.

P. V. Supa has an extensive library of technical manuals encompassing over two dozen technical manuals with over a thousand pages of instructions with graphics and product photos. These manuals are constantly updated as new products, features and software are added. Our manuals are in electronic format and are supplied free of charge to our customers.

When you become a P. V. Supa customer we are always available to answer your questions and assist you with the operation of our RFID library system. This assistance is available via telephone and over the internet. We have a web portal for questions. You will be supplied with an 800 telephone number for support.

All of our introductory operator/user/staff training is provided at no charge.

## **Project Support & Maintenance**

P. V. Supa's service, support and continued maintenance over the life of the system is as follows:

- Normal operating hours for tech support is 8:00 am to 5:00 pm Central time, Monday through Friday. Service is obtained either by phone, email or our web portal. Service assistance during off hours is available using our 800 number you will be given.
- P. V. Supa's RFID Library System has a full one year warranty on all hardware and software. RFID tags have a lifetime warranty. Maintenance Contracts are available after the first year at a rate of 9% of the original cost of the RFID Library System. Each additional year has a 2.5% increase of the annual payment price to account for inflation.
- We do use P. V. Supa resellers as contractors at times as necessary. Your installation will be performed by our staff from our Plano, Texas headquarters.
- Our systems both hardware and software are fully guaranteed for the first year at no charge to the library including support.
- Guaranteed response time for remote support is immediate via phone, email and web portal during normal business hours. On-site support is available within 24 hours.
- Our support technicians are located country wide. For your library they are located in the Dallas, Texas area.
- During the one year warranty upgrades are supplied at no charge. After the warranty, when under maintenance upgrades are also supplied at no charge. If not under warranty they will be quoted.

- Parts turnaround is guaranteed to be overnight if received by 3:00 pm Central time. Our Plano headquarters is our main parts center operation for North American, as such a complete stock of parts is available. Parts will be installed within 24 hours or less.
- We are the designer and manufacturer as well as the software developer of most of the products we sell. Obviously, we do not make all parts, like power supplies, motors, and touch screens, however we do manufacture them into sellable products. Our technicians are trained at the factory and are experts on our products and software. They all hold technical degrees. Our key support team personnel also have college degrees at the Associate or Bachelor level. They average 11 years of experience. Your primary contact for this contract, Emmett Erwin, has an MBA degree from LaSalle University in Philadelphia, Pennsylvania. He has over 25 years' experience in the Library RFID market space and is credited with introducing RFID technology to the library market when he ran the worldwide library division at Checkpoint Systems. He has written numerous articles and been a speaker at various library conferences on the subject.
- Sample sales, software and support agreements are enclosed.

FILED

DEC 20 2019

MISSOURI COUNTY CLERK  
EMMETT ERWIN  
Amble

### Bid

Bids should be submitted in total, for the price to be paid by Faulkner County FOB Conway, Arkansas including all taxes. Tax rate is 9.125%

Name of Vendor P. V Supa Inc.

Name of Individual Representing Vendor Emmett Erwin

Radio Frequency Identification Library System Specifications:

- 240,000 RFID print media tags
- 24,000 RFID A/V media tags
- 18 shielded RFID Antenna/Reader kits for staff stations
- 1 Double-wide gate 3 single-wide gates
- Gate alert management software
- RFID inventory system
- 3 stand-alone self-check stations
- Shipping, installation and annual maintenance fees
- Removal of existing Checkpoint gate

Total bid Price: \$111,732.00

Bidder name, address, and phone number:

P. V. Supa Inc.

2600 Technology Drive, Suite 200, Plano, TX 75074

Toll Free: 1-866-990-7872 Emmett Erwin's direct phone number (609) 470-0496

Signature:  Date: 11-1-19

Name: Emmett Erwin

## WARRANTY

### P.V. Supa Inc. Warranty for 12 months after acceptance of the system

P.V. Supa products are warranted against all defects in material and workmanship for a period of 12 months from the date of delivery to original buyer and an acceptance certification.

The warranty covers all servicing, including parts, labor and materials. Warranty is defined as P.V. Supa fully absorbing the cost of part(s) in the system, including all the hardware, software, cables etc., shipping and possible site visits.

Copies of all service reports are provided to the customer upon completion of all service calls. Warranty includes full documentation per State guidelines provided in a format acceptable to the Library of all service activities including, but not limited to, corrective and preventive maintenance during the warranty period.

### Exclusions of Warranty

The foregoing warrant shall not apply to defects resulting from improper or inadequate maintenance by the customer, unauthorized modification or misuse, accidents or abnormal conditions of operations. No other warranty is expressed or implied. P.V. Supa specifically disclaims the implied warranties of merchantability and fitness for a particular purpose. In order to keep P.V. Supa's full warranty intact, all repairs or preventative maintenance performed during the warranty period must be completed by a P.V. Supa trained technician.

P.V. Supa shall not be liable for any special incident or consequential damages, whether in contract, tort or otherwise. All warranties are revoked if the product is removed from the country in which it was originally purchased, or the customer will need a written permission.

To obtain service under this warranty, customers must notify P.V. Supa of the defect before the expiration date of the warranty period and make suitable arrangements for the performance of service. If P. V. Supa determines the part(s) need to be sent of our service center, the customer shall provide packaging and shipping the defective product to the service center, with shipping charges prepaid by P.V. Supa. P.V. Supa shall pay for the return of the product to the customer.

### P.V. Supa Inc. Extended Warranty after 12 month Warranty Period and Time & Material Cost

P.V. Supa products are warranted against all defects in material, functionality and workmanship for 12 months. After the initial warranty period, an extended warranty is recommended.

procedures for obtaining assistance during Help Desk closed hours is also available.

P.V. Supa's Help Desk services includes but not limited to the following services:

- a. Assistance related to questions on the use of the software and hardware.
- b. Assistance in identifying and determining the causes of suspected errors or malfunctions in the software and hardware.
- c. Advice on detours or workarounds for identified errors or malfunctions, where reasonably available;
- d. Information on errors previously identified by Library and reported to P.V. Supa and detours to these where available; and
- e. Advice on completion and authorization for submission of the required form(s) reporting identified problems in the software or hardware to P.V. Supa.

### **Error and Malfunction Service**

Immediately after receiving oral or written notification by Library of identified errors or malfunctions in the software or hardware P.V. Supa will either:

- a. Provide Library with detour or code correction to the software and hardware error or malfunctions. Each detour or correction will be made available in the form of either a written correction notice or machine-readable media and will be accompanied by a level of documentation adequate to inform Library of the problem resolved and any significant operational differences resulting from the correction that is known by P.V. Supa, or
- b. Provide Library with a written response describing P.V. Supa's then-existing diagnosis of the error or malfunction and generally outlining P.V. Supa's then-existing plan and timetable, subject to Library's approval, for correcting, replacing, servicing or working around the error or malfunction.

### **On-line Support**

P.V. Supa may execute on-line diagnostics from a remote P.V. Supa location solely to assist in the identification and isolation of suspected software and hardware errors or malfunctions.

### **On-Call Support**

If a problem occurs that significantly impacts Library's usage of the equipment and software remains unidentified or unresolved after Library has used the detour or correction prescribed by P.V. Supa, P.V. Supa will dispatch a qualified representative to the system location during Library business days and hours P.V. Supa service procedure will apply all necessary measures to resolve problems within one (1) working day to get software and system operational. P.V. Supa representative shall have the qualifications necessary to provide: Copies of all service reports are provided to the customer upon completion of all service calls. Warranty includes full documentation per State guidelines provided in a format acceptable to the Library of all service activities including, but not limited to, corrective and preventive maintenance during the warranty period.

### **Limitation of Warranty**

The foregoing warrant shall not apply to defects resulting from improper or inadequate maintenance by the customer, unauthorized modification or misuse, accidents or abnormal conditions of operations or third-party changes which affects to the function of the equipment and software. No other warranty is expressed or implied. P.V. Supa specifically disclaims the implied warranties of merchantability and fitness for a particular purpose. In order to keep P.V. Supa's full warranty intact, all repairs or preventative maintenance performed during the warranty period must be completed by a P.V. Supa trained technician. P.V. Supa shall not be liable for any special incident or consequential damages, whether in contract, tort or otherwise. All warranties are revoked if the product is removed from its original place in which it was originally installed, or the customer will need a written

for the performance of service.

### **Coverage Times**

For the purposes of warranty and maintenance, the operational hours shall be defined as Monday-Friday, 8 a.m. to 5 p.m. or as mutually agreed with the library. The coverage times can be extended to Saturday and Sunday on mutually agreed times and costs.

### **Time and Material**

Time and Material is available if the library does not wish to purchase an extended warranty. This includes an hourly charges, material charges and travel charges.

### **Covered Services**

P.V. Supa warrants its products to be free from defects in material, functionality and workmanship during the warranty period. If products become defective under normal conditions in material or workmanship during the extended warranty period, P.V. Supa will respond to calls immediately and inform of the procedures. P.V. Supa guarantees 24 hour system uptime from the time of the service notice.

### **Cost of the Extended Warranty**

The cost of the extended warranty after 12 month warranty period is 8% of the value of the System per year excluding, installation, shipping and crating. After the first year, the price is adjusted with 2.5% increase per year.

To obtain service under this warranty, customer must notify P.V. Supa of the defect or malfunctioning before the expiration date of the warranty period and make suitable arrangements for the performance of service



**P.V. Supa Maintenance Agreement Terms for**

1(3)

**1. Coverage Times and Effective Dates**

The effective date of this Maintenance Agreement is

For the purposes of warranty and maintenance, the operational hours shall be defined as Monday-Friday, 8 a.m. to 7 p.m. local time or mutually agreed with the library. Library will notify P.V. Supa for the service to dedicated phone number, email or service web site.

**2. Covered Services**

P.V. Supa products are warranted against all defects in material and responsible for all equipment maintenance and service associated with the proposed system for 12 months and includes all service, labor, parts, materials and once a year preventative maintenance.

The Maintenance Service Agreement is defined as P.V. Supa fully absorbing the cost of part(s) in the system, including all the hardware, software, cables, software maintenance and service support and upgrade associated with the proposed system for 12 months and maintaining the system in an operating condition.

Preventive maintenance includes checking for mechanical and electrical safety, cleaning the system, functional testing and adjusting for optimal performance. The P.V. Supa service representative observes and records all operating parameters in complete service reports and reports to the library's representative after the service is conducted. In the case of replacing part of the system which does not require a P.V. Supa technician onsite visit, customer shall provide packaging and shipping of the defective product to the P.V. Supa service center; with shipping charges prepaid by P.V. Supa. P.V. Supa shall pay for the return of the product to the customer.

Copies of all service reports are provided to the customer upon completion of all service calls. The Maintenance Service Agreement includes full documentation per State guidelines provided in a format acceptable to the Library of all service activities including, but not limited to, corrective and preventive maintenance during the service period.

### **Limitation of the Service Maintenance Agreement**

2(2)

The foregoing service shall not apply to defects resulting from improper or inadequate maintenance by the customer, unauthorized modification or misuse, vandalism, accidents, natural disasters or abnormal conditions of operations or third-party changes which affects to the system performance. No other warranty is expressed or implied. In order to keep P. V. Supa's Maintenance Service Agreement intact, all repairs or preventative maintenance performed during the Maintenance Service Agreement period must be completed by a P.V. Supa trained technician.

P.V. Supa shall not be liable for any special incident or consequential damages, whether in contract, tort or otherwise. All warranties are revoked if the product is removed from the original installation place if not conducted by a certified P.V. Supa technician or written permission from P.V. Supa to remove the system.

### **Coverage Times and Service Operation**

For the purposes of the Service and Maintenance, the operational hours are Monday to Friday 8 am-7 pm or mutually agreed with the library.

P.V. Supa warrants its products to be free from defects in material and workmanship during the Maintenance Service Agreement period. If system becomes inoperative or system becomes defective under normal conditions in material or workmanship during the Maintenance Service Agreement period, P.V. Supa will respond to service notice immediately and inform customer of the service procedures. P.V. Supa guarantees a 48-hours system uptime from the time of the service notice. P.V. Supa will, at its sole option, either repair the product or replace it with the same or a similar product. Replacement product or parts may include refurbished parts or components. The Maintenance Service Agreement covers parts, labor, travel and all shipping costs.

**3. Cost for the Maintenance Service Agreement and Duration.**

Cost for the Maintenance Service Agreement \$ is per 12 months.

The Maintenance Service Agreement fee will be invoiced 12 months prior to the Maintenance Service Agreement year. Index raise after one (1) year is a 2.5 % per year. The Maintenance Service Agreement period starts from the date of the Maintenance Service Agreement is purchased.

Customer may terminate the contract in writing to P. V. Supa with a 30 day notice if Customer's customer cancels its agreement. The contract will expire at the expiration date unless Customer request a renewal.

---

P.V.Supa, Inc  
Process Improvement Applications  
2600 Technology Drive, suite 200  
Plano, TX 75074

tel. 972-423-9280  
fax. 972-423-9386  
  
[www.pv-sup.com](http://www.pv-sup.com)





### Efficient Solution For Theft Prevention

The PG45 RFID security gates offered by P.V. Supa are especially designed to blend into different library environments, while maintaining the open character of the space. Their sleek and transparent design are on many architect's wish list.

An alarm will sound when someone tries to carry an item that contains anti-theft activated RFID-label through the gates. Items that have already been checked out, and where the alarm has been deactivated, won't cause an alarm on the gates. Because of the RFID-technology, other types of materials won't cause false alarms.

The alarm notifies by sound and by red light, which is built into each antenna. Alarm sound type and loudness are adjustable. For example, the alarm sound

is on for only a moment but the light will remain on for a longer time. The security gate system consists of at least one entrance (two RFID- antennas, one RFID-reader). By using a multiplexer it is possible to reach even 1.30 m wide entrance. RFID- security gate systems can have 1, 2, 3 or 4 entrances, allowing libraries to protect wide entrances as well.

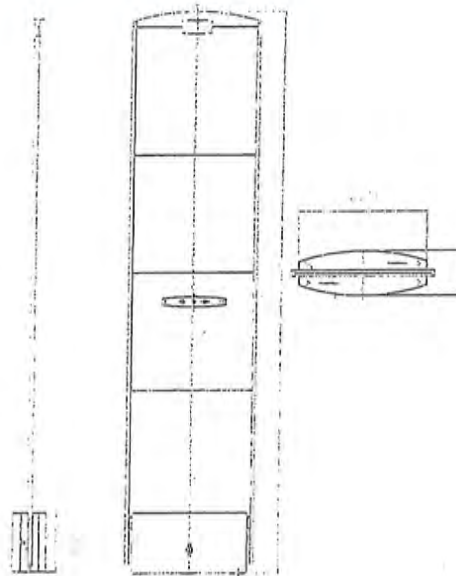
It is possible to have an integrated patron counter with wireless patron statistics program in RFID gate systems. P.V. Supa GateController software can be connected to RFID-gate systems. The software allows displaying information about the cause of the alarm on staff computers, such as item names. RFID gates can also be connected to video surveillance and other external systems.

Attractive plexi design

Wide entrances

Excellent reporting tools

## PG45 RFID SECURITY GATES



### GENERAL

Functions: Security, alarm by light and sound (type and volume adjustable)  
Item Identification: RFID  
Security: RFID (AFI/EAS), adjustable AFI-value  
RFID Standards: ISO 15693, ISO 2000-8.1  
RFID Data Models: DDM, KATVE, TechLogic, TVZ, BM, TRC, ITS, ITGZ, ISO 28560  
Options: GateController software, integrated patron counter

### CONTROL SYSTEM PROGRAMS

Software: GateController; control and reporting program for security gate systems, patron count program  
Connectivity: Protocol: TCP/IP  
LMS: SIP 1, SIP 2 (GateController)

### TECHNICAL SPECIFICATIONS

1, 2, 5 or 4 entrances  
Minimum width for one entrance: 1.90 / 1.05 m (with / without multiplexer)  
Connections: Third party systems  
i.e. video surveillance systems  
Input Voltage: 100-240 V  
Unit Dimensions: (L x W x H)  
480x143x1665 mm  
Unit weight: 28 kg / 64 lbs  
Certificates: CE © FCC ©



## RFID Labels

### RFID LABELS FOR ALL THE LIBRARY ITEMS

P.V. Supa offers RFID labels for all different kinds of items that libraries have, such as books and CD/DVDs. In addition to normal RFID-labels there are also so called Booster-tags available for CDs and DVDs. These are bigger and have better performance. The materials used in these RFID- tags are very high quality and with rigorous quality assurance in manufacturing, a very long life and proper operation in library environment is assured.

An RFID label consists of an aluminium antenna and a very small microchip attached to the antenna. For protection of the antenna and microchip there is a paper or plastic (PP) face material. On the back side of the label there is an adhesive layer that holds the label on an item. This adhesive is stable and there is no risk of its leakage over the edges of the tag, even for a very long period of time. Naturally all materials used meet modern environmental requirements.

Labels meet the requirements of ISO 15693 and ISO 18000-3 standards and work in the 13.56 MHz frequency that is commonly used in library environment. RFID labels are also fully compliant with most common library data models. Labels are available with colour printing, and it is also possible to print barcodes on the surface, with running ID numbers.

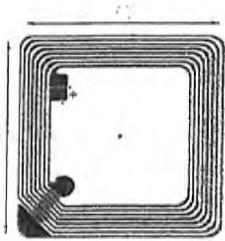
Tags can be preprogrammed with correct type of item identifiers. There are lots of different sizes and forms of tags for different applications available. For example we can offer printed library cards that also contains an RFID tag.

Very good performance

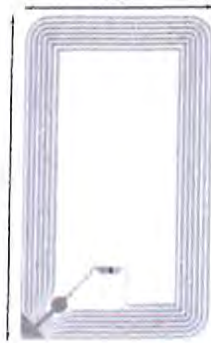
Long life operation

Assured item identification

## RFID LABELS



SMALL BOOK LABEL



STANDARD BOOK LABEL



SMALL CD/DVD LABEL



BOOSTER CD/DVD LABEL

### GENERAL

- Operating frequency: 13.56 MHz
- RFID Standards: ISO15693, 18000-3-1
- Microchip: NXP SLIX
- Memory: 1024 bit
- Face material: paper or plastic (PP)
- Color or other high tech printing optional
- Preprogrammed tags optional

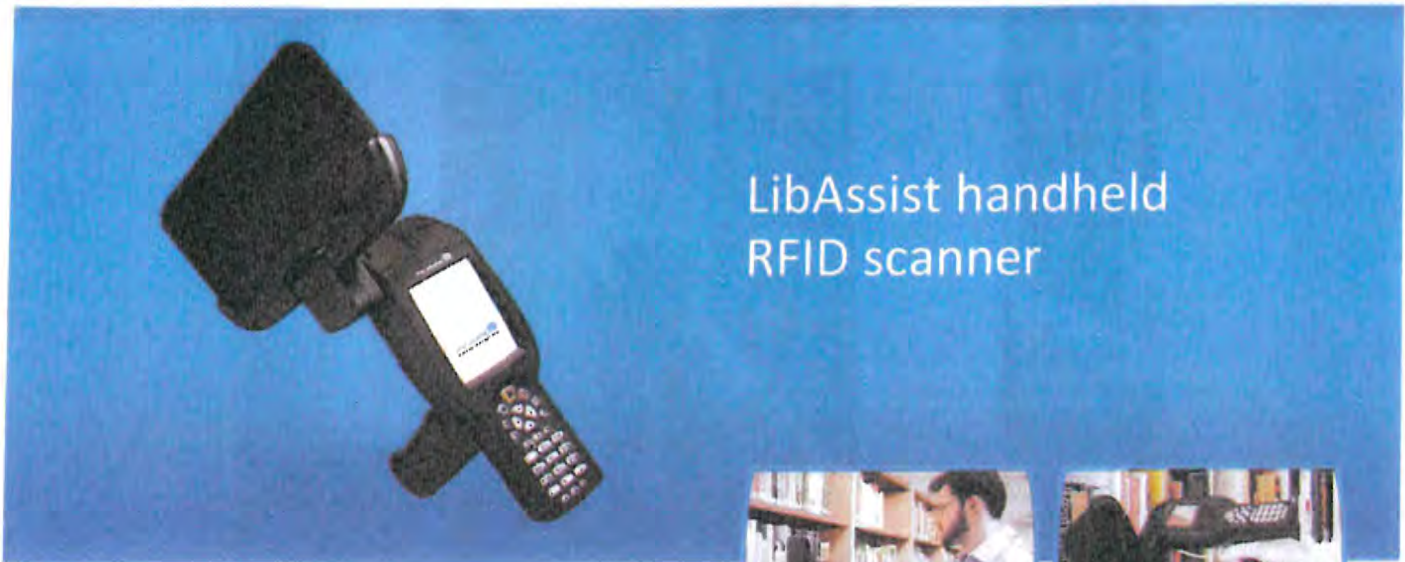
### COMPATIBILITY

- Compatible with all common library RFID Data Models: For example DDM, KATVE, TechLogic, NV2, 3M, TRC, ITG, ITG2, ISO26560
- Guaranteed operation with PV. Supa or other standard RFID devices

### TECHNICAL INFORMATION

- Standard book label: 50 x 80 mm
- Small book label: 50 x 50 mm
- Booster CD/DVD label:  $\varnothing$  117mm, Internal  $\varnothing$  17 mm
- Small CD/DVD label:  $\varnothing$  40mm, Internal  $\varnothing$  17 mm
- Other sizes possible
- Certificates:  





### Wireless Inventory and Item Search

The P.V. Supa LibAssist is one of the most powerful RFID handheld readers available for libraries. It combines excellent reading performance with a compact, convenient size while still managing to be one of the lightest devices of its kind. The device is extremely ergonomic, allowing extensive periods of comfortable use with one hand. The adjustable and flexible antenna further increases ergonomic use by allowing items at different heights to be scanned with ease.

The device has a bright touch-screen and an intuitive user interface. This guarantees effortless use in a library. Excellent battery capacity allows the device to be easily used through an entire work day without charging. The software is easily updated, ensuring a long life-cycle for the device.

LibAssist system includes software for staff computers.

It allows wireless transfer of item lists between the computer and handheld units. If a WLAN connection is not available, item lists can also be transferred via USB.

The LibAssist handheld software has three main functions. In inventory mode, it is possible, for example, to scan books on one shelf and create a transfer list of those items. Then there is a search mode, where a list of items are exported from the library system to the handheld unit, or manually input from the handheld keyboard. When you are scanning the shelves with the handheld it notifies you when it finds an item from that list. The last function is weeding mode, it works in the reverse to search mode. An item list is uploaded to the handheld, for example, should be on one shelf. When you are scanning that shelf, it notifies you if it finds an item which is not on the list. In this way, it is possible to remove the items which are in the wrong place.

1 Easy to use

1 Bright color touch screen

> Light and audio alarm

2 Ergonomic design / light weight

1 Adjustable RFID antenna

> Integrated barcode scanner

## LibAssist Handheld RFID Scanner



### General:

- Functions: Inventory, Collection, Weeding
- Item Identification: RFID (Barcode)
- Security: RFID (ARI/EAs)
- RFID standards: Iso15693, 18000-3-1
- RFID Data models: DDM, KATVE, 3M, Dutch, French, ISO28560

### Compatibility

- operating system:  
handheld Windows CE 5.0,  
Computer Windows XP or 7
- Software: handheld LibAssist,  
Computer LibAssist Manager
- Connections: WLAN  
802.11/b/g,  
USB via charger, Bluetooth 2.0

### Technical information

- Touch screen: 5.5"
- Nominal read range: 0-40 cm
- Reading speed: Up to 40 tags per second
- Memory: 256 MiB user accessible flash
- Micro SD card slot
- Integrated barcode scanner
- Docking station  
(charging /data transfer USB)
- Battery: Li-Ion 7.4v 4800 mAh
- Usage: Up to 30 h intensive use
- Charging time: 2.5 h (0-90%), 5h (0-100%)
- Dimensions: 940x165x265 mm
- Unit Weight: 720 g
- Certificates: CE  FCC



## Faulkner County Public Library

**RFP: Radio Frequency Identification (RFID)**

Submittal date: November 7, 2019 at 9:00 AM

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**Confidentiality and limited use.** The content of this proposal is strictly confidential and is not to be passed to, or transferred by any means, in whole or in part, to any third party without the express and prior written authority of bibliotheca.

**Accuracy of RFP and warranties.** The information contained in this document represents bibliotheca's current view of the planned RFID, AMH, EM, Cloud, and/or other bibliotheca self-service/efficiency technology deployment. The self-service/efficiency technology industry is particularly dynamic, and bibliotheca's proposal must constantly be updated to reflect changing market conditions, technologies, and standards. This document must not be interpreted as a commitment on the part of bibliotheca, and bibliotheca cannot guarantee the accuracy of any information contained in this report after the date of its publication.

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November 5, 2019

John McGraw, Director, Faulkner County Public Library  
Faulkner County Judge's Office  
801 Locust Street  
Conway AR, 72034

Re: RFP: Radio Frequency Identification (RFID)

Dear Mr. McGraw,

During our many conversations and site visit over the past year, bibliotheCa has gained a thorough understanding on how to meet Faulkner County Public Library's RF to RFID conversion goals. Al Skinner, your bibliotheCa Account Executive, recently had the pleasure of meeting with the FCPL board to present the benefits of bibliotheCa's RFID solutions and highlight the workflow improvements realized at Arkansas Libraries like Fayetteville Public, Bentonville Public and Garland County. With this knowledge, we propose an RFID solution to help your library **increase self-service rates, improve staff productivity and enhance materials security**. bibliotheCa is ideally suited and qualified to provide you with the required system.

We are prepared to provide superior support and RFID solutions for your migration from RF security tags and Checkpoint security gates. 3M Library Systems (now bibliotheCa) formed an alliance with Checkpoint in 2008, and now bibliotheCa provides sales and service support for Checkpoint products. During the last 10 years, we have helped many Checkpoint libraries make the migration to RFID. Our experience in conversions from Checkpoint RF to current RFID solutions is unparalleled. bibliotheCa recently supported the conversion of the Tarrant County College District libraries' collection from RF to RFID. Our extensive self-service RFID solutions include gates, kiosks, staff workstations and mobile inventory devices. With the acquisition of 3M Library Systems in 2015, bibliotheCa offers a product range unmatched in breadth and quality.

For more than 50 years we've been committed to excellence, ensuring your staff, patrons and community receive the best products and services. The following are just a few of the many benefits of choosing our team as your RFID partner:



**Maximize Self-Checkout Usage.** With the help of our selfCheck™ system, your library will increase self-service usage to more than 90%. Such results are achieved through our system's ease of use and an intuitive user interface that makes self-service quick and simple.



**Access for All.** The wide-aisle coverage of 63 inches allows the RFID™ gate premium to accommodate wheelchairs, wide strollers and large groups of patrons, providing barrier-free access, eliminating the need for a middle pedestal,

and further opening your library space to the community. We will partner with the Faulkner County Public Library to ensure that your library entrances meet ADA requirements.



**Local Service.** You can trust bibliotheca's technicians to be on-site quickly to keep your system running at peak performance. In addition, we have a U.S.-based in-house help desk to answer any of your questions. bibliotheca's local service support technician for the Faulkner County Public Library is located in Benton, AR, and has extensively trained on the proposed equipment



**Integration.** bibliotheca is a strategic partner with SirsiDynix. We provide real-time integration via SIP2 protocol, and an enhanced and streamlined workflow for staff for your ILS.



**Reporting.** libraryConnect™ devices provides staff with remote access to comprehensive reporting capabilities, which generate valuable statistical reports by branch and for the entire library system.

We understand that Faulkner County Public Library is looking for RFID equipment and software that operates on Apple computers, unfortunately, no vendor can meet this requirement. The software that operates bibliotheca's proposed RFID workstations™, staffConnect™ circ, RFID gate™ and staffConnect™ gate are Microsoft Windows compatible. Because of this bibliotheca takes exception to this requirement and would like to further discuss your goals and expectations with you.

To best highlight the many features and workflow benefits of our proposal, bibliotheca requests the opportunity to meet with the FCPL evaluation team to demonstrate our solutions. If you have any questions, please contact Katie Westfall, Bid Manager, [k.westfall@bibliotheca.com](mailto:k.westfall@bibliotheca.com) or 800-328-0067 ext. 301.

Sincerely,



Matthew Bellamy, President Americas  
[m.bellamy@bibliotheca.com](mailto:m.bellamy@bibliotheca.com) | 877-207-3127 x119  
403 Hayward Ave. N., Oakdale, MN 55128 | 877-689-2269

## Executive Summary

The goal of the Faulkner County Public Library is to upgrade its current library technology from RF to RFID so it can **maximize self-service rates, enhance customer service and realize significant productivity gains for staff.**

In addition, the Faulkner County Public Library wants a cost-effective, turnkey RFID solution to replace its outdated system. To obtain its project goals, the Faulkner County Public Library needs an RFID system engineered with the latest library automation technology. A system to best secure its collection, all while making it easier for staff members to perform their day-to-day activities.

Our proposed solution will enhance patron self-service rates, greatly reduce material theft, provide staff members more time to attend to their patrons' questions and needs, and save the library significant time and money. We will help the Faulkner County Public Library achieve its RFID project needs in several unique ways:

*The entire bibliotheca team is dedicated to serving the the needs and interests of our library customers. We are committed to evolving our processes, systems and innovative solutions to ensure we meet the needs of our customers and create the best overall experience possible.*  
- Matthew Bellamy, President Americas

**Transforming Libraries.** Our revolutionary selfCheck™ quickConnect™ software allows you to better connect patrons to your library and community. With the help of the Patron Promo tool, your patrons are more likely to take advantage of library services and upcoming events. Plus, the Recommended Reads tool helps your patrons plan their next reads and visits to the library. And, we are the only vendor in the industry that allows patrons to browse, check out or put on hold eBook and eAudiobooks right at the selfCheck™ unit. Combined, all these tools help drive circulation.

**Outstanding Service.** You can trust bibliotheca's technicians to be on-site quickly to keep your system running at peak performance. Our technicians carry the most commonly used parts in their service vehicles, which ensures prompt repairs. In addition, we have an in-house help desk to answer any of your questions. **bibliotheca's local service support technician for the Faulkner County Public Library is located in Benton, AR.**

Since the acquisition of 3M Library Systems in 2015, bibliotheca strives to continually improve its customer service and support. We have:

- | **Doubled the size of our internal helpDesk** staff to better serve our growing customer base.



- | **Implemented a customer survey** on all helpDesk cases, allowing our management teams to see feedback immediately. This survey shows a 93% satisfaction rating from our customers.
- | **Instituted process improvements and in-depth product training** for all employees who work in customer support.

**Checkpoint Conversion Expertise.** bibliotheca has many years of experience transitioning libraries from legacy Checkpoint systems to RFID. Many of our technicians and staff members previously worked for Checkpoint and have converted many libraries like yours. You will have the peace of mind knowing we can guide you through the conversion process.

Tagging by Library staff will vary based on the number of people assigned to tagging and the number of conversion stations in use. It will also depend upon the experience and speed of individuals. In the field we typically see the following conversion rates:

- | For print materials, a two-person tagging team operating one conversion station can typically convert at a speed of 275-300 items/hour.
- | For AV materials, one person operating one conversion station can typically convert at a speed of 125-150 items/hour.



Based on Faulkner County Public Library's collection size of 220,000 print items and 20,000 AV materials, we estimate that it would take two staff members approximately 22 days to convert the collection. This is based on six hours a day of tagging and the use of only one RFID workstation™ mobile tagging cart.

These conversion rates are conservative because we want to provide FCPL with an accurate estimate of hours.

**Quick Checkout.** Other vendors may offer PC reservations and print management at self-checkout. However, this drastically slows down the checkout process for patrons and can cause long lines and waiting time for other patrons at the checkout kiosk. bibliotheca selfCheck™ kiosks do not offer such features as we feel the checkout process should be an easy and speedy experience for your patrons.





## Company Background and Experience

For nearly 50 years bibliotheca has been dedicated to the development of RFID library solutions that sustain and grow libraries around the world. Our products are designed to provide a welcoming and intuitive environment for library staff and patrons.

- | Connect staff with the community.
- | Engage users with innovative solutions.
- | Evolve the traditional library experience.

bibliotheca understands the unique challenges that libraries face. We immerse ourselves in library trend conversations that allow us to enhance our products and services. Our innovative solutions help libraries transform perceptions, increase access to collections and spaces, and provide engaging interactions, all with the aim of enhancing the user experience.

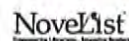
In 2015, bibliotheca acquired 3M Library Systems – expanding our solutions, services and customer relationships, and distinguishing us as the preferred choice of more than 30,000 unique libraries. We appreciate the opportunity to serve you.

### Our business at a glance

- | Direct sales and support offices in 11 countries (North America offices are in Norcross, Georgia; Oakdale, Minnesota; and Ottawa, Ontario)
- | Extended partner network of over 70 organizations
- | More than 400 directly employed staff, dedicated to libraries
- | Nearly 30,000 unique libraries
- | More than 50,000 unique pieces of equipment supported in the field

### Partnerships

As the number one technology provider for libraries around the world, we partner with more than 70 vendors that provide different solutions in the library industry. By forming these meaningful relationships, we align our products to work with other systems to make integration as seamless as possible for our customers.





## Proposed Solution

The Faulkner County Public Library needs to implement an intuitive RFID self-service model that greatly benefits both staff and patrons. With bibliotheca, increasing productivity via RFID technology has never been easier. We propose a solution that is incredibly easy to use – allowing Faulkner County Public Library staff more time to tend to services that their patrons value most.

To achieve your project goals, we recommend a turnkey system that utilizes the latest in hardware and software technology and is supported by the best service and maintenance in the industry.

Please refer to the Additional Information section at the end of our proposal response for more in-depth product, software, and service and maintenance information regarding our proposed solution.

## An interconnected approach is the key to success.

We enhance all areas of your library with our interconnected solutions



## selfCheck™ 500

selfCheck™ 500 offers the essential self-service experience to libraries. Powered by our intuitive quickConnect™ self-service software, the selfCheck™ 500 was designed to deliver an engaging patron experience that also promotes your library collection, services and events. It conveniently allows patrons to check-out, check-in, renew and pay fines.



### The best patron experience

Goes beyond the basic borrow, return and account functionality to deliver an engaging experience that links patrons directly to your cloudLibrary™ digital collection.



### Flexible scanning options

Quick scanning of physical and digital barcodes allows patrons to easily start the self-service transaction. The scanner can be adjusted to support both RFID and barcode.



### Promote your library activities

With integrated library promotions and recommended reads, we allow you to create and share more valuable information with your patrons.



### Cashless kiosk saves staff time

Libraries can collect fines and fees through a secure payment system. Patrons conveniently pay fines and fees without staff handling cash.



### Surface area frees up patrons

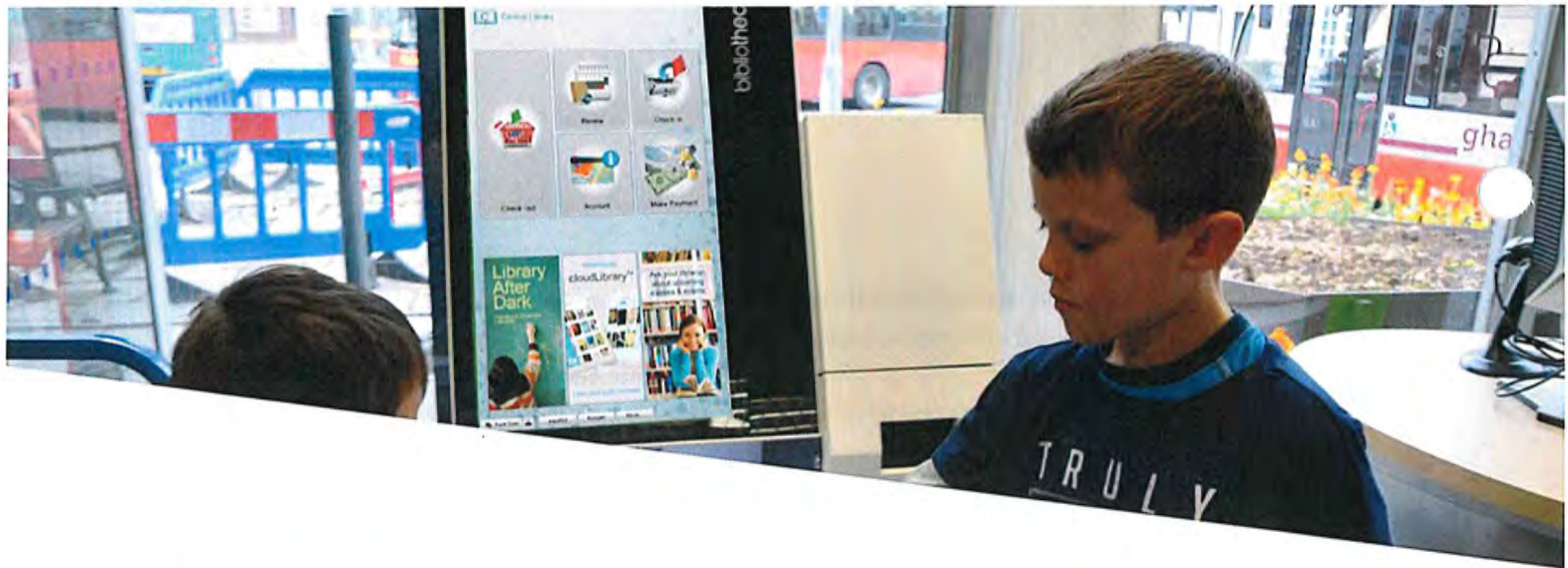
With a side-mounted shelf, patrons can conveniently set other items down, leaving both hands free to complete the self-service transaction.



### Easily swap receipt paper

Our simple-to-access front panel allows staff to quickly unlock and replace the receipt roll in seconds, minimizing disruption for patrons.





## quickConnect™

Self-service is only convenient if it's easy. Our intuitive self-service software has been designed from the ground up, specifically for library patrons. quickConnect™ delivers an engaging experience for patrons of all ages and abilities – making borrowing and returning library items a breeze.



### Designed for everyone

Audible, visual, touch and text features guide patrons easily through the self-service transaction



### Quick & convenient workflow

Streamlined workflow requires fewer steps, providing a faster experience for your patrons



### Packed with engaging content

Reading recommendations, ratings and library promotions create a more engaging self-service experience



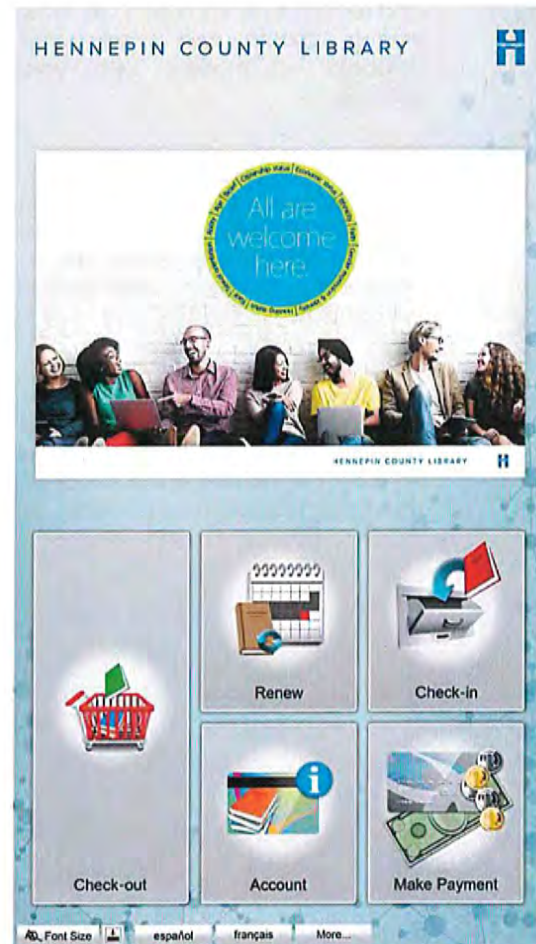
### Integrated eContent experience

Seamlessly integrates with cloudLibrary™, NoveList, LibraryThing, Evanced and many more. The cloudLibrary™ assist app can provide patrons a receipt for physical transactions right on their mobile device.



### Easy payment transactions

Clearly guided transactions make it simple and convenient for patrons to pay fines and fees



## quickConnect™ system manager

Simple back-end management. Behind the intuitive patron-facing side of quickConnect™ lives an extremely powerful staff management tool that gives you access to a range of information and statistics, while also letting you control features on the front end.



### Control your library theme

Choose from dozens of customizable templates and themes to design an experience that reflects your library



### Data-driven success

Use powerful reporting tools to monitor your self-service and see how your patrons are interacting with your library promotions



### Features at your fingertips

Display available features or choose just the ones that work best for your library



### Easy configuration process

Whereas other vendors require customization via HTML, INI files and XML files, System Manager is an intuitive web-based tool that allows library staff to customize just about any feature or functionality of the selfCheck™ quickConnect™ Interface.



## Example screenshots

### appearance

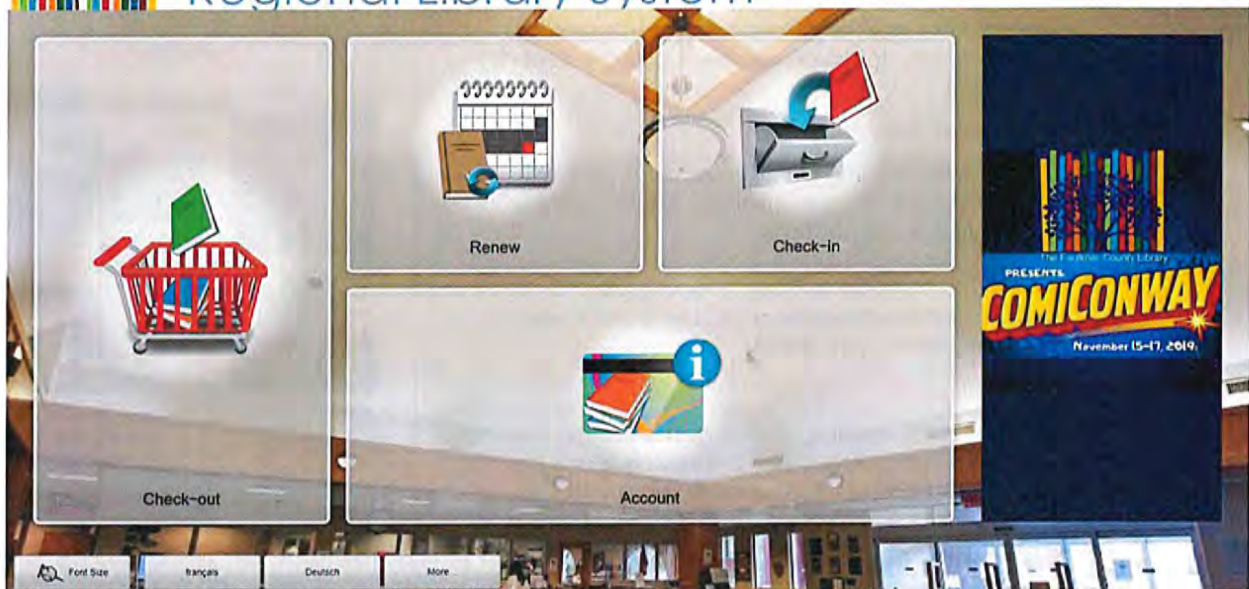


### workflow



With quickConnect™ system manager, easily customize almost every feature and functionality of the user interface!

 **Faulkner-Van Buren  
Regional Library System**



- | Customize header with library logo, or selection of font and color
- | Enhance your library branding by uploading your own background or choosing from a variety of animated templates (children's room, teen center and more)
- | Select from a variety of workflow icons that best fit your patrons needs and provide illustrative step-by-step instructions
- | Patrons can adjust the font size and select text-to-speech to best meet their needs
- | All text and ILS messages are customizable in more than 70 patron selectable languages
- | Integration of NovelList book recommendation subscriptions, Evanced event subscriptions, and other API event integration
- | Bring awareness to library events and services through scheduled promotional banners
- | With cloudLibrary™ patrons can check-out eBook and eAudiobook recommendations right at the self-check

## RFID gate™ premium

The most accommodating, wide-aisle security gate. The RFID gate premium is perfect for wheelchairs, wide strollers and large groups of students. With a modern and stylish clear panel design, the bibliotheca RFID gate™ premium effectively deters theft of valuable library materials while elegantly enhancing the library aesthetic.



Wider aisles increase accessibility

Ensure peace of mind with remarkable RFID technology

Remotely configure and pull management reports

Analyze library traffic patterns with visible patron counter

Choose alarm configuration and LED light colors that fit your library

Save energy during off-peak times

Directional alarming

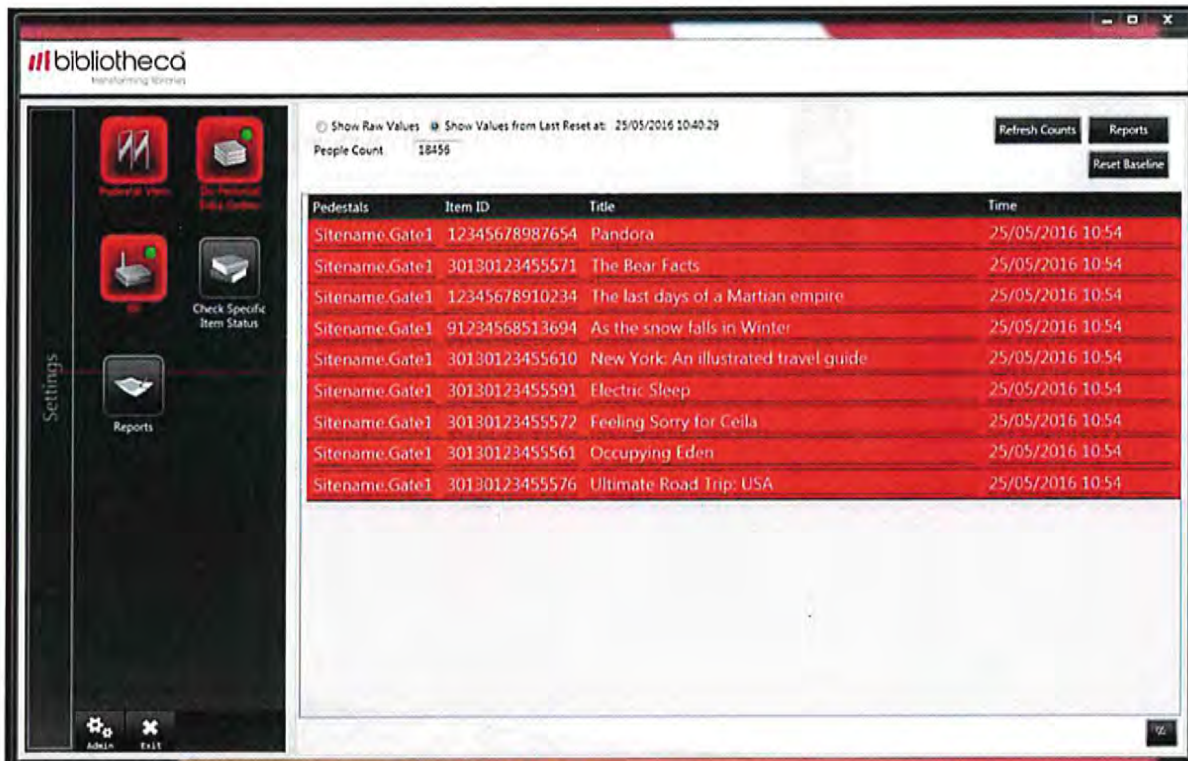


### staffConnect™ gate software

Our staffConnect™ gate software allows your library to better utilize the data that your security gate system can gather every day. This software can be installed on your staff computers and can have a designated staff station to show notifications when an unsecured item passes through the gates. It can also show which gate was triggered and the item ID and title. An ILS connection is required for this added functionality.

This software has a technical interface, which houses the admin feature and allows for software configuration. It serves as the nerve center for communication with the pedestals and the ILS. For normal usage, staff will not need to access the technical interface.

Your staff will be able to see a variety of reports and other information as it is gathered throughout the day.







## workstation™ mobile

Fast, portable conversion to RFID. Featuring a touch-sensitive screen, optical barcode scanner and RFID reader, this self-contained station rapidly reads barcodes, converts the information and dispenses RFID tags. The station doesn't require a connection to an automated circulation system, and because it's designed to be self-contained on a portable cart, it works right in the stacks.



Converts items to RFID quickly and easily

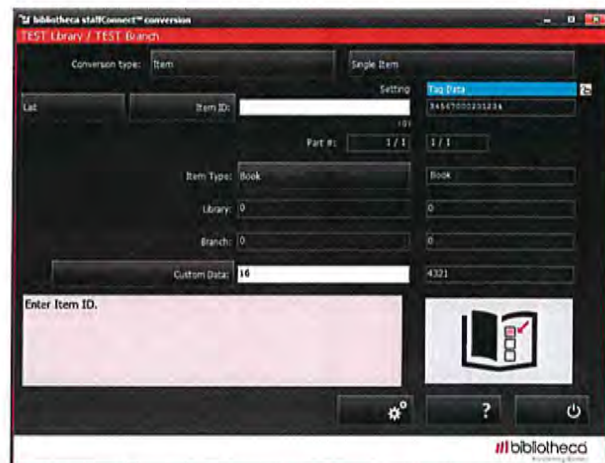
Touch-sensitive screen for intuitive operation

Able to weed and convert your collection simultaneously

Speeds up the conversion process

## staffConnect™ conversion

This easy-to-use software makes the conversion process easy and seamless by reading the item ID from a barcode and programming the library item ID to an RFID tag. This can be done directly from a barcode, manual keyboard entry or a list. In addition to the item ID, any other information the library desires within the scope of the data model in use, can be written to the tag. The tagging software will alert tagging personnel if the item is on a weed list and not write that item's data onto the tag.





### RFID tag™ square

Full RFID coverage and maximized security for all of your print materials – protecting your collection and minimizing theft. Our tag data model complies with the industry-standard ISO 28560, which is interoperable with other RFID systems.



---

Provide maximized security to deter theft

---

Ensures items properly checked out

---

RFID technology negates need to scan barcodes

---

Rigorous testing ensures tags guaranteed for life of tag

---



### RFID tag™ fullDiscCD

Full RFID coverage and maximized security for all of your multimedia materials – protecting your collection and minimizing theft. Our tag data model complies with the industry-standard ISO 28560, which is interoperable with other RFID systems.



---

Provide maximized security to deter theft

---

Ensures items properly checked out

---

RFID technology negates need to scan barcodes

---

Rigorous testing ensures tags guaranteed for life of tag

---



### workstation™ shielded

Desktop solutions designed to assist staff with administration activities. Provides staff with a fast and efficient solution to program and verify RFID tags. Library staff can now add or remove item security without the LMS/ILS. The system can be used with multiple items of mixed media, placed on the antenna at any time.



Perform multiple item issue, return and renew processes

Ability to print receipts for the customer

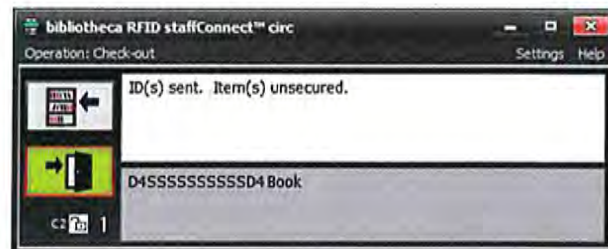
Focused read area for the best detection

Small size allows staff to work in compact spaces

### staffConnect™ circ

bibliotheca RFID staffConnect™ circ is intended for use by library staff to check in and check out library materials. It consolidates a number of library tasks:

- | Check-in and checkout — sends item IDs to circulation and secures or un-secures items.
- | Send ID — sends item IDs read from tags to the library circulation system.
- | Secure/unsecure only — changes the status of item security without sending IDs to the circulation system.
- | Read tags only — read and display tag information



### staffConnect™ link

bibliotheca staffConnect™ link offers the following benefits and features:

- | Single user interface through an ILS to RFID hardware
- | No extra steps to switch pad from check out to check in mode
- | Superior processing of multiple items in the presence of holds and other exceptions
- | Minimal new training
- | Inherent support for item sets



## mobile™ inventory

The mobile inventory is a lightweight RFID handheld device that instantly reads items on the shelf, making it simple for library staff to search the collection and perform an accurate inventory of items in several languages. The mobile inventory device simultaneously performs shelf-reading, searching and inventory scans, which saves staff time and keeps your shelves in perfect order so users can find what they need easily.




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Extended battery life

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Text-to-speech technology announces the name of an item when located

---

Turn security on or off in the stacks

---

Look for items that are missing, unprogrammed, out of shelf order, and need to be weeded

---

Real-time access to the ILS via Wi-Fi

---

Audible and visual alerts via software and on the hardware

---

'Boost mode' aids in more accurate reads when dealing with magazines or near metal

---



Furthermore, the device can complete multiple tasks at once, i.e. hold items, missing, items for weeding, location, complete inventory and items not programmed. Circulation status can also be adjusted on the fly, with items able to be secured or unsecured as needed.

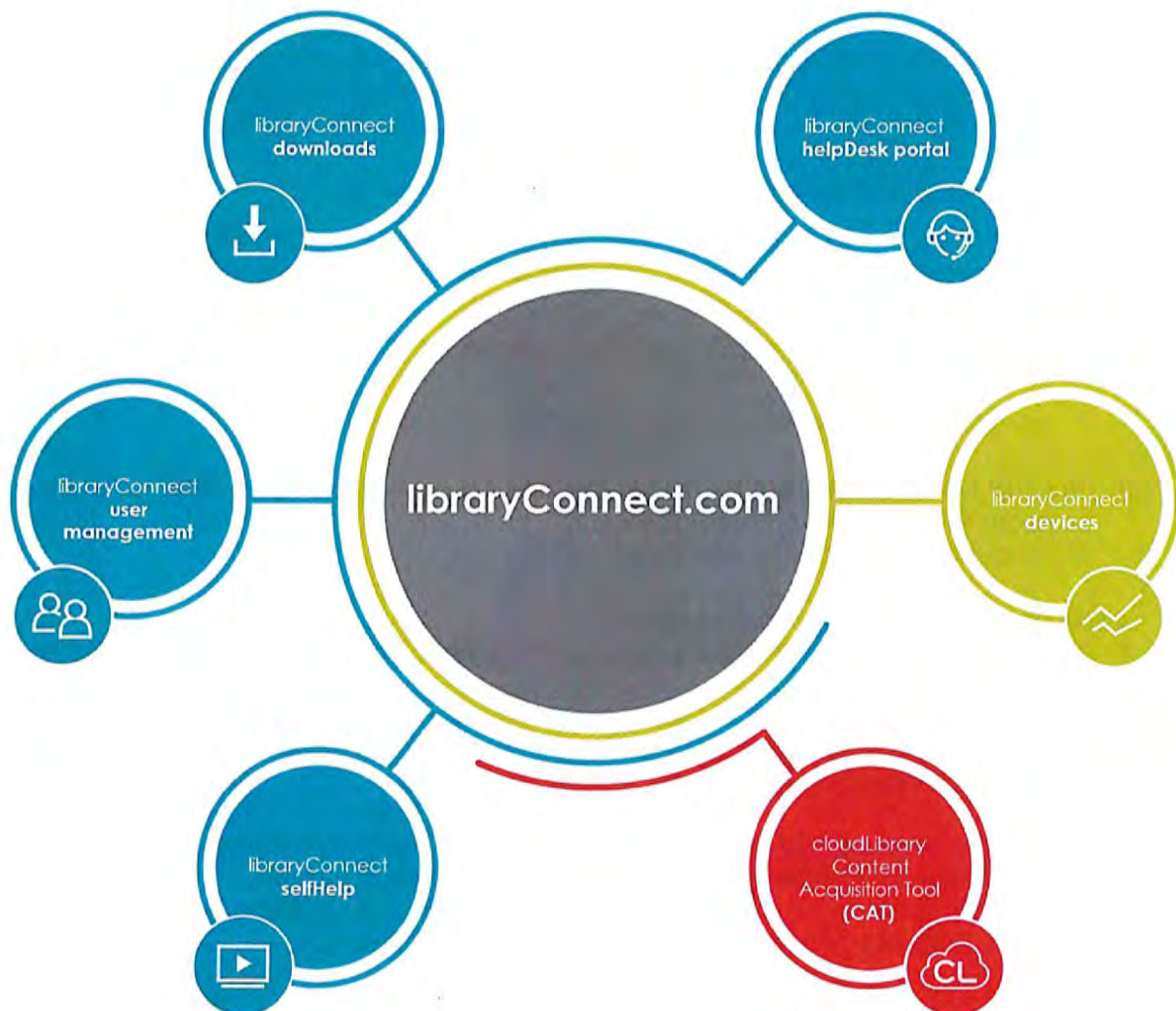
## libraryConnect.com

**libraryConnect.com** is the hub for all your bibliotheca equipment and services. This free resource is where libraries can access the helpDesk portal, training materials, download user guides and more. Libraries that leverage libraryConnect.com to its fullest potential have more capabilities at their fingertips than ever before.

### Examples of how you can use libraryConnect.com

- | selfHelp tutorial videos
- | selfHelp user guides
- | access support cases

- Free for all bibliotheca customers
- Requires cloudLibrary content module
- Requires annual license



## Training and Documentation

- 1. Training key circulation, technical services, system administration, and public services staff in the use of all equipment. Total number of staff to be trained is approximately 30-40.**

Yes. To ensure the staff is comfortable and confident in using and managing the new system we recommend that systems are configured to suit your Library's specific needs before training begins. We will also address workflow-related questions prior to working with the staff.

Our train-the-trainer approach will result in a staff that has all the tools it needs to operate its equipment. We deliver training to groups of 6-8 people, and sessions last between 30 minutes to two hours, which is contingent upon the level of training and the equipment on which the staff is being trained.

Upon completion of training, your staff members will also be empowered to provide training to their colleagues. As they learn the new system, all staff members will find expert help in bibliotheca's libraryConnect.com portal where extensive how-to videos, tips, manuals and user guides are all available in one easy-to-access place.

### **When training is completed, the Library staff will be able to:**

- | Perform all system operator functions and supervisory override functions
- | Follow instructions given by bibliotheca help desk over the phone for correction of system problems
- | Identify and perform preventive maintenance not routinely performed by bibliotheca
- | Provide additional internal training without our assistance

- 2. Training will be performed by the bidder and will take place at the library. Training software should be Mac-compatible.**

Training materials are Adobe PDF files.

### **Additional training requirements include:**

- 1. The library requires user manuals, plus any other materials that are typically distributed during training.**

Yes. Extensive how-to videos, tips, manuals and user guides are all available in one easy-to-access place – bibliotheca's libraryConnect.com portal. All manuals feature clear, instructional images and step-by-step guidelines.

- 2. The library requires that manuals be available in electronic format with unlimited distribution within the Library, and shall be supplied free of charge.**

Yes. Documentation is provided free of charge in electronic and print formats for all products and for each release of software and/or hardware.

3. **The library requires unlimited interaction with the bidder sales staff and technical support staff during installation planning, the installation phase, and follow-up immediately after such installation.**

Yes.

4. **Introductory operator/user/staff training shall be provided at no charge.**

Yes. bibliotheca provides free training for our hardware and software. Initial training on your products occurs upon installation. We also provide training webinars for many topics, and several webinars are scheduled each month, so it's easy to stay up-to-date and get the training you need. This flexible approach allows customers to interact with our dedicated trainer before installation, after installation and further down the road.

## Project Support & Maintenance

**The bidder shall provide details on its service and support and continued maintenance over the life of the system.**

bibliotheca has the talent and scale to respond quickly and effectively to all your service needs. We have developed an in-house support team that is the largest in the industry. In fact, most of our support calls are resolved and closed the first time a customer calls.

At bibliotheca, our commitment to service begins when the product is designed and manufactured. We start by building robust, reliable products that can be easily maintained. If an issue requires on-site assistance, our manufacturer-trained technicians will be dispatched to service your equipment, providing the Faulkner County Public Library with the best support and service in the industry.

**Details will include:**

- **Normal operating hours for tech support, and procedures for obtaining assistance during off hours;**  
Online Support Portal 24/7. libraryConnect™ is a free resource that allows you to create and monitor help desk cases, access user guides, view helpful videos and download training materials during off hours.  
In-house help desk support. We provide a 24/7 hotline and software support hours are: 7AM – 6PM CST, Monday – Friday, less holidays.  
On-site support. bibliotheca has 120 trained and certified on-site technicians, parts included in plan.
- **First year costs, if any, and subsequent years' costs;**  
Year 1 Service and Maintenance is included. Subsequent year costs are noted in the Prices section.
- **Any sub-contractors with which the bidder works;**

bibliotheca will work with our exclusive, authorized nation-wide partner, to install your RFID system and provide on-site maintenance.

bibliotheca technicians are required to complete weeks of training for each product before being certified to work on it. Many of our customers have been working with their bibliotheca tech for years. Our customers appreciate the consistency and compliment us on the high-level of confidence that they have in their technicians. Some of our in-house product experts and on-site technicians have worked with these products for more than five years and in some cases are 20-year veterans.

- **Any warrantees and/or guarantees for the system and/or support and Service;**  
Please see our Samples Service Agreement in the Additional Materials section.

- **Guaranteed response times for both remote and on-site support;**  
We provide a 4-hour call back and 8-hour on-site response time during business hours, contingent on geography-specific call-out schedule.

Calls are answered immediately by our in-house Help Desk. Escalation of high-priority issues is handled by a three-tier support process, escalating up to our in-house Product Expert team, with a response time of 8 business hours.

- **Locations of support technicians;**  
bibliotheca's local service support technician for the Faulkner County Public Library is located in Benton, AR.
- **System update and upgrade policy;**  
If you have a current Service Agreement, bibliotheca software will be upgraded.
- **Turnaround time guaranteed by bidder to acquire and install replacement Parts;**  
We provide a 4-hour call back and 8-hour on-site response time during business hours, contingent on geography-specific call-out schedule.

bibliotheca's warehouse is conveniently located in College Park, GA, near to one of the largest international airports and logistics hubs in the world.

- **Qualifications of key support team personnel;**  
Please see the following page.





**John Lehman, President of Operations**

Before joining bibliotheca in 2015, John served as the Service Manager at 3M Library Systems since 2002. He was responsible for leading technical services, field services and software support programs. John received his Bachelors in Organizational Management and Communications, with a focus in Information Technology Systems and Support from Concordia College in St. Paul, MN. John also holds a Six Sigma Green Belt Certification.



**Mike Cripe, Vice President of Operations**

**877-207-3127 ext. 348 | [m.cripe@bibliotheca.com](mailto:m.cripe@bibliotheca.com)**

Mike brings over 20 years of leadership experience in software and hardware technology, focused primarily in technical support. He joined bibliotheca in January 2018 and brings extensive knowledge in customer support best practices. Mike holds a Bachelor of Science degree in Finance from Louisiana State University.



**Dan Magnusson, NA Manager Product Experts**

**678-336-7980 ext. 333 | [d.magnusson@bibliotheca.com](mailto:d.magnusson@bibliotheca.com)**

Before joining bibliotheca in 2015, Dan served as Product Expert Manager at 3M Library Systems since 2006. He was responsible for leading the product expert teams for various product lines, as well as playing an integral role in the design and serviceability of the selfCheck™ product family. Dan received his Master's in Biomechanics through the University of Calgary and has nearly 20 years of experience in supporting and training on many technical products.



**Johnny Gentrup, Manager, North American Field Service**

**678-336-7980 ext. 325 | [j.gentrup@bibliotheca.com](mailto:j.gentrup@bibliotheca.com)**

Before joining bibliotheca in 2015 Johnny served as the Support Specialist Supervisor at 3M Library Systems since 2001. While there he was responsible for ensuring excellent customer service across all 3M Library product lines. Now, as the North American Field Service Manager, Johnny applies his more than 30 years of customer service and technology experience in ensuring that bibliotheca's 130+ Field technicians provide the highest levels of customer service.



Lori Livesay, Head of Product Training  
877-207-3127 ext. 137 | [l.livesay@bibliotheca.com](mailto:l.livesay@bibliotheca.com)

Lori brings more than 20 years of Library experience to the Project Management team. She joined bibliotheca in 2013, after having been the project manager for a public library that converted their 10 branches and 800,000-item collection to RFID technology. During her time at bibliotheca, she has been onsite at over 100 academic and public library locations, installing hardware, configuring software and providing staff training. She understands the challenges faced by library staff and is dedicated to making every project a success. Lori views her relationship to her customers as partnerships and focuses on good communication, efficient management, and seamless transitions.

bibliotheca technicians are required to complete weeks of training for each product before being certified to work on it. Many of our customers have been working with their bibliotheca tech for years. Our customers appreciate the consistency and compliment us on the high-level of confidence that they have in their technicians. Some of our in-house product experts and on-site technicians have worked with these products for more than five years and in some cases are 20-year veterans.

bibliotheca's local service support technician for the Faulkner County Public Library is located in Benton, AR.

- **Sample sales, software, and support agreements.**  
Please see these documents in the Additional Materials section.

## Project Schedule

Your success is paramount to us. We provide an efficient and smooth project implementation process that is designed to ensure your project goals are met. The following outline describes the framework used to develop your project implementation.

After the project is awarded and a contract agreement is signed, a meeting is scheduled with your sales and project implementation teams. The purpose of the meeting is for your bibliotheca project manager to learn more about your current environment, business model, workflow and the goals you want to achieve in this project as well as offer consultation and guidance tailored to your project.

At this initial meeting, we will:

- | Confirm products, quantities and services
- | Discuss the high-level goals that need to be achieved to make your project a success and define the project acceptance criteria
- | Discuss the escalation and change management process, status reporting and meeting frequency

After the initial meeting, your project is ready to move into the next phase: project kick-off!

### 1. **Project kick-off with project manager and Library:**

- | Your bibliotheca project manager will schedule a project kick-off meeting and establish a regular communication cadence.
- | The Library will provide a designated point of contact and back-up contact for bibliotheca to work with throughout the duration of the project. We commit to open communication between the Library and the bibliotheca team.
- | The Project Manager creates the initial version of the project Statement of Work (SoW) which will align to the Library's goals.

2. **Statement of Work (SoW):** The Library and bibliotheca will discuss the SoW, the project timeline and will schedule the site survey. There may be multiple meetings to define the Statement of Work, depending on the size and complexity of the project. Priorities, branch hours, contacts, customer responsibilities, bibliotheca responsibilities and site preparation are all included in the SoW.

In order to ensure the success of the project, prior to inception, all parties review and approve the SoW, which will clearly define the work that is to be performed and also include an initial project timeline.

3. **Site survey:** During the site survey, bibliotheca's goal is to better understand your requirements for installation. The bibliotheca team will take measurements and make suggestions for the best product placement. We will assess power and data

connections. It's the Library's responsibility to arrange installation of power, network access points, conduits and pre-installation construction as defined by the site survey.

4. **Tagging training for Library staff:** If Faulkner County Public Library requests bibliotheca provide tagging training for its staff, we will do this before tagging begins and after the RFID workstation mobile™ RFID conversion stations have arrived.
5. **Equipment and software Installation:** We'll arrange delivery of equipment and will schedule for the complete installation with minimal disruption to your library branches. All installation activities will be scheduled and coordinated with your approval.
6. **Equipment and Software Training:** Initial training is included with the installation of the products you purchased. Training takes place immediately after implementation and is customized to fit the unique needs of your project.
7. **Acceptance testing:** Software and hardware will be tested and approved by our installation team. The installation team checks system connectivity, software configuration and tests products with your ILS. In order to ensure all goals have been successfully achieved, it is important that you also perform testing.
8. **Pre-closure meeting:** As the project nears completion, your bibliotheca project manager will schedule a pre-closure meeting to ensure that all goals have been completed to the satisfaction of the Library.
9. **Project closure:** After all project implementation activities have been successfully achieved, we will send the project closure document to you, which is then signed and returned to bibliotheca. Additionally, after the completion of the project you'll receive a survey to assess your satisfaction with this project. We encourage you to provide your feedback to help us improve our process.

Congratulations! Your custom bibliotheca solution is ready to go.

When your project is complete, bibliotheca will still be here to serve and support you throughout the life of your equipment. We provide you with access to our free [libraryConnect.com](http://libraryConnect.com) portal and an 800 number so that you can quickly reach us regarding concerns.

## Timeline

Here's an example of a typical project timeline. This will be adjusted to fit your specific project goals.

