To request translation or disability-related accommodations, please contact us at **DTDcompliance@clackamas.us** | **503-742-4400**.

Si quiere solicitar servicios de traducción o adaptaciones para la discapacidad, contáctenos en/al **DTDcompliance@clackamas.us** | **503-742-4400**.

Чтобы запросить перевод или приспособления, связанные с инвалидностью, пожалуйста, свяжитесь с нами по:
DTDcompliance@clackamas.us | **503-742-4400**.

Щоб попросити переклад або спеціальні послуги для осіб з особливими потребами, зверніться до нас, скориставшись такими контактними даними:
DTDcompliance@clackamas.us | **503-742-4400**.

如需翻译服务或残障相关的协助，请与我们联系：
DTDcompliance@clackamas.us | **503-742-4400**。

Để yêu cầu dịch vụ dịch thuật hoặc điều chỉnh liên quan đến tình trạng khuyết tật, vui lòng liên hệ với chúng tôi qua **DTDcompliance@clackamas.us** | **503-742-4400.**

Clackamas County
www.clackamas.us

CLACKAMAS COUNTY

DAN JOHNSON
DIRECTOR

DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT
DEVELOPMENT SERVICES BUILDING
150 BEAVERCREEK ROAD OREGON CITY, OR 97045

November 12, 2025 BCC Agenda Item: _____

Board of County Commissioners
Clackamas County

Approval of Goods and Services Contract #1640 with Bibliotheca ITG, LLC for the purchase of five (5) self-service library materials locker units. Total contract value is $212,025 through September 30, 2031. Funding is through Libraries in Clackamas County (LINCC) member reimbursement. No County General Funds are involved.

Previous Board Action/Review: None
Performance Clackamas: Build public trust through good government and build a strong infrastructure
Counsel Review: Yes **Procurement Review:** Yes
Contact Person: Rick Peterson **Contact Phone:** 503-679-4081

EXECUTIVE SUMMARY: The Department of Transportation and Development, on behalf of Library Support Services, is requesting approval of contract #1640 with Bibliotheca ITG, LLC for the purchase and installation of five library materials locker units, along with integrated software, and five years of service & support.

These outdoor locker units will allow a patron to request library materials and ask that they be made available for pickup from a compartment within a locker unit. With this option patrons can pick up requested library materials at any time, including when the library is closed. Additionally, we will be installing locker units at non library locations to help libraries reach underserved areas.

With this initial purchase two (2) locker units, with 39 compartments in each unit, will be installed at the Ledding Library of Milwaukie and the Oregon City Public Library. The remaining three (3) locker units, also with up to 39 compartments in each unit, will be deployed by the Lake Oswego Public Library in their service area. This includes the Westlake Fire Station, and two locations close to unincorporated areas, the Lake Oswego Recreation & Aquatics Center and Pilkington Park.

Other LINCC member libraries will have the option to purchase locker units through September 30, 2031, under the pricing agreement established in this contract.

For Filing Use Only

This is a passthrough purchase, with participating libraries paying for all costs via standard reimbursement processes. The purchase is being made by Library Support Services to maintain interoperability with LINCC's existing shared integrated library system (ILS).

PROCUREMENT PROCESS: This project was advertised in accordance with ORS and LCRB Rules on September 24, 2025, through RFP 2025-74. The County received five (5) Proposals in response to the RFP from Bibliotheca ITG, LLC, Invengo American Corp., Quadient, Inc. Tech Logic Corporation, and Technology International, Inc. An evaluation committee of Library and DTD personnel evaluated the proposals and scored the Bibliotheca ITG, LLC proposal the highest. After notification of intent to award, the statement of work and project fees were finalized.

RECOMMENDATION: Staff respectfully recommend that the Board of County Commissioners approve Contract #1640 with Bibliotheca, ITG LLC for the purchase of five (5) self-service library materials lockers.

Respectfully submitted,

Dan Johnson

Dan Johnson, Director
Department of Transportation & Development

CLACKAMAS COUNTY
GOODS AND SERVICES CONTRACT
Contract # 0000001640

This Goods and Services Contract (this "Contract") is entered into between Bibliotheca ITG, LLC ("Contractor"), and Clackamas County, a political subdivision of the State of Oregon ("County"), acting by and through its Department of Transportation and Development for the purposes of providing Library Vending Lockers and associated services.