Phase	Time
Project Kick-off	1 week after contract executed
Initial draft of Statement of Work	1 week after Project Kick-off <ul style="list-style-type: none"> <li>Multiple iterations depending on size of project</li> </ul>
Site Survey (if needed)	1 week after kick-off <ul style="list-style-type: none"> <li>Depending on scheduling needs, it may take more than 1 week</li> </ul>
Tagging (if applicable)	The estimated length of time spent tagging will be outlined in the Scope of Work. <ul style="list-style-type: none"> <li>Tagging carts are shipped prior to customer tagging project start.</li> </ul>
Delivery of Equipment	2-8 weeks, after receipt of order, depending upon products selected and customer schedule.
Capturing configuration information	Ongoing
Equipment and software Installation	1 week after site survey <ul style="list-style-type: none"> <li>Multiple branch implementations will take longer</li> </ul>
Hardware and Software Training	Upon completion of installation
Acceptance Testing	Upon completion of installation
Pre-closure meeting	Upon completion of installation and training
Project Closure	Upon completion of all project implementation activities

## Installation Responsibilities

Activities	bibliotheca	Faulkner County Public Library
<b>General</b>		
Project kick-off meeting	✓	✓
Day-to-day operational responsibility and accountability	✓	
Establish communication channels and agree on reporting procedures, including reporting frequency	✓	
Produce and update project plan to include all steps	✓	
Review and agree on installation plan, including change control	✓	✓
Exception planning/risk identification and assessment	✓	
Schedule and complete site surveys	✓	
Manage item tagging (as applicable)	✓	✓
Provide documentation (patron guides and manuals)	✓	
<b>Solution Set-Up</b>		
Arrange installation of power and network access points for solutions and conduits as defined by the site survey		✓
Construction/electrical considerations, hole drilling, wall cut outs, etc.		✓
Procurement of SIP2 licenses		✓
Gather information to establish software configurations, kiosk configuration, gate set-up, tagging software, confirming RFID tag data model	✓	✓
Establish arrangements with the Library, IT and stakeholders to undertake system set-up and testing	✓	✓
Confirm sign-off for installation of implemented solutions	✓	✓
Supervise configuration of software solutions	✓	
<b>Delivery and Installation</b>		
Arrange delivery of consumables and equipment	✓	
Resource coordination/mobilization	✓	
Establish installation/sign off acceptance procedures	✓	✓
Deliver staff training to agreed schedules	✓	✓

FILED

DEC 20 2019



**Bid Form**

MARGARET DARTER  
FAULKNER COUNTY CLERK  
BY Amiller DC

Bids should be submitted in total, for the price to be paid by Faulkner County FOB Conway, Arkansas **including all taxes.**

Name of Vendor Bibliotheca, LLC

Name of Individual Representing Vendor Matthew Bellamy, President Americas

Radio Frequency Identification Library System Specifications:

- 240,000 RFID print media tags
- 24,000 RFID A/V media tags
- 18 shielded RFID Antenna/Reader kits for staff stations
- 1 Double-wide gate, 3 single-wide gates
- Gate alert management software
- RFID inventory system
- 3 stand-alone self-check stations
- Shipping, installation and annual maintenance fees
- Removal of existing checkpoint gate

Total bid price: \$119,776.92\*

\*Price includes taxes as requested. Please see page 30 for support and maintenance pricing.

Bidder name, address, and phone number:

3169 Holcomb Bridge Road, Suite 200

Norcross, GA 30071

877-207-3127 ext. 119

Signature: Matthew Bellamy Date: 11/5/2019

Name: Matthew Bellamy, President Americas

## Prices

bibliotheca proposes the following pricing for the Faulkner County Public Library RFID project. In addition, we included optional product pricing for your review that could be beneficial to your staff, patrons and community. If you have any questions regarding our proposed pricing, please contact Katie Westfall, Bid Manager, 877-207-3127, ext. 301, [k.westfall@bibliotheca.com](mailto:k.westfall@bibliotheca.com).

*Please note: bibliotheca's pricing information is confidential and proprietary, and not to be distributed in any way. Support and maintenance pricing is subject to change based on final quantities and product configuration. System returns will be accepted within 30 days from the date of order and must be in original packaging. A 20% restocking fee will be charged and customer will pay for return shipping. flex AMHT™ payment terms: 50% at Purchase Order; 40% after shipment; 10% after library sign-off. bibliotheca's proposed RFID workstations™, staffConnect™ circ, RFID gate™ and staffConnect™ gate are Microsoft Windows compatible.*

Lead Solution	Quantity	Unit Price	Total Price
selfCheck™ 500, full height kiosk	3	\$5,499	\$16,497
RFID tag™ square (2,000/Roll)	120 rolls	\$200	\$24,000
RFID tag™ fullDiscCD (1,000/Roll)	24 rolls	\$495	\$11,880
RFID workstation™ shielded	18	\$699	\$12,582
staffConnect™ link software, enterprise license	1	\$499	\$499
RFID gate™ premium Direct mount, dual-aisle	1	\$10,699	\$10,699
RFID gate™ premium Direct mount, single-aisle	3	\$7,799	\$23,397
staffConnect™ gate software, annual subscription	1	\$99	\$99
RFID mobile™ inventory device	1	\$2,845	\$2,845
RFID workstation™ mobile (conversion cart), 3 month minimum	5	\$599	\$2,995
Removal existing checkpoint gates	4	\$899	\$3,596
Installation and Training	Included		
Shipping	\$1,887.50		
	Sub Total:	\$110,976.50	
	State Tax 6.5%	\$6,268.80	
	County Tax 0.5%	\$482.22	
	Local Tax 2.125%	\$2,049.41	
	<b>Total:</b>	<b>\$119,776.92</b>	



Some vendors offer a shared implementation plan, forcing the library to do their own set-up of the equipment. However, bibliotheca guarantees that when you purchase our solutions you can expect one of our 120 factory-certified bibliotheca technicians to install and customize the equipment to your library's unique goals. **bibliotheca's local service support technician for the Faulkner County Public Library is located in Benton, AR.**

bibliotheca provides a support and maintenance plan that includes remote software support and on-site support. Some vendors claim to offer *premium* or *platinum* support programs, but do not disclose the true costs involved. bibliotheca believes all libraries should know exactly what they are getting for the price they are paying. Our Support and Maintenance plan is clear and includes the following: 24/7 online support portal; in-house help desk for software support, 7:00 AM – 6:00 PM CST, Monday – Friday, less holidays; and on-site support, parts included.

Support and Maintenance for Lead Solution	Year 1	Year 2	Year 3	Year 4	Year 5
	Included	\$8,892	\$8,892	\$9,434	\$9,905

Note: If Faulkner County Library Public Library would like to purchase Years 2-5 support and maintenance upfront, bibliotheca will provide a 5% discount on the total for Years 2-5. Service and maintenance pricing is for the Lead Solution only. Service and maintenance pricing for Optional Products can be provided upon request.

Optional Solutions	Quantity	Price
selfCheck™ 1000 freestanding kiosk, height adjustable	1	\$12,549
selfCheck™ 1000 freestanding kiosk	1	\$10,549
quickConnect™ selfCheck™ NovelList™ (per kiosk, annual subscription)	1	\$499
quickConnect™ selfCheck™ Evanced (per kiosk, annual subscription)	1	\$499
Heartland credit card payment terminal	1	\$799
selfCheck™ 1000 Coin and Bill Payment system	1	\$3,499
RFID gate™, direct mount, single-aisle	1	\$4,995
RFID gate™, direct mount, dual-aisle	1	\$6,795
flex AMH™, 3-bin with patron touchscreen induction	1	\$59,485
flex AMH™, 5-bin with patron touchscreen induction	1	\$72,933
flex AMH™, 5-bin with patron touchscreen induction and staff induction	1	\$97,751
flex bookDrop™ RFID no lock drive-up front	1	\$9,999
flex bookDrop™ RFID manual flat front	1	\$14,749
remoteLocker™ (three module unit includes: 4-locker module with item return, 10-locker module, central kiosk locker with touchscreen)	1	\$26,997
cloudLibrary™ content, Tier 1 – Set-up and Training	1	\$1,142
cloudLibrary™ assist, Tier 1 – Set-up and Training	1	\$1,142
cloudLibrary™ check-out, Tier 1 – Set-up and Training	1	\$1,142
cloudLibrary™ check-out hardware subscription, monthly per unit (5+ units)	1	\$588
Mobile™ DLA	1	\$4,999
libraryConnect™ devices	1	\$199
RFID workstation™	1	\$649
RFID workstation™ USB	1	\$599

We are excited to discuss our solutions and demonstrate our products to the Faulkner County Public Library Evaluation Committee. Please let us know if you have any questions about our lead or optional solutions.



## Appendix

### Optional cloudLibrary™ content

Delight digital borrowers with our eBook and eAudiobook solution! cloudLibrary™ is designed specifically to meet the evolving needs of public libraries. With tools to increase awareness of library programs, cloudLibrary™ does much more than circulate digital content.



#### Print and Digital Integration

We provide one-stop access for your patrons to discover both print and digital content directly at the selfCheck™ kiosk in your library.



#### Simplified Checkout

Anyone using the cloudLibrary™ app can instantly download digital content with one simple click.



#### Local Selections and Customization

Give your patrons exactly what they want by customizing your Featured Shelves content.



#### Keep Your Place

If your patrons use multiple devices to read eBooks, our unique "bookmark" feature keeps track of the last page of your patron's read.



#### Simple Fee Structure

Our platform fees are the most cost-effective in the industry. We do not have hidden fees or require long-term, binding contracts like other vendors.



Book Detail







**Force of Nature**  
Jane Harper  
Published on 1/1/2015 by HarperCollins  
2.5 MB, 450 pages  
★★★★☆  
Series

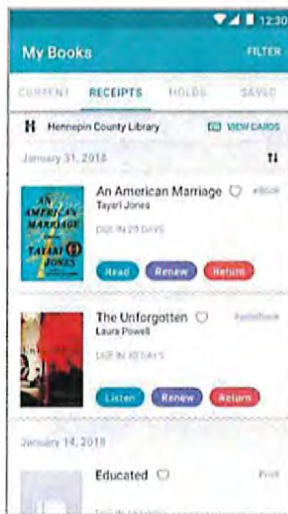
Borrow

Save for Later

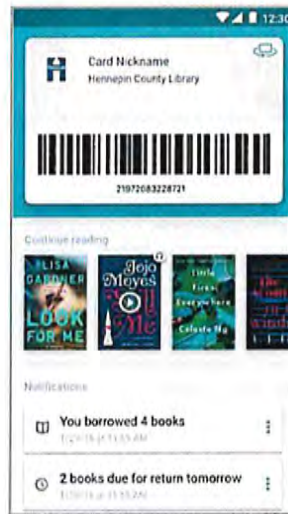
## Optional cloudLibrary™ assist

Included with every selfCheck™ running quickConnect™, the cloudLibrary™ assist module extends the selfCheck™ experience to a user's smartphone. This new experience includes interactive receipts, relevant reminders and helpful workflows to make sure you never forget a book at home again.

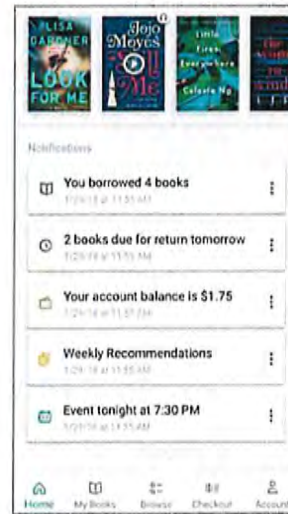
-  Content interface provides patrons with the option to select more than 20 languages for their individual user experience
-  Customize app theme and avatar to deliver a more personalized experience
-  Integrate the library's Twitter feed and send direct messages to users
-  Drive participation to events and programs by integrating cloudLibrary™ with the library's calendar system



**interactive receipts**



**virtual library card**



**library reminders**

Watch demo online: [www.youtube.com/watch?v=smmJLjr6tok](http://www.youtube.com/watch?v=smmJLjr6tok)



## Optional cloudLibrary™ checkout

Now libraries can offer various checkout experiences to best suit user and community needs. Independent, self-service users, can utilize their mobile devices to scan barcodes, go through a simple checkout process and receive digital receipts. Users simply remove the security on their items before leaving the library with a quick stop at the RFID check-out pad, bypassing the selfCheck™ area or circulation desk altogether.



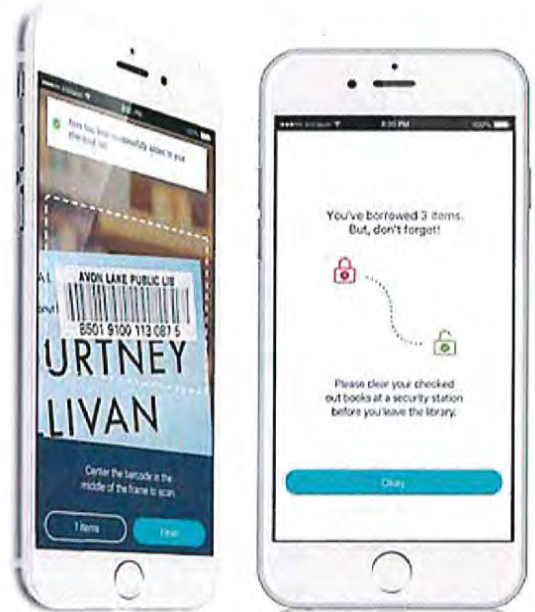
Fast and simple mobile checkout experience of physical items right from the patron's mobile device



Provides users with a digital and interactive receipt



Compatible with RFID, barcode and Tattle-Tape™/EM technology



See demo online: [www.youtube.com/watch?v=mtIs3Xs5MBM](http://www.youtube.com/watch?v=mtIs3Xs5MBM)



## Optional selfCheck™ 1000

**Crafted with purpose.** We listened to the needs of our customers and crafted a self-service kiosk that would simplify the lives of both library staff and its patrons. Offering the most ergonomic, patron friendly experience, the selfCheck™ 1000 was designed to maximize the day-to-day activities of a library, while promoting events and programs available within your community.



### Best experience with quickConnect™

With our crystal clear 22-inch portrait touchscreen you can promote upcoming library events and programs, suggest relevant recommendations and integrate cloudLibrary™ digital titles, quickConnect delivers a seamless experience that goes beyond just lending materials.



### Helpful guidance to assist library patrons

By combining screen animations with LED guidance, and a large illuminated glass shelf the selfCheck 1000 navigates patrons effortlessly through the entire self-service process.



### Library staff assistance

We incorporated health status lighting for staff to see alerts and warnings from across the library, eliminating the need to be standing directly in front of the kiosk, and allowing matters to be addressed right away.



### Mix and match to fit your needs

Whether placing extra items on the extended glass shelf or making a contactless payment, the location and workflow of each add-on option has been carefully considered to maximize convenience.





large surface for patrons  
to place extra items



quick and easy access  
to patron accounts



Offer convenience with  
integrated return bins



Accept contactless, card  
payments and cash



Patrons can easily process  
secured media



Accommodate all patrons with  
height-adjustable feature





### Optional RFID workstation™

**Fast RFID checkout.** Staff love our bibliotheca RFID workstation™. Its tapered design makes sliding items off easy, and can process stacks of items at the same time. Our solution is compatible with any current receipt printers and barcode scanners.



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Integrate into library furniture for a unique look

---

Provide an enjoyable staff experience

---

Quickly process transactions

---

Interfaces with your ILS

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### Optional RFID workstation™ USB

**Small form factor delivers ultimate in convenience.** Provides staff with a fast and efficient solution to program and verify RFID tags. Library staff can now add or remove item security without the LMS/ILS. The system can be used with multiple items of mixed media, placed on the antenna at any time.



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Small form factor utilizes tiny spaces

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Use on-the-go in the community

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Ideal as an extra conversion station

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Harness the power of a laptop

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### Optional mobile DLA™

**Actively manage your library collection.** As a component of the RFID system, this cordless, handheld device instantly reads RFID tags on library materials simultaneously, turning shelf-reading, shelving, sorting, searching, weeding and exception-finding into routine tasks. Compact and easy to use, the mobile DLA can hold information on more than one million items. The ergonomic design and swivel antenna maximize comfort and minimize stooping. No more bending or stretching to read high or low shelves. And because it simultaneously performs shelf-reading, searching and inventory scans, it can save time, increase productivity and discover errors that might otherwise go unnoticed. Start actively managing your library collection today with the state-of-the-art mobile DLA.



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Simultaneously performs shelf-reading and inventory scans

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Comfortable, cordless, compact and lightweight

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Identifies items not properly checked out or in

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Allows you to change security status of an item

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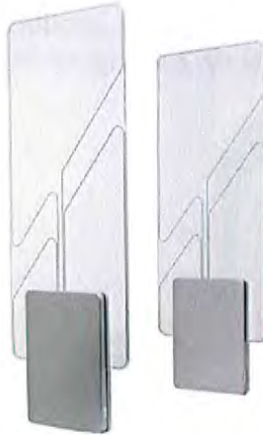
Manages data transfer from most ILS

---



## Optional RFID gate™

Protect and secure your library materials using state-of-the-art RFID security gates. With a modern and attractive clear panel design, bibliotheca RFID gate™ not only offers superior detection but perfectly integrates with any library environment. RFID gate™ reduces accidental or deliberate removal of library items by detecting RFID tags in any orientation. Upon detection, a configurable alert provides an immediate audible and/or visual warning.



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Outstanding performance to protect your collection

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Analyze traffic patterns with visible patron counters

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Remotely configure and pull management reports

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Choose alarm configuration and LED light colors that fit your library

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Combine multiple gates for wider entrances

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Save energy during off-peak times

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## Optional remoteLocker™

**Remote locations extend your service.** remoteLocker™ extends the coverage and accessibility of your library service so that you can offer patrons a self-service experience at locations and times more convenient to them. Deployable at any indoor location, remoteLocker™ allows your library patrons to reserve items in their usual way, collect them at the device and return their previous loans.



Extend library services within and beyond your community



ILS automatically updates once item is collected or returned



Configure to fit your individual requirements and space



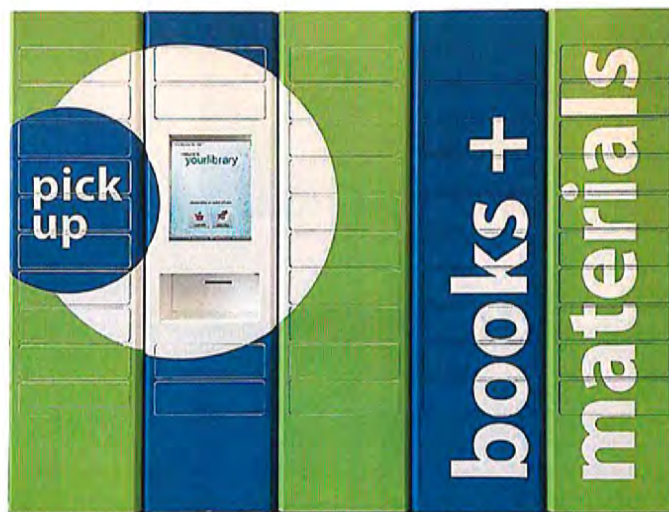
Large locker capacities allow patrons to collect multiple items



Integrated with RFID, patrons can easily return multiple items at one time



Custom graphic wraps extend your branding within the community





## Optional flex AMH™

**Flexible return and sorting system.** Create the perfect return and sorting solution that is configured to fit your space and budget, providing you with the best overall value. We simplify the materials handling process, so you can evolve your service and deliver the best overall library experience for your community.



**Completely customized for you**  
Our fully modular design allows us to create any type of solution to fit your specific space.



**RFID, EM and barcode based**  
There is no need to convert your collection to a specific format in order to start taking advantages of efficient return & sorting processes at your library.

## quickConnect AMH™

**Return and sorting is only easy if it's flexible.** Our innovative AMH software was designed to easily accommodate unique library needs. quickConnect™ AMH delivers an engaging patron experience for all types of return and sorting interactions. Whether a patron is renewing an item or simply returning a stack of books, quickConnect™ AMH saves time for library patrons and staff.



return and renew



account summary



Flexible workflow and media handling via configuration



Multiple time-based sort strategies and operation modes



Ability to configure multiple ILS connections



Convenient and accessible receipt printing



Easily customized patron interface themes and templates



Multi-language support with 24 default languages



## Optional libraryConnect™ devices

**Everything you need in one place.** libraryConnect™ devices lets you see all bibliotheca's interconnected hardware and software solutions in one place. For libraries looking to further streamline their workflow and visibility, an annual subscription to libraryConnect devices provides powerful tools to manage and configure library equipment remotely as well as provide aggregated reports from one central location.



### Detailed and robust reporting

Make data-driven decisions that shape library services, strategic initiatives and staffing levels with easy to access reports.



### Configure and troubleshoot remotely

Replicate software configurations across multiple devices, branches or an entire system. Using powerful configuration tools, easily apply workflow changes, appearance custom messages and more.



### System alerts

Email and SMS messaging ensures that you will always know the status of all connected bibliotheca solutions.



### Access online customer support portal

Submit help desk cases and track status.

## Compare libraryConnect.com and libraryConnect™ devices

libraryConnect.com is a free service for all bibliotheca customers and libraryConnect™ devices is an annual paid subscription to additional features in libraryConnect.com.

Feature	libraryConnect.com	libraryConnect™ devices
Free for all customers	✓	✓
Access self help training materials	✓	✓
Download user guides and product documentation	✓	✓
Contact support through online help desk portal	✓	✓
Create, edit and delete users	✓	✓
Requires annual subscription fee per device to access		✓
View, configure and troubleshoot library devices remotely		✓
Visually see quick status of all library devices		✓
Set specific alerts for individual devices		✓
View statistics and generate aggregated reports on all devices		✓
Download, upload and delete files on your physical devices		✓
Ability to see payment and reconciliation reports for your devices across your entire library system		✓
Complete visualization of your AMH sorting layout including bin full alerts and system errors		✓



## **Additional Materials**

**bibliotheca Sample Sales Agreement**

**selfCheck™ 500 freestanding datasheet**

**RFID gate™ premium datasheet**

**RFID workstation™ shielded datasheet**

**RFID workstation™ mobile**

**Mobile inventory™ device**

**RFID Tag™ Range**

**libraryConnect™ devices brochure**

## **bibliotheca Sales Agreement (US)**

This bibliotheca Sales Agreement ("**Agreement**") is entered into on \_\_\_\_\_ 20\_\_ ("**Effective Date**"), between bibliotheca, LLC, a Delaware limited liability company with offices located at 3169 Holcomb Bridge Rd., Ste. 200, Norcross, Georgia 30071 ("**bibliotheca**") and [Library], with offices located at \_\_\_\_\_ ("**Customer**"). Upon mutual written agreement of the parties, bibliotheca may sell Products and/or Services (as defined below) to entities affiliated with Customer ("**Customer Entities**"). Each Purchase Order issued by a Customer Entity and accepted by bibliotheca that references this Agreement will be made subject to and deemed to automatically incorporate the terms of this Agreement. Each Customer Entity will be solely responsible for performance of all of its obligations under its respective Purchase Order.

**1. Product Purchases; Services; Quotes.** bibliotheca shall provide those products and/or services specified on a bibliotheca quote ("**Products**" or "**Services**") which is provided in writing (or electronically) by bibliotheca to Customer ("**Quote**"). Each Quote shall be attached (or deemed attached hereto) as Exhibit 1 and incorporated herein by reference.

**2. Shipment; Title.** All Products delivered to Customer under this Agreement shall be shipped F.O.B. destination to the location stated on Customer's Purchase Order. Title and risk of loss shall pass to Customer upon delivery. While bibliotheca will use all reasonable commercial efforts to maintain the delivery date(s) acknowledged or quoted by bibliotheca, all shipping dates are approximate and not guaranteed. bibliotheca reserves the right to make partial shipments. Products are deemed automatically accepted on date of delivery; subject to bibliotheca's returns policy, a current copy of which can be found at <https://www.bibliotheca.com/sales-terms-conditions/>. All returns will be governed by the bibliotheca return policy in effect as of the date of Customer's Purchase Order.

**3. Purchase Orders.** Customer shall issue a Purchase Order for each purchase under this Agreement. Once accepted by bibliotheca, changes to Purchase Orders can only be made if agreed upon in writing by both parties. No preprinted, additional or different terms submitted by either party (in a purchase order or other document) shall operate to modify this Agreement or any Quote.

**4. Implementation.** bibliotheca will provide set-up and configuration services for Products (if applicable) at Customer's location pursuant to a mutually agreed schedule. Site preparation will be provided by Customer prior to the scheduled date, and will include electrical power, data drop, conduit runs, hole drilling, moving existing fixtures, and other requirements as may be required.

**5. Payment; Taxes.**

**5.1 Pricing; Payment.** bibliotheca will invoice Customer for the Products and Services at the prices as provided in the applicable Quote in U.S. dollars. Unless otherwise set forth in the applicable Quote, all prices include set up and configuration, if applicable to the Products being purchased. Customer will be responsible to pay all shipping and insurance costs applicable to delivery of the Products, as set forth in the applicable invoice. Customer shall pay each invoice within 30 days from the date of invoice. Unless otherwise stated on a Quote, all invoices for Products will be issued upon shipment and all invoices for Services will be issued annually in advance. After the first year, fees for Services will be subject to annual increases, not to exceed 10% per year. Any amounts not paid when due shall accrue interest at a rate of 1.5% per month or the highest rate allowed by applicable law (whichever is greater), until paid in full. Customer hereby grants to



bibliotheca a security interest in the Products to secure payment in full. Customer authorizes bibliotheca, at its election, to file a financing statement reflecting such security interest.

**5.2 Taxes.** Customer agrees it shall be solely liable for and will pay any applicable taxes, fees duties, customs charges, import fees or other charges imposed or assessed with respect to the Services or Products ordered under this Agreement, excluding taxes based upon bibliotheca's net income. In the event that the Customer is exempt from any such taxes, prior to or simultaneously with the issuance of a Purchase Order, Customer shall provide bibliotheca with a tax exemption certificate valid in the location of delivery or similar document in a form satisfactory to bibliotheca.

**6. Term and Termination of Agreement.** This Agreement shall commence upon the Effective Date and shall remain in effect until terminated as follows: (a) by bibliotheca if Customer fails to pay a past due balance within five (5) days after receipt of written notice from bibliotheca; (b) by either party if the other party fails to cure any breach of this Agreement within thirty (30) days after written notice to the breaching party; (c) by either party immediately upon written notice to the other party if such other party: (i) becomes insolvent; (ii) is involved in a liquidation or termination of its business; (iii) files a bankruptcy petition or has an involuntary bankruptcy petition filed against (if not dismissed within 30 days of filing); or (iv) makes an assignment for the benefit of its creditors, and (d) by either party upon at least 30 days prior written notice to the other party at any time when there are no outstanding Purchase Orders. Regardless of the reason for termination, Customer shall remain responsible for payment according to the terms and conditions of this Agreement for all Products and Services delivered as of the effective date of termination.

## **7. Intellectual Property.**

**7.1 Software.** Certain Products sold under this Agreement may include bibliotheca's proprietary software, firmware and documentation ("**bibliotheca Software**") or software and documentation that is not owned by bibliotheca, but which is incorporated into or used with a Product ("**Third Party Software**"). bibliotheca Software includes any error fixes or update provided by bibliotheca as a result of Support and Maintenance Services provided to Customer under this Agreement.

**7.2 License to bibliotheca Software.** bibliotheca grants to Customer a limited, non-exclusive, non-transferable, non-assignable, non-sublicensable right to use the Bibliotheca software in connection with Customer's use of the specific Product on which it was delivered to Customer. In addition, Customer may print a reasonable number of copies of documentation included with the bibliotheca Software for its internal use. bibliotheca makes no representation or warranty of any kind, express or implied, with respect to any bibliotheca Software. Customer's sole and exclusive remedy for any errors or issues arising in connection with the bibliotheca Software will be as set forth in bibliotheca's then-current Support and Maintenance Policy as applicable to software. Bibliotheca will have no obligation to provide support or maintenance for any software unless Customer is currently purchasing Support and Maintenance services.

**7.3 Third Party Software.** bibliotheca makes no representation or warranty of any kind, express or implied, with respect to any Third Party Software. Accordingly, bibliotheca shall have no liability or responsibility whatsoever on account of the failure, malfunction, or use of any Third Party Software, and same are hereby waived by Customer. Any Third Party Software delivered to Customer by bibliotheca is delivered "AS IS" and with "ALL FAULTS". All Third Party Software will be subject to such third party's applicable license terms and conditions for such software, a copy of which is available to Customer upon request from such third party, contained in such third

party's software installation package, and/or available on such third party's website. Customer hereby agrees to comply with and be bound by such license terms and conditions.

**7.4 Restrictions.** Customer will not (a) download, de-install or otherwise use any bibliotheca Software or Third Party Software separate from the Product on which it was delivered; (b) modify, translate, disassemble, reverse engineer or create derivative works of the bibliotheca Software or Third Party Software, or sublicense or distribute the bibliotheca Software or firmware or the accompanying documentation in any form to any person; or (c) remove any proprietary notice, labels, or marks on the bibliotheca Software, documentation or Products. Library agrees to reproduce all copyright and proprietary rights notices included in any documentation that it prints.

**7.5 Reservation of Rights.** All bibliotheca Software and Third Party Software is licensed and not sold. Except for the license rights expressly granted herein, all right, title and interest, including all intellectual property and proprietary rights, in and to the Products, bibliotheca Software and/or Third Party Software remains with and is reserved by bibliotheca and its licensors or suppliers.

## **8. Support Services; Limited Warranties; Warranty Disclaimers**

**8.1 Support and Maintenance Services.** bibliotheca will use commercially reasonable efforts to provide support and maintenance for Products for one year, beginning on the date of delivery to Customer, in accordance with bibliotheca's then-current Support and Maintenance Policy, the current version of which is located at <https://www.bibliotheca.com/sales-terms-conditions/>. Unless otherwise included in the applicable Quote, Customer may elect to purchase Support and Maintenance Services after the first year at bibliotheca's then-current rates.

**8.2 Limited Product Warranty.** bibliotheca warrants Products for 1-year following the date of delivery to Customer in accordance with its Limited Product Warranty, the current version of which is located at <https://www.bibliotheca.com/sales-terms-conditions/>.

**8.3 Limited Services Warranty.** bibliotheca warrants that the Services will be provided in a professional and workmanlike manner consistent with industry standards. Customer's sole and exclusive remedy for bibliotheca's failure to meet the foregoing limited warranty will be notify bibliotheca in writing within 30 days following delivery of the Services and bibliotheca will use commercially reasonable efforts to correct any defective workmanship at no additional cost to Customer.

**8.4 Warranty Disclaimers.** ALL PRODUCTS, SOFTWARE AND SERVICES PROVIDED BY bibliotheca UNDER THIS AGREEMENT ARE PROVIDED "AS IS", WITH ALL FAULTS. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, bibliotheca MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT OR ANY WARRANTY ARISING BY USAGE OF TRADE, COURSE OF DEALINGS OR COURSE OF PERFORMANCE. bibliotheca DOES NOT WARRANT THAT THE PRODUCTS, SOFTWARE OR SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE.

**9. Limitation of Liability.** IN NO EVENT SHALL BIBLIOTHECA BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, COSTS FOR PROCUREMENT OF SUBSTITUTE SERVICES OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA, USE, OR BUSINESS INTERRUPTION INCURRED BY Customer OR ANY THIRD PARTY, WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BIBLIOTHECA'S ENTIRE LIABILITY HERUNDER AND CUSTOMER'S EXCLUSIVE REMEDY FOR

DAMAGES FROM ANY CAUSE WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, NONPERFORMANCE OR MISREPRESENTATION, AND REGARDLESS OF THE FORM OF ACTIONS, SHALL BE LIMITED TO PROVEN DIRECT DAMAGES NOT TO EXCEED AN AMOUNT EQUAL TO THE TOTAL AMOUNT PAID BY CUSTOMER TO BIBLIOTHECA DURING THE 6 MONTHS PRECEDING THE MONTH IN WHICH THE CLAIM FIRST AROSE.

**10. Indemnification.** Customer agrees to indemnify, defend (at its own expense with counsel satisfactory to bibliotheca) and hold bibliotheca harmless from any and all claims demand, liabilities, causes of action, suits, costs and expenses of any kind or nature (including attorney's fees) for loss or damage which suffered by bibliotheca as a result of injury to persons (including death) and property arising from: (i) the removal or modification to bibliotheca-furnished safety features; (ii) the disregard of bibliotheca-furnished user safety instructions, (iii) any information, representation, reports or data furnished or prepared by Customer, (iv) Customer's failure to properly instruct employees regarding the proper use and maintenance of the Products; and/or (v) Customer's breach of this Agreement, including any infringement or violation of any bibliotheca intellectual property rights.

**11. Confidentiality.** Any information supplied by bibliotheca in response to Customer's request for quotation and any information provided by bibliotheca regarding the Products and Services (including the Documentation) is confidential information of bibliotheca. Customer will not use any bibliotheca confidential information for any purpose other than to evaluate bibliotheca's proposal and as strictly necessary to exercise the rights granted herein to any Products or Services.

**12. Conversion System Loan (if specified on applicable Quote).** If a Quote includes the loan of certain bibliotheca equipment and technology designed to enable the application of bibliotheca RFID Tags on to library materials, including computer hardware, software and other components, called the tagging cart (collectively, the "**Conversion System**"), in consideration for Customer's payment of the nonrefundable Loan Fee as set forth in the Quote, bibliotheca will deliver and install the Conversion System at the Customer location on a mutually agreed date for use by Customer for the period specified in the applicable Quote or as otherwise agreed between the parties in writing ("**Loan Period**"). Customer's use of the Conversion System will be further subject to the additional terms and conditions of **Exhibit 2**, attached hereto and incorporated herein. In the event of any conflict between the terms of **Exhibit 2** and this Agreement, the terms of **Exhibit 2** will control as to such conflict.

### **13. General**

**13.1 Governing Law; Venue; Jurisdiction.** Any claim or dispute arising from, or relating to, this Agreement will be governed by the laws of the State of Georgia, U.S.A., without regard to its conflicts of law provisions. The UN Convention on the International Sale of Goods (1980, as amended from time to time) will not apply to this Agreement or any transaction relating thereto. Library irrevocably agrees to exclusive venue and personal jurisdiction in the courts in Gwinnett County, Georgia. If either party institutes any legal action to enforce the terms of this Agreement, the prevailing party in such action shall be entitled to recover its reasonable attorneys' fees and costs (including fees and costs of experts). No suit or action may or will be brought against bibliotheca, its agents, employees, subsidiaries, affiliates or parents more than 1 year after the incident that resulted in the loss, damage or injury occurred.

**13.2 Assignment.** Library may not assign or transfer this Agreement, in whole or in part, or any of its rights or obligations under this Agreement without bibliotheca's prior written consent. Subject

to the foregoing, this Agreement will be binding upon, enforceable by, and inure to the benefit of the parties and their respective successors and assigns.

**13.3 Waiver; Enforceability; Notices.** The waiver of any provision or default of this Agreement will not constitute a waiver of any other provision or default. If any provision of this Agreement is deemed to be unenforceable, the remaining provisions will remain in full force and effect. Any notices or other communication under this Agreement must be in writing and delivered in person or sent by first class mail or overnight courier to the address for the recipient specified above, or as changed through written notice to the other party. Either party may from time to time give the other party notice of such change in address in accordance with this section. This Agreement may be executed by facsimile and in counterparts, which together will constitute one and the same agreement. Each party agrees that it has not relied on any representation, warranty, or provision not expressly stated herein and that no oral statement has been made to either party in any way tends to waive any of these terms.

**13.4 Force Majeure.** bibliotheca shall not be liable for any delays or failure to perform with respect to this Agreement due to acts of God, terrorism, war, riots, labor or materials shortages, or other causes beyond its reasonable control. ("Force Majeure") If bibliotheca determines that its ability to supply the total demand for the Products is hindered, limited or made impracticable due to a Force Majeure event, bibliotheca may allocate its available supply of Products or such material (without obligation to acquire other supplies of any such Products or materials) among itself and its customers on such basis as bibliotheca determines to be equitable without liability for any failure or performance which may result therefrom.

**13.5 Remedies.** Except as otherwise expressly provided herein, no remedy conferred hereunder is intended to be exclusive of any other remedy now or hereafter provided under this Agreement, or at law or in equity, and the election of any one or more such available remedies by any of the parties will not constitute a waiver of the right of such party to other available remedies. Customer is solely responsible for maintaining its own procedures for the reconstruction of lost or altered files, backup or saving of data or programs.

**13.6 Relationship of Parties; Entire Agreement.** This Agreement (which includes all Exhibits): (a) is non-exclusive, (b) constitutes the parties' entire agreement with respect to the subject matter hereof, and (c) may be amended only by a writing signed by both parties, and (d) does not create any partnership, joint venture or agency relationship between the parties. No modification shall be affected by bibliotheca's receipt or acceptance of Customer's purchase orders, shipping instruction forms, or other documentation containing terms at variance with or in addition to those set forth herein, all of which are objected to by bibliotheca. The parties are independent contractors. Neither party has any power or authority to bind the other party. This Agreement will not create the relationship of agency, employment, partnership, franchise, joint venture, or any similar other relationship. Each party will be responsible for all income taxes, unemployment taxes, social security, workers' compensation insurance, and other taxes, expenses or deductions arising from its performance. This Agreement is intended solely for the benefit of the parties hereto, and does not confer upon any third party the status of a third-party beneficiary. The terms "include," "includes," and "including," mean "include but are not limited to," "includes but is not limited to," and "including, but not limited to," respectively. The respective obligations of the Customer and bibliotheca which by their nature would continue beyond the termination or expiration of this Agreement, including, without limitation, the obligations regarding payment, taxes, indemnification, confidentiality, warranty, warranty disclaimers and limitations of liability, shall survive termination or expiration. bibliotheca will have the right to issue a press release describing, and otherwise publicly disclose, the general relationship of the parties and shall also have the right

to use the name and logo of Customer as a customer of bibliotheca in promotional materials, including on its website.

By the signature of its respective authorized representative, each of the parties agrees to be bound by this Agreement.

**BIBLIOTHECA, LLC**

**[CUSTOMER]**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Exhibit 1: Quote for applicable Products and Services and Pricing**

Insert applicable Quote specifying Products and Services and applicable pricing



## **bibliotheca selfCheck™ 500**

self-service that's self-explanatory

selfCheck 500 offers the essential self-service experience to libraries. Powered by our intuitive quickConnect™ self-service software, the selfCheck 500 was designed to deliver an engaging user experience that also promotes your library collection, services and events. It conveniently allows users to check-out, check-in, renew, and pay fines on their library account.

selfCheck 500 allows you to continually evolve your service to the community and focus on more meaningful interactions. Available in a freestanding and desktop design, you have the flexibility to choose the best option for your unique space.



# benefits of selfCheck 500



## the best user experience

The selfCheck 500 goes beyond the basic borrow, return and account functionality to deliver an engaging experience that links users directly to your cloudLibrary™ digital collection.



## promote your library activities

With integrated library promotions and recommended reads, we allow you to create and share more valuable information with your users.



## cashless kiosk saves staff time

Libraries can collect fines and fees through a secure payment system. Users conveniently pay fines and fees without staff handling cash.\*



## flexible scanning options

Quick scanning of physical and digital barcodes allow users to easily start the self-service transaction. The scanner can be adjusted to support mixed environments where processing barcode and RFID items is necessary.



## surface area frees up users

The reading zone provides a clear area for users to process their library transaction. With a side-mounted shelf, users can also conveniently set other items down, leaving both hands free to complete the self-service transaction unencumbered.



## easily swap receipt paper

Save valuable staff time with the ability to quickly change the receipt paper. Our simple-to-access front panel allows staff to quickly unlock and replace the receipt roll in seconds, minimizing disruption for users.

\*Certified card payment devices vary per region. Please speak with your local bibliotheca account manager to confirm availability.



## Specifications : bibliotheca selfCheck 500

<b>Dimensions:</b>	Freestanding:	h: 1,240mm / 48.8"	w: 940mm / 37"	d: 570mm / 22.4"
	Desktop:	h: 510mm / 20.1"	w: 640mm / 25.2"	d: 360mm / 14.2"
	Shelf:	h: 35mm / 1.4"	w: 300mm / 11.8"	d: 230mm / 9.1"
	Payment pod:	h: 300mm / 11.8"	w: 160mm / 6.3"	d: 200mm / 7.9"

<b>Weight:</b>	Freestanding (without payment pod):	61.4 kg   135.4 lbs.
	Desktop:	31.4 kg   69.2 lbs.
	Shelf:	1.4 kg   3.1 lbs.
	Payment pod:	5.4kg   11.9lbs

<b>Power:</b>	Input C13 connector 110 - 240 VAC input, 130 watts, 50Hz 240 VAC for European installs; 110 VAC for North American installs 5 AMP fuse
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<b>Data:</b>	10/100 ethernet
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<b>Touchscreen:</b>	Large 22" landscape oriented touchscreen 16:9 Aspect Ratio Brightness : 225 cd/m <sup>2</sup> Full HD, 1920 x 1080, 2.1 megapixel Projective capacitive touchscreen technology Integrated speakers 2 x 2 W (Stereo)
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<b>PC:</b>	Windows 10 IoT Enterprise 2016 LTSB 64-bit   4GB RAM 128GB SSD
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<b>Environmental:</b>	Internal use only Humidity: 0% to 85% RH, non-condensing Operating temperature: 50° F to 93° F (10° C to 34° C) IP33
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<b>Material:</b>	Steel and ABS Plastic
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<b>RFID Specification:</b>	Operating frequency: 13.56MHz, Max. Transmitting power: 1.2W Supported tag types: ISO 15693, ISO 18000-3-A (NXP SLI, SLIx, SLIx2) RFID Item capacity: Approximately 5 items at any one time
----------------------------	---

<b>Login types:</b>	Barcode (full range of barcode types), smartcard and manual screen entry
---------------------	--

<b>Standards &amp; compliance:</b>	DDA, ADA, CE, FCC, IC, ANATEL, MET*, RCM <small>*MET Labs is a Nationally Recognized Testing Laboratory (NRTL) recognized by OSHA regulation: 1910.308(d). MET is also accredited by the Standards Council of Canada for approval throughout Canada as a Certified Body (CB) for Industry Canada (IC). UL rating is covered within MET certification. For further details please visit <a href="http://www.osha.gov">www.osha.gov</a>.</small>
------------------------------------	---

<b>Reporting:</b>	Configuration and reporting is made available in real-time via our optional libraryConnect™ devices central management software
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<b>Software:</b>	selfCheck 500 comes pre-loaded with our quickConnect™ self-service software, which provides the customer with the full range of borrow, return and account functions. The software is configured for connection to the library ILS/LMS through SIP2. Access to the library's network via Ethernet is required.
------------------	--

<b>Options:</b>	Desktop version MiFare card reader for login PC: Windows 7 Embedded Operating System   4GB RAM   128GB SSD payment options : chip, pin & contactless card payment* <small>*Add on option, if in-country version is available. Some devices may require an additional ethernet port.</small>
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transforming libraries



## **bibliotheca RFID gate™ premium**

the most accommodating, wide aisle security gate

Offering the most accommodating aisle entrance for libraries, the RFID gate premium is perfect for wheelchairs, wide strollers, and large groups of students. With a modern and stylish clear panel design, the bibliotheca RFID gate™ premium effectively deters theft of valuable library materials while elegantly enhancing the library aesthetic.

**iii bibliotheca®**  
transforming libraries

## benefits of the RFID gate™ premium

### **wider aisles increase accessibility**

By increasing the width of the aisles, libraries create a more welcome and inviting entrance, easy for wheelchairs and strollers to pass through. Our extended aisle gate allows libraries to place gates wider apart without compromising on detection rates.

### **ensure peace of mind with remarkable RFID detection**

We've increased the RFID antennas in each pedestal to ensure items are detected in a variety of ways they would pass through the threshold. This increased detection safeguards your collection, as you will always be warned of potential theft.

### **remotely configure and pull management reports**

For in-depth statistics, configurations, and central management options, staff can access libraryConnect™ devices remotely, as long as they have access to the library network. This allows staff to remotely upgrade firmware, run monthly reports and change the alarm colors and patterns.

### **analyze traffic patterns with visible patron counter**

Each gate has an integrated bi-directional people counter that helps staff easily view and analyze both inbound and outbound library traffic patterns.



### **choose alarm color and alarm that fits your library**

Immediate and obvious warning signal immerses the entire gate, drawing staff attention quickly. With 7 colors to choose from combined with an adjustable audible alarm, libraries can choose the perfect alarm for their environments.

### **simple set-up and maintenance**

We've designed our gates for simple set-up and maintenance so our trained technicians can cause little disruption to your library. This also allows your staff to quickly troubleshoot any concerns with our dedicated phone support teams.

### **save energy during off-peak times**

Designed with energy saving features in mind, the power save mode only activates RFID detection when people are approaching. This "green" feature saves the library energy costs during off-peak times.



## staffConnect™ gate software

Provide in-depth insights and allow staff to quickly address security alarms

Our intuitive and easy-to-use software helps libraries analyze foot traffic and triggered alarm patterns quickly and easily from a staff workstation. By providing library staff with detailed and reliable insights, they can make better data-informed decisions about their library.



### remotely view number of library visitors counts

Quickly read the patron count data gathered from your security gates conveniently from a staff workstation. Easily reset the count to keep track of total daily visits, helping staff understand the amount of visitors that have come in and out of the library each day without needing to look at the physical gate for updates.



### quickly notify staff of alerts that require attention

In addition to visual and audible security alarms at the gate, our staffConnect™ gate software notifies staff with a pop-up notification with all the necessary information to quickly resolve issues and minimize embarrassment for library users, while maintaining the security of the library collection.



### intuitive insights with libraryConnect™ devices

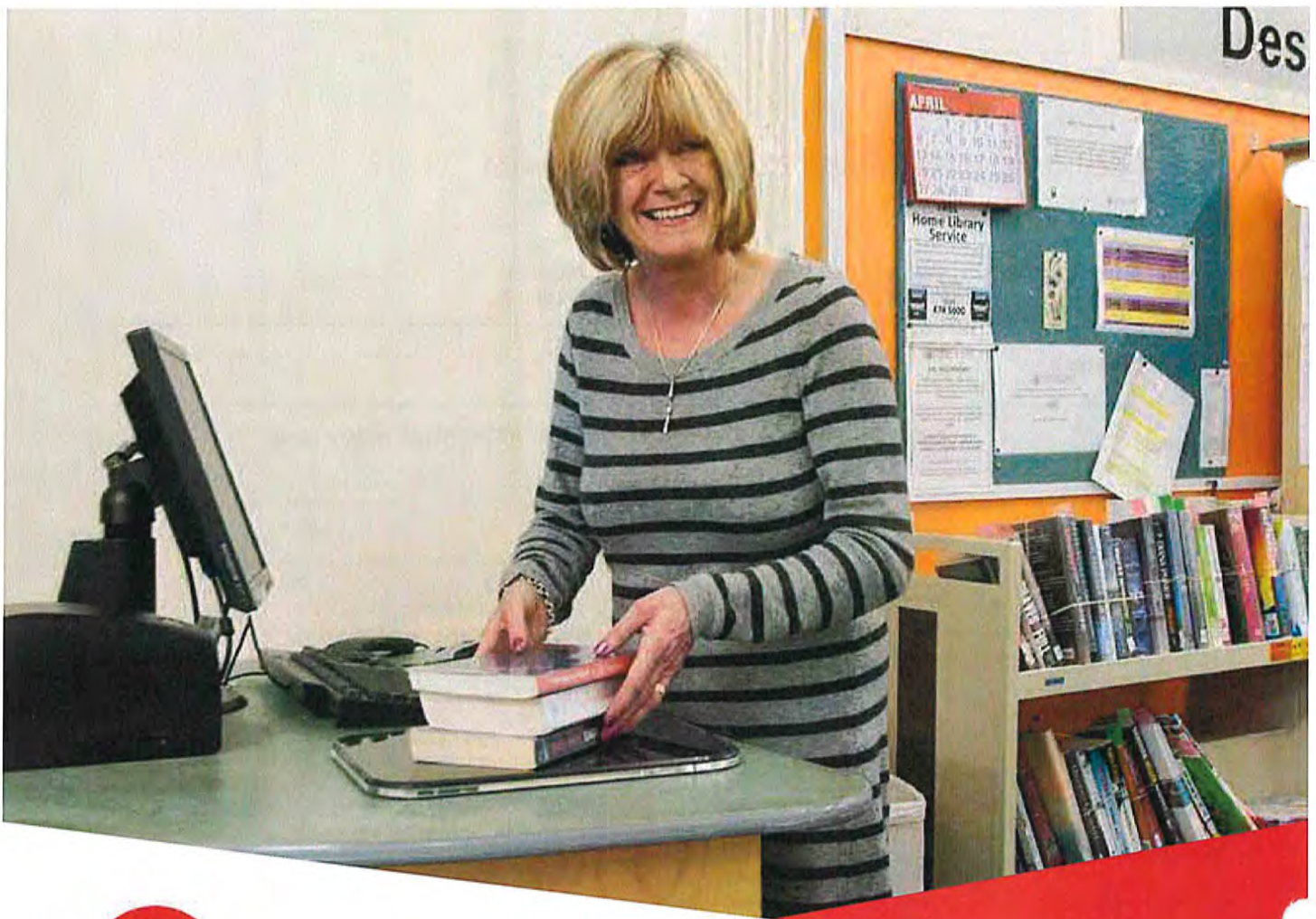
libraryConnect™ devices allows you to aggregate data from all bibliotheca security gates at all locations into one central management hub, allowing you to easily perform a system-wide analysis. Through archived data, libraries can conveniently create consolidated reports by location or time and make data driven decisions based on usage trends.

## Specifications : bibliotheca RFID gate™ premium

<b>Dimensions (w x d x h):</b>	Millimetres: 73 (Max at base) x 700 x 1,780 (± 3) Inches: 2.87 (Max at base) x 27.56 x 70.08 (± 0.1)
<b>Weight (per gate):</b>	Kilograms: 28 Pounds: 62
<b>Material:</b>	Transparent panel, "aluminum like RAL9006" ABS with light texture base Enclosure Rating: IP 41
<b>Power:</b>	Supply voltage: 24 V ac Power consumption: 32VA
<b>Data:</b>	Ethernet (TCP/IP)
<b>Performance:</b>	Reads* up to 8 tags per second in all 3 orientations. Optimal coverage is achieved within 1,600 mm / 63 inches of separation.  *Detection of items cannot be 100% guaranteed in any gate setup due to a range of factors. Detection range and rates will always be reduced for CD and DVD media that contains metallic elements. Libraries wishing to get as close to 100% detection as possible should work with the project team, but should expect distance between gates to be reduced.
<b>RFID specification:</b>	Operating frequency: 13,56 MHz, Max. Transmitting power: 4 W Supported tags types: ISO 15693, ISO 18000-3-A, (Infineon my-d, NXP I-Code, SLI, SL1x, SL1x2)
<b>Alarm:</b>	Multi-color*, customer selectable LED lights Variable alarm pattern and adjustable volume Highly visible integrated digital display to monitor alarm counts, ingoing and outgoing patron traffic, and diagnostics *Available colors: red, cyan, magenta, blue, green, yellow, white
<b>Standards compliance:</b>	CE, RCM, ETSI, FCC, IC, ADA, DDA, UL and CSA
<b>Temperature range:</b>	Operating: -25 °C to +50 °C / -13 °F to +122 °F Storage: -25 °C to +70 °C / -13 °F to +122 °F
<b>Configurations:</b>	Standard configuration can support up to 3 aisles to provide total coverage of 4.8m. Additional panels can be added by synchronizing readers
<b>Installation:</b>	Multiple installation options including direct attachment to the floor with either in floor wiring or a wire way and a baseplate option.
<b>Software:</b>	Software is not required for the RFID gate premium to operate, however, when used in conjunction with our staffConnect™ gate software, enhanced reporting is available.
<b>Additional features:</b>	Integrated bi-directional people counter, standby mode to minimize power consumption.

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## **bibliotheca RFID workstation™ shielded** desktop solutions designed to assist staff with administration activities

The workstation™ shielded provides staff with a fast and efficient solution to programme and verify RFID tags. Library staff can now have the ability to add or remove item security without the LMS/ILS. The system can be used with multiple items of mixed media, placed on the antenna at any time.

Additionally, using our staffConnect™ circ software, the workstation™ allows staff to perform multiple item issue, return and renew processes at the staff desk using a direct link with the LMS/ILS, including the ability to print receipts for the customer.

# benefits of the RFID workstation shielded

## focused read area

A fully shielded antenna providing concentrated detection field mean that only items placed directly on the workstation™ antenna will be detected.

## compact design

Smaller in size, workstation™ shielded allows you to work discreetly in more compact desktop environments.

## multiple read capability

The workstation™ antenna can read multiple stacked items of varying size, weight and thickness.



## Specifications : bibliotheca RFID workstation™ shielded

**Dimensions (w x d x h):** 350 mm x 280 mm x 15 mm

**Shield:** fully shielded

**Weight:** Kilograms 1.5 kg | Pounds: 3.825 lbs

**Power:** RFID reader connects to PC via USB; it is supplied with a localised plug-in supply (110V ac/60Hz or 240V ac/50Hz). The RF power output is 1.2 Watt and the workstation™ shielded conforms to CE and FCC.

**Membership cards supported:** Barcode and RFID-enabled membership cards.

**Software:** Our staffConnect™ circ software will need to be installed on your existing PC, running Microsoft™ Windows (XP SP3 or W7 32/64). Connection to the LMS/ILS is only required for some of the functionalities.

**Options:** A receipt printer and/or barcode scanner can be added to any workstation™.

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## **bibliotheca RFID workstation™ mobile**

fast, portable conversion to RFID

As a component of the RFID System, this station provides a quick, easy solution for converting library materials to RFID technology. Featuring a touch-sensitive screen, optical barcode scanner and RFID reader, this self-contained station rapidly reads barcodes, converts the information and dispenses RFID Tags. The station doesn't require a connection to an automated circulation system, and because it's designed to be self-contained on a portable cart, it works right in the stacks. The sophisticated laser scanner can handle virtually every barcode location and orientation, and a visible scan line helps staff place items correctly.





### Fast/Easy to Use

- | Converts items to RFID quickly and easily
- | Lowers labor costs
- | Dispenses RFID tags automatically, one by one
- | Able to weed and convert your collection simultaneously

### Portable/Self-contained

- | Works right in the stacks
- | Speeds up the conversion process
- | Doesn't require a connection to an automated circulation system
- | Anti-tip feature

### Multiple Features

- | Touch-sensitive screen for easy configuration and operation
- | Features a barcode scanner and RFID reader
- | Converts tags with one simple system
- | System can program and reprogram tags

### Tag Data Manager

- | Freedom to move to ISO Tag Data Standard in the future
- | Empowers the RFID System to read country specific data formats (Danish, Dutch, Finnish and French)

## Specifications : bibliotheca RFID workstation™ mobile

<b>Dimensions</b>	18"d x 56.7"h x 30"w (460mm x 144mm x 760mm) Cart on wheels
<b>Energy Profile</b>	100/120 or 200/240 VAC 50-60 Hz 5.0/2.5 A
<b>Weight (Approximate)</b>	160 lbs (72.6 Kg)

UL Certified

Meets the EU  
WEEE and  
RoHS Directives

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## **bibliotheca mobile™ inventory**

Quickly and easily conduct inventory and search your collection with this compact and powerful device

The mobile inventory is a lightweight RFID handheld device that instantly reads items on the shelf, making it simple for library staff to search their collection and perform an accurate inventory of items. The mobile inventory device simultaneously performs shelf-reading, searching and inventory scans, which saves staff time and keeps your shelves in perfect order so users can find what they need easily.

# benefits of the mobile inventory

## Easy to use ergonomic design

The lightweight design makes it convenient to use and allows staff to quickly read and scan items anywhere within the library. The ergonomic handle makes the reading of items on both higher and lower shelves effortless without needing to stretch or bend.

## Extensively search for items & take inventory simultaneously

The mobile inventory device makes searching quick and easy. Search for items by location, shelf order, age, hold and unprogrammed tags. Whether you are looking for missing items, checking for items that haven't been properly secured or weeding titles from your collection, this device keeps track of all scanned items while you search.

## Search and inventory faster with instant ILS/LMS updates

Data wirelessly communicates in real time with your ILS/LMS, reducing the amount of time you need to manage the collection so you can spend more time assisting library users.

## Set item security with ease to keep your collection secure

The mobile inventory can set the item security on or off, based on your task requirements. Depending on the criteria selected, the device will ensure the proper security is set without needing to take the item off the shelf.

## Quickly view and hear alerts when items are found

When search items are found, the handheld device will emit an audible sound as well as a colorful visual alert on the handle. Alerts are also triggered in the software to maximize the effectiveness and get the attention of library staff.

## Hear the name of an item when it's found

When staff are scanning through the stacks, if an item is found from your loaded search list, using text-to-speech technology, the unit will vocalize the title, making it easier for staff to locate the missing item.

## Conveniently work around the stacks with tablets

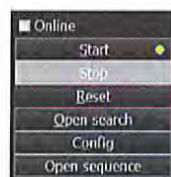
The mobile inventory device can communicate with java-enabled tablets, allowing your staff to freely move throughout the stacks and take advantage of convenient mobile staff practices.

## Work as long as you need to, with extended battery life

The long-lasting battery pack allows staff to conduct extensive search and inventory tasks. With a reliable charge time, staff can complete their tasks quickly and maximize the use of their time.

## "Boost mode" increases inventory accuracy

When reading tagged magazines or dealing with metal in the detection field, a simple press of a button on the handle will enable "boost mode" and increase the power to the antenna, creating a more accurate inventory and eliminating the need to reprocess items.



## Specifications

<b>Scan rate:</b>	Up to 20 items per second
<b>Software:</b>	The mobile inventory device comes with our staffConnect™ inventory software which provides the user with the full range of search, inventory and shelf order functionality. The software does not require a connection to the LMS/ILS, but it can be configured to communicate directly via SIP2/NCIP. Access is required via a Wi-Fi access point. The software can be used on tablets and mobile devices that are able to run Java version 6.
<b>Dimensions:</b>	w: 460mm / 18.1"   d: 260mm / 10.2"   h: 27mm / 1.06"
<b>Weight:</b>	approx. 600g   1.32lb (incl. battery pack)
<b>Protection Class:</b>	IP 30
<b>Operating frequency:</b>	13.56 MHz
<b>RF Transmitting power:</b>	Standard Mode 1.5 W / Boost Mode 4.0 W
<b>Battery pack:</b>	Standard Mode 16 hours / Boost Mode 8 hours*
<b>Interfaces:</b>	WLAN / Wi-Fi (Wi-Fi Security Protocols WEP / WPA / WPA2)
<b>Supported transponders:</b>	ISO 15693, ISO18000-3M3
<b>Temperature range:</b>	Operation 0 °C to 40 °C / Storage -25 °C to 55 °C
<b>Humidity:</b>	Relative air 5% - 80 % (non condensing)
<b>Standards &amp; Compliance:</b>	EN 300 330, FCC 47 CFR Part 15, RSS-210, Issue 8, EMC EN 301 489, EN 60950-1, EN 50364, EN 300328
<b>staffConnect inventory languages:</b>	English, Brazilian Portuguese, Danish, German, Spanish, Finnish, French, Korean and Norwegian (Bokmål)
<b>Includes:</b>	mobile inventory device, battery pack, battery charger with adapters and carrying strap, and instruction sheet
<b>Options:</b>	Spare Rechargeable Battery / Additional battery pack Li-Ion Recharger / Battery charger

\*Typical operation time at normal conditions: In practical application, the antenna should be turned on only if the antenna / reader is close enough to RFID enabled items to read.

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## **bibliotheca RFID tag™ range**

our complete range of RFID labels

The core component of any RFID system is the label itself; without the label the entire solution simply cannot operate. It is therefore critical that the labels you choose are 100% compliant, reliable and fit for purpose. All bibliotheca RFID labels are compliant with ISO 18000-3 mode 1 and ISO15693 air interface protocols and the SLI-1 and SLI-2 chips are capable of storing data in the industry standard ISO 28560 format. In addition all labels in our range come complete with a 50 year or 100,000 read-write data retention guarantee. All bibliotheca solutions can read multiple tags as long as they are ISO compliant.



# our complete range of RFID labels

	Application	Size	Stock	Suitability for DVD solution	Suitability for CD solution	SKU
 RFID tag™ square RFID tag™ squareClear	Books & Magazines	50.0 x 50.0 mm 1.97 x 1.97 inches	White facestock paper (printable) / Transparent synthetic facestock	✓*	✓*	TAG000010-000 TAG000050-000
 RFID tag™ rectangle RFID tag™ rectangleClear	Books & Magazines	49 x 81 mm 1.92 x 3.18 inches	White facestock paper (printable) / Transparent synthetic facestock	✓*	✓*	TAG000013-000 TAG000009-000
 RFID tag™ hub	CDs	Ø 40.00 mm Ø 1.57 inches	White facestock paper (printable)	**	**	TAG000004-000
 RFID tag™ fullDiscDVD	DVD & Bluray	Ø 116.00 mm Ø 4.57 inches	Transparent synthetic facestock	✓		TAG000005-000
 RFID tag™ fullDiscCD	CD & DVD	Ø 116.00 mm Ø 4.57 inches	Transparent synthetic facestock	✓	✓	TAG000112-000

- █ Recommended for use with CD/DVD media
- █ Average performance on CD/DVD media
- \* When used in conjunction with our smartcase™ products.
- \*\* Can be used with CD-r's depending on the metallisation of the disc.

# bibliotheca RFID tag™ range

## bibliotheca label performance guarantee

All RFID tag™ products must pass accelerated aging testing at 85°C and at 85% humidity for 15 weeks which included performance testing. Our entire range of RFID tag™ products, when handled according to our recommended practices, are guaranteed for the lifetime of the item to which they are affixed.

In the unlikely event an RFID label is found to be defective, we will replace it, free of charge.

## cost-effective custom printing services

bibliotheca can provide custom printing options with the library's logo, barcode or any other information on printable RFID tag™ tags. Artwork can be pre-printed in either black or up to four colours and delivered to the library, ready to be applied.

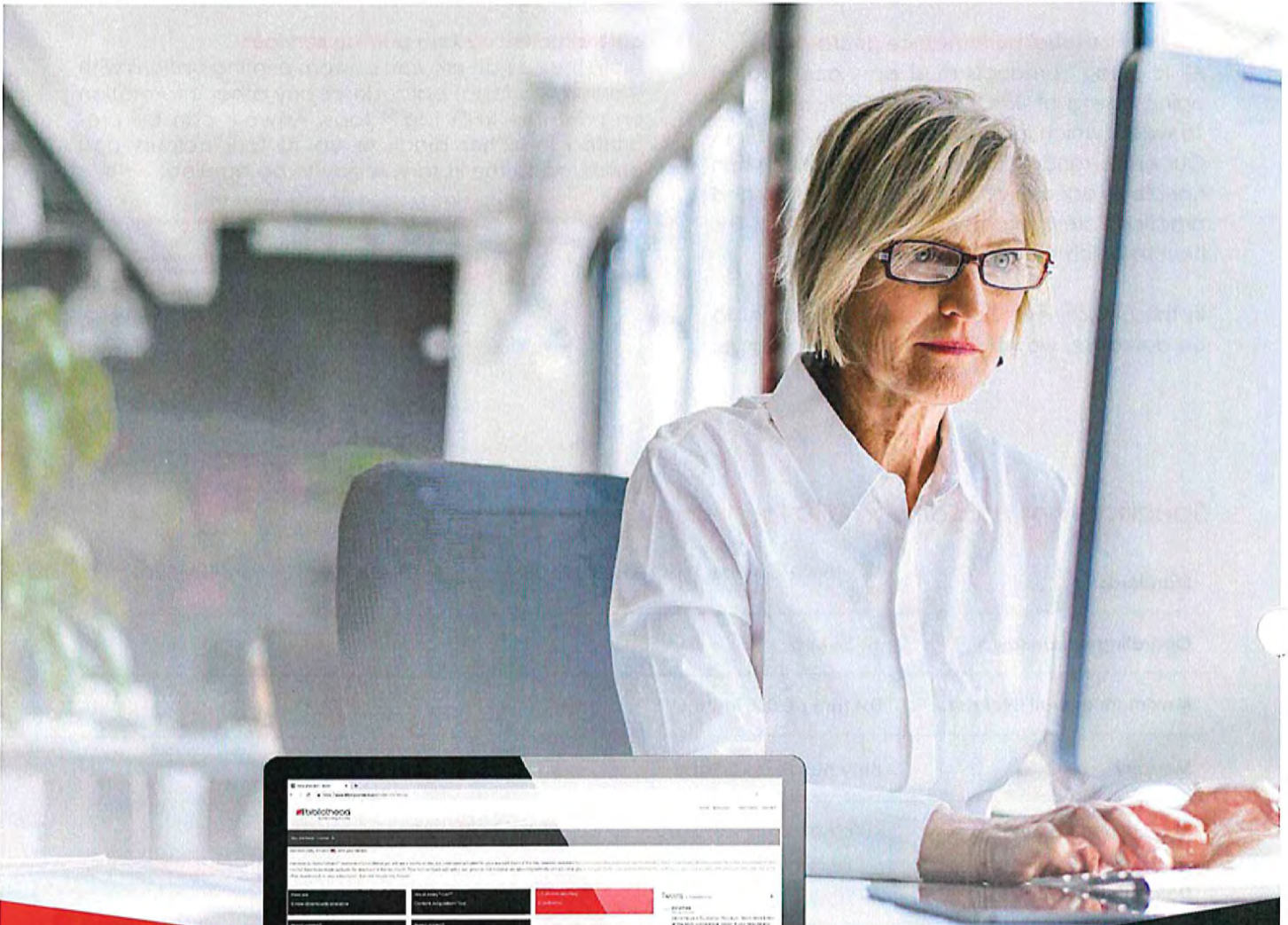


## Specifications : bibliotheca RFID tag™ range

Standards	ISO 18000-3 mode 1, ISO 15693, ISO 28560, CE, IS10716 & ISO 9706 from TÜV SÜD PSB
Operating frequency	13.56 MHz
Maximum overall thickness	0.4 mm / 0.018 inches
Memory	Between 0.5k - 2.5k bit
IC write endurance	100,000
Data retention	50 years
Standard format	Aluminium antenna
Operating temperature	-40 °C to 85°C / -40°F to 185 °F
Storage temperature	15 °C to 25 °C / 59 °F to 77 °F
Storage humidity	50 +/-10% rel. non condensing
Material	Low / Neutral pH Acrylic Adhesive All in one piece - paper, antenna & glue

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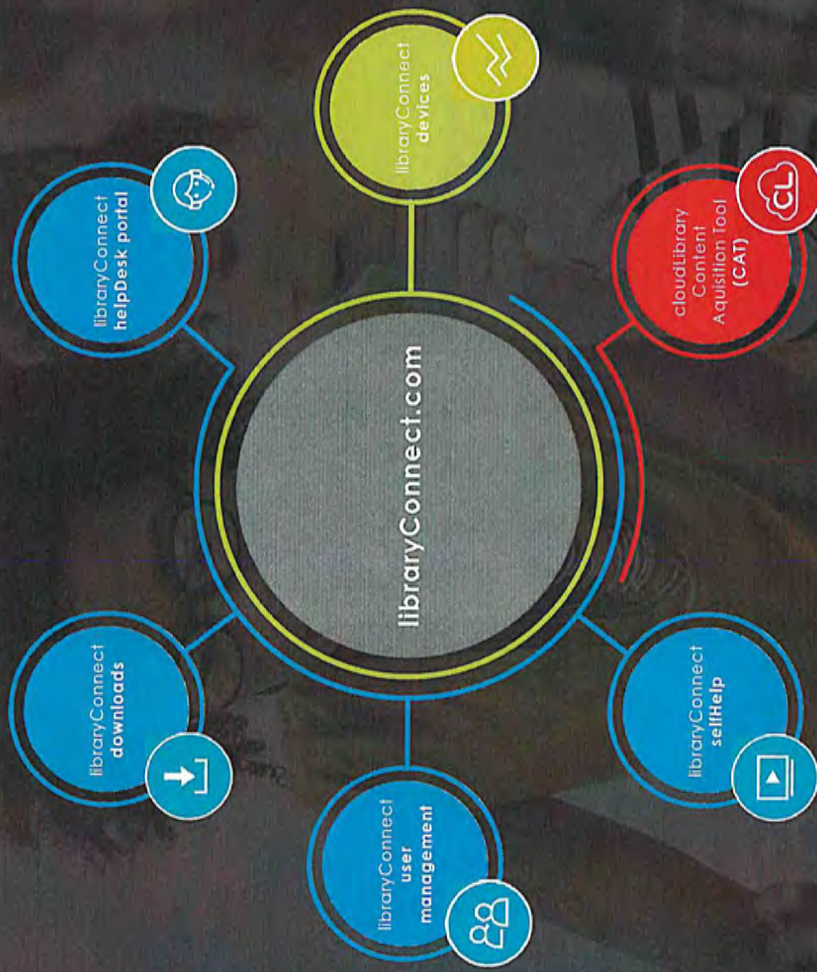
**bibliotheca**  
libraryConnect.com



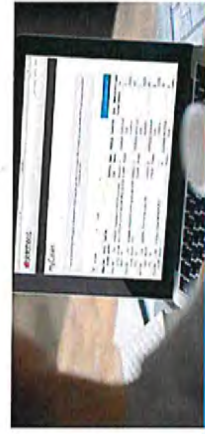
# Get the most out of your bibliotheca library solutions

It's important to ensure that your library staff can work efficiently, find the answers they need and feel confident about the technology solutions your library has invested in. All bibliotheca customers can explore training videos, access detailed product guides and manage helpDesk support cases free of charge at [libraryconnect.com](http://libraryconnect.com). Libraries now have more capabilities and tools at their fingertips than ever before.

Maximizing the use of staff time and making data driven decisions that shape library services, strategic initiatives and staffing levels is critical to the success of any library. For libraries looking to further streamline their workflow and visibility, an annual subscription to libraryConnect devices provides powerful tools to manage and configure library equipment remotely as well as provide aggregated reports from one central location.



Requires cloudlibrary content module



**helpDesk portal** | Create, view and update support cases, view current status of service contracts and update library contacts with ease



**downloads** | Gain greater product insight through detailed documentation across our entire solution range



**selfHelp** | View and download a wealth of self-help training materials, including videos and user guides

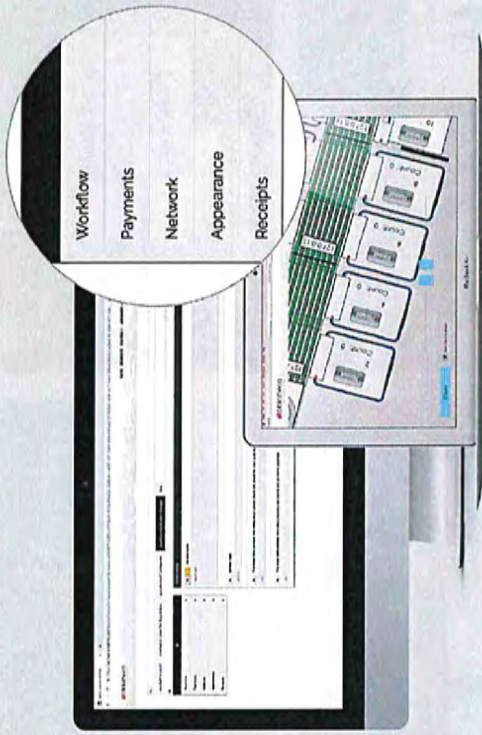


**devices\*** | Remotely configure solutions, view aggregated reporting, diagnose and correct solutions issues quickly and schedule custom alerts

\* Annual subscription fee required to access libraryConnect devices



libraryConnect™  
devices



## Configure and troubleshoot equipment from a central location

Libraries can replicate software configurations across multiple devices, branches or an entire system. Using powerful configuration tools, users can apply workflow changes, appearance customizations and more.

Dynamic and visual tiles allow libraries to view key information on their devices such as OS version, device type, location and serial number. In addition, they can view custom configurations, create a snapshot of an instance, and clone configuration settings to other devices. This maximizes staff time by removing the need to configure each device at its physical location.

### East Branch

selfCheck 1000  
2 minutes ago  
Good

flex AMN  
3 minutes ago  
Warning

MPD gate premium  
30 minutes ago  
Error

selfCheck 1000  
30 seconds ago  
Uncertain

selfCheck 1000  
15 minutes ago  
Off

MPD gate premium  
2 days ago  
Disabled

### West Branch

selfCheck 1000  
2 minutes ago  
Good

flex AMN  
3 minutes ago  
Warning

MPD gate premium  
30 minutes ago  
Error

selfCheck 1000  
30 seconds ago  
Uncertain

selfCheck 1000  
15 minutes ago  
Off

MPD gate premium  
2 days ago  
Disabled

**LOOKING for Work**  
Using the Internet  
Eastborough Library  
22 March 10:00 AM

**busyjizzzy**  
activity classes  
BABY + TODDLER  
Worcester Discovery Center

**Let Loose**  
with Acrylics  
Free Art Workshop  
Eastleigh Library

Manage marketing promotions remotely using configuration tools. administrative users can update selfCheck library promotions across specific branches or the entire system.



## Create custom reports and view aggregated statistics

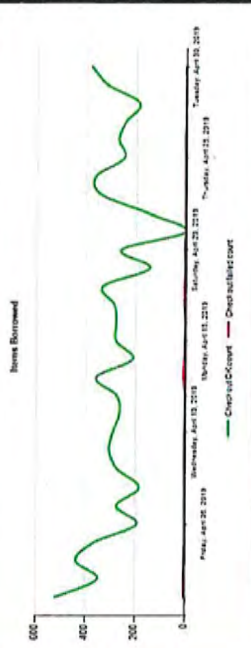
Data within libraryConnect devices is updated every couple of minutes, ensuring decision-makers have the most up-to-date information when viewing tables of consolidated transactions and graphical reports. With more detailed, concrete data, libraries are able to make informed, data-driven decisions that shape library services, strategic initiatives, staffing levels and more!

Users can view, refresh, edit and delete reports, as well as schedule them to show up directly in their email inbox in a variety of formats, to stay on top of the data that drives their daily decisions.

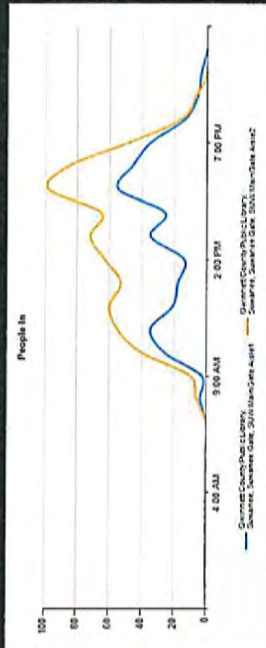
## Typical reports that can help library leadership:



Total selfCheck transactions over a given period to visualize self-service trends



Gate counts show peak visitor patterns to help allocate staff accordingly



libraryConnect™  
devices

## Typical reports that can help branch level staff:



Detailed activity of logins, items borrowed, items returned and when reading recommendations are displayed

Timestamp	Action	Successful	Patron ID	Item ID	Event Data
5/13/2019 11:06:05 AM	Borrow	Yes	*****9524	*****9524	
5/13/2019 11:06:05 AM	Borrow	Yes	*****9524	*****0994	
5/13/2019 11:06:05 AM	Borrow	Yes	*****9524	*****3183	
5/13/2019 11:06:05 AM	Login	Yes	*****9524	*	
5/13/2019 11:06:24 AM	Recommendation-Display	Yes	*	*****9524	9781430011141
5/13/2019 11:06:24 AM	Recommendation-Display	Yes	*	*****9524	9781506208234
5/13/2019 11:17:19 AM	Login	Yes	*****5309	*	
5/13/2019 11:17:22 AM	Borrow	Yes	*****5309	*****9696	
5/13/2019 11:17:22 AM	Borrow	Yes	*****5309	*****9095	
5/13/2019 11:17:22 AM	Borrow	Yes	*****5309	*****2028	
5/13/2019 11:17:22 AM	Borrow	Yes	*****5309	*****3138	



Payments transaction report to facilitate financial reconciliation

Patron ID	Payment Amount	SelfCheck Station	Branch	Payment Form	TX Data	TX Time
*****6406	20.00	Main Lobby selfCheck 01	Central Library	Cash	20190506	062618
*****827	16.39	Main Lobby selfCheck 02	Central Library	American Express	20190506	113900
*****8599	20.00	Main Lobby selfCheck 03	Central Library	Visa	20190506	130836
*****8599	40.00	Children's Area selfCheck 01	Central Library	Visa	20190506	131456
*****8832	1.20	Children's Area selfCheck 02	Central Library	American Express	20190506	195944



Alarm triggers to see what items were not properly checked out (RFID gates only)

Timestamp	Patron ID	Gate Group Name	UID	Item ID	Item Title	Status
5/13/2019 10:13:32 AM	*****6406	FrontGate	R2004134278	*****9524	Bel 99	'CHECKED OUT/RFID'
5/13/2019 10:13:32 AM	*****6406	FrontGate	R2004134278	*****9524	Zachariah	'CHECKED OUT/RFID'
5/13/2019 10:13:32 AM	*****6406	FrontGate	R2004134278	*****9524	Dog days	'CHECKED OUT/RFID'
5/13/2019 10:13:32 AM	*****6406	FrontGate	R2004134278	*****9524	Maker at the Morgan: a Lisa Unger mystery	'CHECKED OUT/RFID'
5/13/2019 10:13:32 AM	*****6406	FrontGate	R2004134278	*****9524	Last one home: a novel!	'CHECKED OUT/RFID'
5/13/2019 10:13:32 AM	*****6406	FrontGate	R2004134278	*****9524	Before tea: a novel!	'CHECKED OUT/RFID'
5/13/2019 10:13:32 AM	*****6406	FrontGate	R2004134278	*****9524	The confident woman: start today being bold!	'CHECKED OUT/RFID'
5/13/2019 10:13:32 AM	*****6406	FrontGate	R2004134278	*****9524	and about fear	'CHECKED OUT/RFID'
5/13/2019 10:13:32 AM	*****6406	FrontGate	R2004134278	*****9524	Uncle Tom's Cabin	'CHECKED OUT/RFID'
5/13/2019 10:13:32 AM	*****6406	FrontGate	R2004134278	*****9524	The good lie: a novel	'CHECKED OUT/RFID'
5/13/2019 10:13:32 AM	*****6406	FrontGate	R2004134278	*****9524	The 7 habits for managing effective personal: managing yourself, leading others, no money journal!	'CHECKED OUT/RFID'
5/13/2019 10:13:32 AM	*****6406	FrontGate	R2004134278	*****9524	holding love	'CHECKED OUT/RFID'

## Stay informed with dashboards, alerts, and favorite devices

Users can customize their dashboard to include their favorite devices, ensuring they see information quickly and easily. A range of colorful icons visually indicate which devices have alerts or warnings that need attention, allowing library staff to efficiently manage their equipment. Users can also search for a particular branch, a certain device name or filter by device status.

Not only can libraries quickly see the health of their library equipment, but they can customize alerts via email or SMS text message when the receipt paper is running low, a device has gone offline, or an error or warning occurs. This allows libraries to quickly target and troubleshoot issues, reducing downtime for users.



Available in English, German, French, Spanish, Italian and Portuguese, users can choose their preferred language, creating an intuitive, enjoyable experience on the platform.



## Custom roles deliver the right level of permissions for each user

Users with an administrator role can create, edit and delete custom user roles, defined by your library system to fit your needs. Within these custom user roles, administrators can set default permissions and determine which devices and locations are viewable by certain users.



IT administrator



Leadership team



Branch manager



Library staff

Feature	libraryConnect.com	libraryConnect devices
Free for all customers	✓	
Access selfHelp training materials	✓	
Download user guides and product documentation	✓	
Contact support through online helpDesk portal	✓	
Create, edit and delete users	✓	
Requires annual subscription fee to access		✓
View, configure and troubleshoot library devices remotely		✓
Visually see quick status of all library devices		✓
Set specific alerts for individual devices		✓
View statistics and generate aggregated reports on all devices		✓
Download, upload and delete files on your physical devices		✓
Ability to see payment & reconciliation reports for your devices across your full library system/estate		✓
Complete visualization of your AMH sorting layout including bin full alerts and system errors		✓



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 800.328.0067



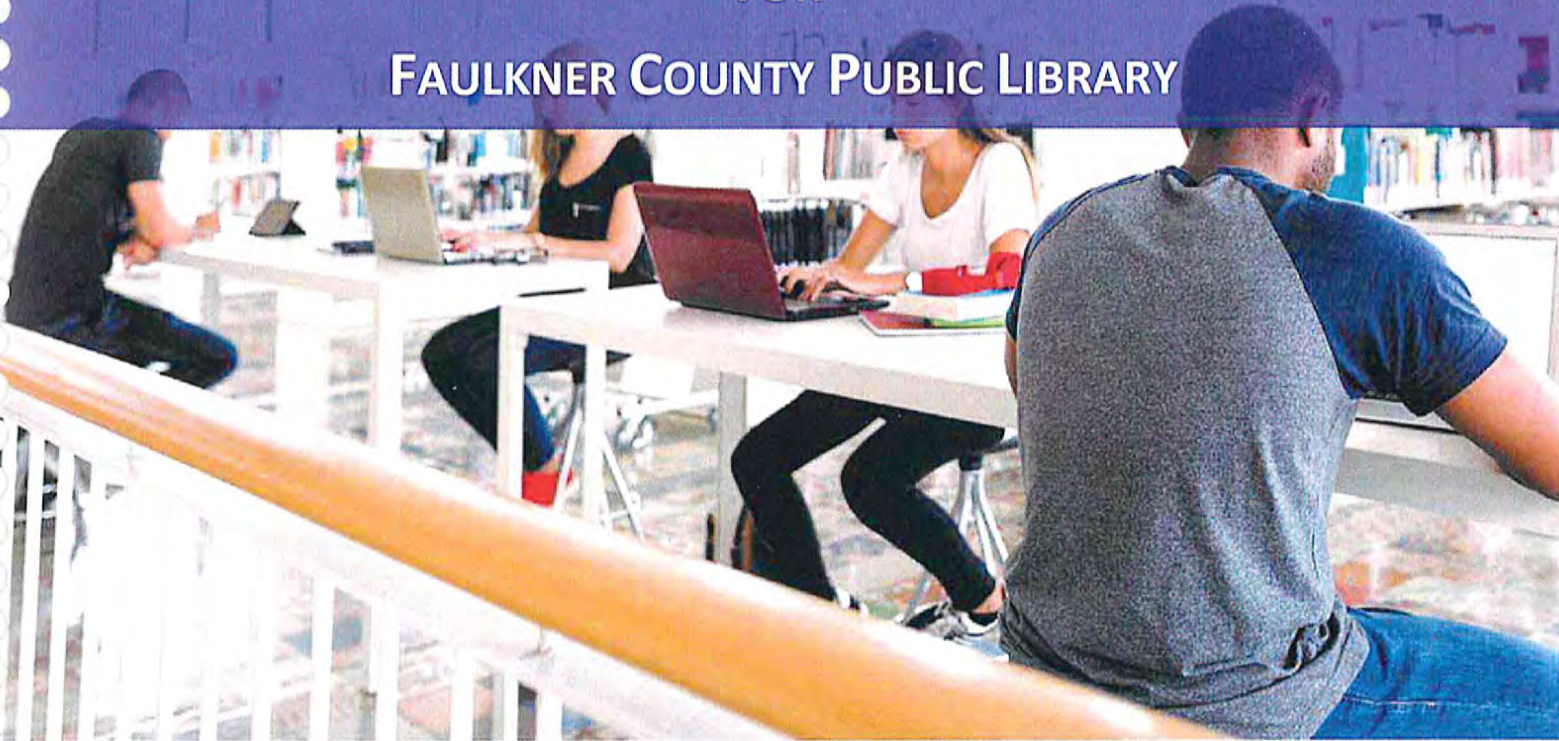
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**RADIO FREQUENCY IDENTIFICATION LIBRARY SYSTEM  
FOR  
FAULKNER COUNTY PUBLIC LIBRARY**



**Prepared For:**

John McGraw  
Library Director  
Faulkner County Public Library

**Prepared By:**

John Himes  
Director of Sales & Library Business Development  
678-382-6552 | [jhimes@envisionware.com](mailto:jhimes@envisionware.com)

**November 7, 2019  
Request for Proposal**

**ENVISIONWARE®**  
Enriching Public Library Service Inside and Out

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November 4, 2019

Mr. John McGraw, Library Director  
Faulkner County Judge's Office  
Attn: Radio Frequency Identification Library System Bid  
801 Locust Street  
Conway, AR 72034

Dear Mr. McGraw:

Thank you for inviting EnvisionWare to participate in the Library's Request for Proposal for Customer Self-Service Solutions.

EnvisionWare serves more than 12,000 libraries. Many of the Company's customers have maintained a growing partnership since their initial implementation at the turn of the century. EnvisionWare's principal has a lifelong commitment to libraries. There is no plan or intent to change the focus or ownership structure of the Company. Unlike VC-funded organizations that often change ownership every 6-8 years, EnvisionWare is privately held, which means that Faulkner County Public Library has the unique assurance of a predictable future partnership with the Company predicated on over 20 years of dedication to a primary goal of being the best service provider in the public library community.

The proposed system is optimized for use in a public library environment and will provide significant workflow improvements for both staff and patrons. EnvisionWare has been in the public library self-service industry for over twenty (20) years; the self-checkout business for thirteen (13) years; and RFID for twelve (12) years. Our customer community will attest to the fact that EnvisionWare solutions allow staff to be freed from repetitive tasks, so they are able to provide improved, innovative, and personalized service to the public.

EnvisionWare is the industry leader in technology innovation, support and maintenance. *Unique in our industry, we have not increased maintenance prices in over 20 years.* EnvisionWare's [Sample Agreement {system.envisionware.com/customer\\_agreement}](http://system.envisionware.com/customer_agreement) limits any increase to a maximum of the consumer price index increase. However, since no increase has ever occurred, this limit is provided only in the event of a major financial inflation event.

Our twenty-year history of providing tried and true library technology solutions for public libraries makes us the best vendor to assist Faulkner County with transitioning to a new solution. *The EnvisionWare Team is well-prepared to provide the best change-management strategies that lay the foundation for library success over the long-term.*

Key points of EnvisionWare's proposal:

- > The Library's current Gold support plan will be upgraded to EnvisionWare Platinum level support, where eighteen support technicians stand ready to provide 24x7x365 LIVE support with

the highest priority handling. Technicians are adept at service delivery for libraries of all sizes and at working with staff that have varying levels of technical knowledge.

- EnvisionWare is a privately held US company, incorporated in the state of Georgia in 1998, which means that the Company's successful history is a predictor of the future. The co-founder and CEO operates the Company with the same lifelong commitment to stellar service, innovation, and long-term library partnerships.
- EnvisionWare offers the broadest range of solutions and options designed to fit any style or budget. The systems are proven technology giving you peace of mind that you are in good company, with a global community of over 12,000 libraries sharing ideas and contributing ideas for innovation.
- EnvisionWare controls the *end-to-end single vendor solution* by developing the most complete enterprise software solution, proposing hardware that is versatile and which is manufactured in a factory under our control, by implementing with our staff of professional consultants, and by delivering stellar service by the most competent and dedicated support team in the industry.
- While EnvisionWare supports macOS for time and print management, native macOS support for RFID integration on circulation stations is not offered. The solution used by several libraries is to operate the RFID software in Parallels, a virtualization platform that runs Windows in a window on a Mac. This solution and details about native Symphony integration are discussed in detail in the proposal.
- EnvisionWare is the *only* company with a singular focus of serving public libraries; the Company's real commitment is to be the *number one provider of customer service* as evidenced by the references included in this proposal.

We have provided pricing and options based on specifications listed in the RFP (including the Library's intended ILS implementation of Symphony). Your sales consultant, John Himes, welcomes the opportunity to come onsite and work directly with library staff to design the best technology solution that will capitalize on the efficiencies of EnvisionWare RFID and self-checkout while leveraging our long history of helping libraries meet their RFID and self-checkout goals. This proposal includes removal of your existing Checkpoint security gates.

By choosing EnvisionWare, Faulkner County Public Library will gain the latest in technology from an industry leader that has its primary focus on customer service excellence.

We look forward to your review of our proposal. Please contact John at **678-382-6552** or [jhimes@envisionware.com](mailto:jhimes@envisionware.com) with any questions.

*Thank you again for considering EnvisionWare for this very important initiative.*



Michael J. Monk, CEO  
EnvisionWare, Inc.  
678-382-6590 | [mmonk@envisionware.com](mailto:mmonk@envisionware.com)

FILED

DEC 20 2019

### Bid

Bids should be submitted in total, for the price to be paid by Faulkner County **including all taxes.**

MARGARET DARTER  
FAULKNER COUNTY CLERK  
BY Amber nc  
FOB Conway, Arkansas

Name of Vendor EnvisionWare, Inc.

Name of Individual Representing Vendor John Himes

#### Radio Frequency Identification Library System Specifications:

- 240,000 RFID print media tags
- 24,000 RFID A/V media tags
- 18 shielded RFID Antenna/Reader kits for staff stations
- 1 Double-wide gate, 3 single-wide gates
- Gate alert management software
- RFID inventory system
- 3 stand-alone self-check stations
- Shipping, installation and annual maintenance fees
- Removal of existing checkpoint gate

Total bid price: \$97,356.50

#### Bidder name, address, and phone number:

EnvisionWare, Inc.  
2855 Premiere Parkway, Suite A  
Duluth, GA 30097-5201  
678-382-6552

Signature:  Date: 11/4/2019

Name: Michael J. Monk

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FAULKNER COUNTY PUBLIC LIBRARY**

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## DESCRIPTION OF THE PROPOSED SOLUTION FOR FAULKNER COUNTY PUBLIC LIBRARY

EnvisionWare is proposing a modern, state-of-the art, reliable RFID implementation that delivers seamless operation with Symphony for the Faulkner County Public Library. The proposed EnvisionWare solution will enhance the patron experience while increasing staff efficiency and productivity.

EnvisionWare was founded to serve the needs of small to mid-sized libraries and that commitment is evident in the versatility and commitment of the customer service team, the breadth of product line and the pricing. The designs created for smaller libraries have proven to be the most stable and best supported for the largest libraries as well, including New York Public and Hong Kong, that circulates more than 60 million items per year.

EnvisionWare software and hardware components are proposed to RFID-enable the circulation and inventory systems at FCPL as well as to provide an engaging self-service solution for Faulkner County Public Library patrons.

Twenty-two core services cover the range from self-service circulation to time and print management, fine/fee payment, scanning, security, and the unique 24-Hour Library free-standing self-service system. These major services are modular so that each library can implement according to the specific needs of that institution.

From a hardware perspective, EnvisionWare offers software to run on library computers, component desktop systems, countertops and kiosks including a vending kiosk for cash acceptance. For many products, the Company offers more than one choice. Like others, EnvisionWare offers Feig gates and readers. However, unlike others, EnvisionWare is unique in manufacturing many products in a factory managed by EnvisionWare. This translates to better control, longer life guarantees, and lower prices for equal or better performance.

EnvisionWare provides a powerful and versatile RFID and checkout software system giving FCPL patrons the broadest range of options.

The applications that are available for these purposes consist of:

- > RFID enabling software – **RFID Software Suite™**
- > Self-Checkout/Check-In Software – **OneStop™**
- > RFID Inventory Module – RFID Software Suite
- > Alert and email software – **EnvisionWare Branch Manager™**
- > Enterprise eCommerce for fine/fee payment – **EnvisionWare eCommerce Services™ – Self Service Web and Terminal System**
- > Remote management and diagnostics – **EnvisionWare Central Management™**

- > Comprehensive Business Intelligence – **EnvisionWare Enterprise Reporter™**
- > AMH/Sorters - **Lyngsoe Automated Materials Handling system**

The pricing section indicates which of these components are included and which are optional.

Regardless of vendor, a reliable standards-based RFID system brings new levels of efficiency through streamlined item detection, multi-item checkout, greater accuracy, improved self-service efficiency and adoption, and reduced potential repetitive injuries to staff. EnvisionWare seamlessly and natively integrates into Symphony using the Symphony RFID API. This contrasts with other solutions that use a generic means of feeding data into focused fields. An API-based solution lets Symphony control the entire RFID experience. There is no alternative user controls or interface – just the Symphony client.

The recommended implementation for macOS is to run Symphony and RFID in a Parallels window. Staff can still use Safari and other native macOS applications. The ILS, alerts, and RFID enabling software would operate in a Window. Parallels coherence capabilities makes the Window appear native to the system. EnvisionWare can demonstrate how this would work and how it would be seamless for staff.

RFID security gives the Library a modern, multi-purpose technology solution that manages security, circulation, and other functions via tag data. And gate alerts inform staff about the details of any item that has not been properly checked out.

Thousands of **OneStop** self-service circulation stations are deployed in libraries achieving up to 95% self-checkout. And the award-winning **OneStop** software is once again brand new, thanks to a new 3x generation design that features rich graphics, support for displaying program information, and an option for NovelList Select recommended reads during checkout. The same software can also perform any of these additional services, depending upon EnvisionWare products installed: returns, patron return/directed shelving, RFID-enabled return chute, rapid staff returns, computer booking, print payment and release, account revalue, fine/fee payment, and copy management. That translates to radical cost savings because expensive payment hardware can be shared across all applications that use funds.

While the design of the software and hardware is important, and the reliability is certainly critical, there are other factors that are critical to success. Most significantly is a comprehensive program focused on staff. EnvisionWare's Library Marketing Kits provide the tools to help FCPL achieve the goals set out in the RFP. In fact, many EnvisionWare libraries achieve 95% or greater self-checkout. Signs, posters and badges are designed for placement in staff areas to generate interest in the new systems while focusing on the impact of change, which must be carefully managed. Similar tools are aimed at the public. The most important two tools for self-checkout are the FAQ and the Staff Handout.

The FAQ is a guide to achieving higher levels of self-service. The Handout is a tool for placement at staff stations to serve as a constant reminder that reinforces the guidelines in the FAQ. If the library follows the change management guidelines, self-checkout numbers will increase considerably.

Aside from experience at helping libraries transition to RFID for the first time, EnvisionWare has helped other libraries migrate from legacy solutions to EnvisionWare. In each case, customers were looking for

a better support experience, increased self-service utilization, and higher levels of patron and staff satisfaction. As a company dedicated solely to public library self-service, the combined expertise of staff librarians, former library IT staff, and thousands of staff from libraries across the country have resulted in products and services that deliver the highest value. EnvisionWare KNOWS how to achieve the results and has evidence of the remarkable successes of public libraries of all sizes. That knowledge comes to bear on the planning, deployment, marketing, orientation, training, and ongoing services designed to ensure that Faulkner County Public Library achieves the highest level of satisfaction.

A Windows server, VM, or Windows desktop should operate the Branch Manager software that sends gate alerts and ILS outage messages to staff stations.

EnvisionWare Kiosks and/or desktop self-checkout systems and RFID gates include an RJ-45 Ethernet connector. The AMH system also connects to the library network via RJ-45 ethernet. Interface with the AMH will be by standard internet browsers.

Wireless connectivity is an option for all systems. In addition to RJ-45 Ethernet and Wi-Fi, EnvisionWare also offers Ethernet-Over-AC for RFID Gates.

*This proposal meets each of the critical requirements of the Library.*

## RFID

The RFID system is integrated seamlessly into the Symphony circulation client using the Symphony RFID integration API so that no other software windows are used or appear. All circulation activities are managed entirely in the circ client in the same manner as barcodes.

EnvisionWare offers three options for RFID pads, the 1-Pad™, the **ProLine™ DeskPad™** and the *new DiscReader*. The DeskPad is manufactured by EnvisionWare and delivered in a kit consisting of the pad, USB cable, power supply and under-counter mounting hardware. The pads can be placed on the surface or mounted under a countertop. *The DiscReader is a compact, thin pad designed for compact spaces and outreach because it is powered by the computer, ideal for laptop operation.* The Library is currently using both the 1-Pads and the DeskPads.

## Self-Checkout

Thousands of **OneStop** self-service circulation stations are deployed in libraries achieving up to 95% self-checkout. OneStop was designed in a partnership with SirsiDynix, assuring the Library of seamless operation. And the award-winning **OneStop** software is once again brand new, thanks to a new 3x generation design that features rich graphics, support for displaying program information and an option for NoveList Select recommended reads during checkout. The same software can also perform any of these additional services, depending upon EnvisionWare products installed: returns, patron return/directed shelving, RFID-enabled return chute, rapid staff returns, computer booking, print payment and release, account revalue, fine/fee payment, and copy management. That translates to radical cost savings because expensive payment hardware can be shared across all applications that use funds. *Early next month a major new release will be delivered that offers a completely redesigned user interface thanks to the input from hundreds of libraries that engage in the customer feedback loop.* ADA compliance, better screen utilization, seamlessly integrated

payment workflow and much more are offered in the new design. And for administration, *customers can open a browser and perform configurations from anywhere, via the latest release of CloudConnect™*, the service that provides diagnostics, administration and much more without costly investments in local databases and servers.

EnvisionWare offers the broadest range of self-checkout platform options:

- > Software for installation on library-supplied computers
- > Component Model – 21-inch touch screen unified system with receipt scanner and RFID pad.
- > X11 Series includes fully integrated systems with 21-inch touch screen, Windows 10 Professional, Solid State Drive, Integrated RFID pad, Kiosk style printer, 1D/2D smartphone-ready barcode scanner. Models:
  - X11 Countertop – Portrait – White
  - X11 Countertop – Portrait – Black
  - X11 Countertop – Landscape – White
  - X11 Countertop – Landscape – Black
  - X11 Kiosk – White and Black
  - X11 Kiosk – Black
  - X11 Vending Kiosk – White and Black
  - X11 Vending Kiosk – Black
- > Electric, height adjustable counter
- > X11 Sidecar<sup>1</sup> Standard – white or black
- > X11 Sidecar Deluxe – white or black





<sup>1</sup>The **Sidecars** are companion products to the Kiosks. The standard model provides a 1-level added shelf that is strong enough to support 50 lbs. The Deluxe version adds a secondary shelf that can accommodate the case controller on one level and purses and other items on the other level.



Some libraries have wrapped their kiosks with a unique design. Local vendors across the country are quite capable of creating unique designs to fit library needs.

EnvisionWare designs systems for compliance with ADA guidelines. Wheelchair access, height access limits and other factors are considered in all designs.

All text delivered by the system can be customized including all messages delivered from the ILS. All customizations are supported in multiple languages. Customizations are persisted through product upgrades.

A language preference button is displayed on user control bar at the bottom of the display throughout the checkout process.



SELF-SERVICE STATION

TITLE	ITEM ID	DUE DATE	STATUS
Dune	39094014710726	6/6/2019 10 45:02 AM	

Checked Out: 1

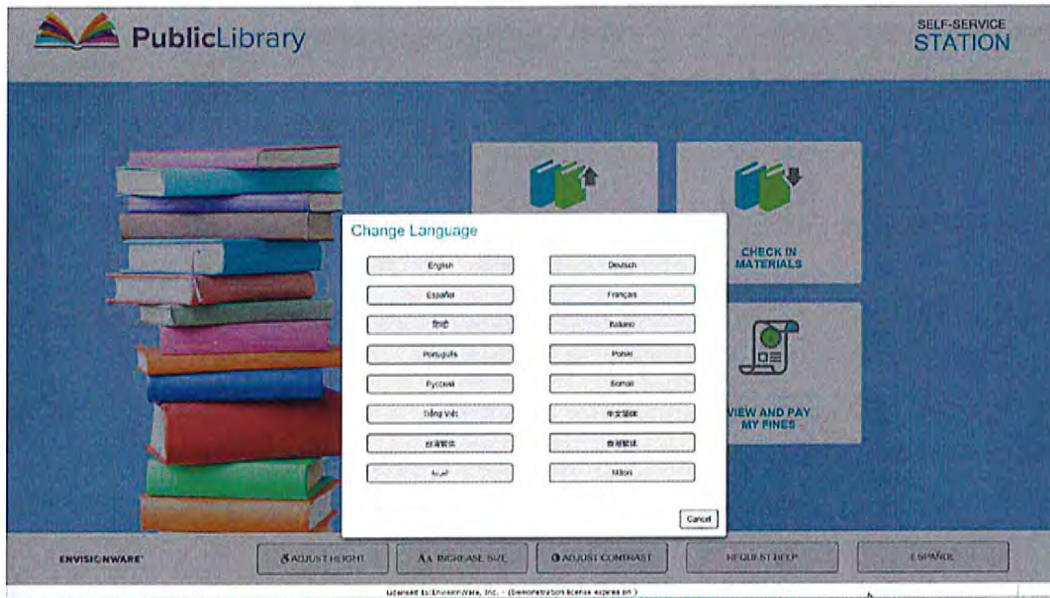
MY ACCOUNT    DONE - NO RECEIPT    RECEIPT

ENVIIONWARE®    ADJUST HEIGHT    INCREASE SIZE    ADJUST CONTRAST    REQUEST HELP    PYCCGWS

Program Version: 03.01.0090.0000

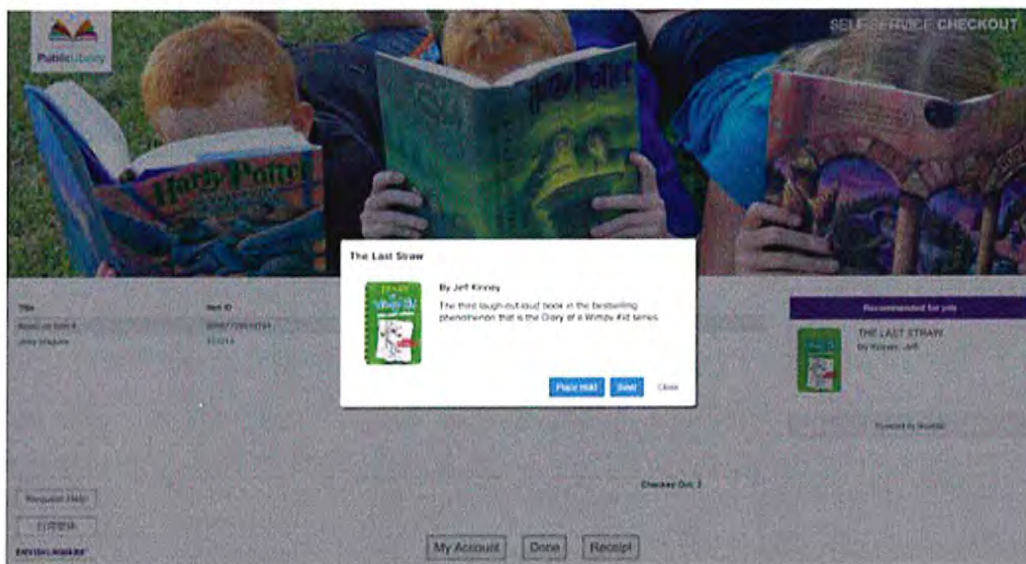
Change Language

This opens a window where the patron can select his or her preferred language.



The **OneStop self-service circulation** application’s My Account screen displays information about holds, items checked out, fines, and other information about the patron account. All messages from the ILS regarding item or patron status can be customized in each of the supported languages.

If the Library elects a **Novelist Select for Self-Checkout** subscription, a window appears for a patron to select one or more recommended reads that they can place a hold on or save. Pricing for this option is provided on the Options quotation.



The Library can choose from an array of themes and select one of the included themes which can be different for each station, or the Library can create a custom theme or themes.

**OneStop self-service circulation software is the most customizable platform available anywhere.**

Out of the box the system can be customized by changing settings in a browser. Preferences exist for library logo, background color, button color, theme, and a range of other settings that affect workflow. In this example, the News and Events Theme illustrates various configurable settings. Since OneStop is built on an Application Programming Interface (API). Several customers have created completely custom user interfaces including systems that use fingerprint authentication to graphical interfaces that look completely different. Most customers use the onscreen preferences to alter the look and feel of the system.



Custom Library Logo configured by preference in browser.

All screen text and ILS messages are customizable in multiple languages

RSS Feed from Evanced, website, news sites

Select which buttons to offer.

Start at MENU or CHECK OUT Screen by setting preference in browser.



Set text color preference in browser.

Series of included images based upon theme, continuous rotation.

Custom animated GIF to promote programs

Set button color preference in browser.

Set preference for default language, and enabled languages. Customize all translations.

The Library can add a library website RSS feed or perhaps a program listing to the information portlet on the self-checkout screen. Evanced is often configured in a portlet. There is also a portlet that supports an animated gif, which is used to highlight special activities in the branch.



## Security Gates




EnvisionWare offers three gate systems:

- > UltraTransparent Standard Aisle Gates
- > UltraTransparent Wide Aisle Gates
- > ProLine Classic Design Gates

UltraTransparent gates are manufactured to EnvisionWare specifications by Feig Electronics. These include transparent acrylic gates in standard aisle and wide aisle widths. *This Summer, EnvisionWare introduced the new wide aisle gates that offer a 60" aisle width.* UltraTransparent gates use radar detection that can also be used to operate gates in a low power mode by emitting a beam in front of the gates as patrons are approaching for exit. This allows the gate to activate before a patron arrives between gate pedestals. A modest impact to detection may be experienced when operating in the unidirectional, low-power mode.

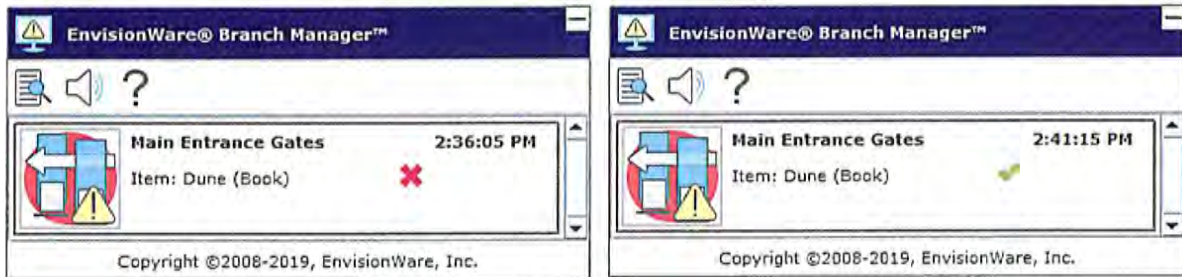
**ProLine™** gates are manufactured by EnvisionWare and feature a classic security gate design. The **ProLine** system also features bi-directional counting and maintains a constant power mode to ensure maximum detection. ProLine gate pedestals can function standalone so that the failure of one pedestal does not impair the operation of the other, offering a higher level of redundancy.

In lieu of quoting a dual-aisle gate at locations requiring that option, EnvisionWare is proposing the new wide aisle gate, which offers better clearance at the entrance.

	ProLine	UltraTransparent	UltraTransparent Wide Aisle
			
Manufacturer	EnvisionWare	Feig	
Maximum width c-c	43 inches		63 inches
Recommended width c-c	39 inches	39 inches	59 inches
ADA Compliant	<input checked="" type="checkbox"/>		
People count technology	Light Beam	Radar	
People count accuracy	Highest	Subject to installation	
Bi-directional count	<input checked="" type="checkbox"/>		
Performance compliance ISO-18046-4	<input checked="" type="checkbox"/>		
Visual Alert	<input checked="" type="checkbox"/>		
Audible Alert	<input checked="" type="checkbox"/>		
Staff station alerts	<input checked="" type="checkbox"/>		
RFID Readers/Antenna operation	Each pedestal is operated by its own reader	1 reader is used to power each pedestal in sequence (one pedestal at a time)	
Height	70 in / 1780 mm	70 in / 1780 mm	67.3 in / 1710 mm
Width	21.7 in / 620 mm	26.77 in / 682 mm	27.5 in / 698 mm
Thickness	3.5 in / 89 mm	2.87 in / 72 mm	in / 71 mm

### Gate and Application Monitoring

*A major new release of Branch Manager released in July moved from branch-based installations to a single enterprise solution offering centralized, browser-based administration, new gate alert status indicators, updated reporting including enterprise people counting, enhanced performance, and other new features.*



*Gate Alert: This item caused an alarm and is NOT checked out in the ILS.*

*Gate Alert: This item caused an alarm, but it is checked out in the ILS.*

### Collection Management

The EnvisionWare Inventory application has been designed to be simple and easy-to-use.

EnvisionWare’s encoding process will *simultaneously facilitate weeding and creation of inventory data*. A master inventory file can be created as part of the tagging/encoding process so that the Library gets the added benefit of reconciling inventory from the tagging data.

After the collection is processed and the Library is operating day to day, the Wi-Fi Blade reader serves as the *most powerful handheld system* available to libraries. With a power setting similar to that used in RFID gates, the battery-operated reader can reliably detect items quickly and easily. And when shelf order becomes a priority, the power can be switched to a lower power mode for better granularity. The handheld reader comes with a battery operated tablet that’s lightweight and easy to use.

### Reporting

The **OneStop** self-service platform records virtually every button press, from language selection to help requests, checkout session length, number of items per session, etc.

EnvisionWare software records transaction data locally and in a remote, centralized database. FCPL can run reports on each station and/or optionally report from the central database with EnvisionWare **Enterprise Reporter** software. The Library can run a broad array of reports and display grid data and visualizations in dashboards. Data can be exported into different formats as desired. Users can subscribe to the delivery of reports and create custom reports, graphs, and dashboards.

**EnvisionWare System Monitor & CloudConnect™** is installed with every EnvisionWare application. CloudConnect *supports remote management of the systems via a browser from any location*. The

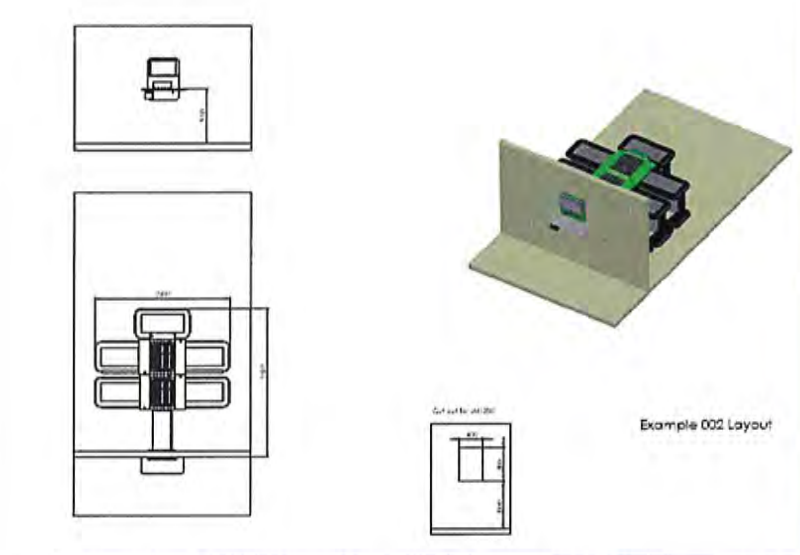
database stores considerable information about checkout sessions which can be used in Enterprise Reporter. Enterprise Reporter provides web-based reporting. System Monitor is used to diagnose system problems, upload diagnostic files and create and update support cases from any application station. This system is included in annual maintenance. *As of version 3.1, administration can be performed for any and all systems anytime, anywhere.*

### **Automated Materials Handling**

EnvisionWare became Lyngsoe's exclusive North American partner in 2017. EnvisionWare and Lyngsoe Systems have created a partnership to provide public libraries with cutting-edge logistics, self-service, and library-efficiency solutions. Similar to EnvisionWare's commitment to grow with their customers, Lyngsoe has developed a relationship-based consultation process that aids in the creation of new products and systems that stay ahead of the ever-changing library environment. The two companies share an understanding of delivering the best solutions to all types of libraries – regardless of size. This common goal has led to the development of evolving solutions in self-service, AMH, and Intelligent Material Management (IMMS). With a focus on innovation, the Companies are not only creating the best ergonomic solutions for today; they are creating systems that will constantly evolve and adapt with libraries around the globe.

The AMH system is completely modular and system components can be added at any time. Additional patron returns, staff inductions, and additional sort points can be added so long as space allows. A new sorter module can be installed and configured in a matter of hours, minimizing down time and effects to staff. The variety of destination types can be changed or added. Options include the bins, tote locations, self-stacking shelving carts, and sort destinations with powered leveling capability.

Sample 5-bin AMH



24-Hour Library

EnvisionWare’s **24-Hour Library™** is the PROVEN solution. Customers that purchased the initial systems have returned to expand their operations over time. San Diego County Library has ordered their fifth (5th) system. Pioneer Library System has four (4) systems installed and a fifth (5th) on order. Other customers have also deployed multiple systems. These expansions are evidence not only of a successful system, but of the services from EnvisionWare that maintain high availability of systems designed to deliver services around the clock.

The **24-Hour Library™** check-out process is similar to that of a self-checkout experience in the library.

The EnvisionWare **24-Hour Library** also provides 24x7x365 self-check in. For branding, the screen sports customized colors and the Library logo. The left side of the system provides a lightbox for displaying a backlit sign. The top front of the system provides a display to show branding and messages, time of day and other patron-focused information.



*EnvisionWare's Model 235 24-Hour Library*



As items are inserted into the system the internal sorter moves materials into bins based on library sorting criteria.

The model 24L-235 holds a total of 235 items which can be print or media. This system accepts the return of up to 600 items into the internal 9-bin sorter.

Model 24L-340D holds a total of 340 items which can be print, media and irregular hold items like bagged kits, e-readers and other odd-shaped items. The system accepts the return of up to 1,000 items into the internal 14-bin sorter.



*Licking County, Ohio 24-Hour Library™*

### **Sample Implementation Plan**

EnvisionWare designs each project to fit the specific needs of a customer. Below is a sample plan outline that shows tasks for a comprehensive project. Depending upon FCPL's choices and options the final plan will vary. Additional Consulting resources can be allocated to implement a complete system faster, but the default plan considers the speed at which many customers are comfortable with adopting new technology. The encoding aspect of a project is the most time-consuming. This can be mitigated by adding more staff (or EnvisionWare resources) to the encoding project.

The following is a general outline for a new RFID project. The actual schedule will be determined collaboratively between the Library and the Implementation Consultant. EnvisionWare has been meeting customer implementation requirements for twenty years, which speaks to the Company's ability to meet the Library's schedule.

**Step 1: Contracting**

The Management Team, Implementation Consultant, Sales Consultant and Contract Administrator meet to introduce and review information about any new customer relationship and/or any major new project with an existing customer. The group gains an understanding about the unique qualities of Faulkner County Public Library and any special requirements that fall outside a traditional project.

**Step 2: First Contact**

The Library's Sales Consultant, John Himes, will schedule a telephone conference to introduce the Implementation Consultant and the members of the Library team.

**Step 3: Project Introduction**

The EnvisionWare Consultant will schedule a web session to discuss the overall project goals, start development of the final Statement of Work; review the components of the system, train in the use of the Customer Center and establish a general schedule. The Consultant will introduce the Library Marketing Kits, which are materials to promote the new technology to staff and other materials for the public. These kits are essential components of a comprehensive approach to implementing new services.

**Step 4: First Site Visit**

Upon completion of the Statement of Work, the trainer will schedule the onsite visit to provide an Orientation to RFID and How to Tag and Encode Materials. The logistics group will arrange for shipment of encoding equipment and tags.

Once onsite, the trainer will explain the fundamentals of RFID technology and provide a general overview of the benefits and concerns of migrating to RFID. Actual encoding will occur as each participant is asked to encode materials. Upon completion of training, the trainer will visit each location and gather photos and dimensions of the libraries.

**Step 5: Encoding**

The Library (or optionally, EnvisionWare) will encode the collection. During this period the logistics team will be managing the production and delivery schedules for the equipment.

**Step 6: Installation**

While encoding is ongoing the Consultant will coordinate times for remote installation of host applications like Branch Manager for alerts and email, eCommerce server for fine payment, and MySQL for statistics.

As encoding nears completion the Implementation Consultant will coordinate with the Library to establish a date to begin installation. The Consultant will arrive onsite and follow this general outline:

- Meet with staff to review the planned activities
- Install RFID Gates
- Install Staff Stations

- Train in the use of the Staff Station
- Train staff about alerts
- Install First Self-Checkout Station
- Train in the use of Self-Checkout
- Deploy remaining Self-Checkout Stations
- Train in the use of Inventory systems (optional)
- Train on Reporting Capabilities
- Train IT staff for routine troubleshooting and support procedures

On average, a branch can be installed in 2 days. For larger projects, additional consultants can be assigned to reduce the time to deploy.

## TRAINING AND DOCUMENTATION FOR FAULKNER COUNTY PUBLIC LIBRARY

**Bidder will supply adequate training free of charge to the library as part of the implementation process. Adequate training is defined by the following:**

Training is included in the turnkey project. There is no set limit on the amount of training.

EnvisionWare believes that the library will be more successful, and the support requirements will be reduced if Faulkner County Public Library determines when training is sufficient.

Training outlines and formal agendas are developed during the creation of the Statement of Work. EnvisionWare gives Faulkner County Public Library the control to determine when training has been sufficient. The success of the Library and the reduced impact to support are key drivers that favor an approach where only a customer can determine when training is complete. Current customers can use existing login credentials to review written materials in the Customer Center. Committee members or prospective customers without access may request login credentials from John Himes.

- 1. Training key circulation, technical services, system administration, and public services staff in the use of all equipment. Total number of staff to be trained is approximately 30-40.**

Understood and agree.

- 2. Training will be performed by the bidder and will take place at the library. Training software should be Mac-compatible.**

EnvisionWare works with each customer to develop a training program that fits the desired style. Some libraries prefer classroom instruction whereas others like a train-the-trainer approach. In all cases the trainer will ensure that training or a refresher occurs as systems are deployed. There is no training software per-se. Presentations can be provided in PPT which opens in Keynote or EnvisionWare can convert presentations to native Keynote files.

**Additional training requirements include:**

- 1. The library requires user manuals, plus any other materials that are typically distributed during training.**

All product manuals are posted in the [EnvisionWare Customer Center](#), which Faulkner County Public Library currently has access to. Additional login accounts for any number of staff may be requested. Staff can download manuals as often as needed and is authorized to make unlimited printed copies for internal use. In consideration of the environment, manuals are provided only in electronic PDF form.

With each new feature release the product manuals are updated to incorporate the latest capabilities and to illustrate all visual changes in the system.

- 2. The library requires that manuals be available in electronic format with unlimited distribution within the Library and shall be supplied free of charge.**

Staff can download manuals as often as needed and is authorized to make unlimited printed copies for internal use.

- 3. The library requires unlimited interaction with the bidder sales staff and technical support staff during installation planning, the installation phase, and follow-up immediately after such installation.**

A successful project depends upon good communication. The Sales Consultant remains available as needed. The implementation Consultant is not limited by the time spent with any customer in a turnkey project. The only requirement is to schedule time to ensure availability and focus on Faulkner County Public Library's needs.

- 4. Introductory operator/user/staff training shall be provided at no charge.**

Yes. There are no separate charges for training. EnvisionWare typically quotes flat fees that cover project management, installation and training. An alternative approach is a quotation for hourly services, however, hourly services often exceed the flat rates quoted. Flat rate turnkey projects focus on the successful outcome of an effective enterprise solution and not on tracking minutes.

## PROJECT SUPPORT AND MAINTENANCE FOR FAULKNER COUNTY PUBLIC LIBRARY

### Normal operating hours for tech support, and procedures for obtaining assistance during off hours;

Support operates 24x7x365 for circulation customers. At any hour FCPL staff can call 888-409-0888 to speak directly with a technician.

During the hours of 8:30am to 7:00pm Eastern Time, Monday through Friday, support cases submitted online will be managed. Customers can also open a LiveChat session with support from any computer during these hours.

There are 18 technicians available to manage customer support requirements. Support is managed from EnvisionWare headquarters in Atlanta. There are EnvisionWare support technicians and engineers located in:

- > Atlanta, Georgia
- > Portland, Oregon
- > Columbus, Ohio
- > Ithaca, New York
- > Jamaica, New York
- > Las Vegas, Nevada
- > Lodi, California
- > Ronan, Montana
- > Scottsdale, Arizona

Faulkner County Public Library staff can use four methods of requesting support:

- > [Customer Center – Online Portal/Email](#)

The EnvisionWare Customer Center is a comprehensive self-service portal into the Library's customer relationship. Billing, maintenance records, project status, knowledge base, enhancements, support cases, library marketing kits, and more services are available from the online system.

To log a support case, log into the Customer Center and select Contact Support. A form opens to facilitate entry of information about the issue. The person entering the Case will receive an email confirmation. Support will engage by email and telephone until a resolution is achieved.

Support cases can be linked to enhancement and defect Issues. Customers can view linked Issues from a choice on the menu.

> Toll Free Telephone

Call the direct toll-free number, 888-409-0888 to reach technical support. 90% of all incoming calls are answered directly by a technician. The Service Level Agreement defines the maximum time for a response. Telephone support is available during standard support hours or 24x7 depending upon the support level included with purchase.

> LiveChat

From any computer, log into LiveChat from the Customer Center to discuss a support issue with a support technician during standard business hours.

> EnvisionWare System Monitor

This application is installed wherever EnvisionWare software is installed. Invoke the Console by right-clicking the icon in the system tray. Use Customer Center credentials to log in. Here FCPL staff can run a system diagnostic of the local computer and upload the information to an existing or new support case. Staff can add details directly in the System Monitor console.

**First year costs, if any, and subsequent years' costs;**

There are no support charges during the first-year warranty period. Annual maintenance pricing is included in Quotation US-54253.

**Any sub-contractors with which the bidder works;**

For this solution, everything is provided by EnvisionWare. For future sorting, EnvisionWare partners with Lyngsoe for the delivery and implementation of Automated Materials Handling systems. EnvisionWare partners with Feig Electronics for the supply of some of the gates and readers offered by our Company but in all cases EnvisionWare provides all delivery, installation and support. In addition, EnvisionWare is unique among all US suppliers in being the only company to control manufacturing of kiosks, countertops, readers and gates, all of which are designed by EnvisionWare and manufactured in a factory we control. This unique capability makes it possible for EnvisionWare to offer high quality at lower prices and to create and deliver systems that fit the unique needs of public libraries.

**Any warranties and/or guarantees for the system and/or support and Service;**

EnvisionWare warrants that the proposed solution will meet/exceed performance and reliability standards included in the RFP response, for the entire period the solution is maintained by the Vendor.

The warranty is provided in the [EnvisionWare End User License Agreement](#). Details about the Service Level Agreement are provided in the [Sample Agreement](#).

Tags are guaranteed for the lifetime of the item to which they are affixed; they're also guaranteed to deliver the best performance.

**Guaranteed response times for both remote and on-site support;**

The [Sample Agreement](#) defines the SLA's for Platinum support. 90% of all incoming calls are answered live. EnvisionWare guarantees a call back to any message within 2 hours. Onsite service will be dispatched within 4 hours of determining a site visit is required. The maximum time to remedy a major outage is 48 hours but this would be an extreme situation. Generally speaking, EnvisionWare resolves the majority of cases on the first event.

**Locations of support technicians;**

EnvisionWare employs 18 people in the technical organization to deliver support services. Technical, Sales, and field engineers and technicians are located in the following locations:

- > Atlanta, GA (Headquarters)                      Richmond, VA
- > Ithaca, NY    Dallas, TX
- > Syracuse, NY    Bolton, ON (Regional Parts/Service Centre)
- > Jamaica, NY    Ft. Lauderdale, FL (EnvisionWare International)
- > Chicago, IL    Phoenix, AZ
- > Las Vegas, NV (Parts/Service Ctr)              Lodi, CA
- > Portland, OR    Ronan, MT
- > Provo, UT    Columbus, OH (Regional Technology Center)
- > A backup network of more than 400 technicians are located across the US and Canada for delivery of rapid on-site response.

**System update and upgrade policy;**

Customers under maintenance are licensed to download all hotfixes, service packs, and new feature releases at customer convenience. All updates are cumulative, which means that a library can skip an update if the release does not include a required capability. All subsequent releases will include prior updates.

Customers are notified about updates via a Tweet, a User Forum Post, and a user subscription to the weekly Forum email updates. Customers can download and update software any time it is convenient. The standard support agreements assume that customers will perform downloads which amount to running an installer either locally at a machine or remotely via a login script. Support will assist customers with questions about upgrades. If a customer requires upgrades to be performed by EnvisionWare, the upgrade can be scheduled with Professional Services for an hourly fee. Upgrades amount to running an installer which means that a typical station upgrade takes only a few minutes. An upgrade to a server-based system like eCommerce or Enterprise Reporter Server may require more.

EnvisionWare continually updates applications to provide new functionality as well as changes to accommodate compatibility or defect corrections. Features are driven primarily by customer feedback.



Software updates fall into four categories:

- **Generation Releases:** These represent major rewrites of an application and occur about every four to six years.
- **Feature Releases:** Most products offer one to two feature releases per year. Some products are updated three times a year.
- **Service Packs:** These represent bug fixes that undergo extensive regression testing. The number of service packs can vary between one to four per year.
- **Hotfixes:** These represent patches, which are released as needed. Some hotfixes are released within a day for critical issues.

Releases are announced via four different methods:

- **Twitter:** Followers of @EnvisionWare receive instant notices of every update
- **User-to-User Forum:** Subscribers can view release information and subscribe to sections of the forum for email updates
- **Product Announcements:** These are general email announcements for major enhancement releases
- **AlphaBytes Newsletter:** This emailed newsletter provides an overview of all releases that occurred in the preceding quarter.

Customers can log into the *EnvisionWare Customer Center* any time to:

- **View Release Notes:** Release Notes are published for all new features and defects.
- **Download updates**
- **Access the latest manuals:** Manuals are updated for all feature releases.

Updates are cumulative, which means that Faulkner County Public Library staff can choose which update will be downloaded and installed. Customers can skip releases and download and install only when an update provides a required new feature or defect correction.

When anyone on the library's staff reports a problem, or requests an enhancement, a notice is emailed automatically to the user making the request. This notice includes details about the development issue and product version.

**Turnaround time guaranteed by bidder to acquire and install replacement Parts;**

EnvisionWare maintains a considerable inventory of spare parts in the Atlanta headquarters as well as parts in the Las Vegas, NV and Columbus, OH support centers. Some common parts are carried by regional technicians and engineers. Items can be shipped overnight when necessary.

**Qualifications of key support team personnel;**

All support technicians are trained on a per product basis. Technicians must pass a certification exam before being permitted to provide support for each product.

Implementation Consultants are experienced at a variety of installations and across all products a Consultant installs. Some projects may require more than one consultant if the product expertise requires another individual. A single Consultant will oversee the complete project schedule.

**Sample sales, software, and support agreements.**

The warranty is described in the [Sample Agreement](#) and [End User License Agreement \(EULA\)](#).

## OTHER RELEVANT INFORMATION FOR FAULKNER COUNTY PUBLIC LIBRARY

Included in this section:

- > Quotation US-54253 - Proposed Solution
- > Quotation US-54286 - Options for the Library's consideration
- > AMH Sample Drawings
- > Datasheets
  - EnvisionWare RFID Solutions
  - OneStop™ Self-Service Software
  - Self-Service Hardware
  - EnvisionWare® eCommerce Services™ Self-Service Solutions
  - Coin and Bill Acceptor
  - PCI
  - EnvisionWare Enterprise Reporter
  - Automated Materials Handling
  - Library Marketing Kits

**Bill To**

DeAnna Dillon  
 The Public Libraries of Faulkner County  
 1900 Tyler St  
 Conway AR 72032  
 United States

**TOTAL**

**\$97,356.50**

Quote Expires: 1/22/2020

<b>Federal EIN</b>	<b>Currency</b>	<b>Terms</b>	<b>Sales Rep</b>	<b>Maintenance Expires</b>
58-2424595	US Dollar	Net 30 Days	Himes, John	10/31/2020
<b>Quotation Title</b>	<b>Memo</b>			
RFID for 8 Building System	RFID - RFP Quote			

Qty	Item / Description	Ship To	Unit Price	Amount
240,000	<b>RFID-TAG-U *2x3BL SLIX2</b> RFID TAG - RECTANGULAR - BLANK LABEL - Ultra-Read Rectangular, R1 Adhesive, Rolled Out, Printable Matt paper face - Antenna: 45x76 mm/1.77x2.99 inches   AL   SLI*x*2 1024 bit - Lifetime Warranty  ** PACKAGE: 4 rolls of 1,500/roll typical **	Main Conway	\$0.12	\$28,800.00
24,000	<b>RFID-TAG-U DVDBL SLIX2</b> RFID TAG -DVD XR - BLANK LABEL - Ultra-Read Advanced Media Tag, R1 Adhesive, Rolled Out Antenna: 110 mm/4.33 inches   AL   SLIX2 1024 bit - Printable clear face. - Lifetime Warranty*  ** PACKAGE: 3 rolls of 1,000/roll typical **	Main Conway	\$0.42	\$10,080.00
18	<b>RFID Staff Station (*Standard)</b> RFID STAFF & TECH SERVICES STATION HW/SW PACKAGE includes DeskPad shielded RFID Antenna/Reader kit with USB cable, ferrites and mounting hardware plus RFID Software Suite. Suite integrates with circulation clients and provides encoding/query application.  ##REQUIREMENTS## USB and power connection Windows PC with network connection Native circ client integration: Polaris: RFID API   Sierra: Item Status API   Symphony: No added requirement Semi integration: All other ILS platforms	Main Conway	\$590.00	\$10,620.00



Qty	Item / Description	Ship To	Unit Price	Amount
1	<b>RFID-GATE 3D-WA-U 1-Wide Aisle</b> TRANSPARENT RFID GATE WITH RADAR PEOPLE COUNTER - EXTRA WIDE AISLE WIDTH Two pedestals support a single aisle width of 63 inches/1600mm.  High accuracy, multi-dimension detection; Transparent Acrylic blends with every decor; auto-tuning; Visual and Audible alarms plus Ethernet integration to Branch Manager software. Internal radar technology people counter for directional accuracy.  Lead time: 6 weeks	Main Conway	\$6,495.00	\$6,495.00
3	<b>RFID-GATE 3D-R-U 1-Aisle (B)</b> TRANSPARENT 3D RFID GATES WITH RADAR PEOPLE COUNTER-1-Aisle (2-Pedestals), Version B - 3D, high accuracy, multi-dimension detection; Transparent Acrylic blends with every decor; auto-tuning; 40-item/second; Visual and Audible alarms plus Ethernet integration to Branch Manager software. Internal radar technology people counter for directional accuracy and auto-gate wake-up. + OPTION: EnvisionWare Branch Manager	Main Conway	\$4,595.00	\$13,785.00
1	<b>EBM-ENT SW</b> ENVISIONWARE BRANCH MANAGER (EBM) - ENTERPRISE EDITION - Gate alerts, people counts for gate radar module, email OneStop receipts and more. + REQUIRED: (1) SIP2 Connection	Main Conway	\$1,995.00	\$1,995.00
1	<b>RFID-READER-WIFI-U</b> WI-FI RFID BLADE READER/ANTENNA Operates as a Wi-Fi Access Point or in Client mode. Battery operates 8 hours at 1.5w and 4 hours at 4 watts reader power. One of the most powerful handheld readers available. Dimensions: 460 x 260 x 27mm / 18.1 x 10.23 x 1 inches]. The blade is 1.5mm / .06 in thick. 21 ounces including system with battery. ++ Requires RFID Software Suite/Inventory Manager	Main Conway	\$2,195.00	\$2,195.00
1	<b>RFID-Tablet10D-U</b> MOBILE TABLET FOR INVENTORY AND STAFF MOBILITY AND OUTREACH 10" Battery operated Mobile Tablet Detachable keyboard Windows 10 (1) USB Connection for optional USB RFID Reader (1) MicroUSB; (1) SD Slot Wi-Fi for Internet, Network and RFID-Wi-Fi Inventory Reader 6.9 x 10.4 x .7 in / 175 x 264 x 17 mm   2.2 lbs / 1kg 4GB RAM / 64GB SSD : Zippered Case INCLUDED SOFTWARE: Inventory Manager and RFID Software Suite	Main Conway	\$795.00	\$795.00



Qty	Item / Description	Ship To	Unit Price	Amount
3	<b>SSC-X11-KS#-BK-BK v3</b> <i>X11 Kiosk - Software Included</i> <i>21.5" Touch Screen Display</i> <i>Windows 10 Pro</i> <i>Integrated High Capacity Receipt Printer</i> <i>1D/2D Smartphone-ready barcode scanner</i> <i>DeskPad RFID Reader/Antenna</i> <i>10 ft Ethernet Cable / 6 ft Power Cord</i> <i>OneStop Self Service Circulation Software</i> <i>RFID Software Suite</i>	Main Conway	\$5,550.00	\$16,650.00
	<b>SUBTOTAL Items</b>			\$91,415.00
	<i>SUBTOTAL for Items Above</i>			
	<b>Discount: *EnvisionWare Products or Services</b>			(\$9,141.50)
	<i>DISCOUNT for EnvisionWare Products or Services</i>			
1	<b>PS-RFID-ISV</b> <i>RFID INITIAL SITE VISIT for new RFID Libraries for Training, Pre-Installation and a Site Survey</i>  <i>Introduction to RFID, Encoding/Tagging/Technical Services Training, Encoding System Setup and Site Survey "</i>  <i>Includes services and first day travel expense.</i>		\$1,975.00	\$1,975.00
1	<b>PS-PM-BLDG</b> <i>ENVISIONWARE COLLABORATIVE PROJECT SERVICES -- PER BUILDING</i> <i>* 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.</i> <i>* A Statement of Work (SOW) will be developed collaboratively which defines the responsibilities of EnvisionWare and your staff and includes consulting services, planning, installation, training and acceptance criteria.</i>  <i>++ This price does not include any of the fixed travel costs (Continental US) or billed expenses (Outside USA) items when onsite services are requested.</i>		\$1,000.00	\$1,000.00
1	<b>PS-EXPFF-U 1st Day</b> <i>ENVISIONWARE PROFESSIONAL SERVICES - FLAT FEE FOR EXPENSES - First of Every Five Days Onsite. No partial days.</i>		\$975.00	\$975.00
4	<b>PS-EXPFF-U Additional Day</b> <i>ENVISIONWARE PROFESSIONAL SERVICES - FLAT FEE FOR EXPENSES - Additional Days After First. Maximum (4) additional days before an additional First day is required.</i>		\$250.00	\$1,000.00



# ENVISIONWARE®

Enriching Public Library Service Inside and Out

EnvisionWare, Inc.

2855 Premiere Parkway Suite A, Duluth, GA 30097-5201

Toll Free +1 (800) 216-8370 Direct +1 (678) 382-6500

## Quotation

US-54253

10/24/2019

Qty	Item / Description	Ship To	Unit Price	Amount
	<b>SUBTOTAL Items</b>			\$4,950.00
	<i>SUBTOTAL for Items Above</i>			
	<i>Main (Conway) - 5 days on-site</i>			
	<i>Annual Maintenance starting Year 2 = \$6,403.95</i>			

**Subtotal** \$87,223.50

Freight charges are estimated; actual charges will be billed.