ARTICLE I.

1. **Effective Date and Duration**. This Contract shall become effective upon signature of both parties and shall remain in effect until September 30, 2031 or until completion of all obligations provided herein, whichever is later. The initial delivery and installation will be completed at the locations in and by the dates listed in the Order Details, attached hereto and incorporated by reference herein as "Exhibit B".

2. **Scope of Work**. The Contractor shall provide the goods and services identified in Exhibit A and Exhibit B (the "Work"), attached hereto and incorporated by reference herein. Work shall be performed in accordance with a schedule approved by the County.

3. **Consideration**. The County agrees to pay Contractor, from available and authorized funds, a sum not to exceed Two Hundred Twelve Thousand Twenty-Five Dollars ($212,025) for performing the Work required by this Contract. Consideration rates are on a fixed fee basis in accordance with the rates and costs specified in Exhibit B. If any interim payments to Contractor are made, such payments shall be made only in accordance with the schedule and requirements in Exhibit B.

4. **Invoices and Payments**. Unless otherwise specified, Contractor shall invoice 50% on order placement, 50% at shipment.. Payments shall be made to Contractor within Thirty (30) days following the County's review and approval of invoices submitted by Contractor. Contractor shall not submit invoices for, and the County will not be obligated to pay, any amount in excess of the maximum compensation amount set forth above. If this maximum compensation amount is increased by amendment of this Contract, the amendment must be fully effective before Contractor performs Work subject to the amendment. Payment information will be reported to the Internal Revenue Service ("IRS") under the name and taxpayer ID number submitted. (See I.R.S. 1099 for additional instructions regarding taxpayer ID numbers.) Information not matching IRS records will subject Contractor payments to backup withholding.

   Invoices shall reference the above Contract Number and be submitted to: RPeterson@clackamas.us

5. **Travel Expense Reimbursement.** Authorized: ☐ Yes ☒ No
   If travel expense reimbursement is authorized in this Contract, such expenses shall only be reimbursed at the rates in the County Contractor Travel Reimbursement Policy, hereby incorporated by reference, in effect at the time of the expense is incurred.

6. **Contract Documents**. This Contract consists of the following documents which are listed in descending order of precedence and are attached and incorporated by reference, this Contract, Exhibit A and Exhibit B. Unless explicitly agreed to by the parties in this Contract, any additional terms and conditions that may be contained in Exhibit A are void.

7. Contractor and County Contacts.

Contractor Administrator: Todd Yell Phone: 1-678-336-7982 Email: t.yell@bibliotheca.com	County Contract Administrator: Rick Peterson Phone: 503-679-4081 Email: rpeterson@clackamas.us

ARTICLE II.

1. **Access to Records.** Contractor shall maintain books, records, documents, and other evidence, in accordance with generally accepted accounting procedures and practices, sufficient to reflect properly all costs of whatever nature claimed to have been incurred and anticipated to be incurred in the performance of this Contract. County and their duly authorized representatives shall have access to the books, documents, papers, and records of Contractor, which are directly pertinent to this Contract for the purpose of making audit, examination, excerpts, and transcripts. Contractor shall maintain such books and records for a minimum of six (6) years, or such longer period as may be required by applicable law, following final payment and termination of this Contract, or until the conclusion of any audit, controversy or litigation arising out of or related to this Contract, whichever date is later.

2. **Availability of Funds.** Any continuation or extension of this Contract after the end of the fiscal period in which it is written is contingent on a new appropriation for each succeeding fiscal period sufficient to continue to make payments under this Contract, as determined by the County in its sole administrative discretion.

3. **Captions.** The captions or headings in this Contract are for convenience only and in no way define, limit, or describe the scope or intent of any provisions of this Contract.

4. **Compliance with Applicable Law.** Contractor shall comply with all applicable federal, state and local laws, regulations, executive orders, and ordinances, as such may be amended from time to time.