**Freight** \$3,108.63

Send your purchase order or email confirmation to:

**Tax** \$7,024.37

**EMAIL:** orders@envisionware.com | **FAX:** +1 678.382.6501

Standard terms and conditions apply: <http://system.envisionware.com/terms>

**PST-CA**

**Total** \$97,356.50



Bill To

EWI  
 DeAnna Dillon  
 The Public Libraries of Faulkner County  
 1900 Tyler St  
 Conway AR 72032  
 United States

<b>Federal EIN</b> 58-2424595	<b>Currency</b> US Dollar	<b>Terms</b> Net 30 Days	<b>Sales Rep</b> Himes, John	<b>Partner</b>
<b>Quotation Title</b> RFP for RFID for 8 Building System	<b>Memo</b> RFP I Options for Additional Solutions	<b>Quote Expires</b> 1/26/2020		

Qty	Item / Description	Rate
1	<p><b>RFID-Conversion Cart (Laptop)</b>                      ENVISIONWARE PORTABLE CONVERSION CART, VERSION C - Standard Laptop Model                      Portable, flexible, battery-operated conversion cart delivers in-stack high performance RFID conversion.                      * Laptop with Windows 10                      * Automatic rapid-speed portable RFID Tag dispenser                      * 1D/2D Barcode Scanner                      * EnvisionWare RFID Reader Kit                      * 8-hour Battery System operates cart on a single charge                      * Surge Protector and Cabling                      * Rolling cart 40.25" H x 18" W x 30" D in teak finish * Assembly, testing                      ++ REQUIRES: RFID Software Suite</p>	\$5,495.00
1	<p><b>RFID-RENTAL-U Portable Conversion Cart (*Standard)</b>                      RENTAL FEE - ENVISIONWARE PORTABLE CONVERSION CART                      Temporary use of EnvisionWare's Portable Conversion Cart for RFID for 3 months. Placing an order for rental means that you have read and understand the Rental Terms and Conditions found here:  <a href="http://system.envisionware.com/site/Rental_Terms.html">http://system.envisionware.com/site/Rental_Terms.html</a>                       Please send an email to sales-us@envisionware.com to confirm your acceptance of the rental equipment terms and conditions.</p>	\$1,500.00
225,000	<p><b>RFID-TAG-U SERVICE: Encoding</b>                      RFID TURNKEY ITEM ENCODING SERVICE - Includes onsite encoding the RFID tags, placement of tags in the items, profiling, project management, labor, travel, on-site expenses, training, light dusting, weeding and collection data created in a central database that can be used to perform inventory.                      * Price does not include the cost of the RFID tag.</p>	\$0.335
1	<p><b>RFID-TAG-U Print (Setup)</b>                      RFID TAG ARTWORK SETUP SERVICE - Creation of tag-appropriate artwork using customer-provided logo/text/artwork for use in printing RFID tags. One Setup charge per unique design. NOTE: Rectangular tags are applied in PORTRAIT orientation. Our graphic designer will convert your artwork to this standard. [ Submit artwork to graphics@envisionware.com. ]</p>	\$149.00





Qty	Item / Description	Rate
3,000	<b>RFID-TAG-U *2x3PB STD SLIX2</b> RFID TAG - BOOK - PRINTED BLACK - Ultra-Read SLIX2 RECTANGULAR Tag I 1024 bit Antenna: 45x76 mm/1.77x2.99 inches ** PACKAGE: 4 rolls of 1,500/roll typical **	\$0.17
1,000	<b>RFID-TAG-U DVDPB SLIX2</b> RFID TAG -DVD XR - PRINTED BLACK Ultra-Read SLIX2 Advanced Media Tag I 1024 bit Antenna: 110 mm/4.33 inches ** PACKAGE: 3 rolls of 1,000/roll typical **	\$0.55
1	<b>RFID Staff Station (DiscReader)</b> RFID DiscReader HW/SW PACKAGE - Includes Compact desktop RFID Reader/ Antenna plus RFID Software Suite.  USB-powered reader designed for compact staff stations, bookmobiles and remote/ outreach activities. RFID power: 1/2 watt. Diameter: 7" Height: 1/2"  Detects maximum of 8" above and 8" below top surface of pad. Reads tags at table level at 4.5" away from side of pad	\$429.00
1	<b>SSC-EMC2-V3 OT-U</b> ENVISIONWARE MEDIA CASE CONTROLLER - VERSION 3 FOR ONETIME CASES RFID-Enabled Media Case Management of ClearVu Media Cases. * Compatible with the following ClearVu OneTime case models: -- OTCD-1C CD Case Single, Clear; OTCD-2C CD Case Dual, Clear -- OTDVD-1B/C Single DVD Case, Black/Clear; OTDVD-2B/C Dual DVD Case, Black/ Clear -- OTDVD-4B/C Quad DVD Case, Black/Clear; OTDVD-6B/C 6 Pack DVD Case, Black/Clear -- OTFM One Time Flash Media; OTDVD-BR One Time Blu Ray Supports Playaway cases with OneTime locks.  ++ Requires OneStop+RFID Software Suite - or - RFID Software Suite and III Express Lane or Polaris ExpressCheck with an existing RFID DeskPad or 1-Pad -- Not compatible with RFID-READER-U Reader 1W Silver (or Feig MR101) ++ Requires (1) USB Port	\$1,895.00
1	<b>SSC-X11-CPS#-BK-BK</b> X11 Countertop - Portrait Display Software Included 21.5" Touch Screen Display Windows 10 Pro Integrated Receipt Printer 1D/2D Smartphone-ready barcode scanner DeskPad RFID Reader/Antenna 10 ft Ethernet Cable / 6 ft Power Cord OneStop software RFID Software Suite	\$4,500.00



Qty	Item / Description	Rate
1	<p><b>SSC-X11-KVTS#-BK-BK (**USD) 3T MX915 v3 (N)</b> X11 Vending Kiosk (Network Capability) - Software Included w/ Terminal Mount 21.5" Touch Screen Display Windows 10 Pro Integrated High Capacity Receipt Printer 1D/2D Smartphone-ready barcode scanner DeskPad RFID Reader/Antenna Next Generation Vending Control System - Copy Payment-ready Coin Acceptor Bill Validator 10 ft Ethernet Cable / 6 ft Power Cord OneStop Self Service Circulation Software RFID Software Suite Verifone MX915 Credit Card Terminal Mount</p>	\$8,695.00
1	<p><b>SSC-X11-SC STD (BK)</b> X11 Kiosk Sidecar - Standard 1-tier model provides an integrated extension to the detection surface for holding books, media and personal items during checkout. Black.</p>	\$575.00
1	<p><b>SSC-X11-SC DX (BK)</b> X11 Kiosk Sidecar - Deluxe 2-tier model provides an integrated extension to the detection surface for holding books, media and personal items during checkout. The second tier is designed to accommodate the EnvisionWare Media Case Controller (EMC2). It also provides a concealed path for connection to the under-surface USB port on the kiosk. Black.</p>	\$695.00
1	<p><b>ECS-SelfServ Bldg [1st]</b> ENVISIONWARE ECOMMERCE SERVICES SELF SERVICE WEB AND TERMINAL SYSTEM [ 1st Building ] Software for Web, Kiosk Transactions and Terminal-based payment. Payment methods include cash, vending, accounts and credit cards. Web can be used by patrons for fine payment and account revalue.  Terminals can be integrated with OneStop Self Checkout stations, Self Service Kiosks (Launch Command), Library Document Station, Print Release Terminals, Polaris Staff Clients and Polaris ExpressCheck. + Required: Windows server and SSL certificate. + Required for Millennium and Sierra: EW PTS and III Fines Payment Web Service (118FP-WS) +Card Terminal subscriptions are quoted separately</p>	\$1,995.00
1	<p><b>ECS-SelfServ Bldg [Addl]</b> ENVISIONWARE ECOMMERCE SERVICES SELF SERVICE WEB AND TERMINAL SYSTEM [ Additional Building ] For libraries with more than 1 building add 1 license per building after the first. (There is a maximum of 14 additional buildings/15 total). +Card Terminals optional</p>	\$695.00
1	<p><b>ECS-SelfServ T915-Y</b> SUBSCRIPTION (Annual): Verifone Terminal, PAYware GATEWAY Transactions, Interface, for unlimited transactions / month for 12 months on POINT platform  ** Subscription term: 3 year commitment. Full balance of term payable for early termination. ** ** Lead Time: 10 weeks</p>	\$475.00
1	<p><b>ECS-SelfServ PW-WEB-Y</b> SUBSCRIPTION (Annual) WEB-based PAYware Connect Gateway with Secure Payment Page . 1000 transactions per month. **For each transaction over 1000, there will be a \$0.05 charge**</p>	\$180.00



Qty	Item / Description	Rate
1	<p><b>ECS-Staff Register SW</b>                      ENVISIONWARE ECOMMERCE SERVICES STAFF REGISTER Software (STS) - Library Point of Sale software for integrated fine payment, account revalue, credit card processing and over-the-counter transactions.</p> <p>++ REQUIRES ++                      * ILS SIP2                      **FOR CREDIT CARD TRANSACTIONS THE FOLLOWING ARE REQUIRED:                      * Purchase of any of the "ECS-TPS PW..." Payment Servers to enable credit card capabilities.                      * Credit Card Terminal</p>	\$995.00
1	<p><b>ECS-Staff Register CCP</b>                      ENVISIONWARE ECOMMERCE SERVICES Staff System - Credit Card Processing Activation Key, Licensed: Per Building</p> <p>++ REQUIRES ++                      *Purchase of "ECS-Staff Register SW" for each Staff Station/Register                      * Purchase of any of the "ECS-Staff System PW..." items for credit card transaction subscription.                      * Credit Card Terminal                      * ILS SIP2</p>	\$50.00
1	<p><b>ECS-Staff Register-Drawer (*Standard)</b>                      5-bill/note drawer with 3-position key lock, detachable RJ12 activation cable and emergency drawer open lever; 16.1" L X 16.7" W X 4.7" H [410mm L X 425mm W X 120mm H]</p>	\$125.00
1	<p><b>ECS-Staff System Adv Location</b>                      ENVISIONWARE ECOMMERCE SERVICES Staff System - Advanced Location Manager Software -- Full Interface with Advanced Multi-register and configuration features (STS)</p>	\$1,249.00
1	<p><b>ECS-Staff System Enterprise</b>                      ENVISIONWARE ECOMMERCE SERVICES Staff System - Enterprise Manager Software (STS) Base Package. Includes first 10 user licenses for reporting (supports unlimited module connections).</p>	\$4,795.00
1	<p><b>EER-Architect License (01)</b>                      EnvisionWare Enterprise Reporter Architect License                      * Licensed per desktop                      * View, edit and create reports. Includes support for standard reports.</p> <p>++ REQUIRES ++                      - Pre-existing installation of Authentication and Accounting Module (AAM)</p>	\$1,995.00



# ENVISIONWARE®

Enriching Public Library Service Inside and Out

EnvisionWare, Inc.

2855 Premiere Parkway Suite A, Duluth, GA 30097-5201

Toll Free +1 (800) 216-8370 Direct +1 (678) 382-6500

## Options

#US-54286

10/28/2019

Qty	Item / Description	Rate
1	<b>EER-Server (05)</b> EnvisionWare Enterprise Reporter - Server * 5-user Server system * Includes software, report bundles, first year maintenance for standard reports. * Share information with other named users, publish information to your website; view and interact from any browser, iPad or Android Tablet  ++ RECOMMENDED ++ - Pre-existing installation of Authentication and Accounting Module (AAM) database on MySQL for reporting on EnvisionWare Time & Print Management and Online AAM Accounts - MySQL database for reporting on eCommerce Self Service and RFID  +OPTIONS+ Additional user login accounts in 5-user increments	\$4,995.00
1	<b>AMH-2K 04B 1PI 1S</b> AMH Gen2000 RFID Sorting System: 04-Bin, (1) Patron Inlet (Internal), (1) Staff Inlet	\$75,900.00
1	<b>AMH-2K 06B 1PI 1S</b> AMH Gen2000 RFID Sorting System: 06-Bin, (1) Patron Inlet (Internal), (1) Staff Inlet	\$86,900.00
1	<b>AMH-2K 07B 1PI</b> AMH Gen2000 RFID Sorting System: 07-Bin, (1) Patron Inlet (Internal)	\$72,900.00
1	<b>AMH-2K 08B 1PI 1S</b> AMH Gen2000 RFID Sorting System: 08-Bin, (1) Patron Inlet (Internal), (1) Staff Inlet	\$99,900.00



Qty	Item / Description	Rate
1	<p><b>24L-340D</b>            24-Hour Library Main System - 340 Item System            Delivers 24/7 library services including check out, return, item renewals, (2) large touch screen displays for program information, OPAC, ebook downloads or other library services, (1) display for branding, (2) Channel Wi-Fi, 340-item shelving capacity, 1000 item 14-bin sorter for returns</p> <ul style="list-style-type: none"> <li>- Heating system</li> <li>- Main System with 1D/2D card/smartphone barcode scanner for patron cards and items, and RFID and barcode detection for items and patron cards</li> <li>- Router with VPN support - Integrated 2-CH WiFi Access Point</li> <li>- Custom Sign Artwork/Design</li> <li>- Shelving step, supplies</li> <li>- Delivery minimum 12 weeks after confirmation of site plan</li> </ul> <p>+ REQUIREMENTS            ILS: SIP2 interface with Booksort extensions (Millennium/Sierra customers require optional SIP2 sorter API)</p> <ul style="list-style-type: none"> <li>- 120V 20A Power for system (+120V 60A service for heater operation in cold climates)</li> <li>- Internet Connection and Power (refer to specifications)</li> <li>- Overhang or canopy</li> <li>- Installation and Project Management required and not included - varies by requirements</li> </ul> <p>+ ANNUAL MAINTENANCE - 11% of published price.</p> <p>* OPTIONS</p> <ul style="list-style-type: none"> <li>- eCommerce Self Service and ECS 24 Kiosk Terminal</li> <li>- Customer Central Management Control Licenses</li> <li>- Canopy and optional side panels</li> </ul>	\$149,900.00
1	<p><b>24L-Canopy (235)</b>            24-Hour Library Canopy for 24L-235 Series            Provides full canopy with panels on the rear, sides, and front for sites without overhead protection.</p> <ul style="list-style-type: none"> <li>- Transportation and installation are not included</li> <li>- Not Covered Under Maintenance</li> <li>- Requires EnvisionWare Canopy Installation Services - PS-PM 24L Canopy</li> </ul>	\$34,395.00
1	<p><b>24L-Canopy (340)</b>            24-Hour Library Canopy for 24L-340 Series            Provides full canopy with panels on the rear, sides, and front for sites without overhead protection.</p> <ul style="list-style-type: none"> <li>- Transportation and installation are not included</li> <li>- Not Covered Under Maintenance</li> <li>- Requires EnvisionWare Canopy Installation Services - PS-PM 24L Canopy</li> </ul>	\$46,595.00



Qty	Item / Description	Rate
1	<p><b>24L-Canopy (340) XL</b>                      24-Hour Library Canopy for 24L-340 Series                      Provides extra-large full canopy with panels on the rear, sides, and front for sites without overhead protection.                      - 2 Feet Longer than Standard Canopy                      - Transportation and installation are not included                      - Not Covered Under Maintenance                      - Requires EnvisionWare Canopy Installation Services - PS-PM 24L Canopy</p>	\$47,195.00
1	<p><b>24L-PM 24L Canopy</b>                      *CANOPY INSTALLATION FOR 24-HOUR LIBRARY                      Turnkey labor services including expenses for the installation of a 24-Hour Library CANOPY in conjunction with the purchase of a 24-Hour Library system.</p>	\$22,295.00
1	<p><b>LDS Bundle: Complete System (ELS)-U (E)</b>                      LIBRARY DOCUMENT STATION (LDS) ENTRY LEVEL SYSTEM: 21.5-inch Display; Rev E; 8.5X11 Bookedge Scanner. Scan to email, smartphones, tablets, USB, Google Drive, network, PDF, Word (no OCR), TIFF, JPEG and PNG files. Print via LPT:One print management and and locally configured printers. Scan to Fax is incorporated and includes the first 250 pages per system per month. Charges are incurred over 250 pages. System includes: * All-In-One 21.5" Touch Screen Computer and Downloadable Software * 8.5" X 11" (215.9 x 279.4mm) LED Book Edge Scanner * CloudConnect * Next Day Advance Replacement                      ----- REQUIRES -----                      + LPT:One 4.8 and higher for copies when integrating with LPT:One                      + RJ-45 LAN connection to Internet                      ----- OPTIONS -----                      + Photo Scanner, Overhead Scanner                      + EnvisionWare Coin and Bill Acceptor                      + Automatic Document Feeder                      + OCLC Article Exchange/ILLiad Software                      +Authentication module                      + Cloud Storage options                      + OCR Upgrade for Searchable PDF and Word files                      + USB Dock                      + EnvisionWare eCommerce Services</p>	\$3,645.00



Qty	Item / Description	Rate
1	<p><b>LDS Bundle: Complete System (*Std)-U (E)</b></p> <p>LIBRARY DOCUMENT STATION (LDS) STANDARD PACKAGE: 21.5-inch Display; Rev E; 11X17 Bookedge Scanner.</p> <p>Scan to email, smartphones, tablets, USB, Google Drive, network, searchable PDF and Word files, TIFF, JPEG and PNG files. Print via LPT:One print management and locally configured printers. Scan to Fax is incorporated and includes the first 250 pages per system per month. Charges are incurred over 250 pages. System includes:</p> <ul style="list-style-type: none"> <li>* All-In-One 21.5" Touch Screen Computer and Software</li> <li>* 11" x 17" (279.4 x 431.8mm) LED Book Edge Scanner</li> <li>* CloudConnect * Next Day Advance Replacement</li> </ul> <p>----- REQUIRES -----</p> <ul style="list-style-type: none"> <li>+ LPT:One 4.8 and higher for copies when integrating with LPT:One</li> <li>+ RJ-45 LAN connection to Internet</li> </ul> <p>----- OPTIONS -----</p> <ul style="list-style-type: none"> <li>+ Photo Scanner, Overhead Scanner</li> <li>+ EnvisionWare Coin and Bill Acceptor + Automatic Document Feeder</li> <li>+ OCLC Article Exchange/ILLiad Software +Authentication module</li> <li>+ Cloud Storage options</li> <li>+ USB Dock</li> <li>+ EnvisionWare eCommerce Services</li> </ul>	\$4,560.00
1	<p><b>LDS Bundle: Software/Scanner Bundle (*Std)-U</b></p> <p>LIBRARY DOCUMENT STATION (LDS) SOFTWARE/SCANNER STANDARD PACKAGE: Customer provided display; 11X17 Bookedge Scanner.</p> <p>Scan to email, smartphones, tablets, USB, Google Drive, network, searchable PDF and Word files, TIFF, JPEG and PNG files. Print via LPT:One print management and locally configured printers. Scan to Fax is incorporated and includes the first 250 pages per system per month. Charges are incurred over 250 pages. System includes:</p> <ul style="list-style-type: none"> <li>* 11" x 17" (279.4 x 431.8mm) LED Book Edge Scanner</li> <li>* CloudConnect * Next Day Advance Replacement</li> </ul> <p>----- REQUIRES -----</p> <ul style="list-style-type: none"> <li>+ Touch Screen Windows PC with Windows 7 Pro and above</li> <li>+ LPT:One 4.8 and higher for copies when integrating with LPT:One</li> <li>+ RJ-45 LAN connection to Internet</li> </ul> <p>----- OPTIONS -----</p> <ul style="list-style-type: none"> <li>+ Photo Scanner; Overhead Scanner; Fujitsu Duplex Scanner</li> <li>+ Automatic Document Feeder for flatbed scanner</li> <li>+ EnvisionWare Coin and Bill Acceptor</li> <li>+ OCLC Article Exchange/ILLiad Software</li> <li>+ Authentication module</li> <li>+ Cloud Storage options</li> <li>+ USB Dock</li> <li>+ EnvisionWare eCommerce Services</li> </ul>	\$3,595.00



Qty	Item / Description	Rate
1	<p><b>LDS Bundle: Software/Scanner Bundle (ELS)-U</b>                      LIBRARY DOCUMENT STATION (LDS) SOFTWARE/SCANNER ENTRY LEVEL SYSTEM: Customer provided display; 8.5X11 Bookedge Scanner.</p> <p>Scan to email, smartphones, tablets, USB, Google Drive, network, PDF, Word (no OCR), TIFF, JPEG and PNG files. Print via LPT:One print management and locally configured printers. Scan to Fax is incorporated and includes the first 250 pages per system per month. Charges are incurred over 250 pages. System includes:                      * 8.5" x 11" (215.9 x 279.4mm) LED Book Edge Scanner                      * CloudConnect * Next Day Advance Replacement                      ----- REQUIRES -----                      + Touch Screen Windows PC with Windows 7 Pro and above                      + LPT:One 4.8 and higher for copies when integrating with LPT:One                      + RJ-45 LAN connection to Internet                      ----- OPTIONS -----                      + Photo Scanner; Overhead Scanner; Fujitsu Duplex Scanner                      + Automatic Document Feeder for flatbed scanner                      + EnvisionWare Coin and Bill Acceptor                      + OCLC Article Exchange/ILLiad Software                      + Authentication module                      + Cloud Storage options                      + OCR Upgrade for Searchable PDF and Word files                      + USB Dock                      + EnvisionWare eCommerce Services</p>	\$2,500.00
1	<p><b>LDS COM: ADF (*Std) 11X17</b>                      LIBRARY DOCUMENT STATION COMPONENT: Automatic Document Feeder                      * Simplex                      * Output: 45 PPM                      * Capacity of 50 sheets                      * 11.8" x 17" (300 x 432mm)</p>	\$995.00
1	<p><b>LDS COM: SCAN Fujitsu Sheetfeed-U (B)</b>                      LIBRARY DOCUMENT STATION COMPONENT: Scanner Hardware - Fujitsu Duplex Sheetfeed Document Scanner, VerB                      * 600x600                      * 60ppm                      * Up to 4000 scans/day                      * 11.8"W x 6.7"D x 6.4"H (300x 170 x 163mm)</p>	\$1,199.00
1	<p><b>LDS COM: SCAN Overhead System-U</b>                      LIBRARY DOCUMENT STATION COMPONENT: Scanner Hardware and Software - Overhead with Integration License and custom stand                      * H scanning: 285-218dpi; V scanning: 283-152dpi                      * 8.3" x 6.1" x 15" (210x 156 x 383mm)</p>	\$2,795.00
1	<p><b>LDS COM: SCAN Photo System80-U</b>                      LIBRARY DOCUMENT STATION COMPONENT: Scanner Hardware and Software - Photo with Integration License                      * 85 photos / min at 300dpi; Supports 600dpi                      * 6.3" x 13" x 9.7" (162 x 330 x 246mm)</p>	\$2,795.00





Qty	Item / Description	Rate
1	<b>LDS COM: USB</b> LIBRARY DOCUMENT STATION COMPONENT: USB Dock Station	\$15.00
1	<b>CBA-VX/N *USD-3T BL</b> ENVISIONWARE COIN/BILL ACCEPTOR - US Dollar Network-connected system with X-connect for Copy Payment Manager. 3-tube system supports .05/.10./25/.50 coins and 1/5/10/20 dollar bills. Standard color: Black (putty optional) *** SPECIFY COPIER *** Manufacturer: Model: Color: Black	\$3,295.00
1	<b>CPM Bldg [1st]</b> COPY PAYMENT MANAGER [ First Building ] - Software for kiosk-based payment of copies via cash (vending), account (ILS or MySQL) and Credit Card. Launch from Copy Payment Manager menu, Launch Command or OneStop. Install on local Windows Pro Desktop or on a Windows Server for enterprise management.  + Required: CBA-VX Coin/Bill Acceptor, X11-V Vending Kiosk, or, for customers with CBA-V, a CBA-V to VX upgrade kit + CBA-V Series Copier Cable + ECS-SelfServ eCommerce Software + Card Terminal subscriptions are quoted separately	\$595.00
1	<b>CPM Bldg [Addl]</b> COPY PAYMENT MANAGER [ Additional Building ] - For libraries with more than 1 building add 1 license per building after the first.  + Required: CBA-VX Coin/Bill Acceptor, X11-V Vending Kiosk, or, for customers with CBA-V, a CBA-V to VX upgrade kit + CBA-V Series Copier Cable + ECS-SelfServ eCommerce Software + Card Terminal subscriptions are quoted separately	\$195.00
1	<b>LPT-MPS-1YR-U</b> SUBSCRIPTION (1-Year Prepaid) MobilePrint Service(tm) - Print from virtually any patron device via App, Email or Custom Web Portal. Pick up at LPT:One Print Release Terminals. No additional hardware required. - Licensed by the number of Buildings or Job Queue Engines, whichever is greater. ++ REQUIRES LPT:One EnvisionWare Print Management v4.9+	\$595.00
1	<b>SIP2SSL ENT</b> ENVISIONWARE SIP2 SSL ENCRYPTION SERVICE - Enterprise Edition Provides encryption of SIP2 between the ILS and remote applications. This license is for a multi-building library system.	\$1,095.00
1	<b>PS-HR-CF-U</b> ENVISIONWARE PROFESSIONAL SERVICES - Services are available at the hourly rate quoted and are billed according to actual time used. The minimum charge for Onsite services is 8 hours plus expense charges.	\$150.00
1	<b>PS-EXPPF-U 1st Day</b> ENVISIONWARE PROFESSIONAL SERVICES - FLAT FEE FOR EXPENSES - First of Every Five Days Onsite. No partial days.	\$975.00



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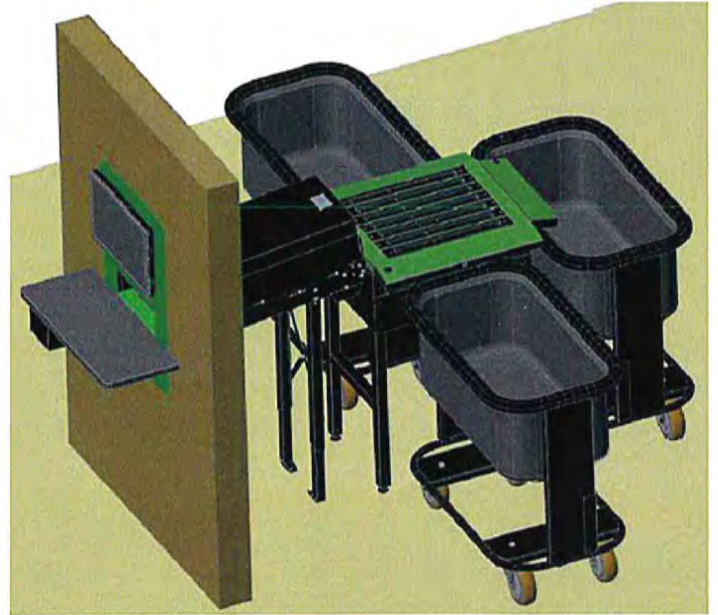
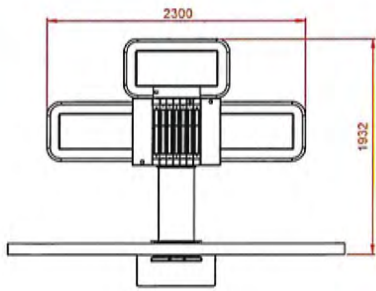
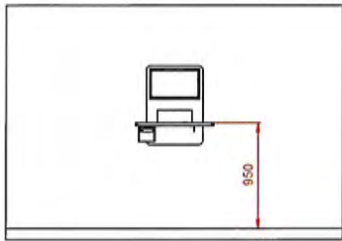
## Options

#US-54286

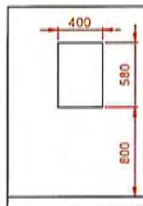
10/28/2019

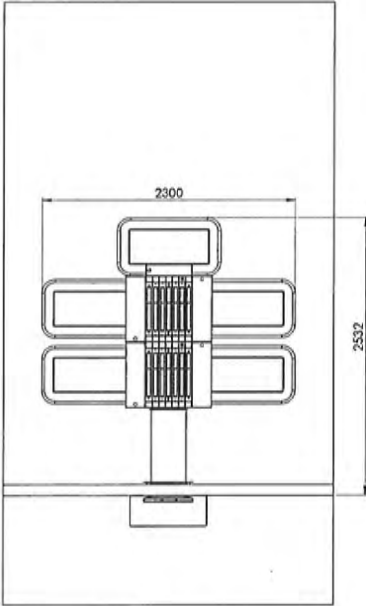
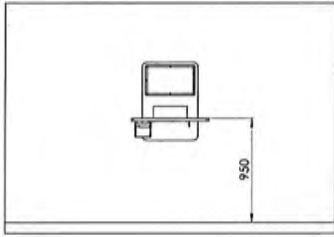
Qty	Item / Description	Rate
1	<b>PS-EXPPF-U Additional Day</b> ENVISIONWARE PROFESSIONAL SERVICES - FLAT FEE FOR EXPENSES - Additional Days After First. Maximum (4) additional days before an additional First day is required.	\$250.00



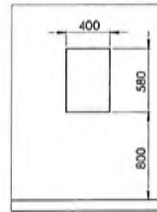


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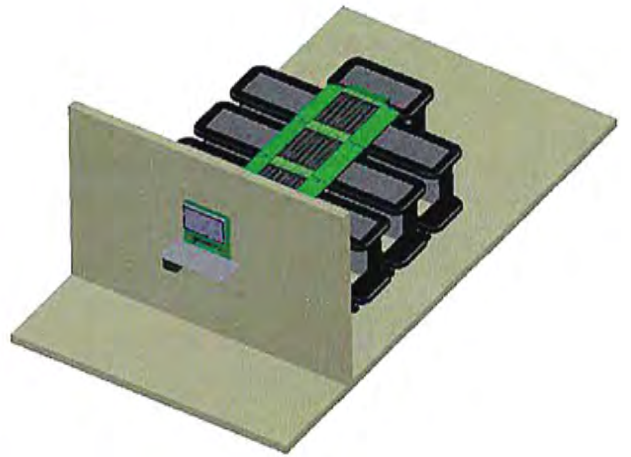
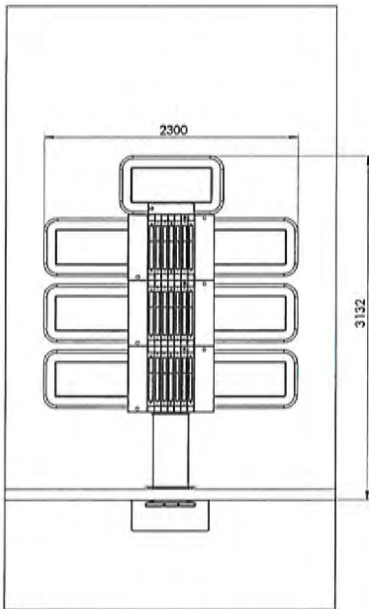
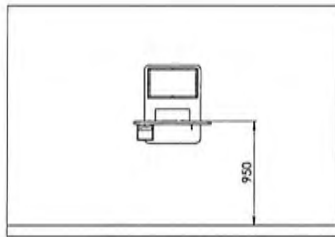




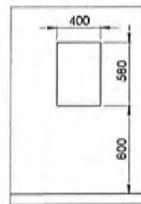
Cut-out for LM1200



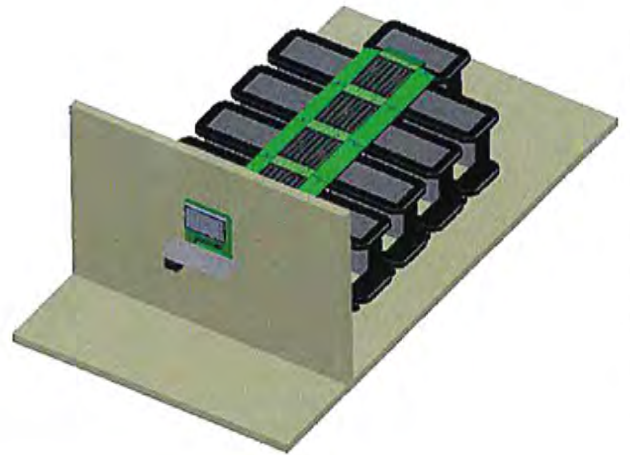
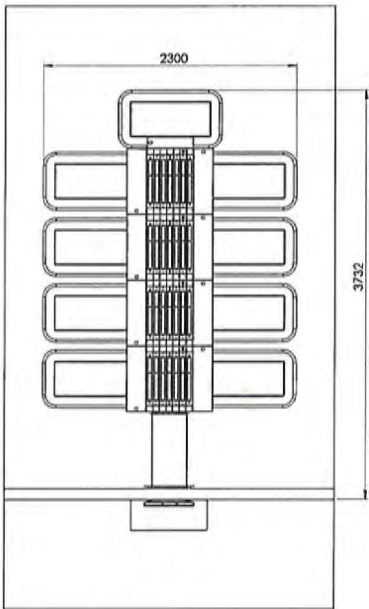
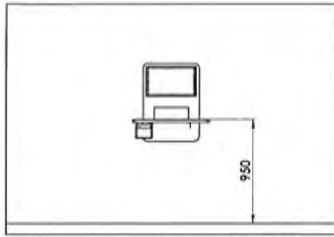
Example 002 Layout



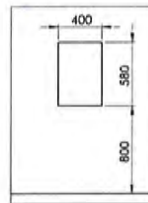
Cut out for LM1200:



Example 003 Layout



Cut out for LM1200:

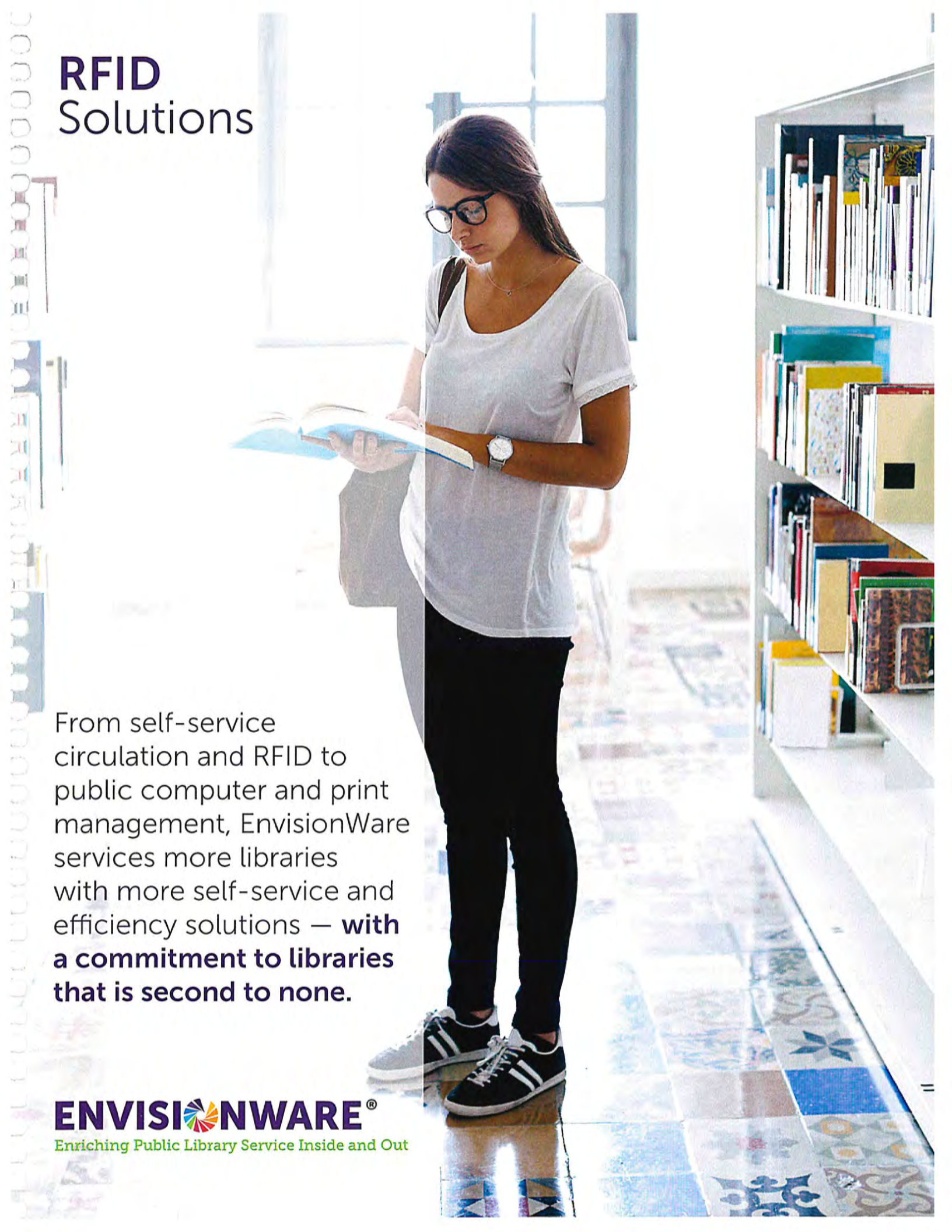


Example 004 Layout

# RFID Solutions

From self-service circulation and RFID to public computer and print management, EnvisionWare services more libraries with more self-service and efficiency solutions — **with a commitment to libraries that is second to none.**

**ENVISIONWARE®**  
Enriching Public Library Service Inside and Out



# RFID Solutions

EnvisionWare offers a full suite of RFID solutions designed for libraries of all sizes. Whether you plan to convert your collection manually, rent or purchase an RFID conversion cart, or are interested in a full-service conversion, EnvisionWare can help you make your transition to RFID easy, efficient and within budget.

## ENVISIONWARE® RFID SOFTWARE SUITE™

Our Rapid Encoding Mode removes the manual burden from encoding, providing 100% keyless data entry that results in higher accuracy. It also supports simultaneous weeding during encoding, enabling you to later upload the file to the ILS for inventory.

- Encode and validate tags from every RFID-enabled station
- Use encoding data to take a complete inventory from a centralized database
- Read and convert other vendor proprietary data models to the ISO standard
- Re-encode key data elements on-the-fly
- Integrates directly into Polaris, Millennium and Sierra staff clients and self checkout systems and Symphony staff client, or use seamlessly with other circulation clients

## RFID READER KITS

A complete reader package with all of the components you will need for a seamless RFID installation.

- Shielded antenna reads less than ½" to the sides
- Requires only a USB and power connection
- Install on the surface or below a counter
- High-performance ferrites to reject interference that can impair perfect detection
- Self-diagnostic systems display alerts



## RFID SECURITY

### RFID Gates

Both the EnvisionWare® ProLine Series™ RFID Gates and the EnvisionWare® MasterSeries UltraTransparent Gates™ offer audible and visual alarms, people counters and staff screen alerts through integration with EnvisionWare® Branch Manager™. Two design options to fit your budget and decor.





## SELF-SERVICE CHECKOUT & RETURN SOLUTIONS

### Self-service Software and Hardware

EnvisionWare RFID Software works seamlessly with our complete line of hardware and software options, including:

- OneStop™ software for library supplied computers
- ProLine™ Component Self-service Station - delivers the lowest entry point for a complete system
- X5 Self-service Station - a highly customizable kiosk system
- X11 Series Self-service Stations - available in kiosk and countertop versions



### Media Security

The EnvisionWare® Media Case Controller (EMC2)™ provides one simple step to checkout and unlock any Clear-Vu One-Time™ cases, including Playaways®.

## MOBILE OUTREACH & INVENTORY

Extremely versatile, the Mobile System can be used with a staff circulation client or EnvisionWare OneStop software for a portable checkout station, as well as inventory management, outreach, training, and mobile reference. Lightweight and durable, the system operates on battery up to 10 hours and includes:

- Mobile 10-inch tablet
- Wi-Fi RFID Blade Reader
- Inventory software



## ENTERPRISE SOLUTIONS

### Branch Manager

EnvisionWare® Branch Manager™ provides instant alerts from RFID gates to staff stations configured to monitor alerts. Staff sees the item ID, media type, gate location and item title on a display that supports alert acceptance and dispatch.

Additionally, Branch Manager supports alerts from OneStop™ self-checkout stations. Staff alerts include help requests, out of paper alerts and ILS connectivity issues. Patrons can press a help request button and the name of the screen the patron is currently viewing is visible, enabling staff to provide immediate assistance.

### System Monitor

EnvisionWare® System Monitor™ is installed with each software component to manage license retrieval and activation and monitor system health. System Monitor diagnoses problems at multiple levels and provides alerts specific to the issue, such as if an RFID reader cable is disconnected or an RFID tag is invalid.

With a couple of clicks at any computer library staff can open or update a support case and submit a complete diagnostic of the computer including logs, configuration settings and details about the hardware and operating system.



## AUTOMATED MATERIALS HANDLING

### Automated Returns

Our Intelligent Returns software is designed to increase efficiency and save valuable staff time. This software can be incorporated into a complete self-service Intelligent Returns Station™, an RFID-enabled chute designed for rapid processing of returns.

### Sorting Systems

EnvisionWare offers a 2 to 253-bin automated materials handling system designed to expand or change based on the needs of your library. The EnvisionWare Modular Sorter™ is whisper quiet and reliable, with a track record of 99% uptime.

## PAYMENT SOLUTIONS

RFID software integrates with EnvisionWare eCommerce Self-service Solutions for:

- Credit, debit and online payments
- Online payment using library deposit/credit accounts
- Coin and bill stations for cash payments
- Stored value payment systems

## RFID TAGS

EnvisionWare's GEN5 tags are age-and heat-tested to ensure lasting a lifetime without degradation.

- Library standard compliant: ISO 15693/18000-3
- Volume-priced discount, regardless of your collection size
- Offered in a broad range of tag formats with multi-color and pre-encoded tag options
- Unique '7-CENT' tags for periodicals and paperbacks
- Unique iPad tag

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[www.envisionware.com](http://www.envisionware.com)

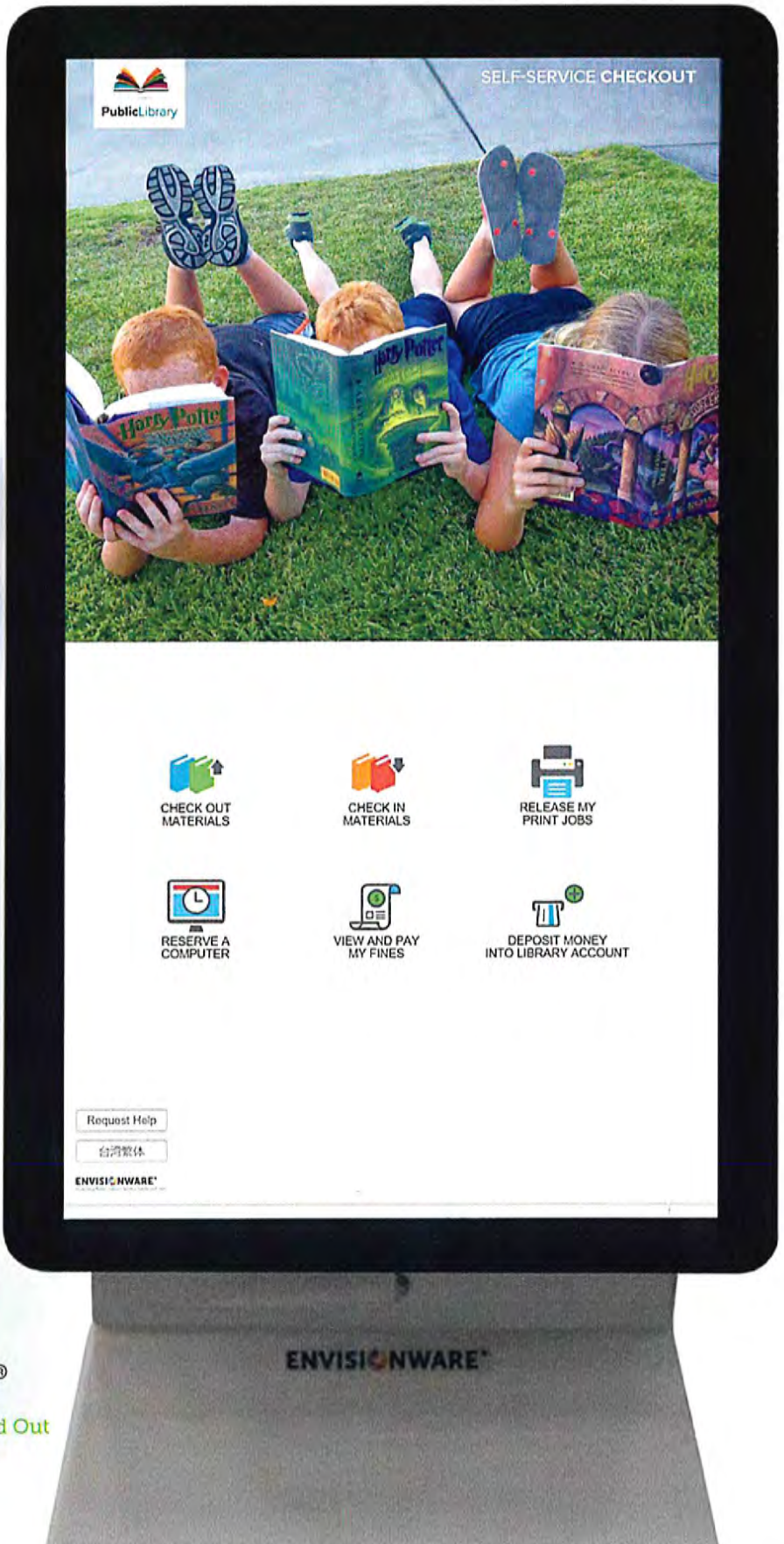
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DSRFID-180404-U-R5

EnvisionWare, Inc. Corporate Headquarters  
2855 Premiere Parkway, Suite A  
Duluth, GA 30097-5201  
Toll Free 800-216-8370  
Direct +1 (678) 382-6500

# OneStop™ Self-Service Software

OneStop™ combines an engaging interface for patron self-service with a customizable platform to showcase library news, events and more.

Modern and intuitive, OneStop works with EnvisionWare's hardware or your existing hardware to provide a cost-effective and flexible software solution.



## SELF-CHECKOUT AND SO MUCH MORE

With EnvisionWare's OneStop™ software, your patrons enjoy the ease of use they've come to expect with a self-checkout system, combined with the flexibility, efficiency and integration you need to keep your library running smoothly.

OneStop integrates with EnvisionWare's full suite of self-service solutions for time and print management, fine payment and more. This all-in-one solution saves on hardware costs and space, and provides a single interface for patron self-service.

Integrate with EnvisionWare's PC Reservation® and LPT:One™ software for computer sign-up and print release

Integrate with EnvisionWare® eCommerce Services™ for fine payment

Add EnvisionWare® Branch Manager™ for email receipts, staff alerts and help requests

Enable patrons to checkout media with EnvisionWare® Media Case Controller (EMC2)™ for RFID-ready media collections

Use OneStop™ in the Intelligent Returns Station Mode as a staff-managed book drop or staff returns station

OneStop is compatible with barcode and RFID technology, including RFID-based patron cards.

PublicLibrary

SELF-SERVICE CHECKOUT

ASK A STAFF MEMBER ABOUT  
*Story Time*

Library Program Schedule

Web Design Workshops  
Central Library will offer weekly workshops on the basics of web design every Thursday evening at 7pm beginning January 5th. Sessions will cover a variety of topics including User Experience, Responsive Design, Page Architecture, Analytics, Using Templates, Basics of Wordpress, and Content Management. For more information, please call ext. 7535.

ASK A STAFF MEMBER ABOUT  
*Technology Programs*

CHECK OUT MATERIALS

CHECK IN MATERIALS

RELEASE MY PRINT JOBS

RESERVE A COMPUTER

VIEW AND PAY MY FINES

DEPOSIT MONEY INTO LIBRARY ACCOUNT

Request Help

台灣繁體

ENVISIONWARE



## ENGAGE PATRONS

OneStop takes customization to a new level, enabling you to use your own photos to showcase your library or community, select from a bank of out-of-the box themes, or a combination.

Standard themes include:

**Seasons:** Choose from multiple images each season to keep your self-checkout interface fresh and relevant throughout the year

**Children's Imaginative:** Whimsical and eye-catching photos to draw the attention of even the youngest readers

**Reading Classic:** Engaging photos for patrons of all ages

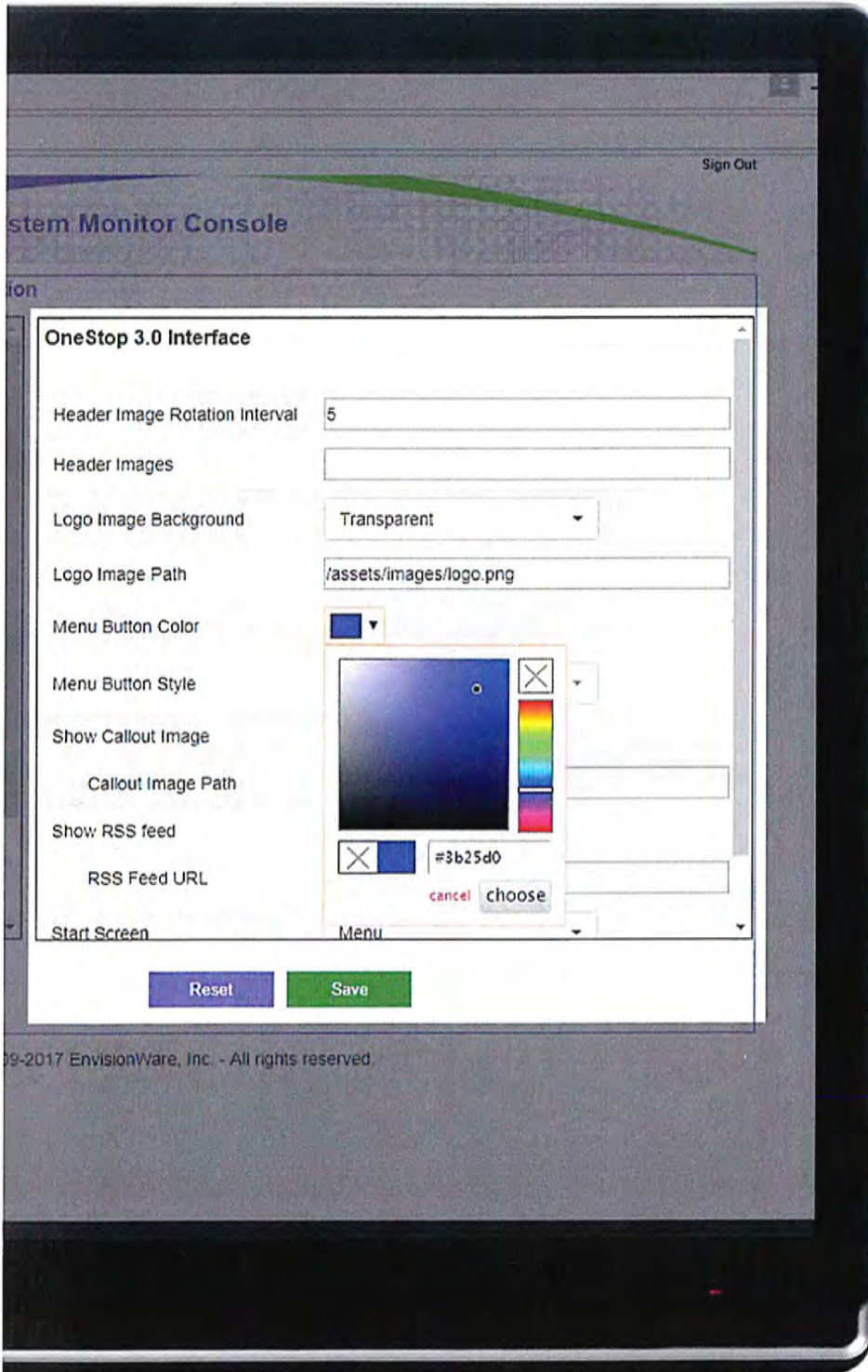
**News & Events:** Promote your library events with these out-of-the box announcements for book clubs, story times, teen programs and more

Themes can be used together or separately, or used in combination with your own imagery, announcements and news feeds.



## PROMOTE LIBRARY SERVICES AND EVENTS

With OneStop, you can customize the screens to display your own photos or graphics. You can also stream library news from your library's website or other feeds in real time on the screen.



## CUSTOMIZE AND CONFIGURE WITH EASE

Make OneStop an extension of your library:

Add your library's logo

Change the color palette of the interface to match your branding

Leverage the included API to create a fully customized patron experience or custom circulation application

Enable patrons to change the language display with the click of a button

Customize the language options to suit your community

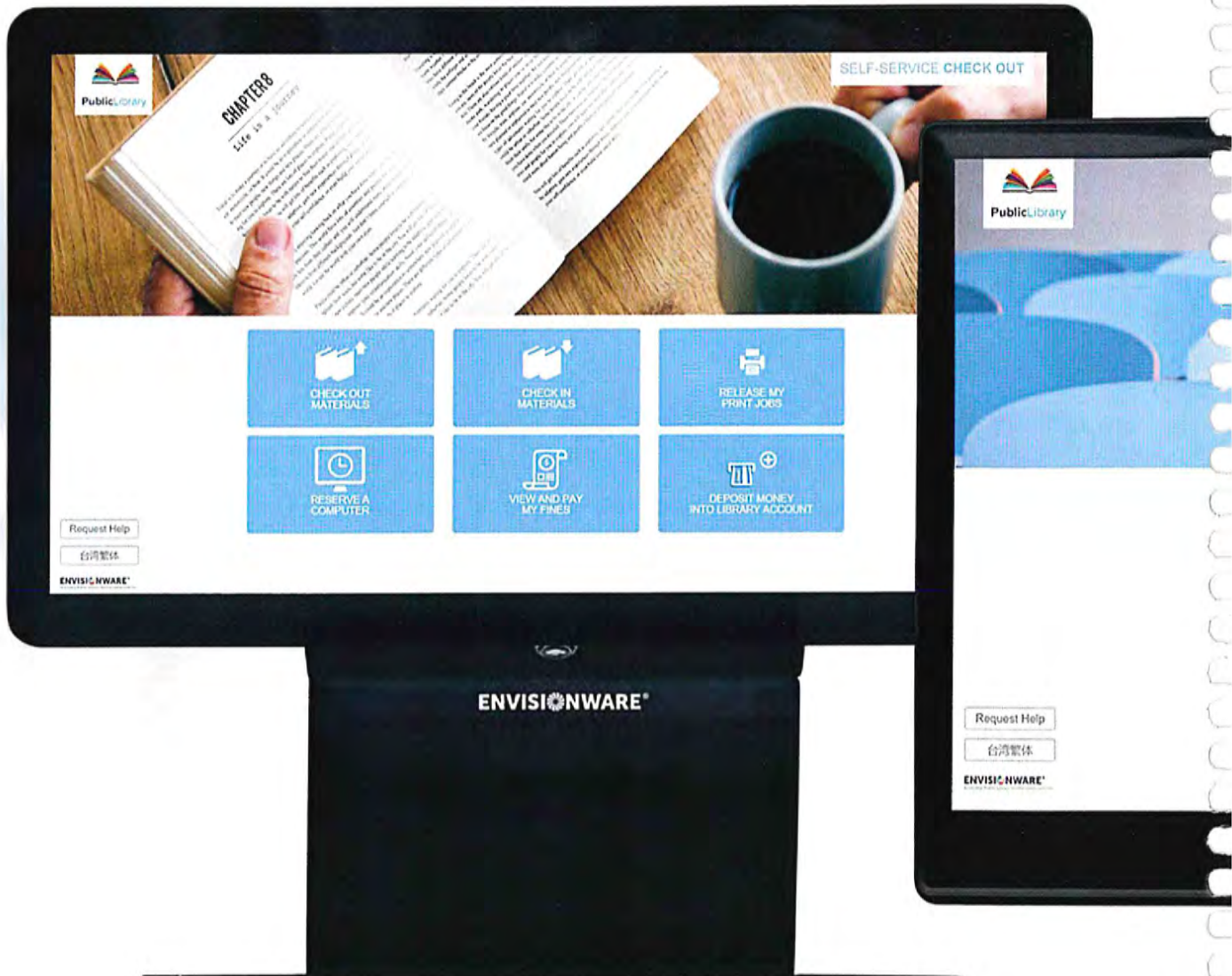
## ENABLE PATRONS TO DISCOVER THEIR NEXT BEST READ

Enhance the visibility of your collection and enable patrons to discover new titles during checkout. OneStop works seamlessly with your NovelList Select for Self-checkout subscription to serve-up reading recommendations during self-checkout. Patrons can select titles that interest them and place a hold, or print or email the recommendations on their receipt, keeping the title top of mind for their next library visit.

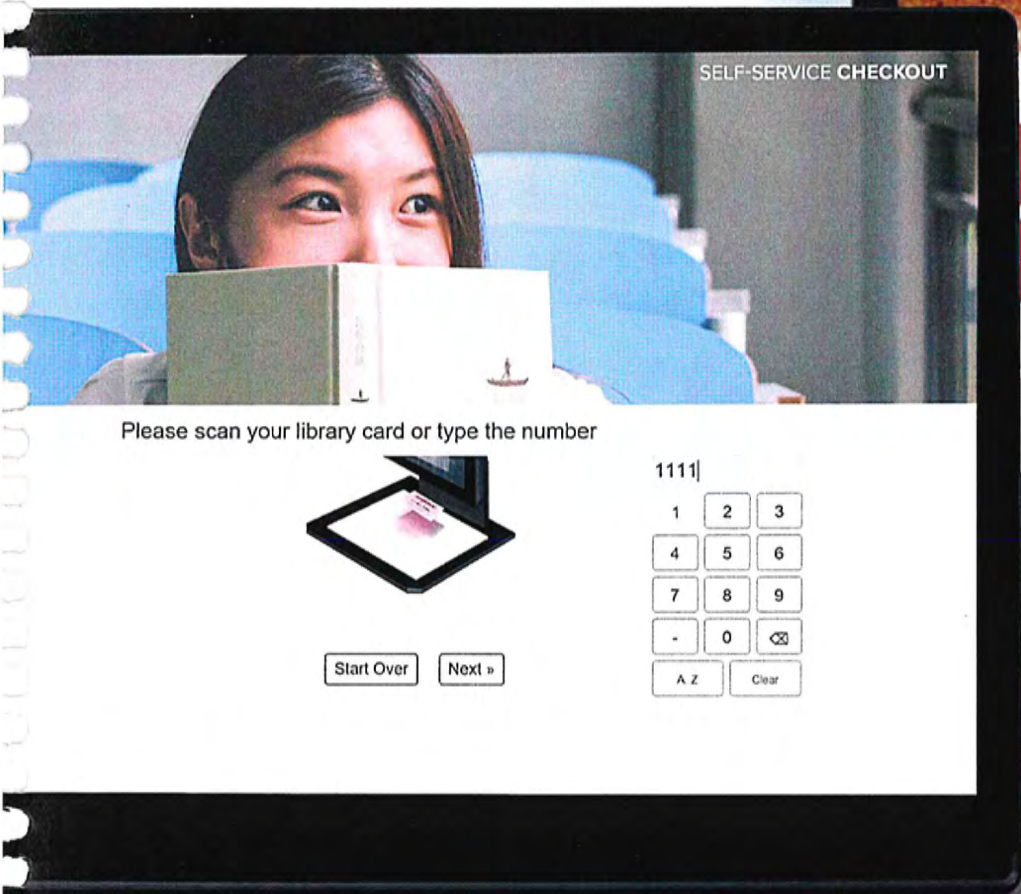
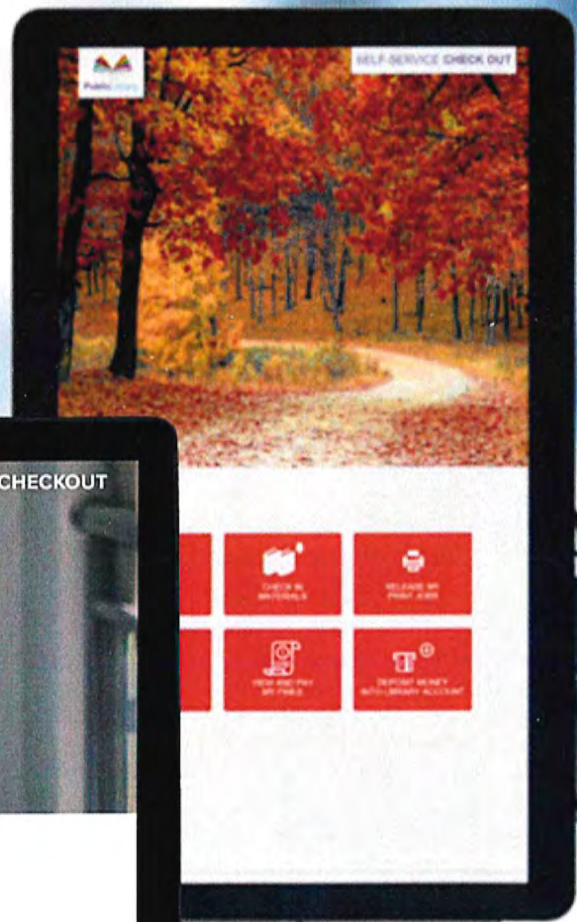


## YOUR HARDWARE OR OURS

OneStop is designed to help libraries maximize their resources by using existing hardware or selecting from EnvisionWare's cost-effective suite of self-service hardware. Intuitive and flexible, OneStop automatically adapts based on hardware resolution, making it a breeze to install and configure the software.







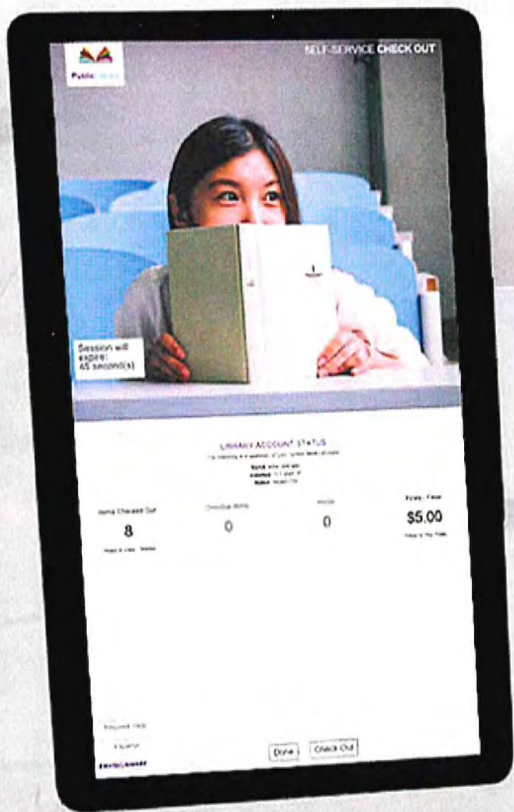
ENVISIONWARE



ENVISIONWARE®

# Self-service Kiosks and Countertops

When it comes to self-service, one solution does not fit all libraries. EnvisionWare offers a complete line of self-service options to address the needs of your library, your patrons and your budget.



EnvisionWare provides a modern, intuitive self-service experience and the flexibility to leverage your existing self-service software or hardware or integrate with ours.

### OPTIONS FOR YOUR LIBRARY

The X11 Series is designed by EnvisionWare to deliver a broad array of choices in modern, easily serviced countertops and kiosks. X11 kiosks are available with optional integrated coin and cash vending and an optional credit card terminal. Countertops are available in portrait and landscape layouts with optional credit card terminals\*.



The X11 Kiosk



The X11 Countertop with optional credit card terminal

### VERSATILITY

The X11 Series integrates with EnvisionWare's full suite of self-service software products for fine and fee payments, computer reservations, print management and copy payment. The hardware also integrates with your existing software as a self-service station.



\*Available in the US and Canada

## CONVENIENCE

The X11 is available with optional Sidecar shelving to provide space for books and other items during checkout.

The X11 Sidecar STD version is designed exclusively for the EnvisionWare® Media Case Controller (EMC2)™, providing ample room to check out books and other media.



*The X11 Vending Kiosk with optional credit card terminal and optional Sidecar shelving*



*The X11 Vending Kiosk with optional credit card terminal*

## QUALITY & FLEXIBILITY

Because EnvisionWare controls manufacturing, these systems are high quality and cost effective. Options include integrated cash payment and a high capacity receipt printer, as well as a credit card terminal.



## PROLINE™ COMPONENT SELF-SERVICE STATION

### VALUE-PRICED AND DURABLE

The ProLine™ desktop solution comes with a durable, large-screen 21.5" monitor and offers a high quality, cost-effective solution for self-service checkout. Features include a touch screen interface, barcode scanner, receipt printer, and RFID reader.



## OneStop™ Software

EnvisionWare's OneStop™ software provides an intuitive self-service check-out experience, combined with the flexibility to use your existing hardware or choose from our line of desktop and kiosk solutions.

OneStop integrates with EnvisionWare's full suite of self-service solutions for time and print management, fine payment, and more, saving on hardware costs and space and providing a single interface for patron self-service.





With EnvisionWare® eCommerce Services™ Self-Service Solutions, patrons have the flexibility of using credit cards, online deposit or ILS deposit accounts\*, as well as an array of cash options at self-service fine payment kiosks.

- Multiple acquirers/merchant processors in North America and APAC
- Standard single amount or itemized fines\*
- Multiple-fee structures
- SSL/TLS encryption
- Link to any SIP2-enabled ILS that supports fine payment (some systems support extensions for itemized fine management) as well as some ILS API-based implementations
- Integrate your existing systems using the eCommerce Client Web Services API

In addition to a Web-based option, EnvisionWare's eCommerce Services module easily integrates with our OneStop™ self-service circulation stations, giving patrons the option to pay their fees and fines with a credit card at the OneStop station and print release terminal. This solution also works with the Polaris Staff Client and Polaris ExpressCheck, as well as with all payment methods for the Library Document Station™, EnvisionWare's scanning, faxing, and copying solution.

### Enterprise-wide Insurance Protection and PCI Assurance

Cardholder data is never stored or exposed on the library's systems, giving you peace of mind protection. EnvisionWare customers are also automatically insured for a breach across the entire eCommerce enterprise, including terminals, web and point of sale, even if you're not PCI compliant at the time of the incident.\*\*

\*Varies by ILS platform

\*\*Insurance coverage is limited to businesses and organizations domiciled in the US or its territories.



EnvisionWare's Coin/Bill Acceptor (CBA™) is a multi-purpose, networked solution that accepts bills/notes and coins for copying, printing, scanning, faxing, account revalue and fine payment.

This unique system saves you money and valuable floor space by allowing you to use a single coin-op to perform multiple functions. Powerful networking capabilities include:

- Browser-based system configuration
- Quick, portable configuration via USB flash drive
- Network-based firmware updates and support diagnostics
- Email delivery of system events to support predictive maintenance activities
- Automated email delivery of cash reconciliation data

This versatile payment solution works with a broad range of copiers and multi-function devices, as well as EnvisionWare self-service solutions, including:

- Print Release Terminal
- User Account Manager
- Fine Payment Kiosk
- Library Document Station™ for fine, copy, scanning and faxing payment
- Self-checkout Station
- Copy Payment Manager™ (available with CBA-VX/N)
- EnvisionWare® eCommerce Services™

Built for a global market, the CBA can be ordered for the following currencies: US, Australia, Canada, Euro, Pound Sterling, Brazil, Mexico, New Zealand, and others.



## EnvisionWare® eCommerce Services™ PCI 3.0 Assurance

When it comes to managing credit card transactions, you want to make certain the process is easy and secure. EnvisionWare eCommerce Services is designed in partnership with VeriFone, a global leader in credit card payment processing, giving you peace of mind and confidence that your library is PCI 3.0 compliant.

### Removing the Burden

*Cardholder data is never stored or exposed on your library's systems.*

*Our Implementation Consultants work with you to provide guidance for securing PCI compliance.*



### Comprehensive Data Breach Financial Protection Across the eCommerce Enterprise

With EnvisionWare, your library is automatically protected for a breach across the entire eCommerce enterprise, including terminals, web, and Point of Sale. There are no additional fees or forms to fill out and protection applies for both costs associated with a suspected breach and an actual breach, even if you are not PCI compliant.

- \$100,000 per MID and up to \$500,000 annual aggregate limit per merchant
- \$0 deductible
- No additional fee
- Protection applies automatically
- EMV equipment upgrades in lieu of fines and penalties as a result of a breach

This protection is limited to businesses and organizations domiciled in the US or its territories.



EnvisionWare® Enterprise Reporter™ is a revolutionary reporting tool designed to enable library staff of all skill levels to create stunning visualizations of library data in just minutes. Designed specifically for public libraries of all sizes, this powerful yet simple web interface makes library data easy to understand, dynamic and visually striking for Board presentations, community meetings and daily library management.

Enterprise Reporter uses simple drag and drop functionality so that anyone on the library staff can be trained to create dashboards, reports and dazzling visualizations in just minutes. Simply drag the information you are interested in onto the screen and a report builds before your eyes. A pop-up visualization wizard suggests the best way to present the data. The system is so intuitive, it even suggests visualizations based on data type, such as zip code data.

- Customize dashboards and share with other users
- Create and visualize data mash-ups from multiple sources of data
- Display powerful visualizations on your public website or intranet
- Share reports and dashboards with colleagues
- Pinpoint data aberrations

With Enterprise Reporter, you can connect to the entire EnvisionWare data enterprise, as well as to other non-EnvisionWare data sources to view the patron experience from when they walk through the door to their latest transaction. This complete reporting tool enables you to determine efficiency, effectiveness and ROI across your library in just a few clicks of your mouse.

# EnvisionWare® Enterprise Reporter™

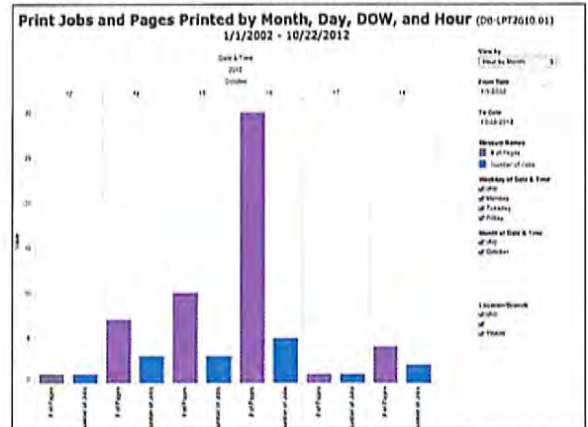
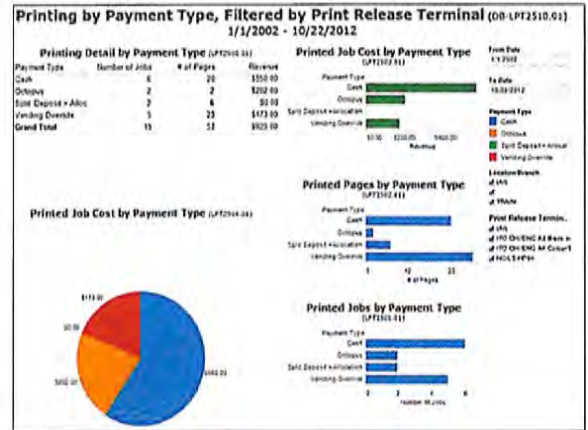
## Features:

- Measure ROI for RFID, eCommerce and self-service circulation services
- Explore and compare usage trends
- Determine cost recovery for print management
- Enhance your ILS reporting capabilities
- Dynamically display library activity reports on your public website
- Collaborate with your staff using live data you can filter and sort on the fly
- Empower patrons to view their data across library services
- Create dynamic and eye-catching Board presentations using real-time data

## Options:

Enterprise Reporter Server is available in configurations that support one user to virtually unlimited users and includes integrated clustering technology for large enterprises. Enterprise Reporter Server is available to install on your local server for libraries of all sizes or as a hosted SaaS solution for small libraries.

Enterprise Reporter architect is licensed per desktop and allows users to view and edit EnvisionWare standard reports and create new reports.



# Automated Material Handling (AMH)

The Lyngsoe Sort Mate™ 2000 AMH system is a complete line of Automated Material Handling products designed specifically for the requirements of today's libraries.

**ENVISIONWARE®**  
Enriching Public Library Service Inside and Out

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In Partnership with



# Automated Material Handling

Offered through EnvisionWare in partnership with Lyngsoe Systems.

## LYNGSOE SORT MATE™ 2000 AMH SYSTEM

The Lyngsoe Sort Mate™ system comprises a range of products that can be built in a number of different combinations:

- Sorting modules and conveyors
- Different types of bins for individual needs
- Indoor and outdoor check-in stations
- Check-in stations dedicated for staff

The design of the Sort Mate 2000 focuses on ergonomics, usability and performance highlighting a key focus on material handling efficiency, improving work environment and the patron experience.



### Modularity for Individual Usage

The complete modular design of the Sort Mate 2000 makes it possible to build automated material handling systems to meet any requirement in regards to capacity and available space.

### No Library Too Large or Too Small

The Sort Mate 2000 is designed to fit into any library environment as the sorting system's small footprint makes it possible to locate a system in very compact spaces. It can be configured in a wide variety of layouts – allowing for sorting systems as small as 3-bins, to systems as large as needed. Horizontal and vertical conveyance systems, specially designed for library materials, can also be incorporated into the system to offer distribution across multiple floors and to fit virtually all building requirements.

### Flexible and Expandable

The modularity makes it easy to extend or move a system at a later date while different types of chutes and bins enhance the flexibility of the Sort Mate 2000. This means that different types of bins can be assigned, for example, during opening hours or when closed.

## DESIGNED FOR THE MODERN LIBRARY

### Modern Design

As well as offering exceptional functionality, the modular AMH systems can be tailored to fit seamlessly into virtually any interior space. Delivering to high quality Danish design principles, the Sort Mate 2000 has an open design with clean lines making it ideal for the architectural library environment where glass walls between the public area and the sorter room are often a feature.

The architectural design integrity of the library vision for new builds and refurbishments is further assured with customizable units. Shelves and tabletops are available as custom designed options in a variety of materials, colors and sizes. This means that complete AMH systems can be delivered to match the library and its ambience, whether it is a completely new building with unique design concepts or the refurbishment of an old shipyard into a modern library.

### Work Environment

The Sort Mate 2000 products and functionalities are focused on overcoming multiple handling and repetitive, heavy lifting of library materials. Eliminating time consuming manual processes enables library staff to be available for more knowledge-based patron services.

Their focus on delivering unique and ergonomic AMH solutions provides support for staff welfare, and guards against the onset and recurrence of physical injuries from excessive bending and lifting. For example, as well as optimizing process flow, the Lyngsoe Ergo Cart™ offers multiple benefits directly related to its ergonomic design. With a Lyngsoe Turn Mate™ module, the full Ergo Cart - with materials already stacked spine out - is taken directly from the sorter to the library shelves for re-shelving. Here, the push of a button raises the materials to waist height, meaning no bending or awkward lifting is required during the single manual handling process.



*Lyngsoe Library Mate™ 1200 Self-return Interior Kiosk*



*Lyngsoe Library Mate™ 2100 Self-return Exterior Kiosk*



*Lyngsoe Ergo Cart™*

## LYNGSOE SORT MATE™ 2000 MODULE

### Modular, Expandable Sorting Solution

Lyngsoe Sort Mate™ 2000 is the latest generation in the successful series of dedicated library sorters installed in hundreds of locations across the world.

High speed and precise sorting is enabled by robust and stable software and hardware. Accurate sorting minimizes the need for staff to handle items.

Compact and modular modules allow for flexible adaption to any small or large footprint – even in challenging premises. The low noise operation ensures a comfortable working area around the sorter.

Low power consumption and minimal maintenance add further to the benefits from the Sort Mate 2000.



## LYNGSOE ERGO BOX™

### Ergonomic High-Volume Sorting Bin

The Lyngsoe Ergo Box™ has been designed and tested to prevent unnecessary bending when retrieving books from the high capacity sorting bin. The automated floor of the Ergo Box can be put into auto-emptying mode, which automatically rises it as you empty the Ergo Box for materials conveniently following your pace.

Perfectly integrated with the Sort Mate sorter, the Ergo Box ensures that materials are always gently delivered into the bin using the available capacity to the fullest. With the auto-filling mode, the floor of the Ergo Box automatically lowers as materials fall into the container minimizing damages to materials.

Clear signals with lights provide fast user feedback on whether the Ergo Box is ready to receive more materials or if it is full.

### FEATURES AND BENEFITS

- Flexible layouts to fit your library
- Compact – fits any footprint
- Low noise operation
- High capacity
- Quick material return for circulation



### FEATURES AND BENEFITS

- High capacity and protection combined
- The ergonomic design prevents awkward lifts and reaches
- Smart controls and feedback for easy use
- Works seamlessly with Sort Mate sorters

## LYNGSOE ERGO CART™

### Stacking Cart for Ergonomic Material Transport

In the Lyngsoe Ergo Chute™ of the Lyngsoe Sort Mate sorters, materials are stacked in the Lyngsoe Ergo Cart™ ready to be transported directly to the shelf.

By push of a button the Ergo Cart raises to horizontal making reshelving easy and ergonomic – no more awkward angles for your back.

Charging directly in the Ergo Chute and interchangeable with the Ergo Volume, makes it easy to return materials fast back to circulation.



### FEATURES AND BENEFITS

- Ergonomically correct posture at reshelving
- From Ergo Cart to shelf
- Materials are only handled once

## LYNGSOE ERGO VOLUME™

### Ergonomic Trolley for Bulk Collection and Transport of Materials

The compact, narrow design holds a large capacity ideal for use with the Sort Mate sorter system. The Lyngsoe Ergo Volume™ steers easily across library surfaces with the ergonomic handle bar and large wheels.

The floor of the Ergo Volume raises as items are restocked on the shelves, thereby ergonomically reducing the need for staff to bend to reach items. The same function also minimizes drop-distance from the sorter chute to protect the sorted items.

Interchangeable with the Ergo Cart in the smart Ergo Chute, makes it easy to return materials fast back to circulation, and provides flexibility to diverse capacity demands, for example outside manned hours.



### FEATURES AND BENEFITS

- Flexible interchange with Ergo Cart
- Indicator lights at Ergo Chute cues replacement
- Protects employees and books
- Suitable for all library materials



## LYNGSOE LIBRARY MATE™ 1200 SELF-RETURN KIOSK

### Compact and Cost Effective Indoor Self-return Kiosk

Integrating into the Sort Mate sorting system the Lyngoe Library Mate™ 1200 allows patrons to return materials quickly by themselves, relieving staff from repetitive work. The Library Mate software communicates with the ILS/LMS to change status of the materials immediately.

The touch screen opens up for choice of languages and leads the patron comfortably through the return process. Barrier free patron access is available in the newest Library Mate software offering specially designed easy-to-read fonts and voice guidance.

The front of the induction can be placed at different heights and multiple inductions can serve the same sorter.

## LYNGSOE LIBRARY MATE™ 2100 EXTERIOR KIOSK

### Robust and Stylish Exterior Self-return Kiosk

Designed with style and functionality, Lyngsoe Library Mate™ 2100 is built to endure outdoor weather conditions. Robustness is ensured by the steel and aluminum front and high quality touch screen.

The door hatch protects the induction interior and the library from the weather and unauthorized objects – both in manned and unmanned service hours. Library Mate 2100 checks materials with the LMS/ILS, provides immediate feedback to patrons and feeds materials into the Sort Mate sorter.

The touch screen offers multi language functionality, guiding the patrons confidently through the return process. Barrier free patron access is available in the newest Library Mate software offering specially designed easy-to-read fonts and voice guidance.



### FEATURES AND BENEFITS

- Allows unattended and automatic return of library materials
- Reduces repetitive tasks for library staff
- Compact, can be customized to fit library design
- Flexibility in height placement
- RFID/barcode options



### FEATURES AND BENEFITS

- Allows for 24 hours of unattended and automatic return of library materials
- Robust design for all climates
- Eliminates repetitive staff tasks
- RFID/barcode options

# LYNGSOE ERGO STAFF™ 1200

## Ergonomic Staff Induction for Sort Mate 2000 Sorters

The Lyngsoe Ergo Staff™ 1200 is a material induction dedicated for staff use. It feeds materials directly into the Sort Mate sorter at a very high capacity.

The ergonomics are in control, as the induction is easily height adjusted by push of a button, and the optional shelf offers further comfort.

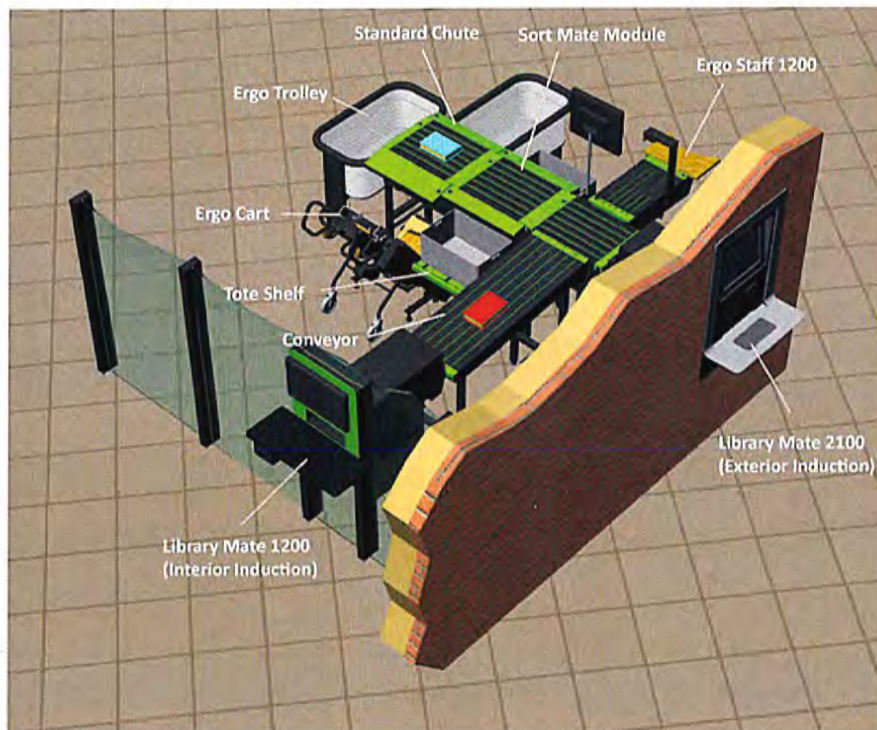
A clear red/green light in the button guides through the fast and simple check-in process, and can be supported by a touch screen.



## FEATURES AND BENEFITS

- Ergonomically height adjustable
- Easy and user-friendly operation
- RFID and/or barcode capability

## THE LYNGSOE SORT MATE™ SORTING SYSTEM FOR LIBRARIES





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**ENVISIONWARE®**  
Enriching Public Library Service Inside and Out

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DSLAMH-170914-U-R0

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Duluth, GA 30097-5201  
Toll Free 800-216-8370  
Direct +1 (678) 382-6500

## EnvisionWare Marketing Toolkit

To help you spread the word about your new products and services, we've developed a launch kit of materials that are printer-ready. We're also providing you with the artwork to customize with your library's logo and particulars.



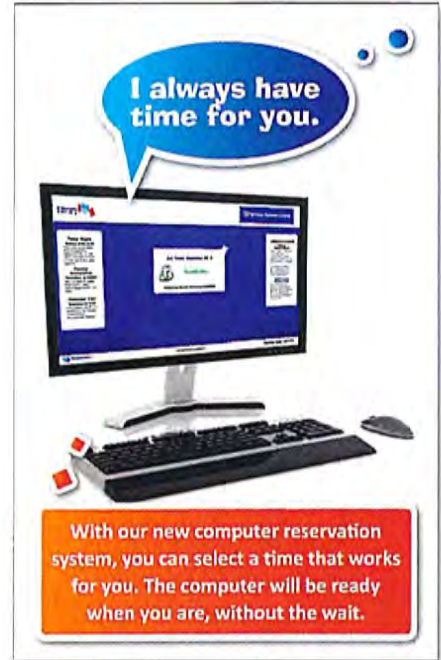
**Bookmarks**  
2.75" x 8.5"



**Postcards**  
5" x 7"



**Table Top Displays**  
8.5" x 11"



**Wall Posters**  
11" x 17"  
24" x 36"



**Buttons**  
2.25" Circle

**Banners**  
3' x 10'



To access these materials, please visit the EnvisionWare customer center.



**SUPPLEMENTAL SUBMISSION - REFERENCES**  
**FOR**  
**FAULKNER COUNTY PUBLIC LIBRARY**

**Prepared For:**

John McGraw  
Library Director  
Faulkner County Public Library

**Prepared By:**

John Himes  
Director of Sales & Library Business Development  
678-382-6552 | [jhimes@envisionware.com](mailto:jhimes@envisionware.com)

**November 7, 2019**  
**Request for Proposal**

**ENVISIONWARE®**

Enriching Public Library Service Inside and Out

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November 5, 2019

Mr. John McGraw, Library Director  
Faulkner County Judge's Office  
Attn: Radio Frequency Identification Library System Bid  
801 Locust Street  
Conway, AR 72034

Dear Mr. McGraw:

*Please accept this supplemental document for inclusion of EnvisionWare references with our previously submitted proposal.*

EnvisionWare serves more than 12,000 libraries. Many of the Company's customers have maintained a growing partnership since their initial implementation at the turn of the century. EnvisionWare focuses on delivering stellar customer service and innovative self-service and efficiency solutions, which translates to a vendor partnership that can last a lifetime.

What follows is a sampling of customer installations representative of the solution proposed to Faulkner County Public Library.

Every vendor will hand pick a selection of customers that will offer positive feedback. Where possible EnvisionWare attempts to list customers that have experience with multiple vendors, or which have a long experience with the Company. But how can anyone get an unfiltered perspective of a vendor? The answer from EnvisionWare is direct, unfiltered access to customers. One or more staff members of FCPL already have access to the EnvisionWare Customer Center where they may join the EnvisionWare Customer Forum. The Forum provides direct access to the global community of users. EnvisionWare believes that any vendor that delivers high levels of service should be willing to provide evidence to back up these assertions.

In addition to customer references, The Library Corporation has been reselling EnvisionWare solutions to their users for over a decade and collaborating with EnvisionWare on the development of unique integration capabilities. Executives at the company can provide further assurance of interoperability, ethics, commitment, innovation and other criteria that are critical for an investment of this nature.

All reference sites were installed by EnvisionWare implementation consultants. All were turnkey projects. All were on time and on budget.

Details are included in each reference. From an overview perspective, the following references are included:

- > Pioneer Library System
- > New Orleans Public Library
- > Las Vegas-Clark County Library District

## PIONEER LIBRARY SYSTEM

### Contact

Contact: Lisa Wells, Executive Director  
Phone: 405-801-4503  
Email: [lisa@pls.lib.ok.us](mailto:lisa@pls.lib.ok.us)  
225 North Webster  
Norman, OK 73069

### About Pioneer Library System

- > Service Population: 318,255
- > Collection Size: 316,124
- > Annual Circulation: 1,390,000
- > ILS: SirsiDynix Symphony
- > Branches: 12



*Norman East*

### EnvisionWare Solutions and Services used by Pioneer

- > EnvisionWare RFID System
- > PC Reservation® Computer access management
- > LPT:One™ Print Management
- > EnvisionWare eCommerce Services™ – Self Service
- > Authentication and Accounting Module (AAM)™
- > Library Document Station™
- > OneStop™ self-service circulation software
- > RFID Software Suite
- > X1-Series Self-Checkout Kiosks
- > X5 Customizable Kiosks
- > CBA Series I 3-Tube Coin/Bill Acceptor (USD)
- > 24-Hour Library™ free-standing self-service library branch (2)
- > Sorting systems: 3-bin, 11-bin (2), 13-bin



## NEW ORLEANS PUBLIC LIBRARY

### Contact

Contact: Jerry Pinkston, IT Director  
 Phone: 504-596-2599  
 Email: [jpinkston@neworleanspubliclibrary.org](mailto:jpinkston@neworleanspubliclibrary.org)  
 219 Loyola Avenue  
 New Orleans, LA 70112



*New Orleans Public Library*

### About New Orleans Public Library

- > Service Population: 369,250
- > Collection Size: 662,416
- > Annual Circulation: 1,113,605
- > ILS: Innovative Polaris
- > Branches: 13

### EnvisionWare Solutions and Services used by New Orleans

- > EnvisionWare Software Suite
- > PC Reservation® Computer access management
- > LPT:One™ Print Management
- > EnvisionWare eCommerce Services™ – Self Service fine/fee payment and account system
- > EnvisionWare eCommerce Services™ – Staff Register
- > Authentication and Accounting Module (AAM)™ - deposit funds source, accounting data and reporting data repository
- > Coin & Bill Acceptor
- > OneStop™ self-service circulation software
- > RFID Software Suite
- > Central Management
- > Central Management Control
- > Branch Manager
- > Inventory/Wi-Fi Tablet

---

## LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

### Contact

Contact: Al Prendergast, Information Technology Director, CIO  
Phone: 702-507-6250  
Email: prendergasta@lvccld.org  
7060 W. Windmill Lane  
Las Vegas, NV 89113

### About Las Vegas-Clark County Library District

- > Service Population: 1,463,675
- > Collection Size: 2,222,341
- > Annual Circulation: 13,449,178
- > Branch Locations: 25
- > ILS: Sierra



*Las Vegas-Clark County Library District, Windmill Library*

### EnvisionWare Solutions and Services used by Las Vegas

- > EnvisionWare eCommerce Services – Self Service
- > EnvisionWare Modular Sorters (Central and Branches)
- > PC Reservation
- > Interactive Voice Response (IVR PC Reservation Service)
- > LPT:One Print Management
- > MobilePrint Service™
- > Authentication and Accounting Module
- > RFID DeskPads
- > EnvisionWare Enterprise Reporter
- > RFID Software Suite integrated with ExpressLane
- > EnvisionWare Inventory Module
- > Branch Manager
- > EnvisionWare Central Management
- > PlatinumPLUS™ Premium Resident Technical Services

We look forward to your review of our proposal. Please contact me at 678-382-6552 or [jhimes@envisionware.com](mailto:jhimes@envisionware.com) with any questions.

*Thank you again for considering EnvisionWare for this very important initiative.*

*John Himes*

John Himes  
Director of Sales and Library Business Development  
EnvisionWare, Inc.  
678-382-6552 | [jhimes@envisionware.com](mailto:jhimes@envisionware.com)

# FE Technologies

Response to Faulkner County RFP for RFID Library System

Tuesday, 5 November 2019



FE Technologies  
RFID your way



FE Technologies

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## Cover letter

FE Technologies is pleased to submit our response to Request for Proposal for Radio Frequency Identification Library System (RFID) for Faulkner County. We are well versed in helping libraries increase efficiency, improve patron experiences, and better manage workflows that enable our libraries even better serve their communities. FE Technologies is the ideal partner for the provision of a state-of-the-art, turnkey library RFID System. What makes FE Technologies the ideal solution is that wide range of product solutions allows us to create solutions that fit each library, and having recently visited the Conway library myself, I know our solution will meet and exceed the critical requirements of the Library:

- Integration with the Library's ILS that streamlines staff and patron workflows - The Circulation Assistant Software has an API where we can integrate with the Symphony ILS Seamlessly; the Self Loan Station is designed to communicate with the ILS via SIP2 with a range of customizable patron messages
- Standards conformation – our system complies with ISO28560
- RFID pads and staff workstation upgrades that enable staff to use either barcode scanners or RFID pads to input barcodes in all ILS modules on Apple computers – FE Technologies has installed our Circulation Assistants in Apple environments in the past with success – the Circulation Assistants make use of the library's existing barcode scanner and feature and RFID pad for reading and encoding tags, including performing check in and check out functions. A unique sorting system using color-coded onscreen bars drastically improves your returns room accuracy.
- ADA-compliant, effective, and attractive security gates – our proposed Designer Clear Security Gates are an unobtrusive clear Perspex design installed with a range of ramp or underground cabling options that comply with disability access requirements.



And in addition FE Technologies provides a range RFID products to suit the requirements of the library, including:

- Self Loan Stations featuring world-leading software designed to give patrons the ultimate user experience

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FE Technologies

when performing self-checkout. The units can be fully integrated with a range of payment options.

- Shelf reading with portable RFID system – the Live Scanning Wand can read items, find items from a list, such as weed items, find lost items and also alert for misplaced items
- Activity statistics compilation and display – a range of live data and reports is available via our system.

FE Technologies has developed a world class support structure and can provide local support and service to suit the requirements of the library.

An Australian-based company, FE Technologies has been a world leader providing the most feature rich, robust and reliable RFID Systems for libraries for over 10 years, with over 1000 sites installed to date. In just 2 short years in the US market we've been awarded many contracts already with libraries of all sizes. Having listened well to the libraries we serve, FE Technologies has developed a unique product line that goes far beyond the standard array of Self-Check Kiosks, Gates, and AMH solutions. With the industry's only Semi Automated Return Solutions, like our Sort Assistant, we can bring efficiencies to the branch level that no one else can deliver.

Helping libraries to do more, and serve more, is the passion that drives us.

We look forward to the opportunity to partner with you on this exciting project.

Sincerely,

Scotty Gage  
VP of Sales - US  
FE Technologies  
M. 940-300-2026

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RFID your way

## Description of the Proposed Solution

FE Technologies is an Australian-based supplier of library RFID products and services whose business roots date back to 1923. We are the most successful supplier of library RFID products in our region and have recently embarked on a success story in the US with several contracts awarded to us in just 18 months.

We have two offices in the US in Raleigh, NC and Southlake, TX supporting a team of experienced library experts ready to roll out new projects and provide support and service to existing ones.

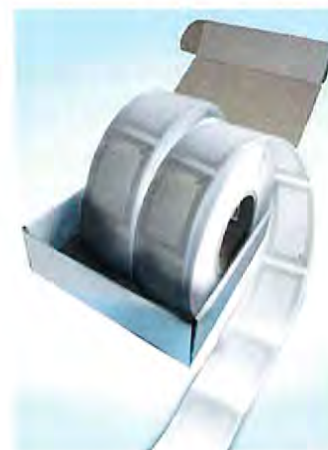
Our range of products is ideally suited to the specifications of the library as described below:



### 240,000 RFID print media tags

The FE Technologies RFID tags are designed for readability and durability. The standard tags are designed to be used on most library items – books, periodicals, DVD locked boxes.

- Large credit-card sized tags (3x2in) providing excellent performance
- “Racetrack” antennas with a strapless joint and use SLIX chips from NXP, and have anti-collision capabilities
- Designed to be robust and guaranteed for the life of the item
- Conform to ISO 15693 and ISO 18000-3
- All tags have enough memory to conform to ISO28560 (1024bit)
- Read distance is dependent on the strength and type of reader, but high powered devices will pick up tags from over 10 inches away
- An anti-collision algorithm allows multiple tags to be read at one time on most RFID devices.





### 24,000 RFID A/V media tags

Featuring the same specifications as the standard tags described above, we also supply 5in and 1.5in disk tags for use on disk items, which facilitates the management of sets. FE Technologies has considerable experience with set management and our RFID system lets libraries incorporate Type 1 Set Management (where all items in the set are tagged and identified as part 1, part 2 etc) and Type 2 Set Management (where only the first or main item is tagged indicating the number of items in the set) and our system will alert during circulation when parts of a set are missing.



### 18 shielded RFID Antenna/Reader kits for staff stations

As part of our most recent suite of new features in our development pipeline, we have just delivered a new version of the Sort Assistant and Circulation Assistant integration where the two products are paired together and the user can switch between the two softwares without having to shut down one or the other.

The FE Technologies Circulation Assistant converts an existing library terminal into a RFID enabled terminal for circulation functions. The FE Technologies Circulation Assistant converts an existing library terminal into a RFID enabled terminal for circulation functions using software and an RFID pad reader. The RFID pad is used as a reading device and connects directly into the ILS.



It is capable of processing up to 5 items at a time. The Circulation Assistant is used to check in and check out items and can also be used to encode new tags. It comes in three models to suit all circulation and returns room environments: Compact, Standard, and Standard Shielded. The RFID pad is used as a reading device and connects directly into the ILS.



The Circulation Assistant can integrate via either a keyboard wedge or an API; the options are ILS dependant. Exception trapping in a multi item environment is configurable according to the ILS set up. This is possible using the keyboard wedge with our ILS Pop Up monitoring functionality and is completely seamless when using an API.

Note that we can work in an Apple environment by using Parallels or similar to overlay and Windows environment to facilitate interaction between the ILS and the Circulation Assistant. FE Technologies has worked with several libraries to achieve integration within an Apple environment in the past and we are happy to assist with this facility.

The Circulation Assistant is available in a range of formats. We have quoted for a standard shielded unit that can be installed in, on, or under most desk or tabletops.

The Circulation Assistant allows staff to process multiple items at a time, increasing the speed and efficiency of the check in and check out process. When paired with the Sort Assistant, it automatically produces hold slips and shows onscreen via color-coded bars and icons that the item is on hold. It will also automatically produce transit slips in the same method.

The software can be used to encode tags also.

The Sort Assistant is a unique Library RFID product that minimizes the returns and sorting time required in a returns room without the use of an automated materials handling solution. The Sort Assistant allows library staff to process multiple items in the returns room in a single step.

The Sort Assistant uses a sophisticated color based destination sort interface which also handles all exceptions in one single process.



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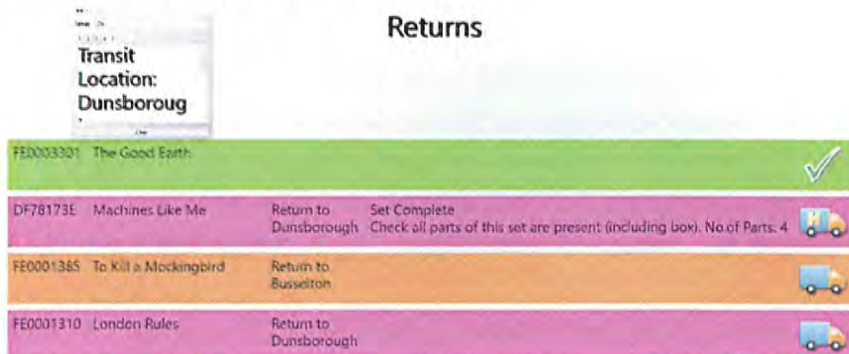
The Sort Assistant should not be confused with a standard staff station pad as offered by other vendors that simply allows the check in of tagged items. The Sort Assistant is a unique product that is in a league of its own when it comes to fine level sorting.

Multiple returned items are placed on the Sort Assistant's RFID pad, and the system displays the sort criteria for each item via color-coded bars.

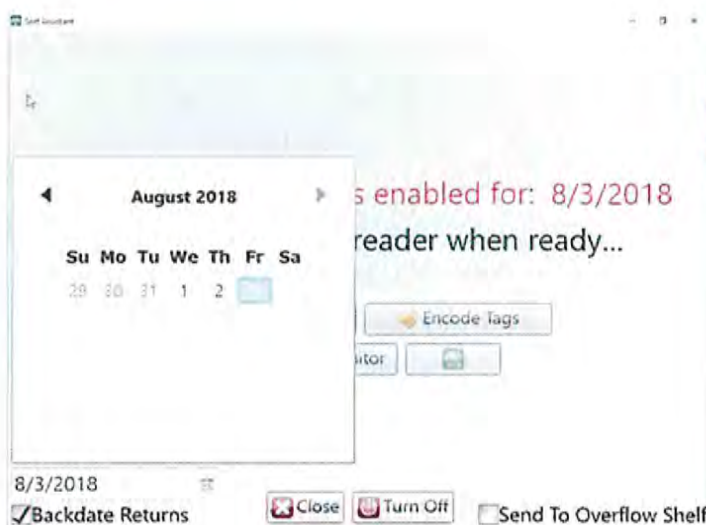
Any item placed on the reader is immediately returned using SIP2 to the ILS.

The various sort criteria include the following:

- To be shelved in this library
- Return to another destination (with destination details and optional transit slip)
- On Hold for a patron in this library (with optional hold receipt printing)
- Sort by Call Number
- Sort by collection code
- Sort by Dewey Classification
- Sort by location code
- Sort by media type
- Sort by SIP2 screen message



Back-datable returns (see screenshot right) - You can also backdate returns so that items that are returned over the weekend but only processed on a Monday, for example, can have their returns date backdated to the Friday before to avoid customer service issues surrounding fines for items that are not processed on the exact date of return.



## 1 Double-wide gate, 3 single-wide gates

The proposed Designer Clear Security Gates feature an audio and visual alarm.

The Designer Clear Security Gates feature corridor specific alarming where in a multiple -aisle configuration, only the columns affected by the alarm will light up. Items that have alarmed the gates will be displayed by title on an alarm data logger, which can be installed on any adjacent PC, and on the cloud-based Dashboard screen, Library Live. Only secured items will alarm the gates. The Dashboard screen is web-based and can be accessed via any PC or via a mobile device.



The Gates have a 3-dimensional read range and an excellent detection rate at over 99%, detecting items when held in any orientation, including multiple items and hidden items. The gates read items in any orientation at up to 8 tags per second. A bi-directional people counter provides statistics on patron traffic, and a range of reports by hour, day, week etc. are available via the Management Console. In addition, a live tally of traffic volumes is available via the Library Live Dashboard Application which is cloud-based (see screenshot right).



## Gate alert management software

Items that have alarmed the gates will be displayed by title on an alarm data logger, which can be installed on any adjacent PC, and on the cloud-based Dashboard screen, Library Live. Only secured items will alarm the gates. The Dashboard screen is web-based and can be accessed via any PC or via a mobile device. See screenshot below.



Alarms		
12:04 pm	Tameit - FEGATES	002162190 - Life. Beginner
12:04 pm	Tameit - FEGATES	000922008 - English for everyday activities : a picture process dictionary
12:04 pm	Tameit - FEGATES	002162190 - Life. Beginner

## RFID inventory system

The FE Technologies Live Scanning Wand is a unique shelf management device that lets library staff conduct a stocktake whilst communicating live with the ILS. Using a handheld wand and a tablet staff can scan items and update the ILS live without the need for uploading or downloading data. This eliminates the need to put the IT Team in the critical path when conducting a stocktake. The automatic update of the last seen date also makes running a stock report from the ILS simple.

The Live Scanning Wand comes with the Mobile Scanning Unit software that allows item search and alert functionality.

The wand can stock take 18000 items an hour, has a battery life of 8 hours and the wand weighs only 430 grams.

The Live Scanning Wand connects live with the ILS via Wifi. It links directly with ILS workflows and will take the user from an exception alert to a pop-up that gives them options that will immediately update the ILS (checkin, remove, update location for example). The user can also select to go straight to the ILS to open the item if required.



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In addition the Mobile Scanning software has the option of data upload and download via a synch application that can be installed on any PC. This is useful when working with lists for items to be searched (weed items, claimed returns etc)

You can setup use the Mobile Scanning software to find items – from a weed list, missing items, or claimed returned items – or any lists that are defined in your ILS. Individual items can be manually entered via the phone, or you can import a list of search items when you have the phone plugged into the Synch Application. Multiple “find items” lists can be setup as required.

When the Out of Place Item feature is enabled on the Mobile Scanning Unit, it will alert when it detects items that are outside of a designated collection range or location range, based on the collection code. This will allow library staff to find misplaced items within a range. The misplaced item will trigger a visual and audio alert. Note that in the Live Scanning Wand mode each time an item is read an item lookup is made and we can filter on item codes returned in the SIP2 message. If the required search of items is not possible in the live mode then the library can revert to the manual method of uploading and downloading files.



The Live Scanning Wand software links instantly to web based ILS workflows, the software will take the user straight to the relevant ILS screen for handling exceptions and pre-populate the item number in the workflow allowing for efficient processing. When you select an exception item from the list you will be shown the title and circulation status of the item. There is an option to check in the item which will automatically update the last seen status in the ILS, or acknowledge the item which will simply remove it from the list onscreen.

he Live Scanning Wand software links instantly to web based ILS workflows, the software will take the user straight to the relevant ILS screen for handling exceptions and pre-populate the item number in the workflow allowing for efficient processing. When you select an exception item from the list you will be shown the title and circulation status of the item. There is an option to check in the item which will automatically update the last seen status in the ILS, or acknowledge the item which will simply remove it from

### 3 stand-alone self-check stations

FE Technologies is proposing the supply of our V5 Self Loan Station and we've priced this as the main solution for the library.

#### V5 Self Loan Station

The V5 Self Loan Station is a state-of-the-art loan station designed to look amazing in any library environment. This is the most installed loan station in Australian libraries today and has a range of features that make it so popular:

- With a portrait-oriented 23" touchscreen it allows the display of multiple items without the requirement to scroll up or down.
- Check out up to 20 items at a time
- The V5 Self Loan Station features an LED halo that can be lit in your corporate color. You can even light each loan station in a different color to match it to different areas of the library. Alternatively, the halo surrounding the touchscreen can have an industrial-grade vinyl "skin" designed in the library or Council's logos and colors.
- The LED will light up in a contrasting color at the top of the unit to alert staff to operating conditions that need attention, such as receipt paper out or offline functionality.
- An integrated help button lights up the top of the screen in another color to alert staff from a distance when a patron needs assistance
- Optional integrated payment systems, including bank account, Nayax, (or Comprise) Coin and Note Acceptor (with or without coin change), print release system integration
- Integrated DVD unlocker
- Ability to integrate with Open PC Reservations and Print release systems.
- Ability to charge up printing card solutions from kiosk.





Some images of the V5 are following:



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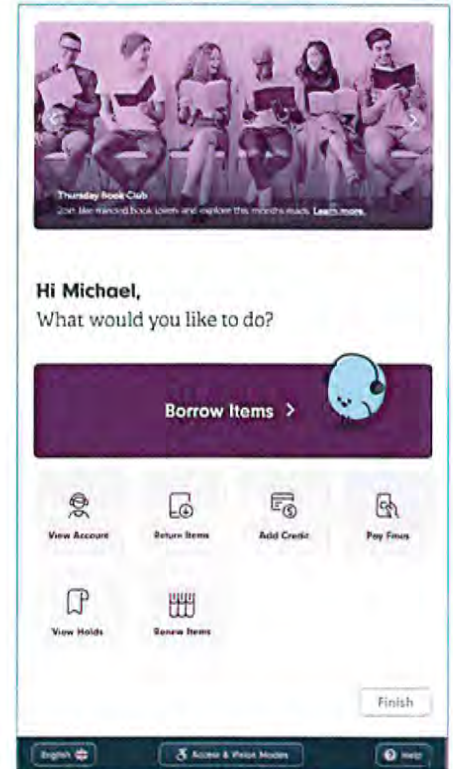


## Software

The FE Technologies Self Loan Station is not only feature-rich but also has the most customizable software on the market, meaning you can create the ultimate user experience for your patrons, whilst adhering to your own library's business rules.

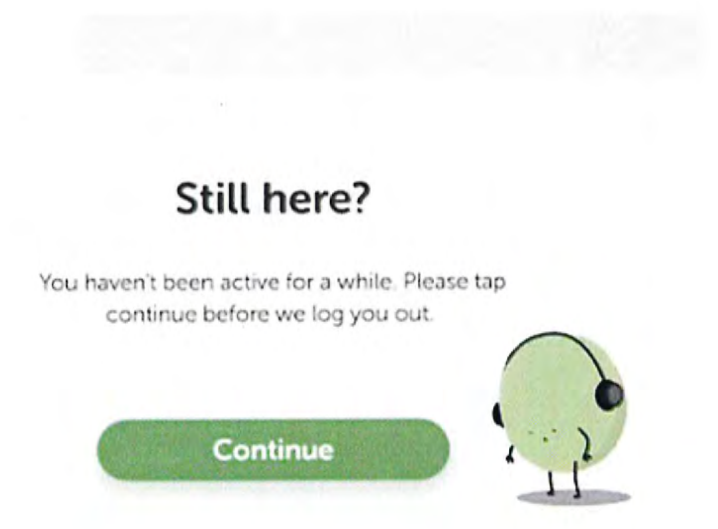
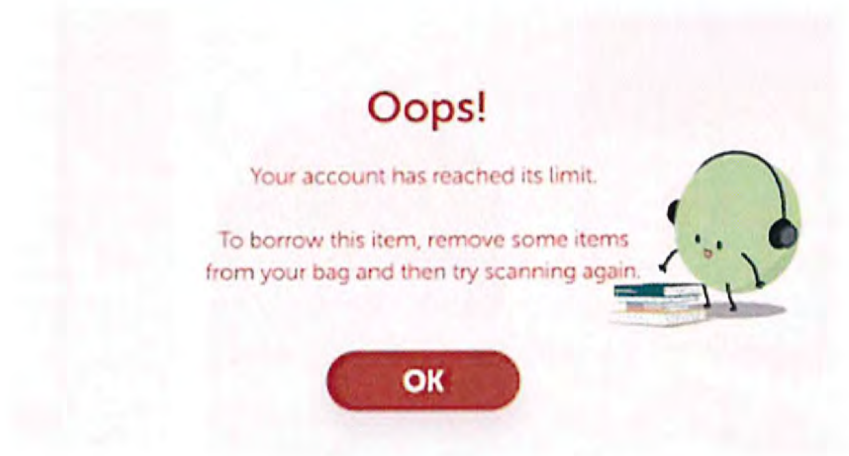
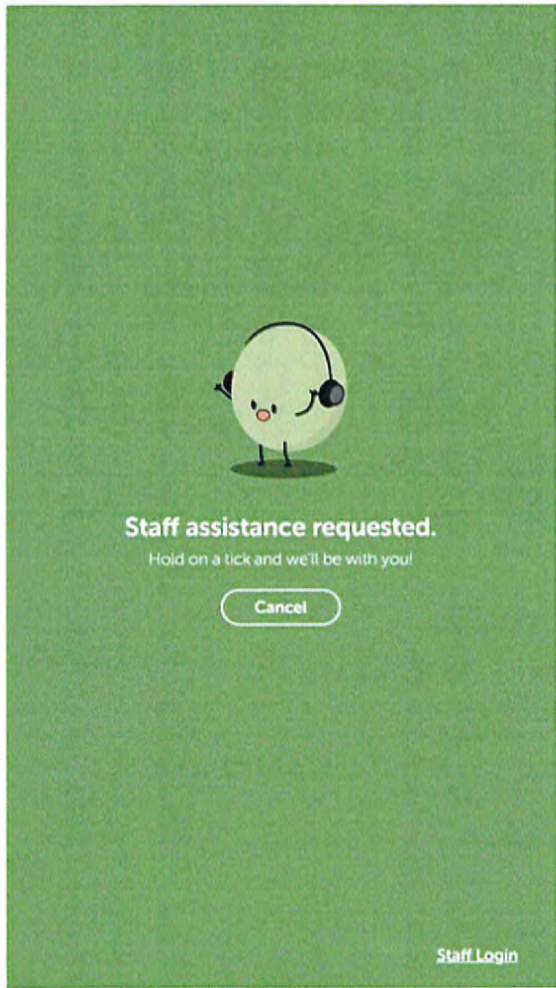
Customization options include:

- Advertising – you can customize the screensaver, the banner and even create digital signage that includes scrolling and animated advertising
- Third party services integration – the Self Loan Station can be integrated with a range of third party services, including events booking services, PC and room booking services, e-book providers, book recommendation services, payment providers including print release services
- Workflows – Every step of every transaction can be created specifically for your library or you can choose one of our many out of the box solutions for borrowing processing, incorporating returns options, payment options, DVD unlocking, patron account access, reservations access, and a huge range of alerts and patron messages.
- SIP2 translations – alerts and messages from your LMS can be translated into any patron-facing message you choose to make the best patron experience, whilst adhering to business rules surrounding loan limits, blocked borrowers, restricted items etc.
- Themes, icons and imagery – at the end of 2019 FE Technologies will be releasing our brand new software GUI that gives libraries the ability to design a user interaction on the Self Loan Station that is completely themeable to the library. Icons, animations, colors, logos and imagery can all be customized and created to suit in the library. There are even animated characters that interact with the user and guide them through each transaction.



Following are some screenshots that demonstrate how the new software GUI features micro interactions and transitions in an animated interface that's designed to completely engage the patron with the choice of literal animations, fun characters, and a range of icons:

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## Other Loan Station Options

FE Technologies can also offer the following Self Loan Stations. The V5 Self Loan Station has been priced as an option in our price offering.

### S2 Slimline Loan Station

The latest release in our range of loan stations is the S2 Slimline Loan Station, featuring a small footprint and unobtrusive design with a unique styling panel that is available in a range of colors. This unit is ideal for libraries where space is a premium, or where a less bright design is preferred.

The S2 is a classy loan station designed to complement the library's existing infrastructure. It features a 23" touchscreen that is set flush into the unit and a very slim and elegant overall look.

The touchscreen interface is designed to provide patrons with a quick and simple way to conduct a transaction without requiring intervention from staff. The S2 Slimline Self Loan Station is engineered specifically for use by patrons of all ages and literacy levels and is extremely simple to use. Libraries are given the option of either a slimline or wide table top.





## D1 Self Loan Station

A cost-effective and user-friendly D1 Loan Station gives patrons 100% self-checkout. The FE Technologies D1 Loan Station is a value for money Self Loan Station that can be setup on any bench or desk area in the library, or setup as a freestanding unit. It features a computer with an integrated 17" touch screen, barcode scanner (or optional RFID card reader), receipt printer and an RFID reading pad and instruction insert and customisable stand.

The D1 self-loan station can be integrated with a variety of payment options including chip and pin as well as note and coin payment with coin change.



## Payment Options

FE Technologies offer numerous payment options for the self-loan stations:

Nayax Chip and Pin



Comprise Chip and Pin



Note and Coin with Change



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## Additional Equipment Options

***The Faulkner County Public Library is very much interested in exploring other technology solutions to enhance the patron experience and improve services and efficiency. Automated Media Handling solutions, reader's advisory/materials discovery software, improved access through on-site or remote vending machines, lockers, or other means are some examples of other technologies that will be considered.***

In addition to the equipment discussed above, FE Technologies can also offer the library a range of other products, including the following:

### *FE Technologies 24/7 Vending Machines*

The FE Technologies AnyTime Library Shelf allows patrons to borrow items from a remote location. Patrons simply scan their library cards that allows them to open the vending machine doors; any items removed by the patron are automatically checked out to the patron. If patrons return any items to the unit, they are automatically checked in.

The unit can also be configured to act as a after hours reservations unit providing libraries with a tool to offer after hours reservations pick up.

The unit allows for the fast loading and unloading as multiple items can be loaded and unloaded as the unit self identifies items making the process librarian friendly.

- Secured locations – Provides a secured locked location to provide both remote and after hours service.
- Browsing – the on-board items are displayed for easy to identification.
- Easy to use – Opens on barcode scan and automatically checks out and checks in items removed or returned.
- Flexible – can be used as remote 24/7 vending unit or reservation collection.





### Book recommendations and other third party software integration

The FE Technologies Self Loan Station can be integrated with book recommendation services that recommend books to patron's based on their previous borrowing history. In addition, recently developed a suite of new products and software enhancements, including:



Events booking services – patrons can browse and select library events to book in for via an integrated calendar on the Self Loan Station  
Room booking services – if the library has meeting rooms available for hire, patrons can reserve a timeslot and day to use the room

**PC Booking Services with Comprise** – FE Technologies and our partner Comprise can supply the library with a state of the art PC booking service if required. Comprise's PC booking services SAM has many advantages. SAM authenticates users into its' own database. User access, session times, and print can be defined for patrons, other groups, or set at the individual record. SAM stores patron name, DOB or patron group, bar code number, and PIN.



SAM can accommodate non-patron users (visitors) with limitations and entitlements different from patrons...again, without staff involvement.

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*e-book providers* – FE Technologies can also integrate with e-book providers, giving patrons access to browse available e-books, read synopses and reviews, and to borrow the item. An onscreen keyboard lets the patron enter data where required.

### *Automated Materials Handling Solutions*

FE Technologies supplies a full suite of AMH solutions for libraries.

#### Internal Patron Induction

A touchscreen return chute that allows patrons to return items one at a time, prompted by instructions on the interactive screen. A receipt is optional. This setup is specifically for use for an internal (inside) returns area.

- Allows unattended and automatic check-in of library materials using RFID technology
- Communicates with the LMS via SIP2
- Intuitive and simple to use touchscreen
- Optional receipt





- Eliminates repetitive labor-intensive tasks and provides librarians with more time to better service library patrons in other areas
- Secure access

#### External Patron Induction

A touchscreen return chute that allows patrons to return items one at a time, prompted by instructions on the interactive screen. A receipt is optional. This setup is designed for external use.



- Allows unattended and automatic check-in of library materials using RFID technology
- Communicates with the LMS via SIP2
- Intuitive and simple to use touchscreen
- Optional receipt
- Eliminates repetitive labor-intensive tasks and provides librarians with more time to better service library patrons in other areas
- Secure access



### Automated Materials Handling Sorter

Items returned via the internal and external patron induction units, described above, are fed one at a time into the Sorter Module – a world-class automatic sorter with high performance and reliability. It has the following features:

- Extremely fast 1500 items an hour
- Gentle transportation system that resists jams
- Small footprint
- Modular design scalable to any size of sorting system
- Modern design that fits into any library environment
- Flexible chute design compatible with different types of bins for optimal usage
- Unlimited number of check-in stations can be connected – based on four patron models and one staff model
- Easy change of sorting criteria – e.g. open hours/closed
- RFID capability
- Includes configurable transportation modules (conveyors) of varying lengths



There are a range of bin options available to go with the Sorter module, including the Premium Spring Loaded Sorter Bin - a value for money premium spring-loaded bin that has a base that lowers when it becomes full and raises as items are taken out of the bin to reduce the amount of bending and lifting that needs to be performed by library staff. The bin has a reliable 130 pound spring that ensures staff do not have to bend forward to remove items from the bin. (Standard spring loaded bins have a 44lbs spring.)



***Any optional components, configurations, or equipment that bidders would like to propose may be included as an appendix to the primary proposal response. Each option should clearly delineate all costs associated with that option and include an explanation of the benefits over the proposal provided in bidder's primary response.***

## Range of Loan Stations Available

In order to be price-competitive, we have priced our D1 Loan Station, however, as described above, we also offer other loan stations for the library to choose:

- V5 Self Loan Station – featuring a customizable colored LED halo and optional vinyl graphic covering the V5 is designed attract attention to self loans in your library. The unit features a large useful tabletop, a shielded RFID readerpad, and there is a height adjustable option.
- S2 Self Loan Station – this slimline design has a small footprint and is designed to blend in to existing library surrounds and architecture.



## Semi-Automatic Returns Products

FE Technologies has the most comprehensive range of returns products on the market, saving you the expense and large footprint of a fully automatic sorter. Along with the unique sorting software that is provided with our staff Circulation Assistant product, described above, FE Technologies can also offer th libraries the following options for efficient multiple item check-ins for patrons:

### *24/7 Return Chute with Receipt*

Designed for external use and manufactured of high grade stainless steel, this product allows patrons to return multiple items at a time and the chute automatically checks them in, removes them from the patron's account and provides the patron with an (optional) itemized receipt. It requires patrons to scan an RFID item to operate the chute, keeping the library and its contents



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secure. The chute can be installed in a range of building materials including glass, brick and stone.

### *Internal Return Chute*

Where internal returns are required, the internal return chute features a special inverted “V”-shaped design and associated caching software “RFID Accelerate” that instantly and automatically checks in items as they are returned. It is designed for use within the library itself.



### *Smart Bin*

The Smart Bin provides a solution for two potential library processes;

- claimed returns
- book limits that result in customer service issues

The Smart Bin is the most accurate mass returns solution that when coupled with a Sort Assistant provides a 100% check in solution. Items dropped in the bin are automatically checked in and removed from a patron’s card. The Smart Bin features a robust electronic returns bin with an automated platform, which automatically moves up and down as required, so library staff do not have to reach and bend to retrieve items from the bin. It automatically reads and checks in items and has a large capacity of around 600 items. Immediate and accurate multiple item check-in means that staff will know items have been returned each and every time, and instantly removed from the customer’s account, allowing them to reborrow immediately. The Smart Bin partners perfectly with existing internal return chutes.



## Project Plan



FE Technologies has the experience of over 1000 library RFID installations to date and our Project Management Team is experienced and on hand throughout the duration of your project, from the initial site visit right through to testing and project signoff.

In addition, the entire project management process including all the documentation and online tools are audited annually for compliance with quality assurance standard ISO9001:2015.

A typical initial pre-installation checklist using the project management tool would involve obtaining any necessary IT infrastructure details, SIP port information, Tag format, LMS version details, and STMP server requirements. This is followed by preferences relating to the Self Loan Station, such as payments integration requirements, offline mode requirements, language options, workflow options etc.

For full details of our how our project management system would work for your library, please refer to Attachment A: Project Management methodology.



The following page shows how we anticipate the timeline progressing for your library RFID project (and we can commence the project at any time).





## FE Technologies

	<p>FE Technologies' appointed Technical Support Officer will work with the FE Technologies Project Team and the Library to conduct a site audit at each branch. From the library the following resources are to be present if required: Building Services Manager, Building Architect, IT Manager, Library Project Manager, any stakeholding key staff. It's at this point that we will determine final equipment configurations and quantities according to the layout, architecture and requirements of the library. The original purchase quantities can be altered at any point during the project. The pre-installation paperwork including checklists is completed we'll make sure power and data points are adequate and in proximity to proposed equipment sites. Exclusion zones are determined and worked around if necessary. Site and City safety compliance is adhered to at all times.</p>			
<p><b>Site audit</b></p>	<p>To minimise risk on your "go live" day, FE Technologies can deliver a test Self Loan Station (and circulation and sorting software also if required) to allow staff to familiarise themselves with the software and decide on any customized workflows, transaction types and the look and feel. It allows the library to confirm all requirements on a unit that is operating live on their ILS well in advance of the installation of the project in its entirety.</p>			
<p><b>Test Equipment Delivered</b></p>	<p>According to the site audit we'll finalize the numbers and types of equipment required, including any hardware specifications, such as color of units, and whether DVD unlockers, payment systems and other peripherals are required.</p>			
<p><b>Order of equipment</b></p>				

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<p><b>Customization of equipment</b></p>	<p>The assembly team at FE Technologies will assemble the equipment and load the software according to the requirements of the library. Software items such as workflows can be set "out of the box" or we can customize this to the library's individual requirements - business rules of the library are taken into consideration for translations that include loan limits, and rules surrounding fines and fees for example. Branding to your library can also be performed at this stage. The library can also very easily create its own customisation once the equipment is installed and ongoing, without a requirement for a knowledge of code.</p>					
<p><b>Equipment QA and dispatch</b></p>	<p>Your new RFID equipment is quality tested using a checklist to make sure the equipment is exactly to your specifications. Equipment is boxed in reusable and recyclable packaging and dispatched using a courier that specialises in furniture freight and will deliver into the library site itself.</p>					
<p><b>Removal of older equipment</b></p>	<p>If required, we will remove any old redundant or end of life equipment and where possible we will recycle components or reuse in our own research and development laboratory where certain items are required for testing, for example.</p>					
<p><b>Installation of new equipment</b></p>	<p>Delivery and installation of the RFID equipment is conducted. Power and data is connected to all units. Exclusion zones are adhered to along with all relevant FE Technologies, City and site safety requirements. Testing is conducted.</p>					

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<p><b>Training</b></p>	<p>Training on the hardware and software is conducted with relevant staff at the library, aimed at maximising usage of the equipment, showing staff how to educate the public on the use of the equipment, ensuring staff and public safety, and coaching staff on how to encourage patron use of the system.</p>			
<p><b>User acceptance testing</b></p>	<p>User acceptance testing occurs; we have a detailed user acceptance test for each type of equipment, designed to capture all required functionality. Final tweaks to the system are performed if required.</p>			
<p><b>Project signoff</b></p>	<p>The project is signed off by relevant library/City stakeholders and management team. The final invoice is paid.</p>			
<p><b>Go live and launch to public</b></p>	<p>The entire system is launched to the public and patron education commences. Press releases and/or articles in relevant media are submitted if required.</p>			

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## Training and Documentation

The FE Technologies training program and documentation complies with the Library's requirements. The cost of training has been provided in our price response. A summary of the training plan is as follows:



### *Training Plan*

The FE Technologies trainer will conduct staff training sessions for staff in group sizes convenient to the library, ensuring that staff coverage is sufficient in other areas of the library at all times.

Staff training can also be tailored to a "train the trainer" format if required, to equip key staff to train other members in their respective branches.

Detailed, easy to follow training manuals are provided for each product. The manuals are free, and are downloadable in PDF format via our Support Portal and our UserGroup Website.

They contain informative and instructive diagrams, screenshots and photos, and are designed so that staff can refer back to items if and when required when working with the new equipment.

Two levels of training is conducted:

### *Equipment Training – functionality of all equipment*

The training is conducted after hardware installation, on "live" equipment to give staff a real understanding of the functions of each product. The equipment training is designed for all staff of all levels to attend, and may also be interesting for non-library Council stakeholders to participate, just for an interesting overview of the products. Training is hands-on with staff given the opportunity to use all equipment and try all different functions. Change-management to obtain staff buy-in on the new products is key, although it should be noted that the Self Loan Station's screen workflows and look and feel can be matched to closely mirror that of any incumbent equipment also. Questions are always encouraged, and the sessions are designed to be open, friendly and unthreatening.

The Equipment Training Session is not lengthy, since the FE Technologies equipment is designed to be intuitive and easy to use. Staff should expect to set aside up to 3 hours of their time.



FE Technologies will educate staff on the safe and ergonomically correct use of all RFID equipment. Instructions are given on pull/push forces, lifting requirements, and RSI reduction strategies in order to achieve zero harm when using the RFID equipment.

Each piece of equipment is covered; a summary of each session is as follows:

- Self Loan Station – This session covers the steps that patrons take to conduct a transaction, and includes a run-through of all available transactions, error messages, receipt options, payment options (if applicable) and DVD unlocking method. This session also covers the administration functions of the Self Loan Station which are accessed via a staff administrator’s card, and includes encoding tags, tag info viewer, machine restart/shutdown, receipt paper changing and reprint receipt. A troubleshooting session is included and this covers when and how to lodge a Work Ticket for support/assistance from FE Technologies.
- Circulation Assistant – This session covers all the functions of the Circulation Assistant – multiple item check in and check out, exception handling, how to synchronize the application, encoding tags, checking tags, pinning or hiding the application and trouble-shooting.
- Security Gates – An explanation of how the security gates work, emphasizing their effectiveness and the fact that the FE Technologies system does not produce “false alarms” in order to give confidence to staff that when the alarm sounds, it is *always* because an item has been removed that has not first been checked out. This session covers the data logger and how to view items that have alarmed the gates, along with people counter functionality and a brief overview of the people counter reports (reports are covered in more detail in the Technical Training Session.)
- Shelving systems – Returns Shelves and Smart Shelves are shown to staff along with their relevant reports to allow staff to manage the shelves and instruct patrons where necessary on the shelves’ purpose.
- Mobile Scanning Unit – A look at all the functions of the Mobile Scanning unit including how to perform an inventory, how to import and export inventory files and other lists for searching, how to find items, how to create searchable lists, and the most ergonomic and safe way to scan items wherever they are situated in the stacks.

#### *Technical Training – the Management console, higher level functions and reporting*

This session is ideally attended by library managers and IT staff or any staff member whose role involves reporting, configuring or monitoring the RFID equipment. This session is normally conducted

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in a live webinar type session. The session covers mainly the functions of the Management Console, including:

- User access levels
- Dashboard and monitoring the status of the equipment
- Designing groups of equipment, branches, etc
- Configuration – changing the GUI, changing the workflows (transactions steps), changing advertisement screens, changing the SIP2 translations, individual product configuration, data and encoding standards, etc.
- Reporting – how to produce reports, the different reports available, how to configure a reporting timeframe.
- Troubleshooting, including when and how to lodge a Work Ticket for FE Technologies Support.

The Technical Training session will take 2-3 hours, depending on the level of details and depth the participant wishes to delve into.

Detailed documentation on the Management Console is included, with recommendations, FAQ's etc.

 Do's (recommended action)	 Don't (not recommended action)
 Note (a note of advice)	 Caution (A note of warning or caution)
 (FAQ) a frequently asked question	 Tips for effective usage
 Optional features	

A Training Survey is distributed to all participants in both training sessions at the end – this is a key tool in FE Technologies' quality assurance process, allowing us to identify any gaps or issues with our training programs.

### *User Group Training*

FE Technologies also conducts an annual user group in association with SLUG (Smart Library User Group) where a training session takes place. This training session is recorded and shared with any libraries who are unable to attend.

## Project Support and Maintenance

***The bidder shall provide details on its service and support and continued maintenance over the life of the system. Details will include:***

- ***Normal operating hours for tech support, and procedures for obtaining assistance during off hours;***

Our hours of support are 0800-1700 MST Monday to Friday. Weekend and afterhours support is also available.

Customers can obtain support during off hours in the same manner as the standard support procedure, which is as follows:



FE Technologies provides blue ribbon support for our valuable customers as part of our Warranty and Support Agreement which includes:

- Telephone support
- Remote access support
- Onsite support

All spare parts are included with the Warranty and Support Agreement, as are all software upgrades. We release a new software version approximately every 12 weeks.

### Telephone Support

FE Technologies provides two ways of logging support tickets in the event that support is required for Libraries:

1. Logging them online using our web portal.
2. Using our dedicated call center

Libraries are able to track their tickets via the online portal. This gives libraries control over their tickets and a system by which they can view the state of their RFID equipment.

Work Tickets logged online will be acknowledged within **1 hour** of logging. A Support Technician will either acknowledge the ticket in the ticket itself or will telephone the customer directly.

### Remote Access

If the problem cannot be resolved via telephone, the Support Technician may need to access your FE Technologies RFID equipment via remote access. This is performed via a Citrix token-based system, or we can perform this via any remote access system that the library prefers.

### Onsite support

If the technical support team determines that the problem is hardware related, FE Technologies will arrange for the parts to be dispatched to the library. The cost of replacement parts is included with our Warranty and Support Agreement. A technician to be onsite within 24 hours of the library acknowledging they have received the parts. In the US we partner with Fujitsu who we have worked with for over ten years. Fujitsu has offices nation-wide and follows our own service level agreements with all our customers.

### Support Portal

You can log your support tickets via telephone or email, or directly via our support Portal.

Our new Support Portal gives our customers access to a considerable knowledge base, including links to related User Guides, quick fix tips, Frequently Asked Questions, and the ability to search common queries that other libraries have raised. It has a tiered based access where Manager level has access to all the branches of a library, and standard access gives staff access to raise and view tickets that relate to their site/branch only.

Emails updating you on the progress of your Work Ticket are sent, with a link to our Support Portal – this keeps you updated and informed of the progress of your Work Ticket and allows you to add your own comments if anything changes during the process.

Our Online portal gives our customers access to:

- Tiered access to lodge work tickets instantly. Administrator level has access to all Work Tickets for all branches; standard access gives library staff access to their branch only
- Ability to classify severity of problem (experiencing downtime, for example)



Item	Total Systems		System Down		Total Tickets		Yearly Percentage		
	Count	Active Hours	Incident Count	Total Hours	Incident Count	Open Hours	System Up	System Down	Open Ticket
VS SELF LOAN STATION	601	5264760	47	7304	558	129938	99.86%	0.14%	2.47%
DESIGNER CLEAR GATE	247	2163720	1	47	84	19032	99.99%	0.00%	0.88%
SMART BIN	221	1935960	15	4159	101	24505	99.78%	0.21%	1.27%
CHUTE	350	3066000	25	8572	157	71094	99.72%	0.28%	2.32%

A defined escalation path allows you to contact your Account Manager or the Operations Manager should a problem not be resolved to your satisfaction. This process is audited for quality control.

In addition, libraries can monitor the status of their own work tickets by logging into the portal where they can view a list of open tickets and their status, as well as a history of closed tickets. See below:

Open Tickets						Waiting Confirmation / Recently Closed
Record ID	Location	Summary	Status	Last Modified		
T22201	FETECH	Survey Test Ticket	In Progress	7/24/2019 8:00 AM		T22174 INSTALLATION - TAGGING TROLLEY
T21308	FETECH	Test Ticket for Reporting	On Hold - Waiting on Client	5/10/2019 5:02 AM		T22371 Hard drive US spares
T20844	FETECH	Tagging Trolley	In Progress - Parts in Transit	5/1/2019 9:46 AM		T21766 Trolleys not holding charge
						T22192 INSTALLATION - TAGGING TROLLEY
						T22072 Northern Beaches   Tag Encoding issue Warri...
						T21696 Lake Macquarie Demo Equipment
						T22007 MSU Ward issue with rental unit
						T21968 TAGGING TROLLEY   Northern Beaches Glen S...
						T21451 Test
						T21142 MR102 dead on arrival
						T21740 Survey Test
						T21420 Test - Closed Waiting for Parts Status
						T21477 Test Ticket
						T21469 Attendee list of American Library Association...
						T21336 Task Test Ticket
						T21413 Sunnyside Institute trolley set up
						T21405 RE: ALA 2019 - Attendee info
						T21369 Test #3
						T21383 Boot Error-Henley Bay
						T20211 Tagging Trolley
						T20428 Villanova College tagging trolley
						T20341 Printer issue

The Support Portal also services as a knowledge base for libraries, where User Guides and other useful documentation can be downloaded, free of charge. There are instructions for commonly performed software actions, along with diagrams and general SIP information. See below:

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## Welcome to the FE Technologies Knowledge Base

Please search our knowledge base to find answers to commonly asked questions



### Recently Added/Updated Knowledge Base Articles

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Title	Description
<a href="#">Changelog - Current Release Notes</a>	Changelog / Current Release Notes
<a href="#">Upgrading FE Software</a>	
<a href="#">Self Loan Station Diagnostics Error Screen</a>	When the background of the Self Loan Station is red during start-up, this article explains how to change it back to blue.
<a href="#">Changing Self Loan Logo, Background, or other Images / Animations</a>	Instructions pick to change self loan logo, background, or other images.
<a href="#">User Guides</a>	User guides in PDF
<a href="#">Network and Firewall Security Settings</a>	Network TSP   UDP ports required for FE Software to function correctly and for remote support
<a href="#">Installing Management Console - Existing Share</a>	A guide on reinstallation of the Circulation Assistant Application for when a PC is re-imaged or replaced.
<a href="#">Removing the Pedestal on a V5</a>	How to remove the pedestal from a V5 for desktop installation
<a href="#">Reinstalling Circulation Assistant</a>	A guide on reinstallation of the Circulation Assistant Application for when a PC is re-imaged or replaced.

- ***First year costs, if any, and subsequent years' costs;***

The first year of maintenance is provided free of charge with our Warranty and Support Agreement. The cost for the subsequent years has been quoted in our pricing response.

- ***Any sub-contractors with which the bidder works;***

In the US we partner with Fujitsu who we have worked with for over ten years. Fujitsu has offices nation-wide and follows our own service level agreements with all our customers.

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- ***Any warranties and/or guarantees for the system and/or support and Service;***

FE Technologies provides a comprehensive warranty against defects in materials and workmanship for all FE Technologies Library RFID equipment.

Should any equipment supplied as part of the Library RFID system develop a fault, FE Technologies or its contracted field service agent/s will repair or replace the equipment via remote access or onsite visit.

The warranty covers only those defects that arise during the normal use of the equipment. It does not cover the misuse, deliberately or otherwise of the equipment, or unauthorized modification of the hardware or software.

The standard warranty period is for 12 months from this commencement date. There is no cost for the standard warranty.

Extended warranty for the equipment is available for a period of 4 years following the standard warranty period (total warranty period being 5 years).

For more information, please refer to Attachment B: Warranty and Support Agreement.

- ***Guaranteed response times for both remote and on-site support;***

Work Tickets logged online will be acknowledged within **1 hour** of logging. A Support Technician will either acknowledge the ticket in the ticket itself or will telephone the customer directly. Items that are logged as having downtime will be given immediate priority.

If the technical support team determines that the problem is hardware related, FE Technologies will arrange for the parts to be dispatched to the library. A technician will be onsite within 24 hours of the library acknowledging they have received the parts.

- ***Locations of support technicians;***

Fujitsu staff for onsite parts replacement/swapout are based in Arizona itself. Our Technical Support Team working on online work tickets, installation assistance and remote access problem resolution are based in Texas.



- ***System update and upgrade policy;***

Our development cycle is based on Agile Systems – it is a continuous cycle of improvement that relies on customer feedback and ideas, as well as quality assurance testing in the lab and onsite. We perform monthly “sprints” which included software improvements and we release a new software version every 10-12 weeks. This is provided to all our customers on the Warranty and Support Agreement free of charge. Version releases may contain a combination of new features, new products, bug fixes and enhancements. The release notes are published via our Usergroup Website and are also available free of charge directly from FE Technologies.

Libraries can choose to upgrade to a new version release at any stage. New versions can be downloaded via the Management Console and either rolled out immediately or scheduled for roll out at a later time/date. Rollouts can be limited to one, some or all of the installed equipment. Note that upgrades are not compulsory and FE Technologies supports all software version releases for a period of at least 2 years.

- ***Turnaround time guaranteed by bidder to acquire and install replacement Parts;***

If the technical support team determines that the problem is hardware related, FE Technologies will arrange for the parts to be dispatched to the library. A technician will be onsite within 24 hours of the library acknowledging they have received the parts. We hold parts at our office in Texas.

- **Qualifications of key support team personnel;**

FE Technologies is a medium-sized organization with staff employed in the areas of Sales and Marketing, Finance and Administration, Customer Service and Technical Support, Research and Development, Project Management, and Assembly and Dispatch. *(Photo at right: some of our team at the Texas Libraries Association Conference earlier this year, Zac, Deborah and Scotty.)*  
Key staff for your project are described below:

*Scotty Gage, VP of Sales, North America*

Scotty has a wealth of experience and knowledge behind him and we are delighted to have him leading the FE Technologies Team in the US.



Scotty has over 18 years' experience specifically in the library RFID field where he has worked as the National Sales Manager and Business Development Manager for large multinational corporations. His responsibilities selling solutions to libraries for these organizations included overseeing bids and projects including liaising with executive and technical level library staff; managing trade shows and budgets; and selling a wide range of library products and services, including RFID systems.

His extensive knowledge of US libraries along with a technical aptitude that embraces all aspects of RFID technology will help to spearhead FE Technologies' foray into the US market. Scotty will be directly responsible for sales in North America and moving forward will manage a team of staff in the region.

Scotty is based in Dallas, Texas and is anticipating a great year of exciting new library RFID projects and the opportunity to offer libraries a range of products that are unique in the US market. Scotty manages our US team and is the escalation point for any higher level issues or concerns.



*Deborah Deats, Business Development Executive*

Deborah Deats has been in the library industry since 2016. She has assisted book buying for Libraries across the South Central United States. She has managed projects in the millions of dollars and small accounts in rural areas. She had negotiated a wide variety of government contracts helping libraries and cities achieve the shared goals of the library.

Deborah has considerable experience in the libraries sphere and is well-positioned to advise you on the best RFID equipment to suit the individual needs of each branch, its architecture, patron traffic, usage patterns and staff workflows.

Deborah is based in the US and will be your main point of contact during the initial contract to installation phase, and then ongoing for any account management needs.

*Tait Harold Hegge, Technical Coordinator*

Tait has previously worked around the world in a range of specialist IT roles and he has considerable experience with hardware and software integration and installation

Zac gives us a real technical focus to our customer support offering and an excellent aptitude for how and where equipment should be placed within the library for maximum workflow enhancement, patron user experience and staff efficiency. Tait is based in the US and will be on hand for both the initial installation of the project and ongoing to provide local maintenance and support if required.

*Kylie Moss, Operations and Projects Manager*

Kylie brings 7 years' quality assurance and auditing experience to her role. She works closely with the CEO to ensure high level operational KPIs are adhered to. Kylie is available to transitioning libraries during business hours. Kylie coordinates the installation and training for each new RFID customer and liaises with key stakeholders at the library throughout the transition process. Kylie will be working closely with Scotty in Texas to ensure the project is delivered according to the required timeframes and specifications. Kylie's qualifications include Cert IV Customer Contact, and she is a qualified QA general auditor (RABQSA)

*Courtney Kelsall, Project Coordinator Administrator*

Courtney has worked with Multinational companies on different event coordination projects.

Courtney is responsible for assisting the Operations Manager with the day-to-day-running of all library RFID implementations. She controls project management documentation, Cloud-based collaborative



project management tools; and assists with stock ordering and scheduling. Courtney has a bachelors degree in Marketing Management.

*Andrew Powell, General Manager, Director*

Andrew has a Bachelor of Science (Physics) Melbourne University 1992 and a Bachelor of Engineering (Electrical) Melbourne University 1993.

Andrew has a wealth of experience in RFID – he was instrumental in introducing RFID products and services into the Australian library market. In FE Technologies' infancy he oversaw the implementation of the initial library sites and designed many of the service and installation processes for the company. Andrew's background is in engineering and process control. Andrew is the key point of contact for any escalated concerns during project implementation or during the warranty and support agreement period. All FE Technologies staff ultimately report to Andrew.

*Cynan McWilliam, Support Manager*

Cynan is an integration specialist with 18 years of experience across Asia Pacific. Recently returning from a ten year in Hong Kong providing sales and technical support for Post Production and Broadcast customers across Asia. Prior to that he had similar postings in Bangkok and Wellington. He brings extensive workflow, networking and technical knowledge to the team. He will be liaising with the team in the US to assist with any high level support and service concerns. Cynan heads up the support team and is a point of escalation for any unresolved issues.

Cynan's team of 5 Technical Support Officers between them manage all Work Tickets and have strict KPIs relating to problem resolution and maintaining uptime of our library customers' equipment. Cynan is a Red Hat Certified Engineer, Apple Tech. Coordinator, Graduate Certificate in Computer Studies

*Jarred Steenvoorden, Research and Development Software Engineer*

Software developer using C# on Microsoft Dot Net, HTML, Java, PHP, MySQL.

Develops Web applications and point of sale software. Specializes in the development of new RFID software. Leads the concept through to market process for the team for new products.

Jarred is integral to the development of enhancements, new features and new software products and assists the support teams with complex software issues.

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Bachelor of Computer Science / Bachelor of Computer System Engineering

Jarred manages a team of 3 software development experts, including a quality assurance tester.

Clint Agustsson, Hardware Development Manager

Bachelor of Computing Science and Electronic Engineering. Software developer using C# on Microsoft Dot Net, HTML, Java, PHP, MySQL.

Develops Web applications and point of sale software. Specializes in the development of new RFID hardware and integration of hardware components. Clint manages a team of three including a compliance testing engineer who ensures safety and electrical compliance of all our equipment.

Our staff are highly experienced and tend to be loyal, the average time of service is well over 5 years and most of our management team and senior staff (including developers) have been with the company for over 10 years. Personnel resumes are available upon request and we agree to performing background checks on staff if awarded the contract.

We provide onsite support for parts swap-out using our field partner Fujitsu. FE Technologies has worked with Fujitsu for over ten years and have an agreement with them that patches our own service levels with our library customers.

- ***Sample sales, software, and support agreements.***

Please refer to Attachment B: Warranty and Support Agreement.



FILED

DEC 20 2019

MARGARET DARTER  
FAULKNER COUNTY CLERK

Bid

Bids should be submitted in total, for the price to be paid by Faulkner County FOB Conway, Arkansas including all taxes.

Name of Vendor FE Technologies

Name of Individual Representing Vendor: Deborah Deets

*Radio Frequency Identification Library System Specifications:*

- 240,000 RFID print media tags
- 24,000 RFID A/V media tags
- 18 shielded RFID Antenna/Reader kits for staff stations
- 1 Double-wide gate, 3 single-wide gates
- Gate alert management software
- RFID inventory system
- 3 stand-alone self-check stations
- Shipping, installation and annual maintenance fees
- Removal of existing checkpoint gate

Total bid price: \$133,463.62

*Bidder name, address, and phone number:*

Invengo Technology Corporation DBA FE Technologies

536 Silicon Drive, Suite 100, Southlake Texas 76092

Ph: 919.633.2773

Signature: \_\_\_\_\_

Date: 1/6/19

Name: Scotty Gage

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## Detailed Pricing Breakdown

Product Code	Component	Price Per Unit	Quantity	Total Price	Maintenance Per Annum*	Library Live Per Annum**	Licensing Per Annum
03545	RFID Tags (Credit Card Sized)	\$0.108	240,000	\$25,920.00	\$0.00	\$0.00	\$0.00
03219	Large Disc Tags (12cm diameter)	\$0.520	24,000	\$12,480.00	\$0.00	\$0.00	\$0.00
LIB-101.3-XEX	V5 SELF LOAN STATION + EFTPOS Bracket	\$5,496.00	3	\$16,488.00	\$1,530.00	\$144.00	\$0.00
LIB-075	Circulation Assistant - Standard Shielded	\$516.00	18	\$9,288.00	\$900.00	\$0.00	\$0.00
LIB-180-PIX	DESIGNER Clear Security Gates 2 Column Bi-directional people counter + Custom Install	\$3,458.00	3	\$10,374.00	\$900.00	\$144.00	\$0.00
LIB-200-PIX	Security Gates Wide 60 Inch 2 Column Bi-Directional People Counter + Custom Install	\$8,816.00	1	\$8,816.00	\$0.00	\$48.00	\$0.00
LIB-127	LIVE Scanning Wand	\$3,126.00	1	\$3,126.00	\$290.00	\$0.00	\$0.00
TRAINING	RFID Onsite Training - Tagging (per Session)	\$737.00	1	\$737.00	\$0.00	\$0.00	\$0.00
TRAINING	RFID Onsite Training - Equipment (per Session)	\$737.00	1	\$737.00	\$0.00	\$0.00	\$0.00
	Delivery	\$4,190.00	1	\$4,190.00	\$0.00	\$0.00	\$0.00
	Delivery (Minimum Charge of \$600.00)	\$0.00	1	\$0.00	\$0.00	\$0.00	\$0.00
	Installation	\$2,150.00	1	\$2,150.00	\$0.00	\$0.00	\$0.00
<b>TOTAL</b>				<b>\$94,306.00</b>	<b>\$3,620.00</b>	<b>\$336.00</b>	<b>\$0.00</b>

\*Maintenance is provided free for the first year after installation.

\*\* Library Live is included for the first year after installation. Price quoted exclude GST.





FE Technologies

Options

Product Code	Component	Price Per Unit	Quantity	Total Price	Maintenance Per Annum*	Library Live Per	Licensing Per	Delivery	Installation
LIB-097	Desktop Self Loan Station D1	\$2,953.00	1	\$2,953.00	\$270.20	\$48.00	\$0.00	\$350.00	\$150.00
LIB-097-FS	D1 Self Loan Station Freestanding	\$3,393.00	2	\$6,786.00	\$620.92	\$96.00	\$0.00	\$1,200.00	\$300.00
03476	Upgrade to Childrens Pedestal / Replace lost Pedestal	\$626.00	1	\$626.00	\$57.28	\$0.00	\$0.00	\$330.00	\$300.00
LIB-204-XEX	S2 SLIM SELF LOAN WITH EFT	\$4,916.08	3	\$14,748.24	\$1,349.46	\$144.00	\$0.00	\$2,250.00	\$450.00
03724	Chip and Pin Nayax Solution	\$825.00	3	\$2,475.00	\$226.46	\$0.00	\$0.00	\$0.00	\$0.00
03721	Chip and Pin Comprise Solution	\$1,646.00	3	\$4,938.00	\$451.83	\$0.00	\$0.00	\$0.00	\$0.00
LIB-185	NOTE & COIN ACCEPTOR V5 KIOSK	\$3,132.00	3	\$9,396.00	\$859.73	\$0.00	\$0.00	\$600.00	\$600.00
LIB-034+LIB-099	Smart Bin with Sort Assistant	\$8,432.00	1	\$8,432.00	\$771.53	\$48.00	\$0.00	\$1,000.00	\$450.00
LIB-034	Smart Bin	\$5,353.00	1	\$5,353.00	\$489.80	\$48.00	\$0.00	\$650.00	\$300.00
LIB-033	Internal Return Chute	\$1,597.00	1	\$1,597.00	\$146.13	\$0.00	\$0.00	\$700.00	\$400.00
LIB-119.2P	24/7 RETURN CHUTE V2 PRINTER	\$6,737.38	1	\$6,737.38	\$616.47	\$48.00	\$0.00	\$200.00	\$200.00
LIB-TBA	AnyTime Reservation/Circ Box	\$21,279.38	1	\$21,279.38	\$1,947.06	\$0.00	\$0.00	\$927.00	\$330.00

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## Pricing Conditions

On acceptance of this quotation, the following payment terms will apply: -

- (a) Prices are inclusive of Sales Taxes.
- (b) Payment of 50% of the total quoted costing is required prior to the commencement of the RFID project (excluding any applicable annual maintenance fees) and is due 7 days from invoice issue date or as agreed. The project will only commence once payment is received.
- (c) The remaining 50% will be invoiced within 30 days of the scheduled completion date and is due 30 days from invoice issue date unless otherwise agreed. If the agreed installation timeframes in the contract cannot be met by the library, payment of this invoice is still required to FE Technologies on the date that the delivery originally planned.
- (d) In the event that a delay is made by the library then FE Technologies reserve the right to charge for the warehousing of the equipment.
- (e) Any ad hoc items will require a separate purchase order, and payment is due 7 days from invoice issue date.
- (f) The final payment of any product is due 30 days from final delivery.
- (g) The payment for book sorters shall be 30% deposit on order, 60% payable when it is due for shipping from overseas (i.e. when it leaves the overseas factory) and 10% 30 days after installation.
- (h) Hardware delivery: 6-12 weeks from date of order (Note: Freight prices are based on standard door-to-door delivery. Extra freight charges may apply if delivery is difficult due to complex unloading conditions.)
- (i) In the case of building sites, if a second installation visit is required by FE Technologies the library will be required to pay an additional installation fee.
- (j) Any building works required for the installation of equipment is not included. Refer to the libraries responsibilities as described in the architect packs supplied for each product.
- (k) FE Technologies will not accept any liquidated damages that exceed more than 20% of the purchase price of the equipment
- (l) The minimum installation fee for Technical Service Officer to come on site has a minimum of \$2000.00 per visit.



FE Technologies

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RFID your way

# Attachment A: FE Technologies

Project Management Plan

Tuesday, 28 May 2019



FE Technologies  
RFID your way



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## Project Management

### Overview

A good roadmap executed by a seasoned team greatly increases the chances of a successful project.

FE Technologies has documented each and every step of the journey that library staff will undergo to successfully implement RFID in their library. The installation process has been developed and refined based on experience of installing RFID in over 500 individual branches throughout Australia.

FE Technologies uses a specialised Project Management Team to implement RFID that has direct access to the resources of our Support, Research and Development, Customer Service and Production Teams.

Effective and accurate communication is important to minimise the any delays or risk during your conversion to RFID.

### Timeline

Here's how we anticipate the steps required for your library RFID project – it usually takes approximately 12 weeks:

<b>Step 1</b>	<b>Contract Finalisation</b> Contract is signed, and order is placed for equipment. Initial 50% deposit is paid.  FE Technologies Transition Meeting occurs. Business Development Manager hands over all customer/contract requirements to the Project Manager, Operations Manager and Account Manager.
<b>Step 2</b>	<b>Tags and Mobile Retrospective Encoders are delivered</b> Conversion and tagging commences – the timeframe for this is dependent on number of staff operating each trolley and the number of Encoders operating concurrently.

<p><b>Step 3</b></p>	<p><b>Project Management and Transition</b></p> <p>Project Manager/Installer to conduct site audit. Building Services Manager, Library Manager, Building Architect, IT Manager from library to be present if necessary. Any installation issues and special requirements are identified and noted. Project Manager to pass on and discuss all information gathered to team at FE Technologies, including Hardware and Software installers.</p> <p>The Pre-Installation paperwork and checklists are completed, to ensure necessary IT configuration is conducted at the library and that power and data points are adequate and tested.</p>
<p><b>Step 4</b></p>	<p><b>Manufacture commences</b></p> <p>RFID equipment job specifications finalised at FE Technologies and manufacture and assembly is commenced according to agreed specifications.</p>
<p><b>Step 5</b></p>	<p><b>Test equipment</b></p> <p>Test Self Loan Station and Management Console (and Sort Assistant, Circulation Assistant, if required) are delivered and installed to allow configuration of workflows and functionality to be tested and finalised</p>
<p><b>Step 6</b></p>	<p><b>Final Equipment QA and Dispatch</b></p> <p>RFID equipment such as Gates, Self Loan Stations, Smart Bins and returns chutes are all quality assurance tested, branded to the Library (if required) and dispatched.</p>
<p><b>Step 7</b></p>	<p><b>Installation</b></p> <p>Delivery and installation of the RFID equipment is conducted. Exclusion zones are adhered to along with all relevant FE Technologies, Council and site safety requirements. Testing is conducted.</p>
<p><b>Step 8</b></p>	<p><b>Training</b></p> <p>Training on the hardware and software is conducted with relevant staff at the library, aimed at maximising usage of the equipment, reducing</p>

	staff “touches” of items, ensuring staff and public safety, and coaching staff on how to encourage patron use of the system.
<b>Step 9</b>	<b>User Acceptance Testing</b> User acceptance testing occurs. Final tweaks to the system are performed if required.
<b>Step 10</b>	<b>Sign-off</b> Project sign-off and payment of final 50% invoice. The entire system is launched to the public and patron education commences. Press releases and/or articles in relevant media are submitted if required.



# The Project Management Team

## Project Manager

The Project Manager takes overall responsibility for ensuring that the library's expectations are met. The Project Manager is your immediate point of contact during the project. Besides chairing regular project meetings the Project Manager will make onsite visits to review the positioning of the RFID equipment and also conducting the training.

## Projects Coordinator

The Projects Coordinator will assist the Project Manager during the project and being office based all the time provides an extra communication point. Arranging the customisation of the equipment, delivery, updating project minutes and coordinating travel arrangements are core to this role.

## Installation Team

The Installation team is made up of our Technical Support Officers. There are 4 officers available for installations and they are responsible for installing and commissioning the RFID equipment on site.

The installer is responsible for the software installation and integration with your Library Management System with SIP2. This work is done both remotely and also on site depending on the size and complexity of the installation.

Training will be performed on "live" equipment after installation has occurred.

## Experience of the Proposed Team

Our proposed Team have worked together on over 600 individual library installations as a team. The team have project-managed large and small sites, multi-branch sites and sites with various LMS's, and have worked with architects and new or partially complete libraries. There is virtually no installation scenario that the team have not handled in the past.

# The Process

The entire process is documented in the FE Technologies Quality Assurance System that is audited annually by SAI Global.

The process flow is:

**1. Transition:** In a Transition Meeting, the Sales Department hands over the new contract and all requirements to the Transition Team which includes project management staff. The project team introduces themselves to the customer via telephone and scopes out further details of the customer's requirements. FE Technologies will ask the library to complete our Pre-installation Requirements Checklist. This document is a way for us to gather and record vital information about the project, and covers:

- System setup for IT staff
- Product setup for IT staff
- System setup for Library staff
- Equipment and site requirements
- Training arrangements
- Site visit/s agenda

The details of the new customer are recorded in our CRM system along with invoicing and payment details. The Chairperson of the FE Technologies Usergroup is notified and the new customer is given Usergroup membership.



**2. Ordering of equipment and lead times:** The FE Technologies Project Manager conducts the site audit and completes a checklist of which includes surveying electronic and interference exclusion zones, the proximity of metal loops, data and power access, measuring temperature ranges, mounting surface material and levels, and any architectural concerns or notes. Delivery timeframes are entered into our Stock and Financials system and a series of equipment ordering, manufacture and delivery milestones are set into place. A pre-tagging checklist is completed by the library and the library gives FE Technologies an item file to load onto the Mobile Retrospective Encoders, ready for the conversion.

**3. Tagging and pre-production activities:** The Mobile Retrospective Encoder and tags are delivered, ready for tagging and conversion to RFID. Artwork for gate and self loan station inserts is finalised with FE Technologies Art Department and the library.

**4. Production:** work build lists are completed by the Production Team and equipment componentry is assembled and quality tested prior to dispatch.

**5. Installation:** Hardware is delivered and installed by our Installation Team, which includes RFID experts, familiar with RFID-specific exclusion zones and placement guidelines, and qualified electricians. Software is tested by our Software Installers with our own LMS response testing software to ensure each LMS message is translated appropriately by the software.

Hardware is delivered and installed by our Installation Team, which includes RFID experts, familiar with RFID-specific exclusion zones and placement guidelines, and qualified electricians. Software is tested by our Software Installers with our own LMS response testing software to ensure each LMS message is translated appropriately by the software.

The process we follow for installation is stored in our QA System.

It covers:

- Confirmation of installation and training dates
- Booking travel arrangements
- Preparing training documentation
- Shipping arrangements for equipment
- Installation preparation
- Inspection of equipment
- Installation of hardware
- Remote access confirmation
- Software configuration
- Connectivity and functionality testing
- Final whole of site testing

Our highly organised library delivery logistics is supported by a longstanding freight partnership that delivers valuable and often heavy Library RFID equipment right into installation sites.

**6. Handover to Support:** The 'Go Live' process is the final process to be carried out before a library goes live using RFID for both circulation activities and security. User testing has been



completed at this stage and the project signed off by the library and Library management. From now on any problems are handled by our Support team in accordance with the Service Level Agreements and the Warranty and Support Agreement.

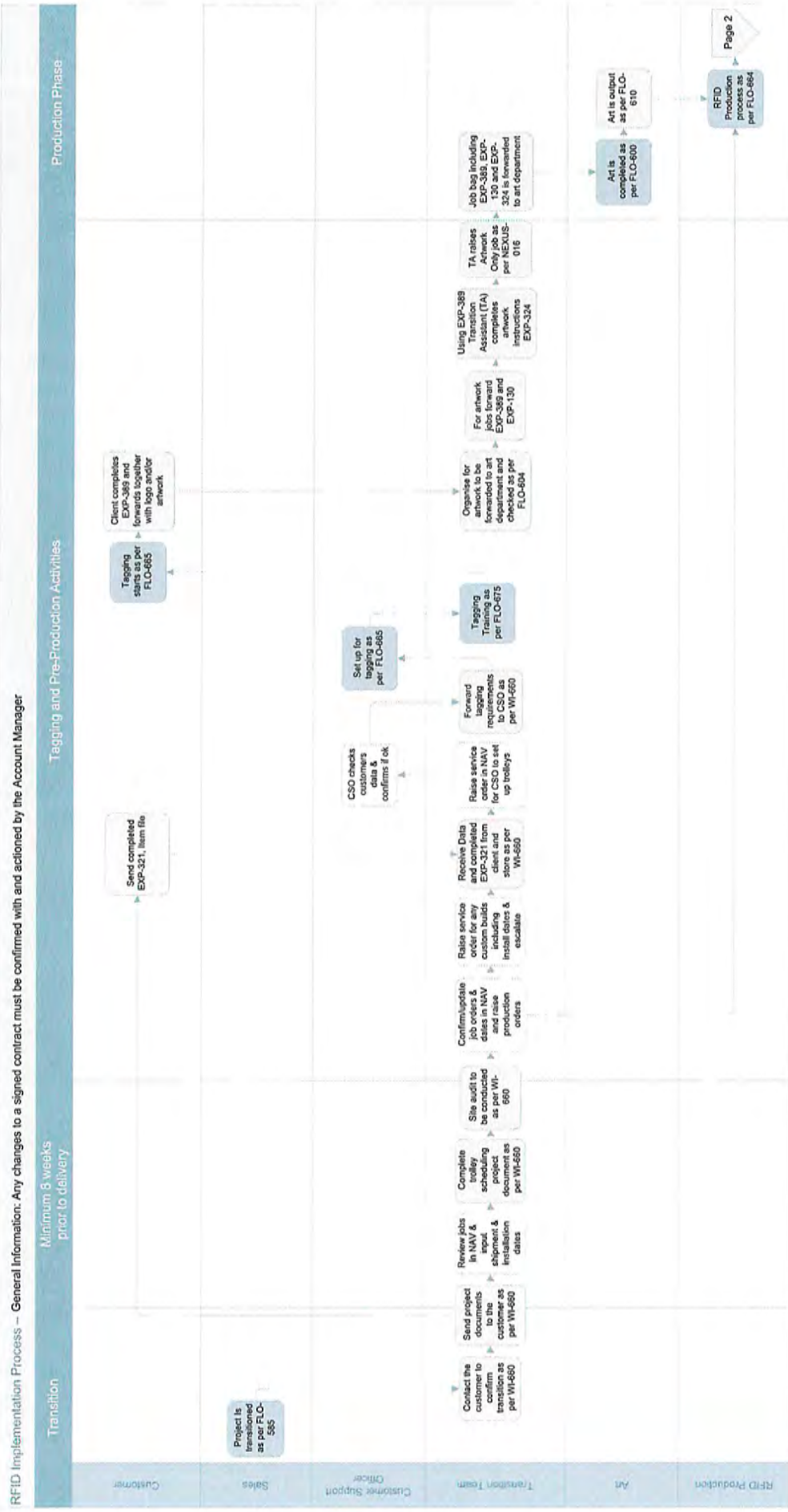
## Responsibilities and Scope

In general FE Technologies will perform all installation and testing works that relate to the RIFD equipment, and all maintenance and support work ongoing. The Library will need to give us building access and ensure that the appropriate power and data access is available. We also ask the library to complete a pre-installation checklist that includes some detail on your LMS and an item file. The table below defines the scope of the project in more detail.

The purpose of this table is to define those objectives that form part of the project, and those which may be assumed to form part of the objectives, but that actually fall outside of the scope for various reasons. The responsibilities of items falling outside of scope are not defined.

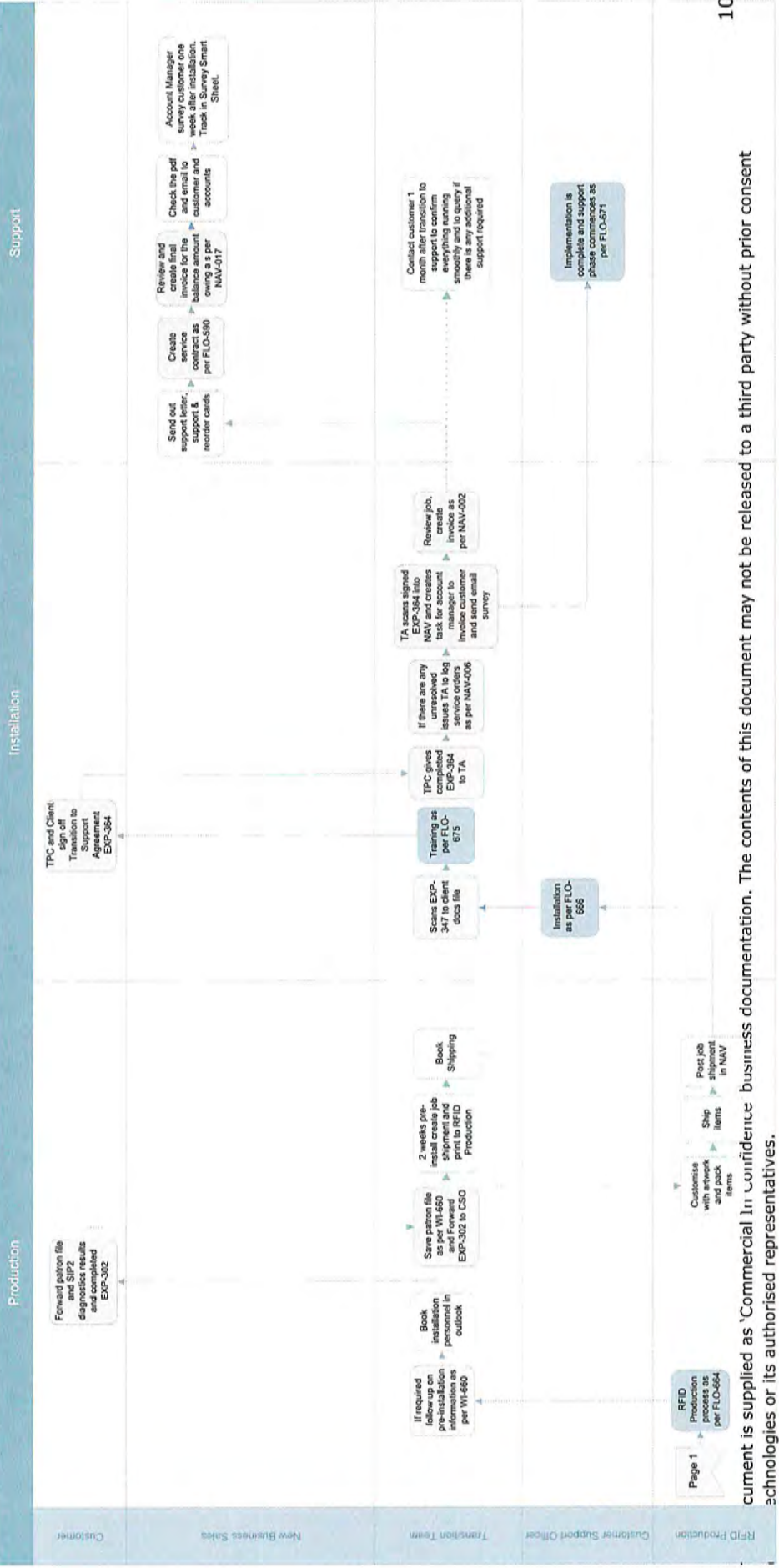
<b>Within Project Scope</b>	<b>Responsible Party/s</b>	<b>Outside of Project Scope</b>
Project Management	FE Technologies, Library	Functionality of LMS
Shipping and delivery of RFID equipment	FE Technologies	Functionality of previous vendor's RFID equipment
Installation of RFID Equipment	FE Technologies	Architectural or major building modifications
Software integration with LMS	FE Technologies, Library	
Testing and acceptance	FE Technologies, Library	
Training	FE Technologies	
"Go Live" and launch	FE Technologies, Library	
Ongoing support and maintenance	FE Technologies	

# Library Project Implementation Process – Diagram





RFID Implementation Process General Information: Any changes to a signed contract must be confirmed with and actioned by the Account Manager. If additional artwork is required at any stage of the implementation process – follow requirements as outlined in the "Tagging and Pre-Production Activities" section on page 1 of this FLO.



Page 1 RFID Production process as per FLO-664. The contents of this document may not be released to a third party without prior consent from FE Technologies or its authorised representatives.

## Formal Communication

### Cloud based Project Management Tool

Fe Technologies use a cloud based project management tool that allows all stakeholders both the ability to view the project activities but also update their activities. Documents and photos are easily attached to the activity list. Automatic reminders for outstanding activities are sent to the assigned stakeholders.



Please refer to Attachment K for a sample of this tool.

Formal communication is made during the course of the project by means of forms that need to be completed by the library. An Overview of the documents includes (but is not restricted to):

#### [Sales To Transition Document \(EXP-355\)](#)

Formal document used to kick off the project internally. This is a handover of the project from the Sales Department to the project Management Team.

#### [Implementation Process Document \(EXP-407\)](#)

This document explains the customer what to expect – how our invoicing works and what each of the steps are and what resources you will need. It acts as a process overview for the team.

#### [Introduction to ISO28560](#)

This is a document that explains all the data elements for ISI28560. We always encourage customers to undergo Convergent Testing especially if they belong to a larger group/consortium of libraries.

#### [Pre-Tagging Document \(EXP-321\)](#)

This document prepares a library that is about to tag their collection with RFID tags. It gathers relevant information so we are able to set up the mobile retrospective encoders and also download your item file onto them.

#### [Retrospective Training Checklist \(EXP-367\)](#)

This is a checklist that is used to train the tagging team on how to retrospectively convert library items with RFID tags, what the daily process is and how to ensure an accurate result is achieved.

#### [Pre-Installation Check List \(EXP-302\)](#)

This may be the most important document of all communication. This document is what allows the library to share their business processes with FE Technologies to ensure that we have the correct information to set up your system correctly. It is at this point where information is collected for the SIP2 service. This document covers every piece of equipment that is to be installed in the library.



### Training Check List (EXP-365)

Before the library goes live and after the equipment has been installed training is conducted. This is a checklist to ensure the library is trained on the relevant features that it is using.

### Sign Off Transition to Support – User Acceptance Testing (EXP364)

This document allows the library to set their expectations as a user acceptance test to ensure that all their business processes have been catered for and installed correctly. Once the library is satisfied that FE Technologies have completed the installation correctly and sign off is made then the library then is ready to be serviced by our support team and the relationship with the Project Management Team ends.

## Minimising Risk and Maximising Acceptance

On the first day a library goes live with RFID the library wants to maximise the acceptance of the new technology by both the library staff and the patrons. To minimise any last minute changes to the system that cause stress and detract from maximising the first days experience FE Technologies provide two services during the installation process:

a) **Pre-Install Testing Demo Self Loan Station**

A self-loan station can be set up in the library a month before the go live date. This allows the library to test all the different permutations in an attempt to find any weaknesses of the system and business processes. It also allows the SIP2 to be set up ahead of time and also to ensure any 'unfriendly' message from the LMS can either be corrected at the LMS or on the translation tables on the self-loan station.

b) **Placing a Software Support Person on standby on Go Live Date**

In the event of there being any last minute changes that were missed during the testing period we place a software support team member either onsite or on standby remotely (with remote access to all equipment) that allows us to make any changes as fast as possible to ensure the go live is a good experience.



## FE Technologies Training Plan

The FE Technologies trainer will conduct staff training sessions for staff in group sizes convenient to the library, ensuring that staff coverage is sufficient in other areas of the library at all times. Staff training can also be tailored to a "train the trainer" format if required, to equip key staff to train other members in their respective branches.

Detailed, easy to follow training manuals are provided for each product. The manuals are free, and are downloadable in PDF format via our UserGroup Website.

They contain informative and instructive diagrams, screenshots and photos, and are designed so that staff can refer back to items if and when required when working with the new equipment.

Two levels of training is conducted:

### **Equipment Training – functionality of all equipment**

The training is conducted after hardware installation, on "live" equipment to give staff a real understanding of the functions of each product. The equipment training is designed for all staff of all levels to attend, and may also be interesting for non-library Council stakeholders to participate, just for an interesting overview of the products. Training is hands-on with staff given the opportunity to use all equipment and try all different functions. Change-management to obtain staff buy-in on the new products is key, although it should be noted that the Self Loan Station's screen workflows and look and feel can be matched to closely mirror that of any incumbent equipment also. Questions are always encouraged, and the sessions are designed to be open, friendly and un intimidating.



The Equipment Training Session is not lengthy, since the FE Technologies equipment is designed to be intuitive and easy to use. Staff should expect to set aside up to 3 hours of their time. FE Technologies will educate staff on the safe and ergonomically correct use of all RFID equipment. Instructions are given on pull/push forces, lifting requirements, and RSI reduction strategies in order to achieve zero harm when using the RFID equipment.

Each piece of equipment is covered; a summary of each session is as follows:

- Self Loan Station – This session covers the steps that patrons take to conduct a transaction, and includes a run-through of all available transactions, error messages, receipt options, payment options (if applicable) and DVD unlocking method. This session





also covers the administration functions of the Self Loan Station which are accessed via a staff administrator's card, and includes encoding tags, tag info viewer, machine restart/shutdown, receipt paper changing and reprint receipt. A troubleshooting session is included and this covers when and how to lodge a Work Ticket for support/assistance from FE Technologies.

- Circulation Assistant – This session covers all the functions of the Circulation Assistant – multiple item check in and check out, exception handling, how to synchronise the application, encoding tags, checking tags, pinning or hiding the application and troubleshooting.
- Security Gates – An explanation of how the security gates work, emphasising their effectiveness and the fact that the FE Technologies system does not produce “false alarms” in order to give confidence to staff that when the alarm sounds, it is *always* because an item has been removed that has not first been checked out. This session covers the data logger and how to view items that have alarmed the gates, along with people counter functionality and a brief overview of the people counter reports (reports are covered in more detail in the Technical Training Session.)
- Shelving systems – Returns Shelves and Smart Shelves are shown to staff along with their relevant reports to allow staff to manage the shelves and instruct patrons where necessary on the shelves' purpose.
- Mobile Scanning Unit – A look at all the functions of the Mobile Scanning unit including how to perform a stocktake, how to import and export stocktake files and other lists for searching, how to find items, how to create searchable lists, and the most ergonomic and safe way to scan items wherever they are situated in the stacks.

### Technical Training – the Management console, higher level functions and reporting








This session is ideally attended by library managers and IT staff or any staff member whose role involves reporting, configuring or monitoring the RFID equipment. The session covers mainly the functions of the Management Console, including:

- User access levels
- Dashboard and monitoring the status of the equipment
- Designing groups of equipment, branches, etc
- Configuration – changing the GUI, changing the workflows (transactions steps), changing advertisement screens, changing the SIP2 translations, individual product configuration, data and encoding standards, etc.
- Reporting – how to produce reports, the different reports available, how to configure a reporting timeframe.
- Troubleshooting, including when and how to lodge a Work Ticket for FE Technologies Support.



The Technical Training session will take 2-3 hours, depending on the level of details and depth the participants wish to delve into.

Detailed documentation on the Management Console is included, with recommendations, FAQ's etc.

 Do's (recommended action)	 Don't (not recommended action)
 Note (a note of advice)	 Caution (A note of warning or caution)
 (FAQ) a frequently asked question	 Tips for effective usage
 Optional features	

A Training Survey is distributed to all participants in both training sessions at the end – this is a key tool in FE Technologies' quality assurance process, allowing us to identify any gaps or issues with our training programs.

# Attachment B: FE Technologies Warranty and Support Agreement



FE Technologies  
RFID your way



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## Introduction

FE Technologies provides a comprehensive warranty against defects in materials and workmanship for all FE Technologies Library RFID equipment.

Should any equipment supplied as part of the Library RFID system develop a fault, FE Technologies or its contracted field service agent/s will repair or replace the equipment via remote access or onsite visit.

The warranty covers only those defects that arise during the normal use of the equipment. It does not cover the misuse, deliberately or otherwise of the equipment, or unauthorised modification of the hardware or software.

## Definition

The term "technician" refers to an FE Technologies Technical Support Officer or third party agent.

## Warranty Commencement Date

The commencement of the warranty period is 30 days after the equipment is delivered to site (but no more than 120 days after delivery to site). The standard warranty period is for 12 months from this commencement date. There is no cost for the standard warranty.

## Extended Warranty

Extended warranty for the equipment is available for a period of 4 years following the standard warranty period (total warranty period being 5 years). Your acceptance of the Extended Warranty is automatic upon signing a contract. You must advise us in writing, at the time of signing a contract, if you do not wish to accept the Extended Warranty.

Cancellation of the Extended Warranty can be requested in writing to FE Technologies in the month prior to the warranty anniversary. Requests for cancellations part way through the annual warranty period will not be refunded.

At the conclusion of the extended warranty period the contract will be automatically rolled over onto an annual contract which will be subject to price increases. Please contact FE Technologies to if you elect to decline this or would like to amend the arrangement.

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The costs of our extended warranty are supplied in our pricelist.

## NON WARRANTY SUPPORT

If an extended warranty agreement is not entered into and/or at the expiration of the extended warranty period where further agreement is not entered into, requests for support will be charged at the current Time and Materials rate. Please refer to the document "Post 5 Year Support and Maintenance."

### Costs

Extended warranty will be invoiced, in advance, annually for the duration of the agreement. The annual cost of the extended warranty will be as quoted in your equipment proposal for each individual Library product. The initial invoice for extended warranty will be issued 1 month prior to the 12 month anniversary date of the warranty commencement date and due on the anniversary of the commencement date. Subsequent invoices for each individual Library product will be issued at each 'anniversary' date within the duration of agreement.

If an Extended Warranty agreement or service contract does not exist, FE Technologies can provide a fault fix service, charged using the current "Time & Material" rate. This amount will be quoted by FE Technologies at the time of the fault query.

All monies due to FE Technologies will be payable as per the tax invoice issued. If monies are not received by the due date, FE Technologies may suspend the quoted service.

### Nominated Support Contact

To obtain support under the Warranty, your organisation is requested to nominate Support Contacts for the entire Library group. Your organisation shall designate the Support Contacts (SC) who will be responsible for maintaining the integrity of the hardware and software comprising your Library RFID system of which the Hardware and Software is a part.

Requests for telephone assistance or for e-mail assistance may come only from the nominated Support Contact. In the event that any SC leaves your employ, you may designate a new SC and notify FE Technologies via e-mail prior to the new SC contacting FE Technologies.

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## Hours of Support

REGION	TIME ZONE	MONDAY TO FRIDAY	SATURDAY TO SUNDAY	EXCULSIONS
USA, Canada	EDT	0800-1700	0800-1700	Christmas Day, Boxing Day, New Years Day, Good Friday, Easter Monday
USA, Canada	EDT	0900-1700	0900-1700	Christmas Day, Boxing Day, New Years Day, Good Friday, Easter Monday

Weekend onsite support is charged at an additional 40% of the quoted Extended Warranty. Please notify FE Technologies if you wish to accept the offer of weekend onsite support.

Note: FE Technologies will provide a minimum of 8 hours support Monday to Friday but these times may be subject to change without notice.

The cost for Maintenance and Support (Warranty) may increase at CPI rate without notice.

## Support Tiers

FE Technologies has three options for support available:

- Bronze – includes remote software support and software upgrades – the library pays for parts and can either contract FE Technologies to install parts when required or the library can self install parts
- Silver – includes remote software support, software upgrades and parts. The library can either contract FE Technologies to install the parts when required or the library can self install parts
- Gold – includes remote software support, software upgrades, parts and onsite technician to replace parts.



## Support Procedures

The FE Technologies Warranty incorporates the following processes of support:

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### 1. Service Tickets

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The initial technical support request can be logged via telephone or an online Work Ticket (preferred method) and the work will be undertaken by a Technical Support Officer (TSO) from our Customer Care Team.

The Technical Support Officer will endeavour to take any calls made to them. However in the event that they are unavailable the call will be answered by our attended messaging service. This service will note the customer name, caller details and a fault description then pass this to the FE Technologies Customer Care Team. A TSO will endeavour to call the customer back as soon as possible to check the details of the message and log a Work ticket on their behalf if required.

Work Tickets logged online will be acknowledged within **1 hour** of logging. A TSO will either acknowledge the ticket in the ticket itself or will telephone the customer directly.

Following the acknowledgement of a logged issue ticket the Customer Care team then have **8 business hours** to analyse the issue and attempt to resolve it.

Should the problem be diagnosed a hardware issue an onsite technician may be required. Please see the onsite support section of this document.

For configuration change requests raised as tickets the target for resolution is **2 weeks**. Request for 'information only' the target is **1 week**.

In the event that the issue is beyond the technical expertise of the Customer Care Team or if the issue is deemed to be a bug in the software, the ticket will be escalated to the FE Technologies Hardware and Software Development Teams for investigation and resolution. The target for resolving bug issues where equipment is still in working order but is suffering service degradation is **4 weeks**. Where a piece of equipment has failed completely the target then changes to **1 week**.

For Feature Requests a member of the Customer Care team will raise a feature request ticket on your behalf and close the Technical Support Ticket. The ticket will be passed to the Hardware and Software Development teams who will review the request. Should the feature be

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implemented the customer will be contacted with an ETA and an appointment will be scheduled for an upgrade to take place.

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## 2. Remote Access

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If the problem cannot be resolved via telephone, the TSO may need to access your FE Technologies RFID equipment via remote access. Remote access is performed via a program called 'GoToAssist' or a customer approved method.

GoToAssist is a Citrix secure token based application that allows the technician to access your equipment via the internet. FE Technologies are only able to access equipment remotely with the approval of the library and all remote sessions are recorded and available for review up to 30 days after the online session.

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## 3. Onsite Support

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If the Customer Care team determines that the problem is hardware related, FE Technologies will arrange for the parts to be despatched to the library. A technician to be onsite within **24 hours** of the library acknowledging they have received the parts.

Standard Service is performed on-site at the customer's location and is available Monday-Friday from 0900 to 1700 local time excluding normally observed local holidays.

Out of hours support may vary depending on customer contact agreements.

The Warranty covers the costs of labour, travel, repair of parts and supply of replacement parts in the event that an onsite visit is required.

**Note:** On the rare occasion that an onsite technician is delayed for any reason an FE Technologies Customer Care team member will contact the customer with an advised ETA.

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## 4. Extended Support

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Issues reported via the telephone will be taken by an attended message service and passed to the appropriate Customer Care team member.

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Issues logged during extended hours will be responded to within **1 hour**. Each logged ticket will be assessed to determine if remote support is required or whether the issue can be resolved over the telephone.

Should remote access be required the TSO may require the assistance of the customer's IT department to grant access. If this is unavailable an agreement will be made between the customer and the technician to gain access at a more suitable time. A work around will be provided where possible in this instance.

## Customer Data

FE Technologies recommends regular back-up of data. In cases where a Library RFID system component hard drive failure is detected, the hard drive will be replaced. Customer data stored on the defective hard drive will be lost if the hard drive is replaced. The technician will configure the operating system to the original settings as supplied.

**Data Loss:** The customer is responsible for the security, back-up and re-installation of their data at all times. FE Technologies accepts no liability for loss of software or data.

## Customer Obligations

In order to enable FE Technologies to carry out its support obligations the customer without limitation should:

- Provide FE Technologies with full, safe access to the products
- Provide a technically competent person with knowledge of the system and fault to be present throughout the repair and to actively assist in troubleshooting
- Ensure the equipment is in an easily accessible location with adequate space, health and safety conditions
- Acknowledge that they are responsible for recovering their own application software after any such Services have been provided
- Inform FE Technologies of any equipment relocations
- Keep all RFID equipment in a reasonable state of cleanliness, particularly touchscreens, barcode readers and sensors on materials handling equipment
- Advise FE Technologies when the designated location of any RFID equipment is to be altered, or if there are any planned changes to library infrastructure that might affect the operation of the RFID equipment



- Any other actions that FE Technologies may reasonably request in order to best perform the service.

**Note:** Under no circumstances is any part of the equipment supplied to be 'opened' or tampered with any way unless specifically instructed by a FE Technologies technician.

## Software Upgrades

FE Technologies periodically releases point versions. Some of these releases may not affect FE Technologies Library RFID users, or may not be appropriate for your library. Software upgrades are not mandatory and the system will still be covered by the Warranty and Support Agreement, however software upgrades may be required to fix software issues or to resolve bugs or provide library's with required functionality. The library must perform the upgrade itself. Instructions relating to the upgrading of software can be found in the document "Management Console – User Guide".

## General Exclusions

Without limitation, the scope of FE Technologies telephone support, remote access support and next business day on-site support does not include support for the following:

- Configuration and diagnosis of the FE Technologies Library RFID system hardware for use with customer-installed applications and hardware.
- All non FE Technologies supplied hardware and peripherals, their installation and compatibility with the FE Technologies Library RFID system hardware.
- Any non FE Technologies supplied software or its compatibility with the FE Technologies Library RFID system.
- Upgrades to the Library Management System (LMS) and the subsequent effect on the FE Technologies Library RFID system (changes to SIP2 server or SIP2 information for example).
- Customer applications and data
- Any consumable items such as printer ribbons, or replacement of rechargeable batteries on portable equipment.
- Repair of system after virus infection other than installation of the FE Technologies Library RFID system to its default settings.

This document is supplied as 'Commercial In Confidence' business documentation. The contents of this document may not be released to a third party without prior consent of FE Technologies or its authorised representatives.



# Faulkner County Public Library

**RFP** Radio Frequency Identification (RFID) Library System

**DUE DATE** Thursday, November 07, 2019 at 9:00 AM

**CONTACT** John McGraw, Library Director  
501-327-7482  
john@fcl.org



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FILED

DEC 20 2019

**Bid**

Bids should be submitted in total, for the price to be paid by Faulkner County FOB Conway, Arkansas  
**including all taxes.**

MARGARET DARTER  
FAULKNER COUNTY CLERK  
BY Amulen DC

Name of Vendor mk Solutions, Inc.

Name of Individual Representing Vendor Rachel A. G. Davis

Radio Frequency Identification Library System Specifications:

- 240,000 RFID print media tags
- 24,000 RFID A/V media tags
- 18 shielded RFID Antenna/Reader kits for staff stations
- 1 Double-wide gate, 3 single-wide gates
- Gate alert management software
- RFID inventory system
- 3 stand-alone self-check stations
- Shipping, installation and annual maintenance fees
- Removal of existing checkpoint gate

Total bid price: \$133,547.18

Bidder name, address, and phone number:

mk Solutions, Inc.

75 Acco Drive, Ste. A-3, York, PA 17402

860-760-0438

Signature: *Rachel A. G. Davis* Date: Nov. 04, 2019

Name: Rachel A. G. Davis



Tuesday, November 5, 2019

John McGraw, Library Director  
Faulkner County Public Library  
1900 Tyler St.  
Conway, AR 72032

Subject: RFID Library System

Mr. McGraw,

mk Solutions, Inc. is pleased to submit a proposal for RFID products for your library. Our response details the features, benefits, and technical specifications of our proposed product range that will help the Faulkner County Public Library seamlessly implement an RFID-enabled circulation, self-check, security, and collection management solution into its everyday processes. The proposed software and hardware provide the most reliable, user-friendly experience available and round out a comprehensive approach to automation and self-service, all from a single source.

mk has proposed a solution that includes:

- 2x2 square or 2x3 rectangular RFID tags and hub tags for media.
- 18 staff stations and an inventory wand that enhance the staff experience by simplifying some of the more mundane tasks, like ease of checking patrons in and out, weeding, and looking for lost items.
- 3 best-in-class self-check kiosks, coupled with our award-winning LibSoft™ software, designed to enable patrons to easily manage the checkout/check-in and account management processes.
- 4 security gate systems that provide a high level of protection against theft and serve as an added deterrent without an imposing look.
- Our web-based management software, LibManager, which provides the statistics and reports needed to make decisions that best serve the library, patrons, and the community.
- De-installation of the library's existing Checkpoint gates.
- Ongoing support and maintenance.
- Implementation/installation by mk's own trained installers.
- On-site training at no additional charge by mk technicians.

Information has also been included on mk's sorting/AMH, LibDispenser, and tagging station solutions in the Attachments section of this proposal. An Automated Materials Handling (AMH) system makes the check-in process simple, allowing items to be returned quicker, which, in turn, provides patrons with access to 'high demand' items quickly, leading to a higher level of satisfaction.

The LibDispenser, on the other hand, is a fully automated dispenser used for check-in and checkout of popular library items. Once a patron returns an item, it is automatically shelved and ready for the next patron to check out.



mk is confident that these proposed solutions will augment the library's current and future vision for automation and patron self-service. Our goal is to help libraries better serve their communities, offer improved patron and staff experiences, increased patron engagement, and streamlined efficiencies that enable more meaningful, innovative programming.

As of the date of this cover letter, there were no posted addenda. mk is able to provide the services and equipment described herein and meet the requirements detailed in the RFP.

We are committed to the success and excellence of this project. For additional information regarding this proposal, please contact me at the number or email below or reach out to your sales representative, Louis Sooklal, at 717-885-6234.

Sincerely,

A handwritten signature in black ink that reads 'Rachel A.G. Davis'.

Rachel A.G. Davis, Project/Senior Manager  
75 Acco Drive, Ste. A-3, York, PA 17402  
717-434-4933  
[bids.us@mksolutions.com](mailto:bids.us@mksolutions.com)





**CORPORATE EXPERIENCE,  
BACKGROUND, & CAPACITY**

## EXECUTIVE SUMMARY

### Critical Requirements

mk is able to provide, fulfill, and implement the critical requirements as detailed by the Faulkner County Public Library, including integration with the Library's ILS, conformity with the ISO-28560-3 standard, usage of Apple computers, and ADA-compliant, effective security gates.

mk has worked with libraries using both TLC Library.Solution and SirsiDynix Symphony ILS products, such as Metropolitan Library System in Oklahoma City, OK and the Redding branch of Shasta Public Libraries in California, one of the references provided in this proposal.

mk follows NISO standards and had the ISO 28560-2 US data model implemented prior to the date that NISO made it the official standard data model for US libraries. Since mk believes that proprietary products can limit the library and may preclude future flexibility, we only provide ISO industry standard products. We note that FCPL requires tags conform to ISO 28560-3, which is the Danish data model.

mk is able to accommodate either data model; however, mk's re-encoding capabilities – available with certain solutions – can auto convert your library items to the US standard without any staff intervention. Re-encoding is done while patrons check items in and/or out.

### Solution Overview

#### Software



mk's Centralized LibManager (CLM) is a fully web-based administrative dashboard that provides staff and management with a comprehensive overview of real-time, up-to-date statistics, like transactions, alerts, and foot traffic. LibManager also integrates with your Library.Solution ILS and (later) Symphony.

Features of LibManager™ include:

- **Modifying** single or multiple systems and/or branches simultaneously, on site or away.
- Detailed **reports** that can be exported in multiple formats like Excel for easy data filtering.
- **Autonomy** to create and manage staff access without mk's assistance.
- An auto-deployment option ensuring that the library's mk equipment is always **current**.

#### Circulation Staff Workstation



The mk StaffStation accepts and responds to commands from the ILS, so that staff can continue to use the screens to which they are accustomed. mk StaffStations use the same RFID pad and software as the conversion stations, allowing staff to convert returns at the staff workstations to speed up conversion.

#### SelfCheck Stations

mk has proposed its SC4 kiosk, a highly modular solution that allows the library to remove the pedestal and convert the kiosk to a countertop SelfCheck if needed. Additional details are provided in the product section.



Powering the SelfCheck is LibSoft software, which displays the cover image, number of items, titles, and due date during the checkout/check-in process, providing patrons with step-by-step visual confirmation. HTML5 technology – similar to a smartphone interface – eliminates barriers to use. The software communicates via SIP2, NCIP, APIs, and web/services with any ILS,

including Library Solution (and Symphony) and integrates with EBSCO (Novelist), OverDrive, and others, which enable the library to offer a **turnkey self-service solution** to its patrons.

It can also be installed on library-provided hardware. Since LibSoft is so powerful, mk requires that the library-provided PC have the following specifications: Intel® Pentium® Processor N3700, 1.6GHz, similar or higher, at least 4GB RAM, at least 60 GB HDD, four USB 2.0 (or higher) ports, 1 x RJ45 LAN, VGA video port, and a standard Operating System.

## Inventory



The mk Inventory Blade is a powerful tool that inventories, finds misplaced items, weeds, turns tag security on (or off), and gathers item information from the shelves – all while wirelessly syncing to your ILS, ensuring data remains accurate and up to date. Multi-colored LEDs and sounds alert the user to items that are found.

With up to 16 hours of use in standard mode, the Inventory Blade allows staff to work freely on a range of shelf-tidying tasks without having to worry about recharging.

## Security Gates

ADA-compliant gates offer an integrated bi-directional patron counter that captures patron visits with increased **accuracy**. With a largely clear acrylic composition, gates blend with any interior. Staff use GateTracker software to run **statistics** – such as footfall and alarms – and view activity **quickly**.



When an alarm is triggered, a pop-up appears on one or more staff workstations, with information such as the name of the exit, title, status, time, and item number. mk has also provided optional pricing for wider aisle security gates (59").

## Additional Features of the mk Solution

In the Attachments section of this proposal, mk has provided information on solutions requested by the FCPL, including AMH and LibDispenser. We have also included details on our tagging stations, which help convert items to RFID up to four times faster, depending upon the selected station. Our solution also encompasses:

- **Project Management:** FCPL will have a dedicated project manager to manage the project, who establishes a plan of communication to ensure all roles and responsibilities are defined. As an ISO 9001 Quality Management certified organization, our focus is on a high level of quality across all aspects of the project.
- **Implementation:** Installation is conducted by certified trained service technicians, including local technician(s) assigned to your account. We work with staff and management to identify ideal times to carry out installation.
- **Training:** mk will create a customized training plan and ensure that staff is fully trained and comfortable with the new technology. All documentation is personalized and provided to library management in an editable form so that it can be updated as needed.
- **Support:** FCPL will be able to reach mk techs via web, phone, and email. Our simplified support portal allows you to track ticket progress and manage correspondence. We also use a project portal that tracks project progress; it serves as an informative tool between the library and the mk project team.

## COMPANY HISTORY

### About Us

In 2005, mk Technology Group, the leading manufacturer in industrial factory automation, launched mk Sorting Systems GmbH as a division of the company specializing in library automation solutions. Following increased library market acceptance and several global installations, it was clear that mk Sorting Systems GmbH should become its own company.

In February 2008, mk Sorting Systems GmbH was established as a subsidiary of Maschinenbau Kitz, permitting sole focus on the development and sales of high-quality library solutions. That same year, the success of mk Sorting Systems GmbH allowed the company to expand into the emerging US market, creating a subsidiary corporation, mk Sorting Systems, Inc., headquartered in York, PA.

As mk Sorting Systems grew, so did our portfolio to include RFID tags, staff stations, self-check stations, security gates, among other solutions. In May 2014, to embrace our extensive portfolio, mk Sorting Systems, Inc. changed its name to mk Solutions, Inc.

Because of our company size, mk is able to develop personal relationships with our customers and remain nimble during installations, eliminating much of the 'red tape' and navigation of countless levels of management that may hamper project progress.

In addition, our systems are designed with the goal of vendor interoperability.

<b>US Headquarters</b>	<b>mk Solutions, Inc.</b> 75 Acco Dr., Ste. A-3, York, PA 17402 860-760-0438
<b>Incorporation</b>	Incorporated Jan. 2009 in Delaware Name changed to mk Solutions in May 2014
<b>Website</b>	<a href="http://www.mk-solutions.com">www.mk-solutions.com</a>
<b>Federal Tax ID</b>	61-1573837
<b>Parent Company</b>	<b>mk Solutions GmbH</b> Einsteinstrasse 10, Sankt Augustin, Germany 53757 (P) + 49 2241 25223-0

Today, mk Solutions is the leader in library hardware and software solutions with state-of-the-art technological advancements for any size library and budget.

mk Solutions has not had an open dispute with a county or city nor is the company involved in any litigation associated with any work in progress or completed in both the private and public sector. Furthermore, mk Solutions does not anticipate any sale, acquisition, or merger in the near future.

mk Solutions certifies that it has no affiliations with or involvement in any organization or entity with any financial interest or non-financial interest with the said city and/or county government to include individual libraries named in the associated RFP.

### Quality

mk Solutions is **ISO 9001 Quality Management** certified. This certification requires the highest level of quality regarding sustainability, quality assurance, risk minimization, and increased cost-effectiveness through process improvement, worldwide compatibility, and more. mk Solutions is audited annually in all aspects of the business, including, but not limited to, operations, development, logistics, manufacturing, installation, and training. Alongside this certification, customer feedback has also driven mk to offer the highest quality solutions while exceeding all industry standards.

## Experience

As one of the leading global technology providers for libraries, we partner with key vendors that provide various solutions in the library industry. Through the formation of these vendor relationships, our **customers can realize additional benefits.**

Some of these key partnerships include:



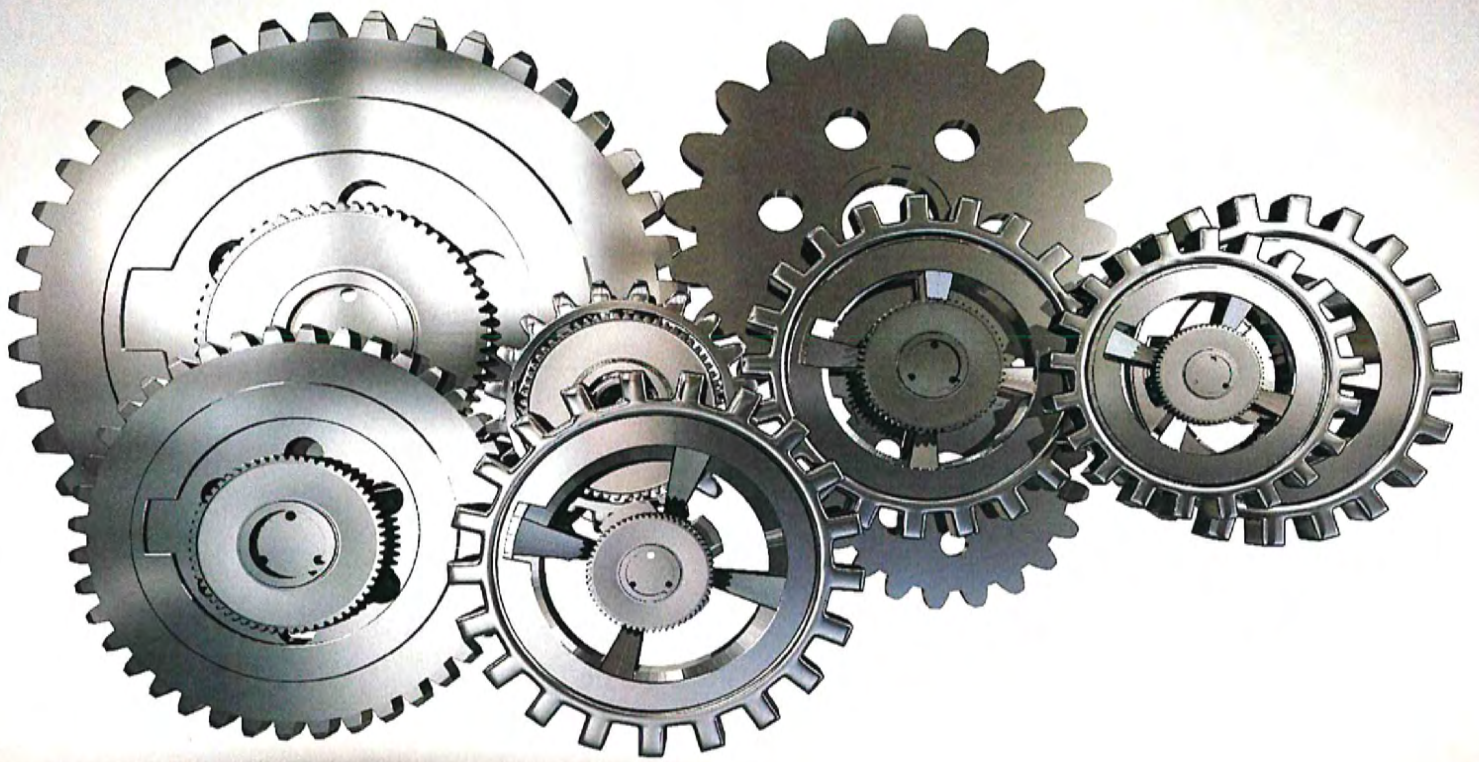
mk has library customers across the US and Canada as well as globally. These installations range from an 11-bin sorting system in Escondido, California to thirty-two self-check kiosks in Oklahoma City, Oklahoma.

The following references can be contacted for additional information regarding the solution presented in this proposal.

<b>Library Name</b>	Shasta Public Libraries, Redding Branch (California)
<b>Contact Name &amp; Info</b>	Greg Vogt, Operations Manager <a href="mailto:gregv@shastalibraries.org">gregv@shastalibraries.org</a>   530-245-7262
<b>Installation Year</b>	2018
<b>Products</b>	102,000 RFID tags, 9 StaffStations, 1 quad aisle security aisle, 7 SelfCheck kits, and 9-bin sorter with one interior patron return

<b>Library Name</b>	McHenry Public Library District (Illinois)
<b>Contact Name &amp; Info</b>	Barb Majka, Circulation Manager <a href="mailto:bmajka@mchenrylibrary.org">bmajka@mchenrylibrary.org</a>   815-385-0036
<b>Installation Year</b>	2017-2018
<b>Products</b>	RFID tags, leased conversion/tagging station, StaffStations, tabletop & kiosk SelfChecks with credit/debit card payment, security gates, inventory wand, and 7-bin AMH with external return & staff induction

<b>Library Name</b>	Arapahoe Library District (Colorado)
<b>Contact Name &amp; Info</b>	Anthony White, Manager of Web Systems <a href="mailto:awhite@ald.lib.co.us">awhite@ald.lib.co.us</a>   303-792-8999
<b>Installation Year</b>	2016
<b>Products</b>	RFID tags for books and media, 30 tabletop SC4 SelfChecks with monitors in landscape orientation and credit and debit card payment, leased automatic and manual conversion (tagging) carts, and 100 StaffStations



## **DESCRIPTION OF THE PROPOSED SOLUTION**

## DESCRIPTION OF THE PROPOSED SOLUTION

### LibManager

LibManager is the ultimate administration tool that provides powerful, relevant information that can be used to manage the entire system. LibManager handles configuration, status, statistics, updates, and help, allowing the library to configure, change, and update all units, a few units, or just one, including receipts and logos.

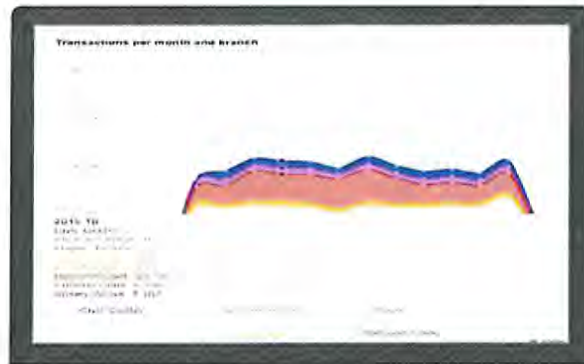
100% web-based software with high availability that displays up-to-date statistics, transactions, and more

Effortless modifications to mk systems encourage efficiencies for staff and management

Easily modify single or multiple units in real-time with a simple click of a button whether in the library or from another location; systems do not require rebooting

Detailed reports concerning transactions by date/time and successes/failures, for instance, can be exported via multiple formats, making data easy to sort and filter

mk's Auto-Deployment Feature allows system updates to be installed automatically to single, multiple, or all stations



Staff can change workflows with ease, push out updates or changes in screens, or modify receipts all from one location.

### Dashboard



With the data provided by the system, staff can easily see how your mk equipment is performing, which SelfChecks are used, compare branches to find out which ones are the busiest, learn when more staff is needed to cover the busiest periods during the day, compare historical data, and more.

Plus, the dashboard offers quick at-a-glance overviews of activity and statistics of all your mk equipment.

Easy-to-use tabs guide staff through the software, making it both intuitive and efficient. Installed products are featured on the lefthand side making it simple to find what you need and make changes.

FEATURES	LIBMANAGER
Status & condition of equipment in real-time	●
Statistics of equipment (per hour, day, week, etc. with easy export tool in multiple formats)	●
Centralized management of multiple stations (entire branches or consortiums)	●
Software version auto-updates (branches or consortiums, does not require PC reboot)	●

## mk RFID Tags

mk Solutions provides RFID tags for just about any library application. Whether you are tagging printed materials or media such as Blu-Ray, CD, DVDs, etc., we have a tag that is ideal for the particular item application.

All mk RFID tags comply with ISO 15693 and ISO 18000-3 Mode 1 standards. mk tags are hermetically sealed to prevent corrosion of the transponder coil and supplied with an adhesive that is age resistant, acid free, solvent free, and resists flexing.

Our tags come with a **lifetime guarantee** (with an expected library item lifetime of 10 years with a 100,000 write read cycle).

Multiple formats available – for books, DVDs, CDs, etc.

Item identification and security in one tag

13.56 MHz frequency

I-Code SLI-X microchips (Manufacturer NXP)

Age resistant, acid free, solvent free adhesive

Complies with ISO 15693 and ISO 18000-3 Mode 1 standards



FEATURES	RFID TAGS
Custom single color or multi-color text and barcode printing available	●
Flexible polyester material	●
Available in multiple formats for all types of library material (square, rectangular, media)	●
Unlimited reading and writing to tag	●
Forgery-proof due to unique internal ID number	●
Electronic security of library material via EAS bit or ISO standard AFI	●
Integrated receiving antenna and passive chip	●
Hermetically sealed to prevent corrosion of the transponder coil	●
Higher identification accuracy without being in line-of-sight	●



## **mk StaffStation**

Easily update your existing staff stations to RFID with the mk StaffStation. Like the rest of our hardware, the mk StaffStation easily integrates with your ILS, so staff can also use the same ILS screens they are used to. The StaffStation also allows single or multiple item processing and can be set to only process single items, if preferred. mk software can run as a mini-app window without having to close the current ILS session.

Can be installed in the backroom or circulation desk areas

Simple, user-friendly interface

Software is compatible with most ILS and accepts and responds to ILS commands, so staff can use the ILS screens to which they are accustomed

Remote troubleshooting and maintenance via secure VPN connection

Shielded antenna to eliminate 'bleed over'



The mk StaffStation automatically identifies the ILS windows when staff checks items in or out and sets (or disarms) the security in the tag accordingly. As an alternative to automatic identification, staff can still use ILS hot keys (if applicable) for checking items in and out.

mk StaffStation software will automatically stop transferring barcode numbers to the ILS as soon as a pop-up window appears regarding a hold or other notification. Once staff closes this window, the mk software automatically proceeds with any remaining barcode numbers without additional staff intervention.

FEATURES	STAFFSTATION
Compatible with different Operating Systems/VMware	●
Compatible with existing hardware	●
Interface to any ILS (no SIP required)	●
ISO compliant (not proprietary)	●
Staff does not have to "leave" ILS for transactions	●
Security (AFI) changes automatically	●
Processes barcode and/or RFID patron cards	●
Processes all existing data models	●
Auto re-programming to harmonize data models <sup>1</sup>	●
Export statistics to multiple formats	●
RFID, Barcode, or RFID & Barcode (Hybrid) - processes RFID items (single or bulk)	●
Multilingual user screens	●
Ergonomic as well as accessible for staff with physical disabilities	●
Shielded antenna	●

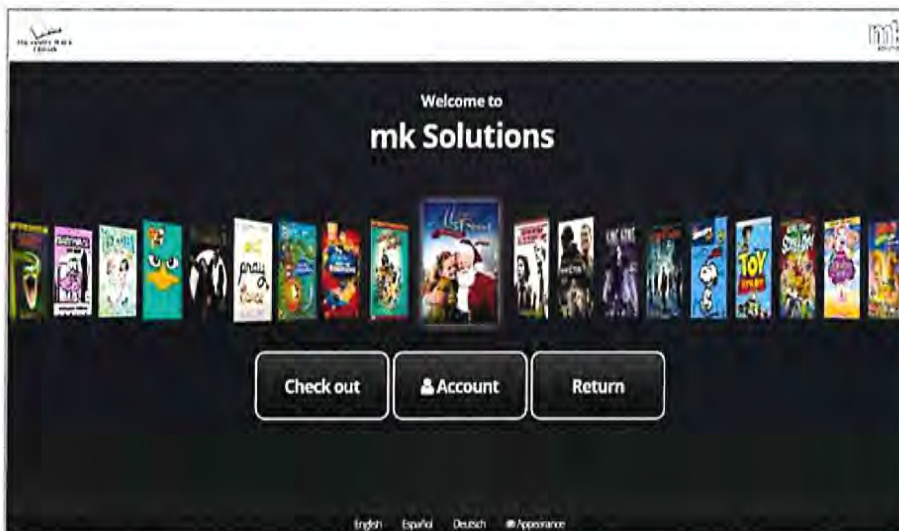
<sup>1</sup> Additional fees may apply.

## mk SelfCheck

mk SelfChecks are designed to enhance the patron experience by providing a simple-to-use method to perform those everyday tasks of checking out, returning, paying fines and fees, and handling renewals. Our philosophy is to help libraries enable their patrons to use the library as independently as they choose. **This is the driving force behind our award-winning SelfCheck line.**

**mk SelfCheck units are intuitive and modern, both in design and functionality.**

We integrate with different third-party products like EBSCO (Novelist) and OverDrive. EBSCO (Novelist) increases library circulation by recommending library items to your patrons,<sup>2</sup> while OverDrive provides access to more than two million titles in digital content.<sup>3</sup> mk can also implement the library's calendar on the self-check for easy access by patrons.<sup>4</sup> If your calendar permits event sign-up, this feature can be enabled as well.



mk Solutions' web-based software, **LibSoft**, uses the latest HTML5 technology, so icons and screens are familiar to patrons and works with the library's touchscreen monitors, iPads, Kindles, tablets, etc. LibSoft is used on all mk library solutions, ensuring **familiarity** with the system's Graphical User Interface (GUI) and **continuity** across our product range.

The usability of mk SelfChecks is critical, which is why mk provides a highly visible help button on the SelfCheck screen. Once the button is pushed, staff is notified of the help request via a pop-up message at the staff workstation(s), and the patron is alerted that a staff member is on the way. Once a staff member acknowledges the help request, it disappears on all other staff screens to let other staff members know that someone from the team is helping the patron.

mk SelfChecks use mk's in-house designed, fully web-based software solution, LibSoft. Both the languages and appearance of LibSoft are easily changed by the patron at the SelfCheck unit.

<sup>2</sup> Additional fees may apply. This feature can be provided separately from EBSCO, if interested.

<sup>3</sup> Additional fees may apply.

<sup>4</sup> Additional fees may apply.

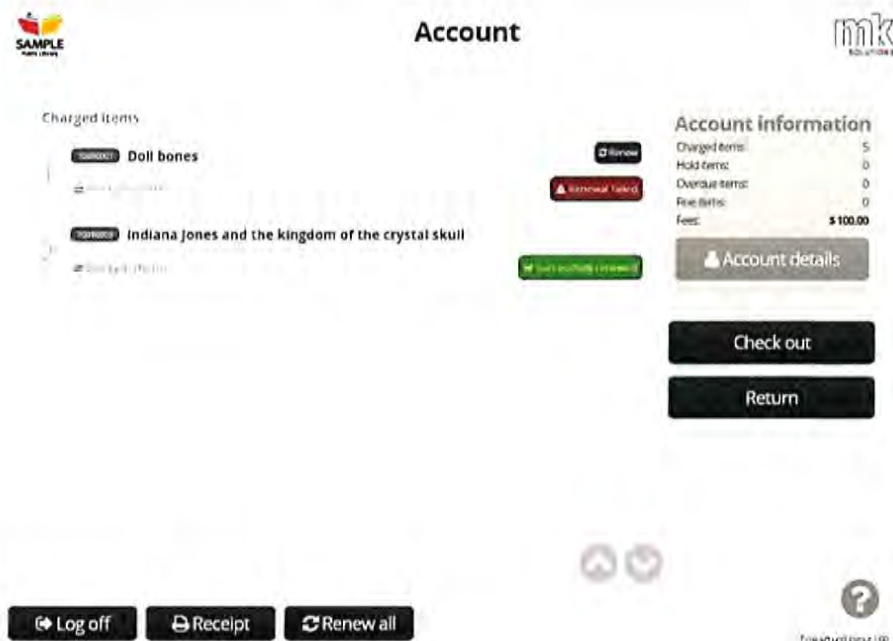
LibSoft software features include:

FEATURES	LIBSOFT
<b>100% web-based HTML5</b> - LibSoft can be put on any PC or tablet	●
<b>Compatible with different Operating Systems</b>	●
<b>Auto re-encoding to harmonize data models<sup>5</sup></b> (When a library uses multiple data models/RFID tags, LibSoft can automatically re-encode the tags to the 28560-2 data model.)	●
<b>SIP2/NCIP/Web-Services interface to any ILS</b>	●
<b>Multi-lingual user interfaces and receipts</b>	●
<b>Cover images listed with titles on screen</b>	●
<b>Book Recommendations<sup>6</sup></b>	●
<b>Library Events – Calendar<sup>7</sup></b>	●
<b>Paper and/or Email Receipts</b>	●
<b>Processes RFID items</b> (single or bulk)	●
<b>Multi-ILS Feature<sup>8</sup></b> (LibSoft can connect to different ILS simultaneously, allowing patrons to return items from other libraries and check them in in real-time within the other library's ILS.)	●
<b>Security (AFI) changes automatically</b>	●
<b>Processes barcode and/or RFID patron cards</b>	●
<b>Processes all existing data models</b>	●
<b>Fine/Fee payment by card and/or cash</b>	●
<b>Change user interfaces and receipts</b> (does not require PC restart/reboot by staff)	●

### Screenshot of a patron account view

Patron can see an overview of items that have been checked out, where renewal of items succeeded and/or failed, the ability to renew at the SelfCheck, return items at the SelfCheck, view fines due, items on hold, overdue items, and additional information related to the patron account.

The patron can also receive a receipt (or no receipt) or simply log off after having checked the account.



**Account**

**Charged items**

- BOOKED** Doll bones
- BOOKED** Indiana Jones and the kingdom of the crystal skull

**Account information**

- Charged items: 5
- Hold items: 0
- Overdue items: 0
- Fine/fees: 0
- Fees: \$100.00

**Buttons:** Log off, Receipt, Renew all, Account details, Check out, Return

<sup>5</sup> Additional fees may apply.

<sup>6</sup> Additional fees may apply.

<sup>7</sup> Additional fees may apply.

<sup>8</sup> Additional fees may apply.

## mk SC4 SelfCheck

The SC4, an adaptable SelfCheck unit designed to blend in with library décor, is equipped with a built-in printer, barcode scanner, RFID card reader, and RFID item reader.



Large 22" touchscreen display in either portrait or landscape mode, which can easily be changed by staff at any time

High quality powder coated housing

Easy-to-change, built-in receipt printer

Large, durable glass counter to allow room for larger transactions

**Power & Network Requirements:** 120V or 240V 50/60 Hz, standard outlet, RJ45 standard data outlet

UL-listed and ADA-compliant

Modular design allows libraries to easily change at any time – from freestanding kiosk to tabletop to built-in version

Options include black or white unit housing, 24" touchscreen, cash and/or credit/debit card payments, and braille and audio

The SelfCheck prints or emails **receipts** following check-in and out, provides **account details**, handles **renewals**, and **processes fines and fees**. The SelfCheck includes a Touch-PC with IP65 surface protection against dust and water, making it extremely **durable**.

The SelfCheck is also UL-listed, which means that our product has been strenuously tested for safety, reliability, and durability and passed these requirements.

The SC4 is a compound module that can be a freestanding kiosk, a tabletop model, or be built onto/into the library's counters. The library can **easily convert** the unit by adding or removing the stand.



## mk Security Gates

- Adjustable RFID antenna sensitivity due to environment/circumstances (DSP)
- Option of baseplate kit or direct mount installation
- ADA compliant - the gates offer a maximum passage width, with no restriction on strollers and wheelchairs
- Alarm triggers outgoing (not incoming) items
- When an alarm is triggered, staff are alerted via a pop-up at the staff workstation(s)
- Reporting and statistics at a glance in LibManager software



While no security measures can be considered 100% effective, mk Security Gates can be trusted to provide the highest-level security possible. While their clear design is meant to blend in as much as possible, the gates serve as a first line of defense and a deterrent to theft.

mk Security Gates feature both audible and visual alarms and use the latest DSP (Digital Signal Processing) technology, which provides optimized 3D detection of all RFID tags. The gates aid against false alarms and can be set to 'alarm' on outgoing items only.

When alarms do sound, staff are alerted via a pop-up window at a nearby workstation (which is configurable) and identifies which item triggered the signal; staff will see the name of exit (if multiple), title, circulation status, timestamp, and item number (barcode).

mk GateTracker software offers:

FEATURES	GATETRACKER
One license per library branch only (not per exit)	●
Compatible with different Operating Systems/VMware	●
SIP2/NCIP/Web-Services interface to any ILS for title	●
ISO compliant (not proprietary)	●
Works with integrated people counter within gates	●
Processes all existing data models	●
Integrated into LibManager (dashboard) – settings configurable in LibManager	●
Notifies staff via pop-up if an item triggers security alarm	●
Centralized statistics for single or multiple aisles and exits (per entrance or per branch)	●
Export statistics into multiple formats	●
Reports incoming and outgoing visitors	●

mk Security Gates are installed via a direct mount or use with the mk baseplate kit. A baseplate kit requires no floor modifications, allows easy installation (and moves), and is ideal for locations where holes cannot be drilled into floors. All cables are hidden with carpet.

We have also provided an optional quote for gates with larger width aisles in the Pricing section.

### mk Inventory Blade

The mk Inventory Blade is a powerful, compact tool that manages all aspects of asset management, including conducting inventories, finding misplaced items, weeding, turning tag security on (or off) without having to remove the item from the shelf, and gathering item information from the shelves – all while wirelessly syncing to your ILS, ensuring data remains accurate and up to date.

Multi-colored LEDs and sounds alert the user to items that are located, and the details are also displayed in mk's LibAssist software. For items out of reach on higher shelves, thin media grouped close together, or other situations that present some challenges, the Inventory Blade's boost mode offers greater output power, ensuring a more accurate read.

Integrated antenna and WLAN module

Includes handheld reader, battery pack and charger, and wrist strap

Dimensions: 18.11" W x 10.24" H x 1.06" D (antenna thickness: 0.06")  
Weight: 1.3 lbs. including battery pack

Boost mode, allowing better reads of items

The unit is securely housed with an IP 30 rating for intrusion protection

Li-Ion rechargeable battery, with up to 16 hours' operating time in standard mode and 8 hours in boost mode



With up to 16 hours of use in standard mode, the Inventory Blade allows staff to work freely on a range of shelf-tiding tasks without having to worry about recharging.

FEATURES	BLADE
<b>WLAN/Wi-Fi connection</b> (Wi-Fi Security Protocols WEP/WPA/WPA2)	●
<b>Easy to use and lightweight</b> at just 1.3 lbs. and includes a wrist strap for stability	●
<b>Find misplaced items and search for specific items</b>	●
<b>ISO 15693/ISO 18000-3M3</b> (optional) <b>Compliant</b>	●
<b>Security</b> – items can automatically be secured without having to take items off the shelf	●
<b>Weed and Custom Lists</b> – Staff can scan/search large amounts of items quickly	●
<b>4 Watt Boost Mode</b> for optimal reading results	●
<b>Audible and/or visual alarm</b> when items are found that meets the criteria selected	●
<b>Long battery life</b> – up to 16 hrs. in standard mode with a charging time of 3.5 to 4 hrs.	●
<b>Integrated antenna</b>	●
<b>Sync with ILS</b> – Once items are scanned, information is easily synced with the ILS/LMS	●
<b>Gather Information</b> – reads tagged items, allowing the library to gather detailed information such as item title, security status, holds, unsecured items, etc.	●
<b>40+ items identified per second</b>	●
<b>CE, RoHS, FCC Compliant</b> (47 CFR Part 15) in US & <b>RSS Compliant</b> (210, Issue 8) in Canada, <b>UL listed</b> battery charger	●



## **TRAINING AND DOCUMENTATION**

## TRAINING AND DOCUMENTATION

Training is a key factor in the success of the implementation. mk considers staff acceptance to be paramount to the project's success. This is achieved by ensuring that your staff of 30 to 40 is fully trained on-site at your library(ies) and comfortable with the new technology.

For staff to get the most out of training, mk meets with library management to customize the training specific to your library. All subsequent lesson plans and handouts are personalized for your library and provided to library management in an editable form so that they can be updated as needed.

Depending on the number of library staff, the size of the library system, library policy and philosophy, and training staff available, there are several training models available. The library is not limited to choosing one model, as multiple models may prove more effective.

- **Train the Trainer** – This is the most cost-effective method of training and allows the library to develop "project specialists." mk staff trains chosen project specialists on the equipment, so that, in the future, these project specialists can train new or current staff, when needed.
- **Direct Training in a Centralized Location** – mk staff will train all library staff on the equipment in a centralized location. This training can be customized based on library staff job functions.
- **Direct Training in Multiple Locations** – Libraries with more than one branch may require training in different locations. Training can be provided in each of the branches, or in the case of a very large system, regional trainings where local branch staff meet at one location for training.

### Training Outlines

One of the reasons that most projects fail is lack of proper training. Over time and through lessons learned, mk has developed a recipe for success to put your library on the path to success.

Throughout the project, mk staff go to great lengths to make sure that your library is comfortable with the operation of the new equipment and that staff is confident in sharing this new technology with their patrons.

Estimated Training Hours <sup>9</sup>	
StaffStation	1 hour
Self-Checkout	1 hour
Portable Handheld	1 hour
Security Gate	1 hour
Centralized LibManager	1-2 hours

During training, we cover each product that the library has ordered and customize the session to the audience. This includes:

- **Basic Operator Training:** This training is for staff responsible for the basic operation of the equipment and covers everything from a general introduction to the system to coaching patrons on using the system.
- **Supervisory Staff:** This session is designed for equipment "super users." Topics such as simple programming of the unit (if necessary), touch screen design, startup and shutdown procedures, emergency procedures, and basic troubleshooting skills are demonstrated. Attendees of this session should complete the basic operator training first.

<sup>9</sup> These are approximate training hours and depend on the skills of and questions from library staff.



- **Technical Support Staff:** This session is designed for individuals responsible for on-site system care and maintenance of the designated equipment. These individuals should have a basic mechanical aptitude and be computer literate. Topics covered include periodic maintenance, cleaning, equipment adjustments, basic troubleshooting, and spare part replacement.

## Product Documentation

All systems include a complete set of electronic documentation for all levels of operation at no additional charge – Operator, Maintenance, and Troubleshooting. Updates to the documentation are provided whenever changes occur that affect documentation accuracy. The library will be immediately notified when any changes occur. Printed manuals are available upon request.

# • Project Management



**PROJECT MANAGEMENT &  
IMPLEMENTATION**

## PROJECT MANAGEMENT & IMPLEMENTATION

Project management is a key component of the project roll-out, ensuring that all phases are controlled and managed seamlessly. Your dedicated project manager is assigned to your account during the bidding process, ensuring that he or she understands the library's specific goals and needs and is familiar with the project from start to finish. The project manager also establishes a plan of communication to ensure all roles and responsibilities are defined and managed.

Your project manager will work with you to help you prepare for installation. She will confirm:

- Connection to SIP2 server
- Proper communication to/from SIP2 server
- User and item information lookup
- User information lookup with PIN (if applicable)
- Borrowing item that works/fails
- Renewing item that works/fails
- Retrieving payment charge/fees
- Retrieving reservation details
- Hold Items (if applicable)
- Library patron cards, scanners configured properly
- Library IP addresses and configurations
- Library SMTP server to provide email receipts and status emails to staff

### What can you expect from your Project Manager?

Rachel will provide both her office and mobile phone numbers and email for better service if concerns arise.

Rachel will provide a detailed Project Information Form (PIF) in Phase 1 of the implementation. This form includes the library's responsibilities and other pertinent information for the success of the project. mk uses this form for hardware and software confirmation as well as configuration requirements, customizations, and delivery information.

Rachel will work internally with all mk departments to ensure a smooth, successful installation.

Rachel will assist with and address any concerns that your library may have before, during, and after the project.

Rachel will provide timely information regarding the production and logistics of the installation

Rachel will coordinate with the library regarding project milestones, including delivery, training, and sign-off/acceptance.

Because mk software is 100% web-based, mk programmers and IT technicians ensure that all software is fully operational before installation, eliminating delays or issues.

Our team provides the library with an easy-to-implement installer package, so you have full control of your systems before equipment even arrives on site.

Before any hardware ships from our dedicated warehouses, mk tests and confirms that it meets the high-level requirements and standards of mk's manufacturing processes and ISO 9001 Quality Management regulations. Then, when the vetted hardware arrives as coordinated between mk and the library, it's a simple "plug and play" concept – your new system is ready to be used.

**Rachel Davis will be the assigned project manager for the RFID project; her years of experience in this area are detailed below.**



### Rachel A.G. Davis, Project Manager

Rachel Davis joined mk Solutions in the fall of 2013, bringing with her several years of sales, marketing, and project coordination experience. Her career began with the Marriott Corporation, where she was responsible for event management and served as the single point-of-contact for her accounts. Her exceptional attention to detail, dedication, and customer service was recognized with the Marriott Employee of the Year award.

She later transitioned to a sales and marketing management role with Black & Decker/DeWalt. Here, her project coordination skills were used to organize product demonstrations and manage events and tradeshow. As lead project manager, she uses this previous experience to better mk's relationship with its customers and ensure all projects are flawlessly executed.

#### Education

- Stevenson University and Towson University, Business Administration and Marketing

#### Projects/Customers

- Arapahoe Library District
- Escondido Public Library
- Metropolitan Library System
- Fort Vancouver Library District
- San Antonio Public Library
- Guelph Public Library
- East Baton Rouge Parish Library
- Lucy Robbins Wells Public Library
- Onondaga County Public Library
- Tempe Public Library

#### At a high level, the project will follow the timelines below:

Activities	mk	Library	Joint
<b>PHASE 1</b>			
Contract and final configuration & quantities			•
Sends mk purchase order		•	
Receipt of purchase order	•		
mk provides an order confirmation	•		
Project Manager sends a welcome email with pertinent project information and schedules a kick-off meeting with the library.	•		
Project information forms are sent to library	•		
Kick-off meeting with library			•
Send reference/sample items for testing		•	
mk internal kick-off meeting	•		
Prepare project implementation plan and timelines	•		
Agreement on project implementation plan and timelines			•
Review project information form and verify information and answer any questions the library might have			•
Complete and return mk project information form.		•	
Verify software configuration and customization is complete	•		
System testing (functionality and connectivity)			•
Provide installation schedule	•		
<b>PHASE 2</b>			
Quality and functional testing at mk facility	•		
Library building modifications (if applicable)		•	
Delivery of hardware and software	•		
Installation of hardware and software	•		
Staff & supervisor/admin training			•
Final acceptance			•
Follow up regarding project and get feedback from library			•

## mk Key Personnel

<b>Louis Sooklal</b> Library Solutions Consultant	Louis has more than 25 years of experience in the library industry. Most recently, prior to joining the mk team, he worked with public, K-12, and academic libraries in the Southeast for EBSCO as a regional sales manager. A true self-starter, Louis enjoys working with all kinds of libraries to help them achieve their long and short-range goals. Louis attended Northeastern University with a focus on Business Administration.
<b>Roy Templeton</b> Field Technician/Team Leader	Before joining the mk team in April 2018, Roy worked for ES3, DC Templeton Construction, and Assurant Solutions. From this experience, Roy has cultivated an ability to thrive in fast-paced environments, learn quickly, and apply his sharp attention to detail to projects. He enjoys travelling to mk customer sites while performing on-site installations. He also uses his leadership skills to train and support the mk technicians. He is certified in Cisco IT essentials and basic networking.
<b>Aaron Strayer</b> Field Technician	Aaron joined the mk team in August 2018. His extensive training in PC hardware installation, maintenance, and troubleshooting as well as PLC installation and programming is evident as he assists mk customers with both on-site installations and remote support.
<b>Jacob Landis</b> Support Technician	Although new to the library automation industry when he joined mk in August 2018, Jacob brought a strong background in software installation, configuration, repair, and troubleshooting skills that prove useful as he provides remote support to mk customers.
<b>Matthew Templeton</b> Project Coordinator & Support Technician	Matthew joined mk in August 2018 and brings years of technical experience to the mk team, having previously worked at Gichner Shelter Systems, Bel Air Nissan, Hyundai, and Subaru, and a local computer shop. He possesses a varied background in software troubleshooting and repair, automotive maintenance and managerial duties. This experience combined with his strong customer service skills, enables him to provide helpful, friendly remote support to our customers.
<b>Sarah Force</b> Administrative Coordinator	Sarah joined the USA/Canada mk team in July 2018. She has an administrative and sales background, with previous experience as a manager in both manufacturing and property management. She provides administrative support to the mk service and sales teams. Sarah also works directly with mk customers to coordinate shipping, technicians, and other logistics. Her organizational skills and attention to details have proven beneficial when assisting on projects or helping mk customers.

## Project Implementation

This implementation plan is a sample to illustrate a timeline and workflow that the library can expect to undergo during the implementation process. mk will consult with the library to customize a plan to tailor to the library's needs. Additional information concerning deployment and installation can be found in the Project Management section.

The library is responsible for the following:

- completing the Project Information Form (PIF) to ensure a smooth installation
- completing the configuration station(s) spreadsheet, provided by mk Solutions
- defining a single point-of-contact for this project
- providing ILS SIP2 or NCIP license and appropriate configuration, if required for the proposed equipment
- providing reference/sample material tagged and programmed if RFID or barcoded for each type of item. This will be used as reference material and should be sent to mk's office for use during system pre-shipment testing. Library should include two checked-out items, two checked-in items, and two patron cards to verify data model and barcode type/quality.
- providing a TeamViewer (basic download) for remote support and maintenance, prior to installation
- providing a TeamViewer (basic download) or VPN for the Centralized LibManager
- providing power outlets and standard Ethernet data outlets close to the installation site, if required for the proposed equipment
- preparing associated building modifications and wall or floor finishes, if required for the proposed equipment
- setting up the hardware provided by the library and ensures operating system and drivers are installed (as well as scanners are configured)

## RFID Conversion

The initial conversion to RFID is the most labor-intensive part of the project. Every item in the library must be handled and have an RFID tag attached to the item. There are several different approaches that may be taken for the conversion process, but we have found the direct approach is the most efficient. A complete explanation of the tagging process is listed below.

### Tagging Library Materials

**While not requested, mk offers both manual and automatic tagging stations. It is assumed that FCPL will use the staff stations to perform conversion; however, mk can provide a quote for dedicated tagging stations.** The automatic stations provide a capacity of up to four times faster than manual tagging. The auto tagging process is the most accurate and reliable way to tag library items. Media and periodicals are tagged via the regular manual tagging stations while the rest of the collection is tagged via the automatic tagging station(s).

Having new materials tagged prior to being put on the shelves will help with the conversion process, as new materials tend to have a high circulation rate. The second step is to have library staff methodically work their way through the library shelves tagging materials in an organized fashion (third-party tagging services are available). When materials are returned to the library, they should be tagged prior to shelving, so any materials that were in circulation at the time of conversion are tagged and materials with high circulation are tagged before they are checked out again.

Tagging materials requires a minimum number of steps.

1. The RFID tag is attached to the item,



2. Scan the barcode of the library item on the RFID pad. The RFID tag is automatically programmed in accordance to the proper data model (US library standard ISO 28560-2).
3. Mark the item and place it back on shelf.

mk provides the library with a tagging profile, so there are written processes in place and clarity on how to tag materials appropriately. Tags should be staggered when placed on library items. Due to the physics of RFID, mk doesn't recommended using multiple full coverage tags. Using multiple tags on one item creates interference and will not allow proper reads. However, many libraries use one tag for media and do not tag all discs/inserts. mk will discuss varies options depending on the goals and expectations of the library.

The conversion process for each item includes the following steps:

**Manual Mobile Tagging Station – 350 items tagged per hour<sup>10</sup>**

- The RFID tag is placed in the item
- The item is placed on top of the RFID pad
- The barcode on the item is scanned
- The RFID tag is programmed with the item information in accordance to the US standard data model ISO 28560-2

**Automatic Mobile Tagging Station – 1,000 items tagged per hour**

- The item is placed on the conveyor belt
- The barcode on the item is automatically scanned
- Weed list items become sorted out automatically
- RFID tag is placed in the item (in the recommended offset)
- The item passes the RFID pad and the RFID tag is programmed automatically with the item information in accordance to the US standard data model ISO 28560-2

**Installing RFID Circulation and Security**

Once most items are tagged, moving to RFID circulation is the next step. This includes the installation of all the required equipment for RFID. Once installation is complete, staff are trained in the use, care, and simple troubleshooting of the RFID equipment.

**Estimated Implementation Schedule**

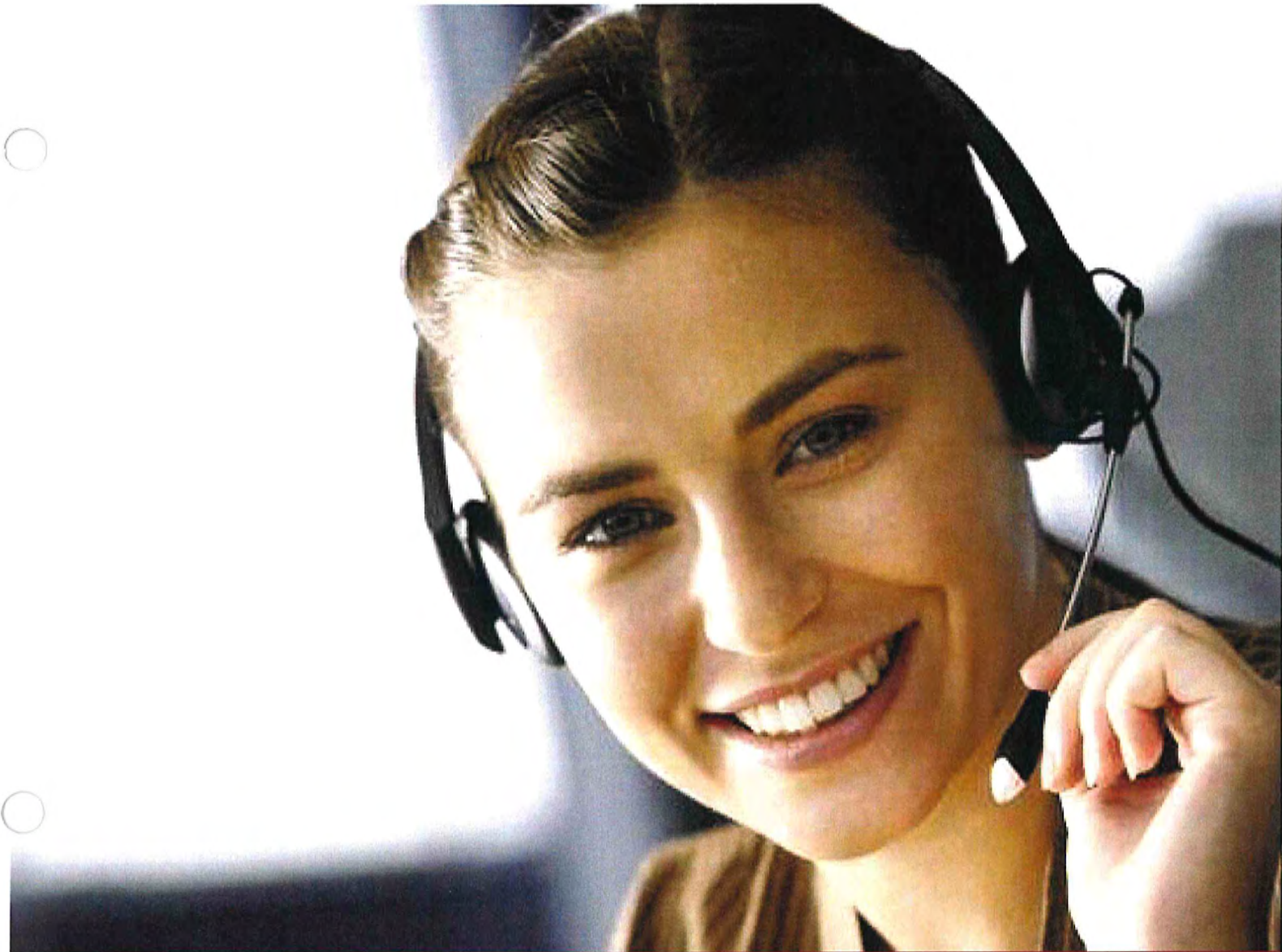
Activity	Responsibility	Week
Receive Notice of Award	Library	1
Sign Contract	Library / mk	1
Determine final configuration & quantities	Library / mk	2
Submit Purchase Order	Library	2
Review Implementation Schedule and Plan	Library / mk	2
mk Project Information Form (PIF) to be completed	Library	3
<b>RFID Tags</b>		
Deliver RFID tags	Library / mk	4
<b>StaffStation &amp; Peripherals</b>		
Deliver and install StaffStation/Peripherals	Library / mk	4
<b>RFID Gates</b>		
Deliver and install Gates	Library / mk	15
<b>SelfCheck</b>		
Deliver and install SelfCheck	Library / mk	15

<sup>10</sup> Tagged items per hour contingent on operator(s)



<b>Test Period</b>		
Hardware and Software	Library / mk	15
<b>Final Acceptance</b>		
Software and Hardware	Library / mk	15
<b>Staff Training</b>		
Library IT Admin Training - Train the Trainer	Library / mk	15
Library Staff Training - Train the Trainer	Library / mk	15
<b>Post Follow up</b>		
Customer Service - Survey	mk	TBD





**PROJECT SUPPORT & MAINTENANCE**

## PROJECT SUPPORT & MAINTENANCE

mk offers support and maintenance for hardware and software in a variety of ways.



### Online Chat

Speak to a knowledgeable mk technician immediately and in real-time, regarding your mk equipment.

- Accessible via the [www.mksolutions.com](http://www.mksolutions.com) website



### FAQ

Rapid access to commonly asked questions about mk equipment, such as 'how do I change receipt paper?' or 'how do I change settings in LibManager?'

- Accessible via the [www.mksolutions.com](http://www.mksolutions.com) website



### Auto-Deployment Tool

Auto-deployment – an optional feature – ensures that the library's mk equipment is always current. mk updates and upgrades will be installed via the auto-deployment tool automatically, based on library settings and preferences.

- Installed via LibManager



### Remote Access Support

We will first attempt to service your products via TeamViewer remote access. Over 95% of all service issues are solved remotely and no technician is needed on-site.

- Accessible via the [www.mksolutions.com](http://www.mksolutions.com) website



### Phone Support

mk technicians are also available to work with you by phone and answer any support questions.

- Call 860-760-0438 or 888-484-5056



### Email

This method ensures that multiple mk team members are notified at one time. The library will receive an immediate confirmation with a service ticket number and a link to a customer portal. The library can view the status of its service case at any time. Service issues are sent to mk Technical Support at:

- [service.us@mksolutions.com](mailto:service.us@mksolutions.com) for US customers



### On-Site Support

Following efforts to troubleshoot and diagnose the issue remotely, if a technician is needed, we will dispatch one of our local service technicians to your site directly.

Service issues should be reported as soon as the issue is discovered. The level of service is dependent upon the selected support and maintenance program, detailed below.

	BRONZE	SILVER	GOLD
Annual Maintenance <sup>11</sup>	●	●	●
Email Support	●	●	●
Phone Support (Hotline)	●	●	●
On-site Support (incl. travel expenses)		●	●
Hardware replacement parts		● (50%)	●
Spare parts automatic refill <sup>12</sup>		● (50%)	●

System installation is conducted by certified trained service technicians, including local technician(s) assigned to your account. In addition to local service technicians, we currently have service technicians located across North America and globally who are available for service calls, if needed. This guarantees that any questions or issues that may occur will be answered quickly and effectively. **Standard support hours are displayed below.** Assistance during off-hours is obtained using the same methods above.

<b>Monday-Friday</b>	1:00 AM – 8:30 PM (EST)
<b>Saturday</b>	10:00 AM – 8:00 PM (EST)
<b>Sunday</b>	12:00 PM – 8:00 PM (EST)

## Response Times

Emergency service means that the hardware is not operational, cannot be used, and is the only product available for library use.

The response time to an emergency service ticket occurs within one to four hours of mk's response to the library's initial service ticket email. If on-site service is required, mk will dispatch a technician within eight hours to arrive at the library by the next business day.

Non-emergency service means that the hardware is operational but is experiencing problems.

The response time to a non-emergency service ticket occurs within 24 hours of mk's response to the library's initial service ticket email. If on-site service is required, mk will dispatch a technician within 48 hours to arrive at the library by the next business day.



<sup>11</sup> Depending on hardware, maintenance maybe performed remotely. Pricing does not include optional items.

<sup>12</sup> Requires purchase of a spare part package to be stored locally.

## Additional Information

- **First year costs, if any, and subsequent years' costs**

Please refer to the Pricing section of this proposal.

- **Any sub-contractors with which the bidder works**

All work will be carried out by mk Solutions team members.

- **Any warranties and/or guarantees for the system and/or support and service**

**RFID Tags:** RFID tags are guaranteed for the lifetime of the book in standard environmental conditions (typically +20°C/68°F, 50% relative humidity). The warranty starts from the day of delivery. Tags that are found to be defective will be replaced at no cost to the library.

**Equipment, Software, & Components:** mk Solutions offers a full 12-month parts and labor warranty from the date of customer acceptance on all hardware and software. Please note that damage caused by vandalism, negligence, or a third party, other than an mk service representative, is not covered under this warranty.

**Service Level Agreements (SLA):** mk Solutions, Inc. offers options for SLAs on RFID and Automated Materials Handling (AMH) Equipment. SLAs are available for the lifetime of the system and are renewed annually.

**Risk Management Policy:** mk Solutions' Risk Management Policy consists of back-up options to provide all customers with a reliable, quick solution in serious issue cases. Due to mk's international network and partners, we are involved with manufacturers around the globe in over twelve countries. The compatibility of mk library solutions allows flexibility around the globe.

- **Guaranteed response times for both remote and on-site support**

Please refer to the details provided in this section.

- **Locations of support technicians**

mk support technicians are located across the US.

- **System update and upgrade policy**

**Updates/Patches/Upgrades Policy:** mk's system policy includes updates and upgrades and will be installed via LibManager's auto deployment tool, which can be optionally enabled to have either library IT staff determine when updates are installed or be set to auto-deploy and install upgrades automatically. mk customers can receive upgrades and the latest versions automatically as part of any Service Level Agreement.

- **Turnaround time guaranteed by bidder to acquire and install replacement parts**

This depends upon the selected maintenance plan, as shown in the chart on the preceding

page.

- **Qualifications of key support team personnel**

Please refer to the Project Management and Implementation section of this proposal for additional information.

- **Sample sales, software, and support agreements**

Sample agreements have been provided in the Attachments section of this proposal.



## PRICING



## PRICING

Product Description	Quantity	UOM	Unit Price	Total Price
RFID print media tags <sup>13</sup>	240,000	EA	\$0.11	\$26,400.00
RFID media tags <sup>14</sup>	24,000	EA	\$0.19	\$4,560.00
Shielded RFID Antenna/Reader kits for staff stations using Mac OS X 10.10 or later software	18	EA	\$850.00	\$15,300.00
Dual aisle gate	1	EA	\$9,200.00	\$9,200.00
Single aisle gates	3	EA	\$7,200.00	\$21,600.00
Gate alert management software for Apple device		EA	\$3,500.00	\$3,500.00
RFID inventory system	1	EA	\$4,500.00	\$4,500.00
Stand-alone self-check stations	3	EA	\$6,000.00	\$18,000.00
Removal of existing checkpoint gates (1 dual aisle and 3 single aisles)	1	N/A	\$300.00	\$300.00
Shipping	1	N/A	\$2,600.00	\$2,600.00
Installation	1	N/A	\$6,500.00	\$6,500.00
Staff Station Software for Apple device	18	EA	\$400.00	\$7,200.00
Inventory Wand Software	1	EA	\$650.00	\$650.00
SelfCheck Software	3	EA	\$690.00	\$2,070.00
<b>Subtotal</b>				<b>\$122,380.00</b>
<b>9.125% Tax Rate</b>				<b>\$11,167.18</b>
<b>TOTAL</b>				<b>\$133,547.18</b>

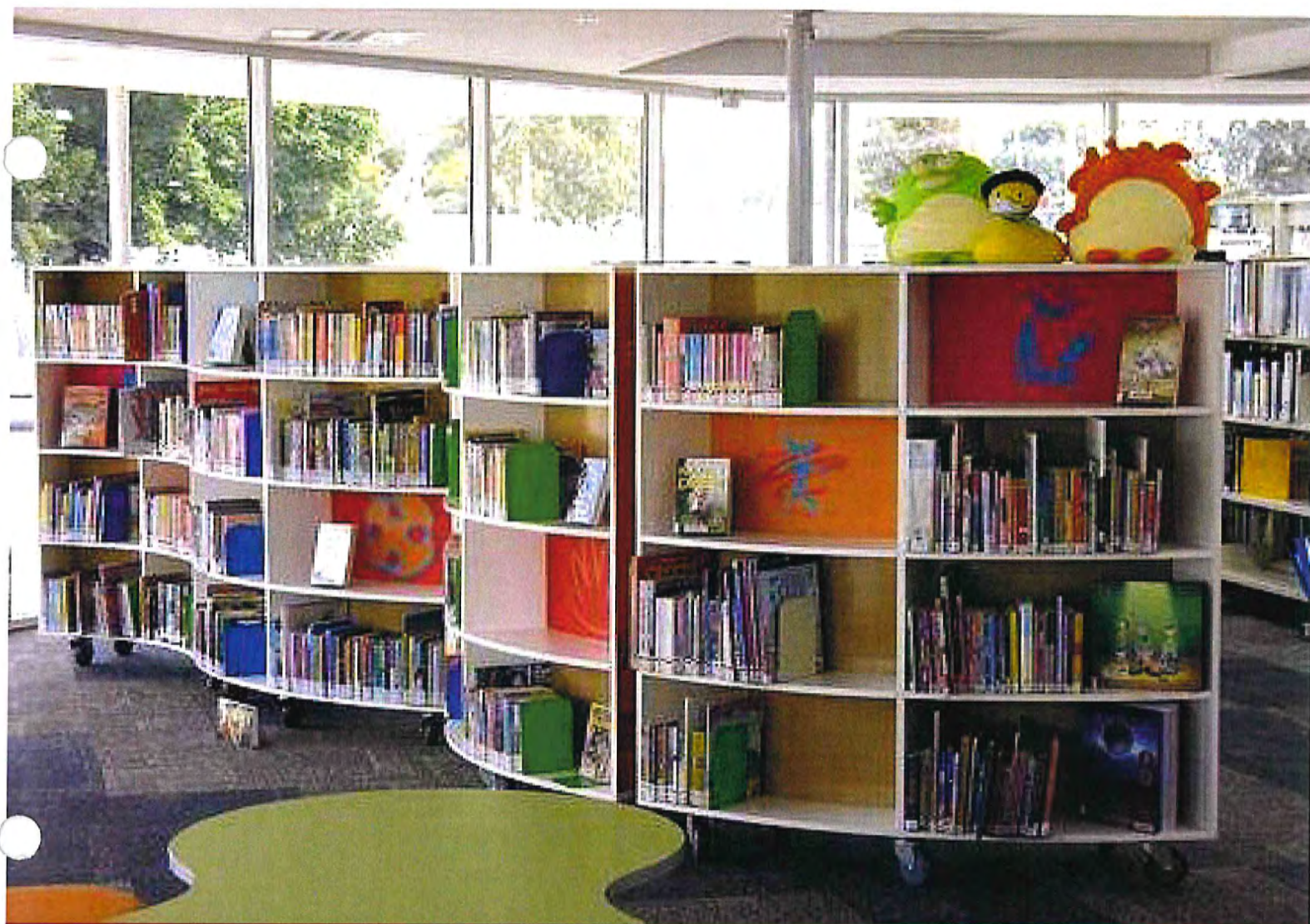
Annual Maintenance	
Year 1	Included
Year 2	\$2,400.00
Year 3	\$2,460.00
Year 4	\$2,520.00
Year 5	\$2,580.00
<b>Total for 5 yrs. of bronze level service</b>	<b>\$9,960.00</b>

Annual Subscriptions	
Year 1	Included
Year 2	\$4,480.00
Year 3	\$4,590.00
Year 4	\$4,700.00
Year 5	\$4,820.00
<b>Subscription total for five years</b>	<b>\$18,590.00</b>

Optional Items	
Single Aisle Gate System - 59" aisle	\$8,500.00
Dual Aisle Gate System - 59" aisles	\$12,500.00

<sup>13</sup> 2x2 Square or 2x3 Rectangular

<sup>14</sup> Hub tags



## ATTACHMENTS



## ATTACHMENTS

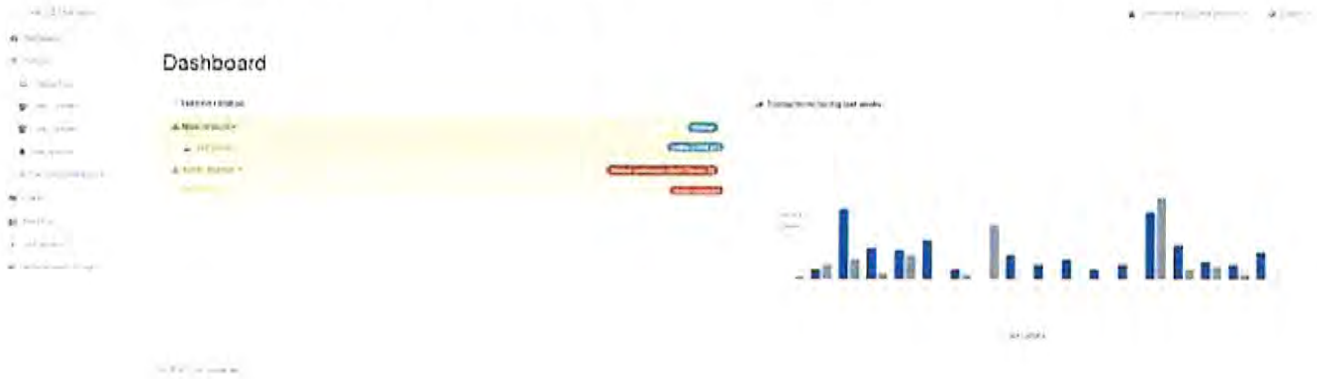
- mk LibManager Screenshots & Statistic Samples
- mk LibSoft Screenshots and Workflows
- Terms and Conditions
- Optional Solution: AMH
- Optional Solution: LibDispenser
- Optional Solution: Manual Tagging Station
- Optional Solution: Automatic Tagging Station
- Sample Sales, Software, and Support Agreements

# mk LibManager

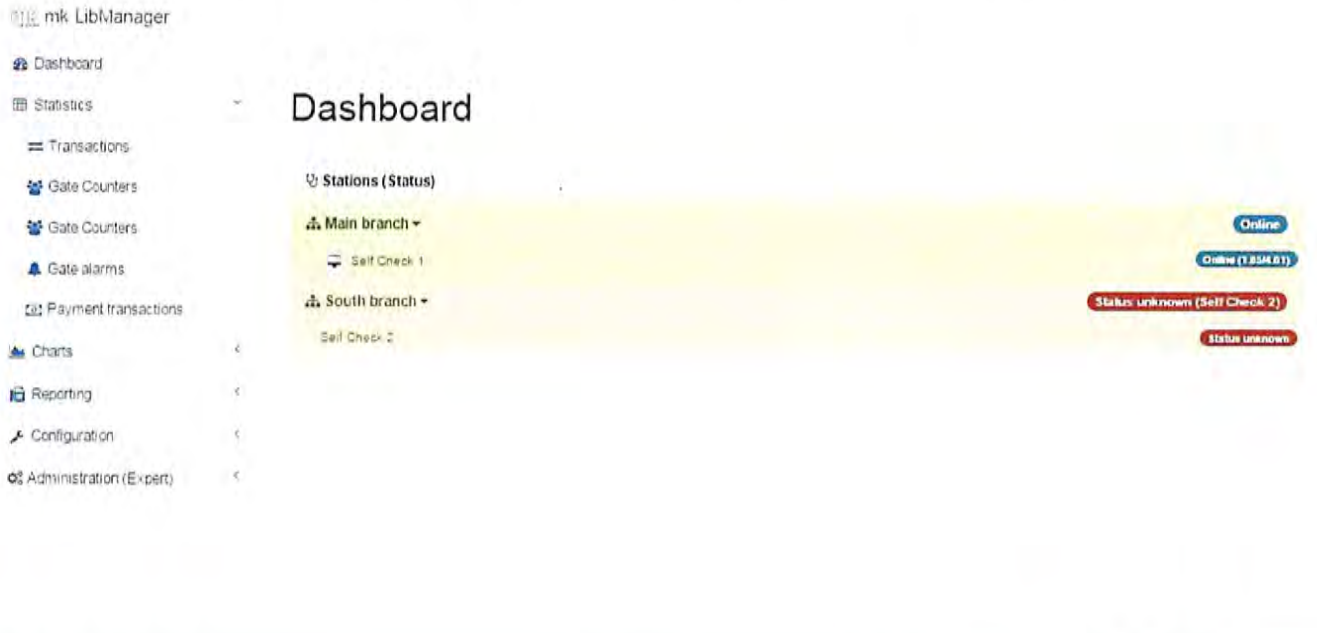
The Ultimate Administration Tool

## The Staff's Dashboard

Dashboard Screen provides a visual of your entire system and all your equipment (self-checks, gates, sorters, etc.) with the system status. With this one overview, staff can see at one glance status of systems and branches, view a summary of transactions, etc.



mk LibManager provides easy to use tabs to easily guide staff when using the software.



# mk LibManager

The Ultimate Administration Tool

## Dashboard

### Stations (Status)

Pleasant Ridge ▲

Online

Maple ▼

Maple SC 1

(1.6/2.28)

Maple SC 2

(1.6/2.28)

Pierre Berton ▲

Status unknown (Pierre Berton SC 2)

Woodbridge ▲

Status unknown (Woodbridge SC1)

Ansley Grove ▲

Offline (Ansley Grove SC1)

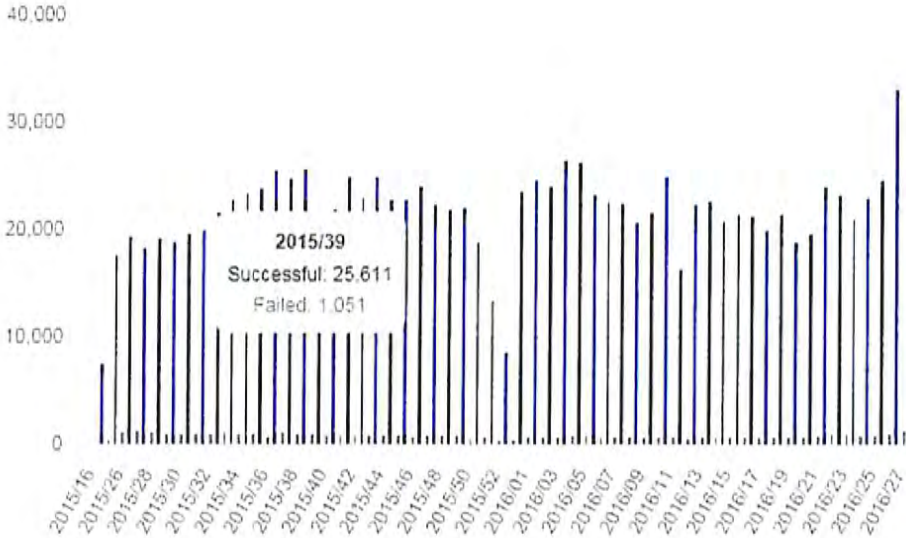
Bathurst Clark ▲

Dufferin Clark ▼

Dufferin Clark SC 1

Civic Center ▲

### Transactions during last weeks



[View Details](#)

# mk LibManager

The Ultimate Administration Tool

### Statistics and Reporting

Staff can customize statistics of their equipment by a single branch/system, by multiple systems/branches, or by all systems combined. Easy to do by a simple click

## Statistics

Branch: All

Station: All

Timeframe: 06/14/2016 to 07/03/2016

Export as ▾

### Transactions

Show 10 entries

Tenant	Branch	Station	Time	Transaction	Patron	Item	Result
Tenant	Civil Center	Civil Center SC 1 (SELF_CHECK_OC3)	6/14/2016 6:58 AM	Check-out	232680002166520	332680055119376	Successful
Tenant	Pleasant Ridge	Pleasant Ridge SC 1 (SELF_CHECK_RM1)	6/14/2016 10:02 AM	Check-out	23268003160798	33268071504948	Successful
Tenant	Arsley Grove	Arsley Grove SC1 (SELF_CHECK_AN)	6/14/2016 10:05 AM	Check-out	23268003696760	33268000523766	Successful
Tenant	Arsley Grove	Arsley Grove SC1 (SELF_CHECK_AN)	6/14/2016 10:05 AM	Check-out	23268003696760	33268000606011	Successful
Tenant	Arsley Grove	Arsley Grove SC1 (SELF_CHECK_AN)	6/14/2016 10:05 AM	Check-out	23268003696760	33268000467160	Successful
Tenant	Bethune Clerk	Bethune Clerk SC 2 (SELF_CHECK_BC2)	6/14/2016 10:09 AM	Check-out	23268003696760	33268000179006	Successful



# mk LibManager

The Ultimate Administration Tool

## Standard Transaction Report for all Systems

mk LibManager

Statistics

Branch: EX-1000

Status: All

Transaction: [Filter] [Reset]

Export: [PDF] [Excel]

Transacciones

ID	Fecha	Usuario	Detalle	Time	Transacción	Fecha	Mon	Trans
1001	2023-10-26	Admin	Transaction ID: 1001	10:00:00 AM	Success	2023-10-26	1001	Success
1002	2023-10-26	Admin	Transaction ID: 1002	10:01:00 AM	Success	2023-10-26	1002	Success
1003	2023-10-26	Admin	Transaction ID: 1003	10:02:00 AM	Success	2023-10-26	1003	Success
1004	2023-10-26	Admin	Transaction ID: 1004	10:03:00 AM	Success	2023-10-26	1004	Success
1005	2023-10-26	Admin	Transaction ID: 1005	10:04:00 AM	Success	2023-10-26	1005	Success
1006	2023-10-26	Admin	Transaction ID: 1006	10:05:00 AM	Success	2023-10-26	1006	Success
1007	2023-10-26	Admin	Transaction ID: 1007	10:06:00 AM	Success	2023-10-26	1007	Success
1008	2023-10-26	Admin	Transaction ID: 1008	10:07:00 AM	Success	2023-10-26	1008	Success
1009	2023-10-26	Admin	Transaction ID: 1009	10:08:00 AM	Success	2023-10-26	1009	Success
1010	2023-10-26	Admin	Transaction ID: 1010	10:09:00 AM	Success	2023-10-26	1010	Success
1011	2023-10-26	Admin	Transaction ID: 1011	10:10:00 AM	Success	2023-10-26	1011	Success
1012	2023-10-26	Admin	Transaction ID: 1012	10:11:00 AM	Success	2023-10-26	1012	Success
1013	2023-10-26	Admin	Transaction ID: 1013	10:12:00 AM	Success	2023-10-26	1013	Success
1014	2023-10-26	Admin	Transaction ID: 1014	10:13:00 AM	Success	2023-10-26	1014	Success
1015	2023-10-26	Admin	Transaction ID: 1015	10:14:00 AM	Success	2023-10-26	1015	Success
1016	2023-10-26	Admin	Transaction ID: 1016	10:15:00 AM	Success	2023-10-26	1016	Success
1017	2023-10-26	Admin	Transaction ID: 1017	10:16:00 AM	Success	2023-10-26	1017	Success
1018	2023-10-26	Admin	Transaction ID: 1018	10:17:00 AM	Success	2023-10-26	1018	Success
1019	2023-10-26	Admin	Transaction ID: 1019	10:18:00 AM	Success	2023-10-26	1019	Success
1020	2023-10-26	Admin	Transaction ID: 1020	10:19:00 AM	Success	2023-10-26	1020	Success

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# mk LibManager

The Ultimate Administration Tool

## Security Gate Counter Daily, Hourly, and Cumulation Reports



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# mk LibManager

The Ultimate Administration Tool

## Exporting Made Easy

Quickly export data from mk LibManager

Branch	Station	Date	Time	Transactio	Patron	Item	Result
Escondido	Self Check 5 (SELFCHECK5)	3/21/2018	2:42 PM	Check-out	21724000000273	31724010872529	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/21/2018	2:42 PM	Check-out	21724000000273	31724020053854	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/21/2018	2:42 PM	Check-out	21724000000273	31724011372792	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/21/2018	2:42 PM	Check-out	21724000000273	31724010499588	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/21/2018	2:42 PM	Check-out	21724000000273	31724011453386	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/21/2018	2:45 PM	Renew	21724000000273	31724011453386	Failed
Escondido	Self Check 2 (SELFCHECK2)	3/24/2018	11:10 AM	Check-out	21724000019513	31724020102354	Successful
Escondido	Self Check 3 (SELFCHECK3)	3/25/2018	2:08 PM	Check-out	21724000025023	31724020130769	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:48 PM	Check-out	21724004784658	31724011622709	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:48 PM	Check-out	21724004784658	31724011514476	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:48 PM	Check-out	21724004784658	31724011626916	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:48 PM	Check-out	21724004784658	31724011626940	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:48 PM	Check-out	21724004784658	31724011731310	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:48 PM	Check-out	21724004784658	31724011514617	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:48 PM	Check-out	21724004784658	31724011626965	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:48 PM	Check-out	21724004784658	31724011401294	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:48 PM	Check-out	21724004784658	31724010111811	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:48 PM	Check-out	21724004784658	31724009033216	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:48 PM	Check-out	21724004784658	31724010860375	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:48 PM	Check-out	21724004784658	31724020126395	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:49 PM	Check-out	21724004784658	31724011624853	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:49 PM	Check-out	21724004784658	31724011731302	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:49 PM	Check-out	21724004784658	31724011514500	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:49 PM	Check-out	21724004784658	31724011514542	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:49 PM	Check-out	21724004784658	31724011514427	Successful
Escondido	Self Check 5 (SELFCHECK5)	3/26/2018	12:49 PM	Check-out	21724004784658	31724011514344	Successful

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# mk LibManager

## The Ultimate Administration Tool

### Charts

#### Transaction Comparison

Compares branches/stations and transactions. Again, just a simple click and have information in seconds. This gives the transaction numbers and a visual chart.

#### Transactions Comparison



# mk LibManager

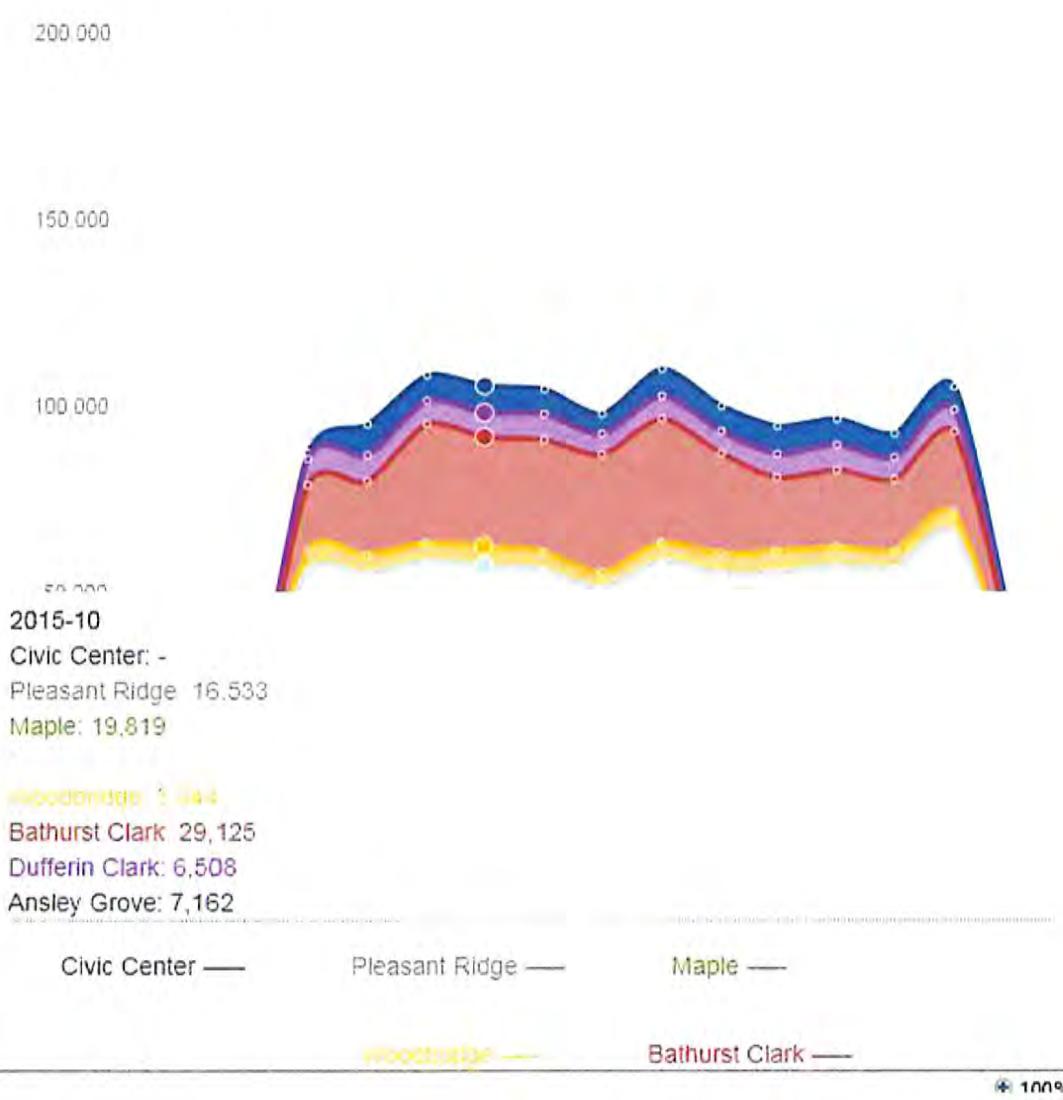
## The Ultimate Administration Tool

### Transaction Summarization

Compares the summary of branches and equipment in one place with multiple charts

All Branches

Transactions per month and branch



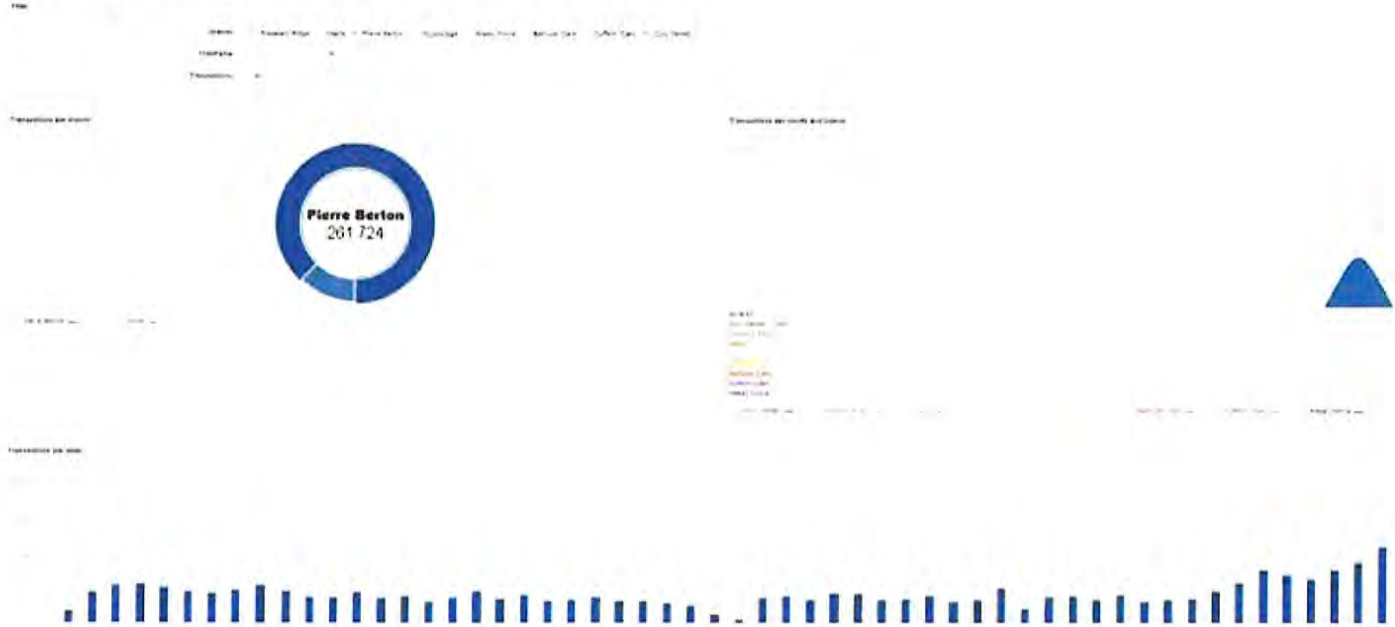
# mk LibManager

The Ultimate Administration Tool

## Transaction Summarization Continued

Per Single Branch

### Transactions Summarization



# mk LibManager

The Ultimate Administration Tool

### Configurations

All configurations and changes are achieved through mk LibManager.

The software provides easy to use templates for receipts, on screen messages, and more. Upload your own pictures and videos right to the mk LibManager and click a button and the changes will be made in real time without having to be physically at the station to re-boot.



# mk LibManager

The Ultimate Administration Tool

## Sample Receipt Template

The screenshot shows the mk LibManager interface. On the left is a navigation menu with options like Dashboard, Services, Loans, Receipts, Configuration, General, User system, Forwarding, RFID, OPAC, On screen message, Receipt templates, Email templates, Email settings, and Administration & reports. The main area is titled 'Receipt templates' and contains a form with the following fields:

- Branch: Main branch
- Station: Self Check 1 (071570042004)
- Language: English

Below the form is a preview of a receipt template. The preview includes the following text:

- Search: [Item Category]
- [Patron Fees] [Current fees: (DUE Current)] [Patron Fees]
- We are open 24/7
- Thank you for using the mk Lib
- mk Solutions Sample Library
- www.mk-solutions.com
- info@mk-solutions.com
- Account
- Patron: [Patron Name]
- Date: [DUE DATE]
- [Item Library Item Title]
- [Item Library Item number] [Barcode] [Item Library Item description]
- [Item Library Item Due Date] [Due by] [Item Library Item Title]
- [Item Library Item Fee amount] [Fee: (DUE Current)] [Item Library Item Fee Name]

An 'Edit on screen message' dialog is open over the preview. The dialog title is 'Receipt.Account.Head'. It has a language dropdown set to 'English'. Below the title is a rich text editor with a toolbar containing options for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and text alignment. The main text area of the dialog contains the following content:

- mk Solutions Sample Library
- wwwmk-solutions.com
- info@mk-solutions.com
- Account

Below the text area, there is a section titled 'Select the target this change belongs to:' with a dropdown menu set to 'Default object'. The dropdown shows two options:

- Main branch -
  - Self Check 1 (071570042004)
- South branch -
  - Self Check 2 (071570042000)

At the bottom right of the dialog is a 'Save' button.

# mk LibManager

The Ultimate Administration Tool

Upload your own images or select one of mk's

The screenshot displays the mk LibManager web interface. On the left is a sidebar menu with categories like 'Collection', 'Library', 'Title', 'Reading', 'Reference', 'Library', 'Acquisition', 'Workflow', 'Help', 'System', and 'Tools'. The main content area is titled 'Image Management' and contains a grid of image thumbnails. The thumbnails include various office and library scenes, as well as logos for 'SAMPLE' and 'mk SOLUTIONS'. Below the grid is a 'Upload your images!' button. At the bottom, there is a navigation bar with 'General settings' and 'Full settings (Admin)' sections, each with expand/collapse arrows.

# mk LibManager

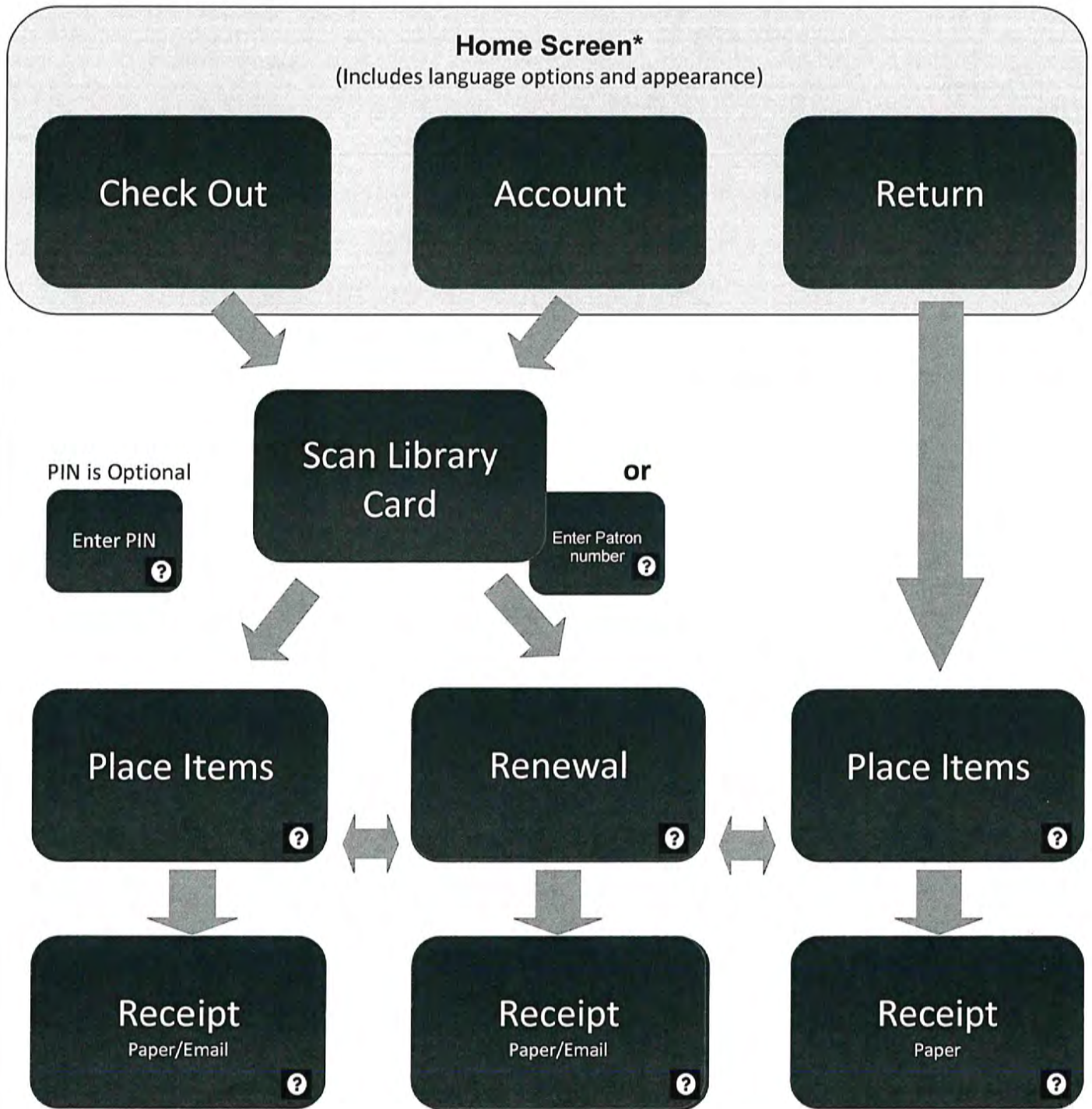
The Ultimate Administration Tool

## Automated Materials Handling Visualization





# LibSoft – Screen Shots



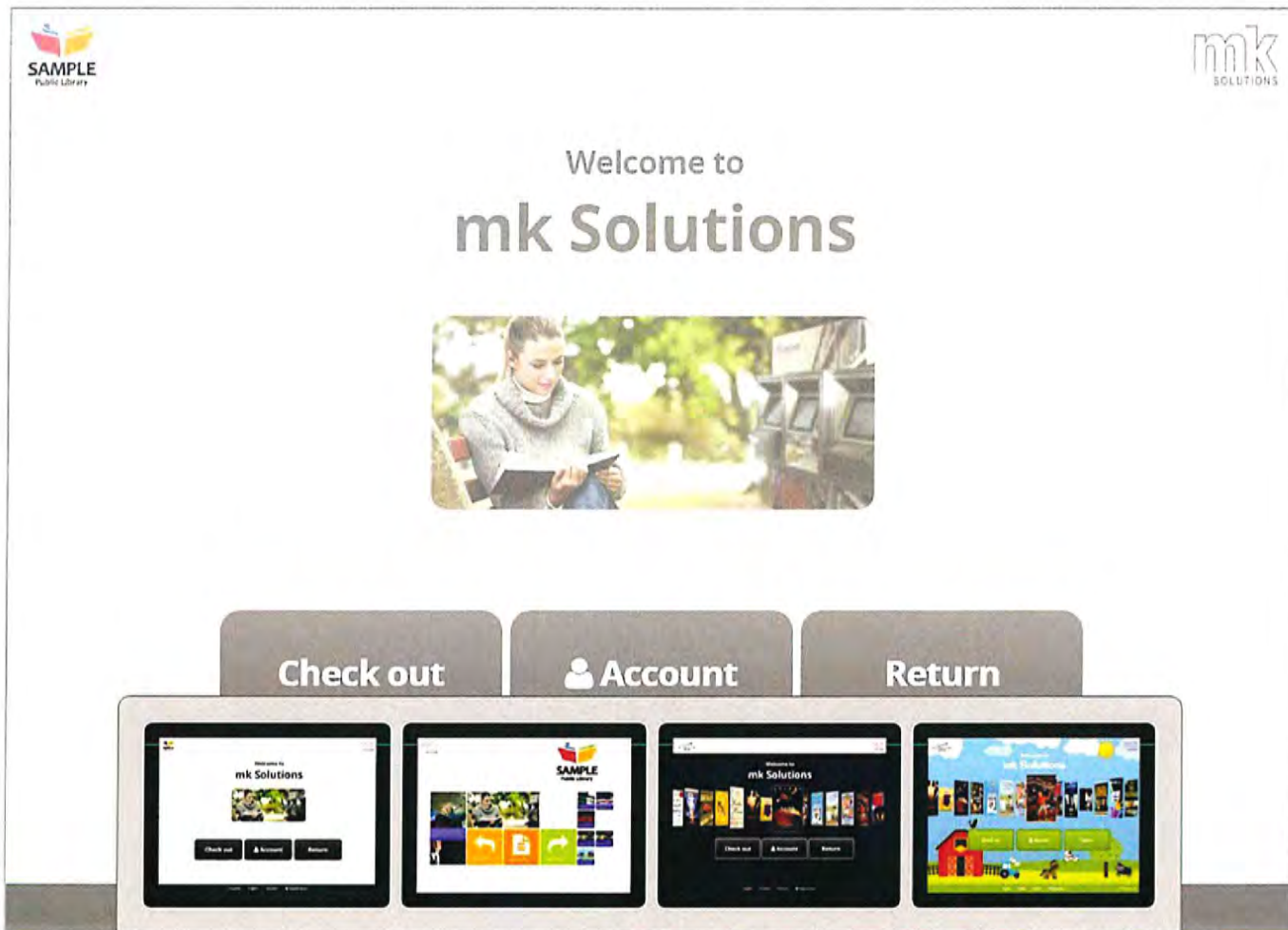
*\*All functions and text on the can be configured to your preferred settings.  
Configurable: Language options and help feature can be activated in any screen.*





# LibSoft – Screen Shots

## Home Screen\*





# LibSoft – Screen Shots

Check-Out



Option A





# LibSoft – Screen Shots

**Checkout**

Checking out item, please wait...

**Account information**

Charged items:	0
Overdue items:	0
Fine items:	0
Fees:	\$ 98.50

[Account details](#)

[Return](#)

Please place your items onto the counter or scan them via the barcode scanner.

[Log off](#)

**Checkout**

1		39850019023951 Close your eyes	Successfully checked out
2		39850019023258 Diary of a wimpy kid	Successfully checked out
3		39850019023789 The bully	Successfully checked out
4		39850019027807 Knock 'em dead : the ultimate job search guide, 2013	Successfully checked out
5		39850019023722 The absolutely true diary of a part-time Indian	Successfully checked out

**Account information**

Charged items:	6
Overdue items:	0
Fine items:	0
Fees:	\$ 98.50

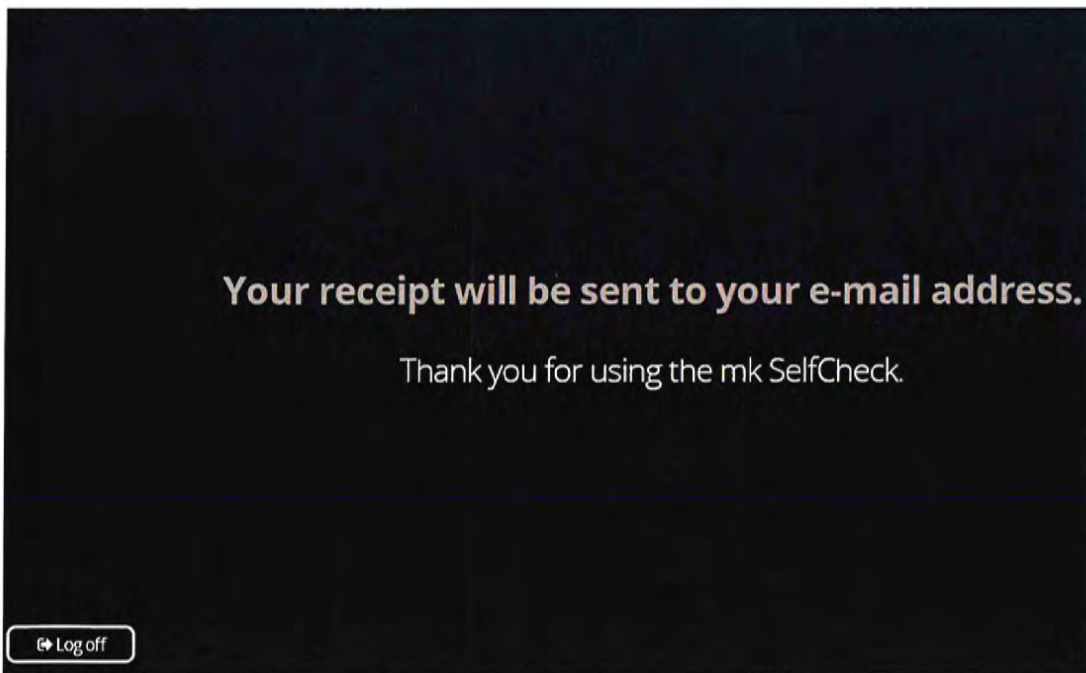
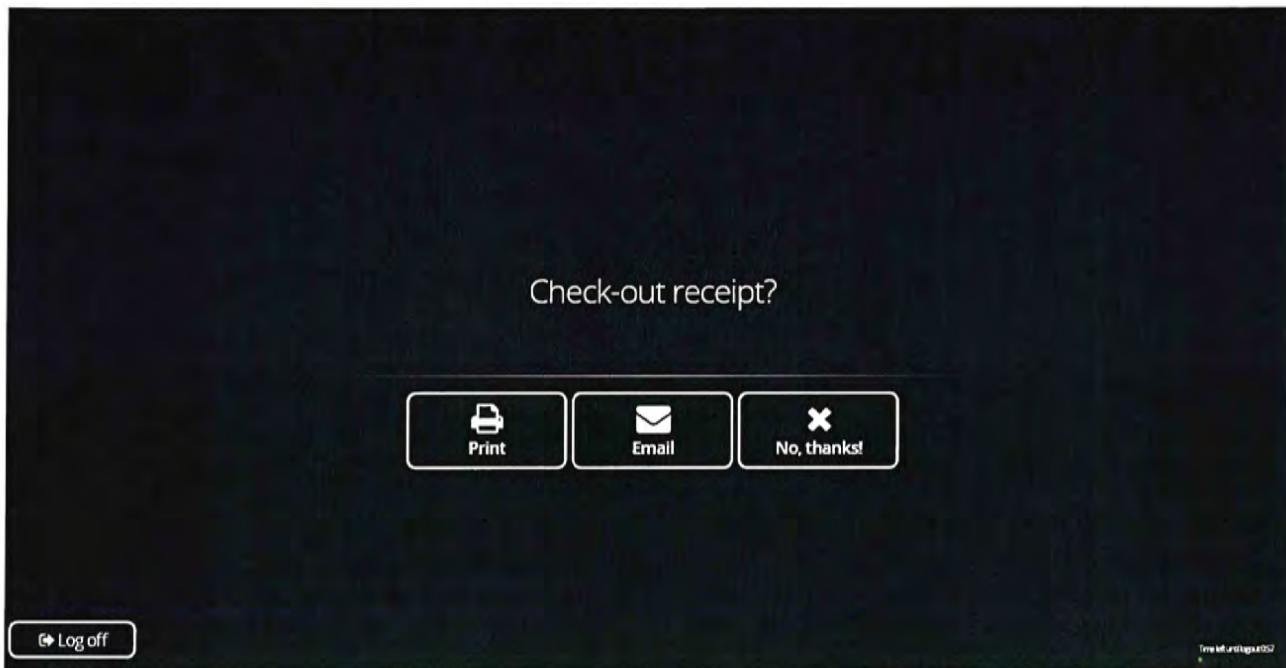
[Account details](#)

[Return](#)

[Log off](#) [Receipt](#) [?](#)



# LibSoft – Screen Shots



**mk Solutions  
Sample Library**

www.mk-solutions.com  
info@mk-solutions.com

**Check out receipt**

---

**Patron:**  
Date: 3/9/2015 6:26:11 AM

---

**Close your eyes**  
Barcode 39850019029951  
Due by 3/23/2015

**Diary of a wimpy kid**  
Barcode 39850019028268  
Due by 3/23/2015

**Knock 'em dead : the ultimate job search guide, 2013**  
Barcode 39850019027807  
Due by 3/23/2015

**Shooter**  
Barcode 39850019027393  
Due by 3/23/2015

**The absolutely true diary of a part-time Indian**  
Barcode 39850019028722  
Due by 3/23/2015

**The bully**  
Barcode 39850019028789  
Due by 3/23/2015

---

**Current fees: \$ 95.50**

---


**We are open 24/7!**

Thank you for using the mk SelfCheck .




# LibSoft – Screen Shots

Account



## Account

### Charged items

1	<b>70050001 Doll bones</b> Due by 7/6/2015	<a href="#">Renew</a> <a href="#">Renewal failed</a>
2	<b>70050003 Indiana Jones and the kingdom of the crystal skull</b> Due by 4/11/2016	<a href="#">Successfully renewed</a>

### Account information

Charged items:	5
Hold items:	0
Overdue items:	0
Fine items:	0
Fees:	\$ 100.00

[Account details](#)

[Check out](#)

[Return](#)

[Log off](#) [Receipt](#) [Renew all](#)

Time left until logout: 100



# LibSoft – Screen Shots

Check-In

**Returns**

Item #	Title	Status
2	Diary of a wimpy kid	Successfully checked in
3	The bully	Successfully checked in
4	Knock 'em dead: the ultimate job search guide, 2013	Successfully checked in
5	The absolutely true diary of a part-time Indian	Successfully checked in
6	Shooter	Successfully checked in

**Account information**  
 Charged items: 0  
 Overdue items: 0  
 Fine items: 0  
 Fees: \$ 95.50

Buttons: Log off, Receipt, Account details, Check out

Check-in receipt?

Buttons: Print, Email, No, thank you

Check-in receipt?

Buttons: Print, No, thank you


Check-In Receipt per email is possible if patron scanned the patron card initially. This is required to identify the patron and request the email address from the ILS.

If they return items without scanning the patron card only a paper receipt can be offered.




# LibSoft – Screen Shots

## Scenario 1

Once the patron presses the "Help"  button at the touch screen, a notification message including the patron's station information will appear at one or more staff workstations. This message will notify staff at what stations a patron requests help.

Once a staff member acknowledges the notification message, the patron's screen will show that a staff member is on the way. The notification at any other staff workstations disappears automatically to avoid intervention from other staff for the same case.

## Scenario 2

Once the patron presses the "Help"  button at the touch screen, a chat window including the patron's station information will appear at one or more staff workstations with a chat request. At the patron's station an on screen keyboard will appear as soon as a staff member acknowledges the chat session.

Once a staff member acknowledges the chat session, it automatically disappears at any other staff workstations to avoid intervention from other staff for the same case.

## mk Terms & Conditions

Pricing is based on a complete order. Delivery and installation are planned to occur at one time. The Service Level Agreement pricing does not include optional items.

### Terms of Delivery

- Approximately 1-2 weeks for RFID tags, StaffStations, and software licenses.
- Approximately 5-7 weeks for SelfChecks, Security Gates, and Handhelds.
- TBD for Return/Sorting & LibDispenser®, after receipt of order in writing and agreement of all technical and commercial details, completed PIF, as well as all parties holding to the project time schedule.
- This proposal is based on one single shipment. Partial shipments may require price adjustment(s).
- Delivery is FOB destination, DDU Delivered Duty Unpaid, software via download link.

### Terms of Payment

<b>mk Hardware</b>
60% of order value payable after receipt of order confirmation
35% of order value with delivery
5% of order value after installation but not later than one (1) month after delivery
<b>Software Solutions / User Subscriptions</b>
Invoicing takes place in advance for one (1) year, after final acceptance but not later than one (1) month after delivery
<b>Maintenance Programs</b>
Invoicing takes place in advance for one (1) year, after the initial 12 months' warranty
<b>Notes</b>
All payments due upon receipt of invoice net. Accounts not paid within terms are subject to a 5% monthly finance charge or a minimum of \$25.00. In the event of any delays caused beyond mk Solutions' responsibilities, the library agrees to pay the full contract amount based on the initially agreed delivery date.

### Prices

Prices shown are net prices in USD and do not include any taxes, duties, or third-party fees. Prices are valid one (1) month after the date of this proposal or in accordance with the RFP.

### Warranty

12 months according to legal rules and our terms of delivery and payment.

### General

This offer is confidential and is only intended for internal use. The sharing of technical information or pricing is prohibited without the expressed, written permission of mk Solutions.

Prior to completion of manufacturing, we reserve the right to make design changes to improve the equipment or exceed the design specifications for any or all systems without prior approval. After the system has been installed, we retain the same right, but agree to notify the library in advance of any changes.





The library may elect to decline an upgrade except in the case of changes to correct/limit manufacturer liability exposure. Orders will not be processed until a written Purchase Order referencing this proposal ("Proposal") is received at mk Solutions.

## mk Sorting Systems

mk Solutions has provided sorting solutions from the very beginning; this longevity in the space has given us unique insight into what actually works in library environments, and **each system is built according to the library's specifications**. mk sorting systems use LibSoft software – the same easy-to-use interface as our SelfChecks.

Sorter sorts up to 1,800-2,000 items/hour; return stations accept up to 1,500 items/hour

UL and CE certified, OSHA compliant – can be installed in public areas

Sort items into standard book bins, totes, or stacking carts

Ergonomically designed

Options include staff induction, interior and exterior patron returns

AMH visualization tool within LibManager software

Add more sorting modules easily at any time



## Modularity

Every mk sorting system is innately quick, durable, and modular, which allows for **effortless, cost-effective expansion** when needed. Additional sorting modules can be added in the future. This modularity also lends itself to ease of repair and maintenance.

## Safety

mk sorting systems are **UL and CE certified** and are completely enclosed, allowing **quiet operation** wherever they are placed – inside the library on the floor as a showpiece engaging patrons, behind the scenes in the staff area, or in a room by itself. mk systems also conform to OSHA (Occupational Safety Hazard Association) regulations.

mk sorters feature smooth, flat, and completely closed conveyor belts and enclosed transparent panels at the sorting modules, impeding access to moving parts by staff and patrons. These enclosed panels mitigate any safety concerns. Our systems are so safe that they are installed in public areas of libraries. Unlike other vendors, our systems have a UL certification that allows all staff to operate the system without special training. Most vendors have restrictions that allow only certain staff to operate the system. mk's UL certification allows the library more efficiency and flexibility during operation and troubleshooting.

## Speed

mk sorters can be configured to **sort up to 1,800-2,000 items per hour**. mk return stations accept up to 1,500 items per hour, faster than systems that accept bulk returns.

## Technology

mk sorting systems are the most durable and gentle systems on the market. mk does not use pop-up roller systems as these systems use more moving parts that can break, experience downtime, and create jams due to gaps along the conveying and sorting line. A soft sweeper system sorts all library items (including magazines) into book bins, totes, or carts. The sweeper allows gentle sorting without damaging the items as they travel along closed flat belt conveyors to ensure higher uptimes.



While other vendors may suggest the benefits of multiple item returns, mk does not recommend this functionality due to less reliability and conveying.

Our research has shown that when thinner library items get moist (due to weather or environment) and are returned in a stack, the items stick together and do not separate reliably to allow proper sorting. In this instance, staff are required to handle the items, negating the benefits of 'drop and go.'

## Bins

mk offers industrial-grade durable bins that have a spring-loaded bottom – this makes the bins ergonomic and require less bending for staff. Each bin also features an ergonomic handle for easy wheeling in the back workroom. Brakes on the bin's four swiveling caster wheels allow secure placement at any location.

All book bins and carts electronically lock into the sorting system. Level sensors prevent the bins from overflowing and staff-controlled software alerts staff when bins and carts need attention. Our sorting systems allow for multiple bin types in a single installation to meet your library's needs. This provides the option to mix and match book bins, tote bins or stacking carts.



9-bin sorting system installation.

### mk Return Stations

The RFID-enabled mk return stations are an affordable, simple-to-use solution for accepting returns. Materials are immediately checked-in, and security is activated. Return stations can be mounted through interior or exterior walls; performance is centrally monitored by LibManager software.



RS5T Exterior Drive-up Return (at left) and RS5T Interior Return (at right).

FEATURES	RS5T Model
Available in interior and exterior designs	●
Printed receipt (can be disabled/enabled)	●
Easy-to-change receipt printer paper	●
Red and green lights indicate when patrons should present materials for returns	●
Attractive and durable brushed stainless-steel faceplate	●
Heavy-duty touchscreen monitor	●
Uses mk LibSoft software	●
Stainless steel front with security opening to protect system from weather and vandalism	●
Ergonomic and handicap accessible	●
Item automatically checked in and item security turned on	●
Full system monitoring and diagnostics through LibManager	●
UL and CE system certified	●
Return items 24 hours a day, independent from opening hours	●
User-friendly operation with simple menu prompts for patron and staff	●

### mk Staff Returns

The staff return unit is a special return station, connected to the sorter, for use by circulation staff. These units can greatly reduce material handling by staff and maximize the sorting capacity of the sorting system. The staff control panel monitors the system, displays status changes, and contains self-diagnostic software.

mk offers a "patron sorting feature" that can be enabled/disabled by staff. This feature prompts patrons to sort items to different locations based on colors or messages in the item list on the screen.

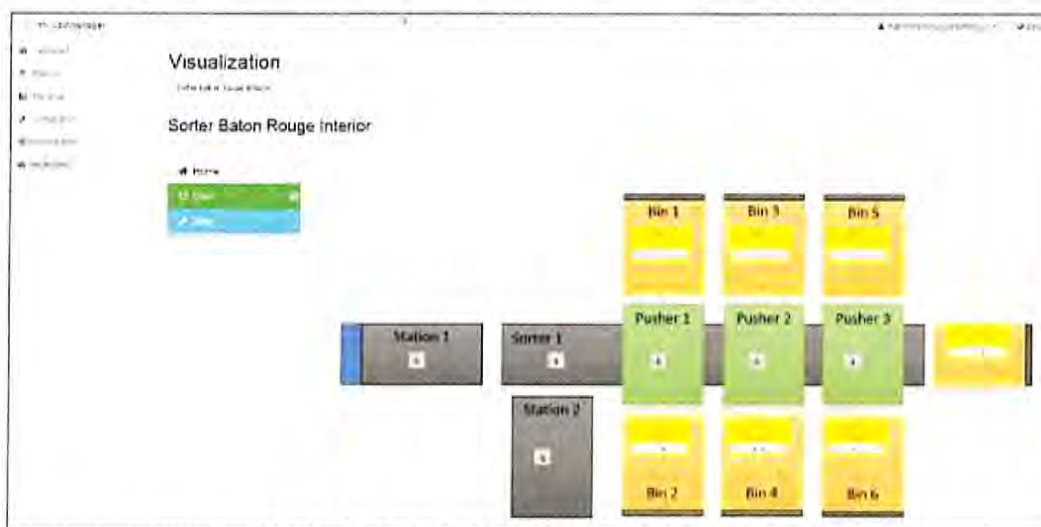


For example, one color could be blue, guiding patrons to place hold or transit items on the blue cart and green to place the remaining shelf items on the green cart. Other colors or sorting categories are configurable. This gives staff the opportunity to turn around hold and transit items quickly without additional staff intervention while increasing patron satisfaction.

FEATURES	Staff Return
Staff-friendly graphic interface	●
User commands viewable in multiple languages	●
Operational performance centrally managed by mk LibManager software (included)	●
Reserve slips/printed receipts can be provided for staff	●
Full access to circulation workflows and ILS on workstation	●
Staff control visualization software (displays system and item status, error messages, and full analysis during system fault or stop conditions)	●

### mk Solution Advantages

With AMH Visualization, embedded into mk LibManager, staff can quickly see the status of the sorter as a whole and its individual elements, permitting automatic error detection. The system monitors any status changes and displays it in real-time, allows remote maintenance and diagnosis, and provides easy-to-retrieve statistics. Staff can also easily define the sorting criteria, such as accepting or rejecting non-library or non-RFID items and setting special modes for nights, weekends, and holidays.



**AMH Visualization Tool in mk LibManager.**

With mk's sorting manifest feature, items sorted into bins/totes are logged in a manifest that includes a barcode as an identifier for the individual content. Once a bin/tote arrives at the destination library, only this single manifest's barcode is scanned, and all items in this bin/tote are automatically checked in at this location. This avoids checking items in individually.

In addition, our offline feature stores the data, and when the system is back online, the information is synced via SIP2 automatically without staff intervention. This feature can be enabled or disabled easily in LibManager.

### **mk LibDispenser®**

The mk LibDispenser® provides 24/7 access to library materials at a location selected by the library.<sup>15</sup>

The dispenser serves as a standalone branch that allows patrons to **check items in and out as well as place holds** on items to be picked up at the LibDispenser®, providing a convenient library extension in public high access areas, such as train stations, airports, hospitals, malls, and universities – whether at an interior or an exterior location.

LibDispenser® allows libraries to provide library services to areas where a branch is reducing hours or adds additional capacity for a space-strapped branch. It also presents an affordable service alternative in neighborhoods that may be unable to support a physical building.

The outdoor model features full climate control (including cooling, heating, and dehumidifying) to allow the unit to remain at the perfect temperature with no moisture.

Users can **search the library's catalog data** at the touchscreen to browse and select items, which uses the familiar Online Public Access Catalog (OPAC) to pull data and cover images of library items. **This ready access to materials extends the library's reach.**



#### Base Model Specifications

##### Sizes

- **Indoor Model:** W 94.9" x D 48.0" x H 83.2"
- **Outdoor Model:** W 97.3" x D 51.0" x H 85.1"

##### Weight

- **Indoor Model:** 1,836 lbs. Net
- **Outdoor Model:** 1,940 lbs. Net

Power 120V/240V, 1 Phase, 50/60Hz, 25 Amp

Network Ethernet network access via single RJ45

Capacity 796 storage positions in a 25 mm (1") pitch

Item Dimension per Tray

- min. 3.9" x 3.9" x 0.2"
- max. 12.6" x 8.7" x 3.5"

**Automated re-shelving** - returned items are immediately available for the next patron

**Lend and return all types of library materials** – books, CDs, DVDs, magazines, games – there are no special cases or containers required for the patron to handle

Returned items are **immediately available** for the next patron – the library may allow returns not originally dispensed from the machine

An internal camera helps with remote servicing

Library card ID via barcode, RFID (Mifare), magnetic strips

Can be configured to **accept any library item**

**Search the catalog** via author, item, genre, etc.

The patron takes only the item, just like a normal library – there are no extra boxes or cases that

<sup>15</sup> The equipment being proposed includes one or more industrial barcode scanners. Each scanner is designed to read barcodes that meet international standards for image density and line width. In the event that the quality falls below international standards, it may be necessary to provide an alternate scanning solution. To verify this, we require sample barcode labels from your library for compliance testing.

need to be returned.

mk LibDispenser® comes as a base model of a center unit and two expansion modules, which can be expanded by adding additional modules at any time for a total of up to 11 modules.

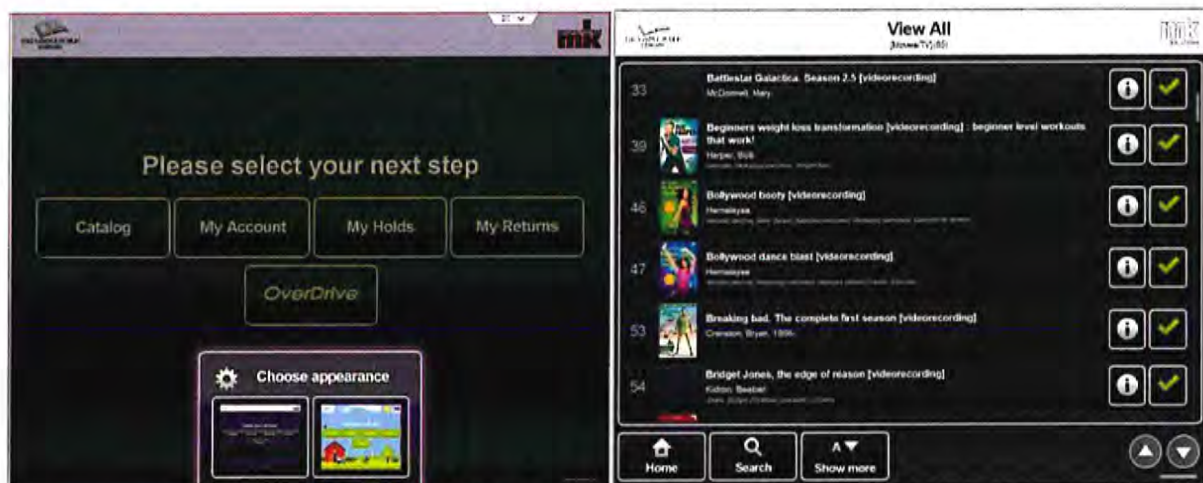
Additional options include an indoor cabinet version with an outdoor retrieval station that traverses through the building's exterior wall, a separate browsing station located beside the retrieval station, audio support for text to speech, barcode and/or RFID user cards, payment functions to support fines and fees, and sponsorship opportunities (where space exists on the unit for advertisement areas).



mk LibDispenser® features include:

FEATURES	LIBDISPENSER
Uses LibManager and LibSoft web-based patron software	●
UL and CE-certified	●
Connection to ILS via SIP2 or NCIP	●
Item identification via RFID and/or optional barcode	●
Uninterrupted Power Supply (UPS) included to protect against voltage swings or interruptions	●
24/7/365 access to library materials	●
Easy-to-use touchscreen interface allowing users to search and select items, check items in and out, and place items on hold	●
Sole source equipment	●

LibDispenser® uses mk's in-house designed, fully web-based software solution – the same software used on mk SelfChecks. Both the languages and appearance of LibSoft are easily changed by the patron at the unit.



LibDispenser® LibSoft screenshots.

## mk Conversion Stations

Tagging the collection is the most important part of the RFID implementation, and while it is simple, it can also be a somewhat time and labor-intensive endeavor. The mk Tagging Station helps to simplify the process. While speed is essential in terms of tagging, accuracy cannot be overlooked. Over time, every mis-tagged item is liable to cause staff and patron frustration. mk offers two types of tagging stations: manual and automatic. In either case, **mk LibConvert software**, pre-loaded on either station, can read various proprietary data models.

We also partner with third parties, like Ingram, Midwest Tape, Brodart, and Baker & Taylor, for various tagging tasks.

### mk Manual Tagging Station

The mk Manual Tagging Station consists of a optional laptop with Windows or the library can provide its own, a barcode scanner, an RFID reader/writer with shielded antenna, and two roll gravity tag dispensers to accommodate different sets of tags.

Fast, easy-to-use mobile conversion station small enough to move between stacks

Convert single and multi-piece materials from barcode to RFID

Audible & visual signals with visible programming accuracy indicator

Offline conversion - no connection with your ILS necessary

Handles multiple data models (Danish, NBD)

Equipped with a barcode scanner, RFID reader/writer and antenna, and tag dispensers (optional 15" laptop available)



This equipment is integrated into a sturdy, mobile cart designed for moving up and down the stacks easily. Tagging teams of two can easily tag approximately 350 items per hour.<sup>16</sup>

<sup>16</sup> Tagged items per hour contingent on operator(s).



## mk Automatic Tagging Station

mk Solutions is the **only vendor** to provide the automatic tagging station, which **converts 1,000 items per hour**, greatly increasing the speed of the project while helping eliminate mistakes made by human error.



*Fully automatic conversion of barcode-labeled items to RFID*

*The following data models are supported: ISO28560-2 and -3, Danish/Swedish, Dutch, TagVision, French, & others*

*If an error occurs, the conveyor belt stops, and a message is displayed on the touchscreen*

*The station can process ~1,000 items/hour*

*A conversion log file is generated automatically*

*Tags are placed in overlapping positions in each item to ensure optimum scanning of stacked items*

"Copenhagen Libraries tagged approximately 1.7 million items in four months with the aid of two Automatic Tagging Stations among other equipment. The tagging machines were an indispensable tool during this process." – City of Copenhagen

The automatic tagging station applies the tag, reads the item barcode, and programs the tag according to the chosen data model. An instant re-read of the tag ensures that it has been programmed correctly.



mk Solutions Inc.

75 Acco Drive, Suite A-3  
York, PA 17402 - USA  
Phone: +1 860 760 0438  
info@mksolutions.com  
www.mksolutions.com

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## Service Level Agreement (SLA) for Hardware

Between:

mk Solutions, Inc.  
75 Acco Drive, Suite A-3  
York, PA 17402

Referred herein as "MANUFACTURER"

And:

Library Name  
No. Street  
City, State ZIP Code  
Country

Referred herein as "CUSTOMER"

A preventive Maintenance and Service Agreement will be entered into with respect to the MANUFACTURER's Hardware detailed in the MANUFACTURER's Sales Order and/or sales contract signed by both the MANUFACTURER AND CUSTOMER.

**I. Scope of the Agreement**

CUSTOMER has purchased a \_\_\_\_\_ service level agreement for the service and maintenance of the Hardware, starting in month **13** after the initial delivery and/or installation of the hardware. Please see below for the coverage per agreement levels. Checkmarks equal included. Percentages define the deductible portion of the costs for CUSTOMER.

	<b>BRONZE</b>	<b>SILVER</b>	<b>GOLD</b>
Annual Maintenance*	✓	✓	✓
E-Mail Support	✓	✓	✓
Phone Support (Hotline)	✓	✓	✓
On Site Support (incl. travel expenses)		✓	✓
Hardware replacement parts		✓ (50%)	✓
Spare parts automatic refill**		✓ (50%)	✓

\*Depending on hardware, maintenance maybe performed remotely..

\*\*Requires purchase of a spare part package to be stored locally

**a) Hardware Covered**

MANUFACTURER undertakes to provide maintenance and service for the Hardware listed in Exhibit A.

**Maintenance and Service**

For purposes of this Agreement, "Maintenance" shall be deemed to include any preventative measures taken in order to minimize wear-and-tear of the Hardware to ensure the continued functionality and operation of the Hardware. "Service" shall mean the work performed by MANUFACTURER in response to problems with the functionality and/or operation of the Hardware as reported by CUSTOMER. Maintenance and Service shall include the following

**b) Preventative Maintenance**

Upon expiration of the original factory warranty period, MANUFACTURER shall perform Preventative Maintenance Inspections (PMI) of Hardware each calendar year and per the service level agreement in place. If a PMI is warranted, it will be scheduled in advance, and the date shall be mutually agreed upon by both parties. Depending on the type of Hardware, PMIs can be performed remotely and don't require an on-site technician.

After completion of the PMI, MANUFACTURER shall provide CUSTOMER with a detailed written documentation of the PMI. MANUFACTURER guarantees that the PMI will be carried out properly. This shall not release CUSTOMER from the responsibility to comply with the applicable safety regulations for the prevention of accidents and CUSTOMER'S Maintenance responsibilities for the Hardware set forth in the operating manual provided by MANUFACTURER.

c) Service & Support Protocol

CUSTOMER troubleshoots and uses MANUFACTURER documentation to resolve issues. If CUSTOMER needs MANUFACTURER's support, CUSTOMER shall use the proper procedures to place a service ticket. Initial contact is made to the Technical Support Department via email by using the following addresses:

USA customers:                    service.us@mksolutions.com  
Canadian customers:            service.ca@mksolutions.com

The CUSTOMER will receive an immediate confirmation with a service ticket number and a link to the customer portal. This portal should be used to follow the MANUFACTURER's protocol and to ensure several team members are contacted at once. A team member will use the most efficient and quickest way possible to resolve the issue, so the CUSTOMER has limited down time.

MANUFACTURER shall provide CUSTOMER remote support during support hours listed in Exhibit B.

d) Onsite Services

MANUFACTURER will dispatch field technician if the issue can't be resolved remotely.

Local technicians are equipped with standard spare parts. If additional parts are needed, the MANUFACTURER will use overnight shipping to deliver to the customer in the fastest way possible. MANUFACTURER will dispatch a local field technician accordingly.

e) Response Times

i) Emergency Service and Non-emergency Service are defined as follows:

Emergency Service shall mean that the Hardware is not operational, can't be used, and this is the only product available for CUSTOMER (i.e. CUSTOMER has only one self-check station and this is not operational).

Non-emergency Service shall mean that the Hardware is operating but is experiencing problems (i.e. CUSTOMER has two self-check stations and one is not operational or CUSTOMER has one self-check station and receipt printer is not working).

ii) Response to Initial Customer Service ticket is as follows MANUFACTURER's support Technician shall respond to CUSTOMER's service request for either Emergency or Non-

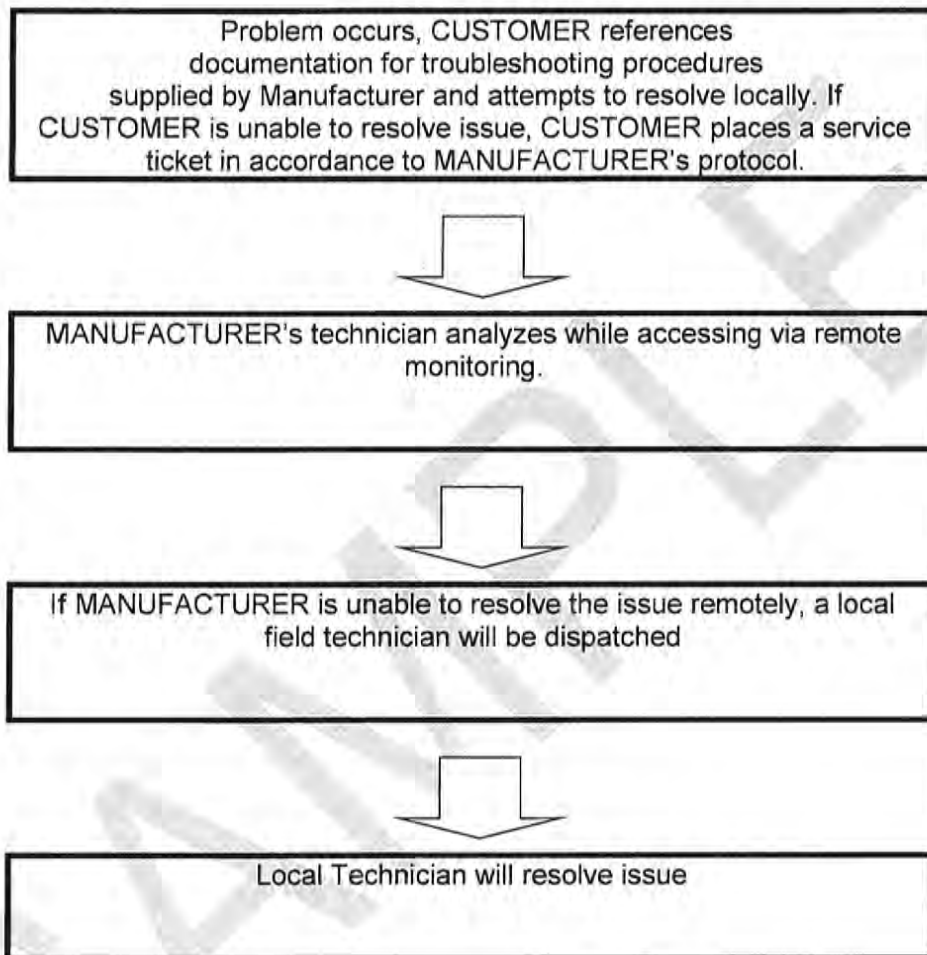
emergency Service. The CUSTOMER must follow MANUFACTURER's service protocol and troubleshooting guidelines defined in MANUFACTURER's documentation. After troubleshooting and if necessary, CUSTOMER contacts the MANUFACTURER's service department. MANUFACTURER shall endeavor at all times to remedy the error remotely, if possible. The error message, problem or condition shall be reported by the CUSTOMER's contact person. The response time shall commence when CUSTOMER reports the incidence to the Service Hotline.

- iii) Emergency Service. The response time to an Emergency Service ticket shall be within **4** hours of responding to the CUSTOMER's initial service ticket email. If an onsite Technician and/or part is required, MANUFACTURER shall dispatch a Technician within **8** hours to be at the Library by the next operational day, in accordance to e) Onsite Services above.
- iv) Non-emergency Service. The response time to a Non-emergency Service ticket shall be within **24** hours of responding to the CUSTOMER's initial service ticket email. If an onsite Technician and/or part is required, MANUFACTURER shall dispatch a Technician within **48** hours to be at the Library by the next business day, in accordance to e) Onsite Services above.

Delay: In the event that a PMI, Maintenance or Service call is delayed as a result of or in connection with industrial disputes, strikes and lockouts, as well as the occurrence of circumstances beyond MANUFACTURER's responsibility including non-standard parts delay, the response time shall be reasonably extended, provided that it can prove that such impediments significantly influence the completion of the PMI, Maintenance or Service. The latter provision shall also apply if such circumstances occur after MANUFACTURER goes behind schedule.

f) Escalation of Service Response

CUSTOMER shall notify MANUFACTURER of any requests for Service and MANUFACTURER shall respond to CUSTOMER's requests for Services as set forth below:



g) Critical Spare Parts Kit (if applicable)

Applies only if CUSTOMER purchased a Critical Spare Part Kit:

Within sixty (60) days of signing this Agreement, MANUFACTURER shall provide CUSTOMER with a factory-recommended Critical Spare Parts Kit, itemized in Exhibit D, along with a small storage cabinet to be maintained on-site at all times and be easily accessible by MANUFACTURER's service technician (hereinafter "Technician"). When a worn or defective part is replaced, it will be taken from the Critical Spare Parts Kit on-site. Technician will inspect the worn or damaged part and determine whether it must be returned to the factory for evaluation or disposed of. The items in the Critical Spares Kit shall be replaced by MANUFACTURER. The replacement cost of each item is covered under this Agreement for Gold program. For Silver program with a 50% deductible for CUSTOMER.

- h) Maintenance or Service beyond the Scope of this Agreement.

If it is determined that the Hardware has been damaged due to CUSTOMER's failure to follow written Maintenance troubleshooting procedures provided to CUSTOMER by MANUFACTURER or interference or damage on the part of anyone other than the MANUFACTURER, then any Service required to repair such damage is not covered by this Agreement. Coverage does not include damage caused by Library patrons, staff, and or third parties including software and hardware changes. In the event any maintenance or repair work is outside the scope of this Agreement, MANUFACTURER shall obtain written authorization to proceed with the Maintenance from CUSTOMER prior to commencing work. These additional service expenses will be charged separately per the current MANUFACTURER service rates at the time service is performed.

If CUSTOMER or any third party enhances, modifies, alters, or otherwise makes any change to the Products without the prior express written consent of MANUFACTURER, MANUFACTURER shall have no obligation whatsoever to provide service, maintenance or support of such products at any time after such enhancement, modification, alteration, or change. Notwithstanding anything herein to the contrary, MANUFACTURER's obligation to provide maintenance and support for the licensed products shall extend only to the most recent version and the next most recent version of the programs provided to CUSTOMER.

## II. Library Obligations

- a) CUSTOMER shall provide MANUFACTURER with sufficient documentation, information, assistance, support, and test time on CUSTOMER's computer system to duplicate any reported problems, certify that the problem is with the products, and certify that the problem has been corrected. MANUFACTURER will be provided with remote access to systems to aid the troubleshooting and repair process.
- b) CUSTOMER shall designate specific employees who will be trained in all aspects of the products, including trouble shooting. These, and only these employees, may contact MANUFACTURER for matters related to this Agreement.
- c) CUSTOMER shall perform problem definition activities and any remedial or corrective actions as described in the customer manuals and other system documentation provided to CUSTOMER by MANUFACTURER prior to seeking assistance from MANUFACTURER.
- d) CUSTOMER is responsible for performing scheduled preventative maintenance as per product specifications.
- e) CUSTOMER shall provide MANUFACTURER maintenance personnel with proper, safe access to the Hardware and Software at all requisite times for the purpose of providing the maintenance services.
- f) CUSTOMER will provide MANUFACTURER with at least thirty (30) days written notice of the CUSTOMER's intention to move the Hardware to a location other than the premises.
- g) CUSTOMER to provide MANUFACTURER library access to the Hardware in order to perform the required Maintenance or Service.

### III. Term of the Agreement

- a) The initial term of this Agreement shall be **48** months starting from the date of when the CUSTOMER signed the MANUFACTURER's Final Acceptance form, unless otherwise stated in a sales order / purchase order signed between both the MANUFACTURER and CUSTOMER. This Agreement is automatically renewed by one year, if not terminated 6 months prior to the end date. If the CUSTOMER adds future products, this Agreement and/or its Annexes will be adjusted accordingly to include the new products.

### IV. Price and Payment

- a) Price for selected SLA program is portrayed in Exhibit A
- b) CUSTOMER agrees to pay MANUFACTURER within **30** days of receipt of invoice.
- c) First year maybe subjected to a pro-rated invoice until the end of the calendar year. Then following years will be invoiced in advance based on one calendar year each.
- d) Costs for parts and services what are not partially or fully covered by the chosen SLA program, will be invoiced separately per the current MANUFACTURER's rates at the time parts or services are performed.
- e) If CUMSTOMER payment is overdue, MANUFACTURER reserves the right to suspend any support and services and/or terminate this Agreement with immediate effect.

### V. Warranty and Liability

- a) If Maintenance or Service fails to be properly carried out according to the Agreement, MANUFACTURER shall redo the work or make corrections free of charge.
- b) MANUFACTURER shall remove, free of charge, all damage to the Hardware caused by it or its local technicians and either repair or replace those portions of the Hardware that were damaged and restore the system to its normal operating condition.
- c) MANUFACTURER reserves the right to make equal or better substitutions to Hardware because of upgrades, availability, or obsolescence.

### VI. Miscellaneous Provisions

- a) **Changes to Hardware.** Should the Hardware be expanded or significantly altered during the term of this Agreement, the changes shall be covered by the Manufacturer's standard warranty for the first 12 months of use. At the expiration of this warranty coverage, this contract will be adjusted in price to reflect the change in the original contract scope of coverage and any additional spare parts required to cover the additional Hardware.
- b) **Service by Third Parties.** mk software and hardware can only be serviced and maintained by a mk trained technician. If CUSTOMER allows Hardware to be serviced or relocated by any third parties and/or the CUSTOMER without the written consent of MANUFACTURER, it continues to be obliged to pay remuneration to MANUFACTURER, unless the third party enters into this Agreement upon the consent of MANUFACTURER. MANUFACTURER shall not unreasonably withhold its consent.



- c) MANUFACTURER shall not assign its entitlements and obligations under this Agreement to third parties without CUSTOMER's written consent which shall not unreasonably be withheld.
- d) It is agreed that MANUFACTURER is an independent contractor, and all persons working for or under the direction of MANUFACTURER are MANUFACTURER's trained technicians, and said persons shall not be deemed agents or employees of CUSTOMER.

**VII. Insurance**

Current insurance coverage can be obtained by requesting a copy from the MANUFACTURER.

**VIII. Attachments or Exhibits**

If the attachments or exhibits to this Agreement, if any, are inconsistent with this Agreement, this Agreement shall control.

This Agreement contains the entire understanding between the parties with respect to the subject matter herein. There are no representations, agreements or understandings (whether oral or written) between or among the parties relating to the subject matter of this Agreement which are not fully expressed herein. Should any provision of this Agreement be found invalid or unenforceable, the decision shall affect only the provision interpreted, and all remaining provisions shall remain enforceable.

IN WITNESS WHEREOF, this Agreement is executed by CUSTOMER and by MANUFACTURER.

MANUFACTURER

CUSTOMER

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Attachments & Exhibits:

- Exhibit A Hardware Covered & Pricing
- Exhibit B Service & Support Protocol
- Exhibit C Authorized Contact Persons
- Exhibit D Critical Spare Parts Package (option)

SAMPLE

EXHIBIT A

**HARDWARE COVERED & PRICING**

MANUFACTURER undertakes to provide maintenance and service for the Hardware stated in:

Customer's PO Number (if applicable):

Contract Number (if applicable):

MANUFACTURER's Sales Order Number:

CUSTOMER agrees to the following pricing:

**Price (net) per year:** USD \* (if applicable, taxes will be added in invoice)

\* Annual price increase 2.5%

CUSTOMER may add more hardware in the future. Pricing will then be adjusted accordingly.

MANUFACTURER

CUSTOMER

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

EXHIBIT B

**SERVICE & Support Protocol**

MANUFACTURER shall provide CUSTOMER remote support during the following support hours\*.

Monday to Friday    01:00 AM – 8:30 PM (EST)  
Saturday             10:00 AM – 6:00 PM (EST)  
Sunday                10:00 AM – 6:00 PM (EST)

\*Hours may differ on major holidays.

MANUFACTURER

CUSTOMER

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

EXHIBIT C

**AUTHORIZED CONTACT PERSONS**

Following persons are authorized for official reporting and additional fees that may apply to service in accordance to the Service Level Agreement. Therefore, when service is requested through the MANUFACTURER's service ticket portal, the library will be responsible for all additional fees for services and labor provided by the MANUFACTURER that are not covered under the selected SLA.

First Name	Last Name	Title	Phone No.	E-mail Address

MANUFACTURER

CUSTOMER

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

EXHIBIT D

**CRITICAL SPARE PARTS PACKAGE (option)**

**Price (net):** USD  
 (if applicable, taxes will be added in invoice)

Pos.	Item #	Description	Qty.
1	CSPP-CAB	Storage Cabinet	1
2	TBD per hardware purchased	TBD per hardware purchased...	
3			
4			
5			
6			
7			
8			
9			
10			

MANUFACTURER

CUSTOMER

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



mk Solutions Inc.

75 Acco Drive, Suite A-3  
York, PA 17402 - USA  
Phone: +1 860 760 0438  
info@mksolutions.com  
www.mksolutions.com

## Software Subscription Agreement (SSA)

Between:

mk Solutions, Inc.  
75 Acco Drive, Suite A-3  
York, PA 17402

Referred herein as "Vendor"

And:

Library Name  
No. Street  
City, State ZIP Code  
Country

Referred herein as "Subscriber"

In this Agreement, executed on this      day of      , 2019, (the "Effective Date") Vendor agrees to provide its software as a service to Subscriber on the following terms.

### I. Grant of License to Access and Use Service

Vendor hereby grants to Subscriber, including to all Subscriber's Authorized Users, a non-exclusive, non-sublicensable, non-assignable, royalty-free, and worldwide license to access and use Vendor's software (the "Service") solely for Subscriber's internal business operations, as set forth in this Agreement.

### II. Support Services

**Initial Support.** For the 60 month period beginning on the Effective Date, and at Vendor's own expense, Vendor shall provide Subscriber with telephone or electronic support during hours per Exhibit B in order to help Subscriber locate and correct problems with the Service and any related software.

**Renewed Support.** After the initial month support period, Subscriber may elect to renew Vendor's support services under this paragraph [SUPPORT] for additional 12 month periods, at Vendor's then-current service rates.

### III. Fees

Subscriber shall pay Vendor an annual subscription fee as portrayed in Exhibit A (the "Subscription Fee") for the software service provided under this agreement.

#### IV. Payment

Subscriber shall pay the annual Subscription Fee to Vendor no later than on the first day of each calendar year or for the first-year pro-rated no later than the first day of the Effective Date, in immediately available funds, and to the account shown on Vendor's invoice.

Taxes: Payment amounts under this agreement do not include any applicable taxes, and Subscriber shall pay all taxes applicable to payments between the parties under this agreement.

Interest: Any amount not paid when due will bear interest from the due date until paid at a rate equal to 1% per month (12.68% annually) or the maximum allowed under state law, whichever is less.

#### V. Service Levels

Applicable Levels. Vendor shall provide the Service to Subscriber with a System Availability of at least 98% during each calendar month for hosted environments Vendor provides. If Subscriber provides System components (i.e. server, virtual machines, computers, network, etc.) the availability level depends on Subscriber.

System Maintenance. Vendor may take the Service offline for scheduled maintenances. Vendor will schedule maintenance with a two weeks' notice to Subscriber.

#### VI. System Availability Definition

Percentage of Hours per Month. "System Availability" means the percentage of hours in a month that the key components of the Service are operational.

Not Included in "System Availability." "System Availability" will not include any hours of downtime resulting from:

- scheduled maintenance,
- events of force majeure,
- malicious attacks on the system,
- issues associated with Subscriber's computing devices, local area networks or internet service provider connections, or
- Vendor's inability to deliver services because of Subscriber's acts or omissions.

#### VII. Data Protection and Privacy

Subscriber shall implement reasonable safeguards to prevent unauthorized access to, use of, or disclosure of the disclosing party's Data.

Vendor may collect, use and process Subscriber data required to provide adequate services.



If Vendor hosts services on Vendor's hardware, Subscriber can request for a payment of \$250 per copy, Vendor to deliver to Subscriber a full back-up of Subscriber's Data, in a format the parties agree on in writing.

Vendor may anonymously compile statistical information related to the performance of the Service for purposes of improving the Service, but only if such information does not identify the data as Subscriber's or otherwise include Subscriber's name.

#### **VIII. Ownership of Intellectual Property**

Ownership. Vendor is the exclusive legal owner of the Service, including all Intellectual Property included in the Service.

Status of Licensed Intellectual Property. Vendor has properly registered and maintained all Intellectual Property included in the Service and has paid all applicable maintenance and renewal fees.

Retention by Vendor. Vendor will retain all interest in and to the Services, including all documentation, modifications, improvements, upgrades, derivative works, and all other Intellectual Property rights in connection with the Service, including Vendor's name, logos, and trademarks reproduced through the Service.

#### **IX. Mutual Representations**

Capacity. The parties have the authority and capacity to enter into this agreement. Neither party is under any restriction or obligation that the party could reasonably expect might affect the party's performance of its obligations under this agreement.

No Breach or Violation. Neither party's execution, delivery, or performance of its obligations under this agreement will breach or result in a default under that party's articles, bylaws, or constitutional provisions, ordinances, regulations or any Law to which it is subject, or any judgment, Order, or decree of any Governmental Authority to which it is subject, or any agreement to which it is a party or by which it is bound.

Permits, Consents, and Other Authorizations. Each party holds all Permits and other authorizations necessary to own, lease, and operate its properties, and conduct its business as it is now carried on.

No Disputes or Proceedings. There are no Legal Proceedings pending, threatened, or foreseeable against either party, which would affect that party's ability to complete its obligations under this agreement.

No Bankruptcy. Neither party has taken or authorized any proceedings related to that party's bankruptcy, insolvency, liquidation, dissolution, or winding up.

## X. User Obligations

Hardware Obligations. Subscriber shall be responsible for obtaining and maintaining all computer hardware, software, and communications equipment needed to internally access the Service, and is responsible for paying all third party access charges incurred while using the Service.

Anti-Virus Obligations. Subscriber shall be responsible for implementing, maintaining, and updating all necessary and proper procedures and software for safeguarding against computer infection, viruses, worms, Trojan horses, and other code that manifest contaminating or destructive properties (collectively "Viruses").

Subscriber's Use of Services. Subscriber shall abide by all local and international laws and regulations applicable to its use of the Service, use the Service only for legal purposes, and comply with all regulations, policies and procedures of networks connected to the Service.

Restricted Uses. Subscriber will not (1) upload or distribute of any files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of the Service; (2) modify, disassemble, decompile, or reverse engineer the Service; (3) probe, scan, test the vulnerability of, or circumvent any security mechanisms used by, the sites, servers, or networks connected to the Service; (4) take any action that imposes an unreasonably or disproportionately large load on the sites, servers, or networks connected to the Service; (5) copy or reproduce the Service; (6) access or use any other clients' or their users' data through the Service; (7) maliciously reduce or impair the accessibility of the Service; (8) use the service to post, promote, or transmit any unlawful, harassing, libelous, abusive, threatening, harmful, hateful, or otherwise objectionable material, or (9) transmit or post any material that encourages conduct that could constitute a criminal offense or give rise to civil liability.

## XI. Term

This agreement begins on the Effective Date and will continue until terminated (the "Term").

## XII. Termination

Termination on Notice. Either party may terminate this agreement for any reason on 12 months' notice to the other party.

Termination for Material Breach. Each party may terminate this agreement with immediate effect by delivering notice of the termination to the other party, if the other party fails to perform, has made or makes any inaccuracy in, or otherwise materially breaches, any of its obligations, covenants, or representations, and the failure, inaccuracy, or breach continues for a period of ten business days after the injured party delivers notice to the breaching party reasonably detailing the breach.

Termination for Failure to Pay. Vendor may terminate this agreement with immediate effect by delivering notice of termination to Subscriber if Subscriber fails to timely pay the annual Subscription Fee.

### Effect of Termination

*Refund Amounts.* Vendor shall immediately refund to Subscriber any prepaid Subscription Fees covering the remainder of the term of all subscriptions after the effective date of termination.

*Payment Outstanding Amounts.* Subscriber shall immediately pay to Vendor all amounts outstanding as of the date of, and as a result of, termination.

*Discontinuance of Use.* Subscriber shall cease all use of the Service upon the effective date of the termination.

*Recovery of Data.* Subscriber will have 30 days from the date of termination to retrieve any of data that Subscriber wishes to keep.

### **XIII. Indemnification**

Indemnification by Vendor. Vendor (as an indemnifying party) shall indemnify Subscriber (as an indemnified party) against all losses and expenses arising out of any proceeding brought by a third party, and arising out of a claim that the Services infringe the third party's Intellectual Property rights.

Vendor will be required to indemnify Subscriber under paragraph [INDEMNIFICATION FOR INFRINGEMENT CLAIMS] only if Subscriber's use of the Services complies with this agreement and all documentation related to the Services, the infringement was not cause by Subscriber modifying or altering the Services or documentation related to the Services, unless Vendor consented to the modification or alteration in writing, and the infringement was not caused by Subscriber combining the Services with products not supplied by Vendor, unless Vendor consented to the combination in writing.

Mutual Indemnification. Each party (as an indemnifying party) shall indemnify the other (as an indemnified party) against all losses arising out of any proceeding brought by either a third party or an indemnified party, and arising out of the indemnifying party's willful misconduct or gross negligence.

### **XIV. Notice and Failure to Notify**

Notice Requirement. Before bringing a claim for indemnification, the indemnified party shall notify the indemnifying party of the indemnifiable proceeding, and deliver to the indemnifying party all legal pleadings and other documents reasonably necessary to indemnify or defend the indemnifiable proceeding.

Failure to Notify. If the indemnified party fails to notify the indemnifying party of the indemnifiable proceeding, the indemnifying will be relieved of its indemnification obligations to the extent it was prejudiced by the indemnified party's failure.

Exclusive Remedy. The parties' right to indemnification is the exclusive remedy available in connection with the indemnifiable proceedings described in this section [INDEMNIFICATION].

**XV. Limitation on Liability**

Mutual Limit on Liability. Neither party will be liable for breach-of-contract damages suffered by the other party that are remote or speculative, or that could not have reasonably been foreseen on entry into this agreement.

Maximum Liability. Vendor 's liability under this agreement will not exceed the fees paid by Subscriber under this agreement during the 12 months preceding the date upon which the related claim arose.

**XVI. General Provisions**

Entire Agreement. The parties intend that this agreement, together with all attachments, schedules, exhibits, and other documents that both are referenced in this agreement and refer to this agreement, represent the expression of the parties' intent relating to the subject matter of this agreement, contain all the terms the parties agreed to relating to the subject matter, and all of the parties' previous discussions, understandings, and agreements relating to the subject matter of this agreement.

Counterparts: This Agreement may be executed, including electronically, in one or more counterparts, each of which when so executed shall be deemed an original and constitute one and the same instrument. If this Agreement is executed in counterparts, then it shall become fully executed only as of the execution of the last such counterpart called for by the terms of this Agreement.

Amendment. Vendor may amend the terms and conditions of this agreement at any time by reasonable notice.

Assignment. Neither party may assign this agreement or any of their rights or obligations under this agreement without the other party's written consent.

Notices. The parties shall give all notices and communications between the parties in writing by (i) personal delivery, (ii) a nationally-recognized, next-day courier service, (iii) first-class registered or certified mail, postage prepaid, or (iv) electronic mail to the party's address specified in this agreement, or to the address that a party has notified to be that party's address for the purposes of this section, as follows:

For Vendor:

Markus Flory, President  
mk Solutions, Inc.  
75 Acco Drive, Suite A-3  
York, PA 17402  
[markus.flory@mksolutions.com](mailto:markus.flory@mksolutions.com)



For Subscriber:

First Name Last Name, Title  
Library Name  
No. Street  
City, State ZIP Code  
Country

Receipt of Notice. A notice given under this agreement will be effective on the other party's receipt of it, or if mailed, the earlier of the other party's receipt of it and the third business day after mailing it.

Governing Law. This agreement shall be governed, construed, and enforced in accordance with the laws of the State of Pennsylvania, without regard to its conflict of laws rules.

Severability. If any part of this agreement is declared unenforceable or invalid, the remainder will continue to be valid and enforceable.

#### Waiver

*Affirmative Waivers.* Neither party's failure or neglect to enforce any rights under this agreement will be deemed to be a waiver of that party's rights.

*Written Waivers.* A waiver or extension is only effective if it is in writing and signed by the party granting it.

*No General Waivers.* A party's failure or neglect to enforce any of its rights under this agreement will not be deemed to be a waiver of that or any other of its rights.

*No Course of Dealing.* No single or partial exercise of any right or remedy will preclude any other or further exercise of any right or remedy.

*Force Majeure.* Neither party will be liable for performance delays nor for non-performance due to causes beyond its reasonable control, except for payment obligations.

#### **XVII. Relationship of the Parties**

No Relationship. Nothing in this agreement creates any special relationship between the parties, such as a partnership, joint venture, or employee/employer relationship between the parties.

No Authority. Neither party will have the authority to, and will not, act as agent for or on behalf of the other party or represent or bind the other party in any manner.

Cooperation. Subscriber will reasonably cooperate with any of Vendor's service outages, security problems, and any suspected breach of the Agreement. Where agreement, approval, acceptance, consent or similar action by either party hereto is required by any provision of this Agreement, such action shall not be unreasonably delayed or withheld.

**XVIII. Counterparts**

This Agreement may be executed in counterparts, each of which shall be deemed to be an original, but all of which, taken together, shall constitute one and the same agreement.

**XIX. Definitions**

"Authorized Users" means library staff and library patrons, depending on the software subscription in place.

"Business Day" means a day other than a Saturday, a Sunday, or any other day on which the principal banks located in Pennsylvania are not open for business.

"Data" means all of the data Subscriber creates with or uses with the Service, or otherwise related to Subscriber's use of the Services.

"Intellectual Property" means any and all of the following in any jurisdiction throughout the world:

- a) trademarks and service marks, including all applications and registrations, and the goodwill connected with the use of and symbolized by the foregoing,
- b) copyrights, including all applications and registrations related to the foregoing,
- c) trade secrets and confidential know-how,
- d) patents and patent applications,
- e) websites and internet domain name registrations, and
- f) other intellectual property and related proprietary rights, interests and protections (including all rights to sue and recover and retain damages, costs and attorneys' fees for past, present, and future infringement, and any other rights relating to any of the foregoing).

"Person" includes

- a) any corporation, company, limited liability company, partnership, governmental authority, joint venture, fund, trust, association, syndicate, organization, or other entity or group of persons, whether incorporated or not, and
- b) any individual.



IN WITNESS WHEREOF, the parties have executed this Agreement as of the date and the authorized signature below indicates agreement to all written terms in this document.

Vendor

Subscriber

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



EXHIBIT A

**SOFTWARE SUBSCRIPTION FEE**

Subscriber shall pay Vendor an annual subscription fee for the software service provided under this agreement:

Subscriber's PO Number (if applicable):

Contract Number (if applicable):

Vendor's Sales Order Number:

Subscriber agrees to the following pricing:  
(if applicable, taxes will be added in invoice)

Price (net) per year:	<u>USD per proposal</u> months 1-12
Price (net) per year:	<u>USD per proposal</u> months 13-24
Price (net) per year:	<u>USD per proposal</u> months 25-36
Price (net) per year:	<u>USD per proposal</u> months 37-48
Price (net) per year:	<u>USD per proposal</u> months 49-60

Subscriber may add more hardware in the future. Pricing will then be adjusted accordingly.

Vendor

Subscriber

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



## EXHIBIT B

### **SERVICE & SUPPORT**

Vendor shall provide Subscriber remote support during the following support hours\*.

Monday to Friday	8:00 AM – 5:00 PM (EST)
Saturday	10:00 AM – 3:00 PM (EST)
Sunday	Closed

\*Hours may differ on major holidays.

### **Premium Service Support**

#### **1. Premium Support Services**

Premium Services Support ("Premium Support") services entitles the Subscriber to the following:

- a) Telephone or electronic support in order to help the Subscriber locate and correct problems with the Software.
- b) Bug fixes and code corrections to correct Software malfunctions in order to bring the Service into substantial conformity with the operating specifications.
- c) All extensions, enhancements and other changes that the Company makes or adds to the Service and which the Company offers, without charge, to all other Subscribers of the Service.
- d) Exhibit C lists authorized persons by the Subscriber that will have access to support services.

#### **2. Response and Resolution Goals**

Severity 1: The Production system / application is down, seriously impacted and there is no reasonable workaround currently.

Upon confirmation of receipt, Vendor will begin continuous work on the issue, and a Subscriber resource must be available at any time to assist with problem determination.

Once the issue is reproducible or once Vendor identifies the Software defect, the Company support will provide reasonable effort for workaround or solution within 24 hours.

Severity 2: The system or application is seriously affected. The issue is not critical and does not comply with the Severity 1 conditions. There is no workaround currently available or the workaround is cumbersome to use.

Vendor will work during normal business hours to provide reasonable effort for workaround or solution within 7 business days, once the issue is reproducible.



Severity 3: The system or application is moderately affected. The issue is not critical and the system has not failed. The issue has been identified and does not hinder normal operation, or the situation may be temporarily circumvented using an available workaround.

Vendor will work during normal business hours to provide reasonable effort for workaround or solution within 10 business days, once the issue is reproducible.

Severity 4: Non-critical issues.

Vendor will seek during normal business hours to provide a solution in future releases of the Service.

Vendor

Subscriber

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

EXHIBIT C

**AUTHORIZED CONTACT PERSONS**

Following persons are authorized for official reporting and additional fees that may apply to service in accordance to the Software Subscription Agreement.

First Name	Last Name	Title	Phone No.	E-mail Address

Vendor

Subscriber

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



mk Solutions, Inc.

75 Acco Drive, Suite A-3  
York, PA 17402 - USA

Phone +1 860 760 0438

info@mk-solutions.com  
www.mk-solutions.com

## SALES CONTRACT

This agreement (the "Agreement") made **July 23, 2018**, between **mk Solutions Inc.**, a corporation incorporated under the laws of Pennsylvania with main office located at 75 Acco Drive, Suite A-3, York, PA 17402, USA (the "Seller") and the **Sample Library Customer through its Procurement Services Department**, located at **000 Street, City, State, ZIP, Country** (the "Buyer").

- A. The Seller is the manufacturer and distributor of mk Solutions library self service automation systems; and
- B. The Buyer wishes to purchase and the Seller wishes to sell to the Purchaser the hardware, software, training and documentation according to the specifications described in Schedule "A" (the "Product") what specifically includes:
  - related software subscription ("Software");
  - related hardware ("Hardware");
  - **RFP and its addendums provided by the Buyer;**
  - **Responses to RFP and addendums by the Seller;**
  - Service Level Agreement (SLA);
  - Implementation plan required by the Buyer;
  - Shipping, installation and training
- C. Service Level Agreement (SLA) renew automatically each year thereafter for four consecutive years at the rates set forth in Schedule "A" unless terminated in whole or in part by the Buyer with 180 days prior written notice to the anniversary date. On the fifth anniversary, unless by mutually agreeable rate adjustment, the agreement will renew automatically at then market rates unless terminated by either party with 180 days prior written notice to the fifth anniversary. Included in the SLA (but not limited to), the Seller agrees to ensure through on-site and remote services that:
  - Telephone and / or Web Support during normal Library operating hours;
  - Critical issues, being those that prevent use of all or part of the system resulting in downtime are to be resolved as soon as possible after the initial report and depending on the necessary action;
  - The Seller agrees to provide the Buyer with all new updates and releases of software and firmware for those components covered by this Agreement and subject to the Buyer's consent, and implement these updates on the Buyer's behalf (limited to the original purchased functionality) during the warranty period;
  - The Buyer agrees to provide the Seller with suitable telephone, network and / or physical access to the supported components on request and the Seller agrees

not to make modifications at any time without first obtaining the Buyer's permission. Buyer agrees to not perform any service work at the mk Product during SLA coverage, without any permission of the Seller.

It is agreed by the parties as follow:

1. The Buyer agrees to purchase the Product from the Seller and the Seller agrees to supply the Product to the Buyer, on the terms and in the manner set forth in this agreement. In addition, subject to the terms and conditions of this agreement, the Seller grants to the Buyer the non-exclusive; non-transferable right to use the Software in perpetuity unless earlier terminated as provided herein.
2. The Buyer agrees to pay to the Seller the amount of **US\$999,999.99** (the "Purchase Price") to be paid as follows:
  - a. Payment on Signing: **70%** of the Purchase Price plus tax (if applicable) will be paid by the Buyer via ACH or Wire Transfer to the Seller on execution of this Agreement;
  - b. Payment on Delivery: **25%** of the Purchase Price plus tax (if applicable) will be paid by the Buyer via ACH or Wire Transfer to the Seller on delivery; and
  - c. System Installation: **5%** of the Purchase Price plus tax (if applicable) will be paid by the Buyer via ACH or Wire Transfer to the Seller after installation but not later than 30 days after delivery;
  - d. All payments are due within 5 days upon receipt of invoice net. Accounts not paid within terms are subject to a 5% monthly finance charge or a minimum of \$25;
  - e. In the event of any delays caused beyond the Seller's responsibilities, the library agrees to pay the full contract amount to the Seller based on the initially agreed delivery date plus any additional expenses due to such delays.
3. The Software is licensed from the Seller and its third party technology providers and will remain the sole and exclusive property thereof including any related copyright, trademark and patent rights. Seller represents and warrants that it has all right, title and interest to use the Software in the sale of the Product, and Seller agrees to indemnify and save harmless the Buyer from and against any and all claims, demands, actions, losses, costs, damages arising out of the Seller's representation and warranty that it has all right, title and interest to use of the Software in the sale of the Product.
4. The Software may not be copied except for back-up or archival reasons. The Buyer may not modify the Software except as permitted in writing by the Seller. The Buyer may not reverse engineer, de-compile or disassemble the Software. Software documentation, whether for mk Solutions or Third-party software, including training manuals, user manuals shall be provided in electronic format and may be printed by the Buyer for its own use.

5. The Purchase Price will be F.O.B. the Buyer's location, but excludes all applicable taxes, fees and duties. The Buyer will pay the Seller the amount of any such taxes, fees or duties in proportion to the payment of the Purchase Price.
6. The Seller warrants the Product will perform in substantial accordance with the terms and conditions, as notified by the Seller to the Buyer. The Buyer warrants its network will perform in substantial accordance with the terms and conditions set, as notified by the Seller to the Buyer. This warranty is void if failure of the Product is a result of accident, abuse or misapplication.
7. The Seller disclaims all other warranties, expressed or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, with respect to the Software and the accompanying written materials.
8. The Seller will treat as confidential all financial, statistical, personnel, technical, general and/or personal data related to:
  - f. the operations of the Library; or
  - g. Data contained in Library databases

which come to the attention of the Seller's personnel in the course of carrying out the terms of this Agreement, and which are not or do not subsequently become public knowledge, and will not disseminate same for any reason whatsoever without the express written permission of the Buyer; however, the Seller shall not be required to keep confidential any data which are or become publicly available, are already rightfully in possession of the Seller and are not subject to any pre-existing obligation of confidentiality, are independently developed by the Seller outside the scope of this Agreement, or are rightfully obtained from third parties.

9. In no event will the Seller be liable for any damages whatsoever (including, without limitation, damages for loss of business profits, business interruption or loss of business information) arising out of the use of or inability to use the Software or the Product. In addition, the Seller will not be liable for loss of data if the Buyer neglects to backup its profile or if it cannot recall its password, as the Software does not incorporate a key backup and recovery system.
10. If any of the Product which is the subject of this agreement is rejected because of failure in workmanship or materials, the Seller will, within a reasonable period of time, replace those items with others which in workmanship and materials meet the requirements of this Agreement.
11. Failure of the Seller to deliver the Product to the Buyer, or of the Buyer to pay for the Product on the due date for payment, will entitle the other party in each case to treat this agreement as repudiated, but without prejudice to any rights accruing due in either party at that date.
12. The Seller may not assign or delegate its obligations under this agreement without the Buyer's prior written consent, consent not to be unreasonably withheld. This agreement will accrue to the benefit of and be binding on the parties and their

respective heirs, executors, administrators, personal representatives, successors and permitted assigns.

13. This agreement is to be construed and the parties' actions governed according to the laws of Pennsylvania, USA.
14. If any term of this agreement is invalid or unenforceable under any statute, regulation, ordinance, order or other rule of law, that term will be deemed modified or deleted, but only to the extent necessary to comply with the statute, regulation, ordinance, order or rule, and the remaining provisions of this agreement will remain in full force and effect.
15. The failure of either party at any time to require performance by the other party of any provision of this agreement will in no way affect the right to require performance at any time thereafter, nor will the waiver of either party of a breach of any provision of this agreement constitute a waiver of any succeeding breach of the same or any other provision.
16. Any notice or other writing required or permitted to be given under this agreement or for the purposes of it to any party, will be sufficiently given if delivered personally, or if sent by prepaid registered mail or if transmitted by fax or other form of recorded communication to that party:
  - a. in the case of a notice to the Buyer at 000 Street, City, State, ZIP, Country
  - b. in the case of a notice to the Seller at 75 Acco Drive, Suite A-3, York, PA 17402 USA

or at any other address as the party to whom the writing is to be given will have last notified the other party. Any notice delivered to the party to whom it is addressed will be deemed to have been given and received on the day it is delivered at that address, provided that if that day is not a business day then the notice will be deemed to have been given and received on the first business day next following that day. Any notice mailed will be deemed to have been given and received on the third business day next following the date of its mailing. Any notice transmitted by fax or other form of recorded communication will be deemed given and received on the first business day after its transmission.

17. Either party may immediately terminate this agreement without liability to the other party on the happening of any of the following events or any other comparable event:
  - a. insolvency of a party;
  - b. filing of a voluntary petition and bankruptcy by a party;
  - c. filing of any involuntary petition and bankruptcy against a party; or
  - d. appointment of a receiver or trustee for a party, execution of an assignment for the benefit of creditors by a party, provided that the petition, appointment or assignment is not vacated or nullified within fifteen days of that event.
18. Any delay or failure of either party to perform its obligations under this agreement will be excused if, and to the extent, that the delay or failure is caused by an event or

occurrence beyond the reasonable control of the party and without its fault or negligence, such as, by way of example and not by way of limitation, acts of God, action by any governmental authority (whether valid or invalid), fires, floods, wind storms, explosions, riots, natural disasters, wars, sabotage, labor problems (including lock-outs, strikes and slow-downs), inability to obtain power, material, labor, equipment or transportation, or court injunction or order; provided that written notice of delay (including the anticipated duration of the delay) will be given by the affected party to the other party within ten days. During the period of delay or failure to perform by the Seller, the Buyer, at its option, may purchase the Product from other sources and reduce its obligation to purchase minimum quantities of the Product from the Seller by the quantities purchased from other sources, without liability to the Seller, or have the Seller provide the Product from other sources in quantities and at times requested by the Buyer and at the price set forth in this agreement. If requested by the Buyer, the Seller will, within ten days of request, provide adequate assurances that the delay will not exceed thirty days.

19. This agreement, together with the attachments, documents or schedules specifically referenced in the agreement, constitutes the entire agreement between the Seller and the Buyer with respect to the matter dealt with in this agreement and supersedes all prior oral or written representations and agreements. This agreement may only be modified by a written agreement duly executed by the Seller and the Buyer.
20. The Seller shall arrange, pay for and maintain during the term of the Agreement: Errors and Omissions and General Liability insurance acceptable to the Buyer and subject to limits of not less than One Million Dollars (\$1,000,000) inclusive, per occurrence. All insurance policies shall contain an endorsement to provide all Named Insured with prior notice of changes and cancellations. Such endorsement shall be in the following form:
  - a. It is understood and agreed that the coverage provided by this policy will not be changed or amended in any way nor cancelled until sixty (60) days after written notice of such change or cancellation shall be given to all Named Insured.
  - b. All insurance policies shall name the Corporation Name of Buyer as co-insured. The Seller shall provide a certificate of insurance as determined by and upon the reasonable request of the Buyer.

The parties have executed this agreement on the date shown on the first page of this agreement.

**Seller:**  
mk Solutions, Inc.

Full Name  
Name of authorized person

\_\_\_\_\_  
Signature

**Buyer:**  
Sample Library Customer

Full Name  
Name of authorized person

\_\_\_\_\_  
Signature



**Appendix "A" – Pricing**  
(refers to mk Solutions' proposal # 99999 attached)

**Appendix "B" – Drawing**

Refer to mk Solutions Drawing # 99.9-000-000

(A signed and dated copy of the layout indicating approval of final configuration must be returned with endorsed contract)