5. **Governing Law.** This Contract, and all rights, obligations, and disputes arising out of it, shall be governed and construed in accordance with the laws of the State of Oregon and the ordinances of Clackamas County without regard to principles of conflicts of law. Any claim, action, or suit between County and Contractor that arises out of or relates to the performance of this Contract shall be brought and conducted solely and exclusively within the Circuit Court for Clackamas County, for the State of Oregon. Provided, however, that if any such claim, action, or suit may be brought in a federal forum, it shall be brought and conducted solely and exclusively within the United States District Court for the District of Oregon. In no event shall this section be construed as a waiver by the County of any form of defense or immunity, whether sovereign immunity, governmental immunity, immunity based on the Eleventh Amendment to the Constitution of the United States or otherwise, from any claim or from the jurisdiction of any court. Contractor, by execution of this Contract, hereby consents to the personal jurisdiction of the courts referenced in this section.

6. **Hazard Communication.** Contractor shall notify County prior to using products containing hazardous chemicals to which County employees may be exposed, which includes any hazardous, toxic, or dangerous substance, waste, or material that is the subject of environmental protection legal requirements or that becomes regulated under any applicable local, state or federal law, including but not limited to the items listed in the United States Department of Transportation Hazardous Materials Table (49 CFR §172.101) or designated as hazardous substances by Oregon Administrative Rules, Chapter 437, or the United States Environmental Protection Agency (40 CFR Part 302), and any amendments thereto. Upon County's request, Contractor shall immediately provide Safety Data Sheets for the products subject to this provision.

7. **Responsibility for Damages; Indemnity.** Contractor shall be responsible for all damage to property, injury to persons, and loss, expense, inconvenience, and delay which may be caused by, or result from, any act, omission, or neglect of Contractor, its subcontractors, agents, or employees. The Contractor agrees to indemnify and defend the County, and its officers, elected officials, agents, and employees, from and against all claims, actions, losses, liabilities, including reasonable attorney and accounting fees, and all expenses incidental to the investigation and defense thereof, arising out of or based upon Contractor's acts or omissions in performing under this Contract.

   However, neither Contractor nor any attorney engaged by Contractor shall defend the claim in the name of County, purport to act as legal representative of County, or settle any claim on behalf of County, without the approval of the Clackamas County Counsel's Office. County may assume its own defense and settlement at its election and expense.

8. **Independent Contractor Status.** The service(s) to be rendered under this Contract are those of an independent contractor. Although the County reserves the right to determine (and modify) the delivery schedule for the Work to be performed and to evaluate the quality of the completed performance, County cannot and will not control the means or manner of Contractor's performance. Contractor is responsible for determining the appropriate means and manner of performing the Work. Contractor is not to be considered an agent or employee of County for any purpose, including, but not limited to: (A) The Contractor will be solely responsible for payment of any Federal or State taxes required as a result of this Contract; and (B) This Contract is not intended to entitle the Contractor to any benefits generally granted to County employees, including, but not limited to, vacation, holiday and sick leave, other leaves with pay, tenure, medical and dental coverage, life and disability insurance, overtime, Social Security, Workers' Compensation, unemployment compensation, or retirement benefits.

9. **Insurance.** Contractor shall secure at its own expense and keep in effect during the term of the performance under this Contract the insurance required and minimum coverage indicated below. The insurance requirement outlined below do not in any way limit the amount of scope of liability of Contractor under this Contract. Contractor shall provide proof of said insurance and name the County as an additional insured on all required liability policies. Proof of insurance and notice of any material change should be submitted to the following address: Clackamas County Procurement Division, 2051 Kaen Road, Oregon City, OR 97045 or procurement@clackamas.us.

Required - Workers Compensation: Contractor shall comply with the statutory workers' compensation requirements in ORS 656.017, unless exempt under ORS 656.027 or 656.126.
☒ **Required – Commercial General Liability**: Combined single limit, or the equivalent, of not less than $1,000,000 per occurrence, with an annual aggregate limit of $2,000,000 for Bodily Injury and Property Damage.
☒ **Required – Professional Liability**: Combined single limit, or the equivalent, of not less than $1,000,000 per claim, with an annual aggregate limit of $2,000,000 for damages caused by error, omission or negligent acts.
☒ **Required – Automobile Liability**: Combined single limit, or the equivalent, of not less than $1,000,000 per accident for Bodily Injury and Property Damage.

The policies shall be primary insurance as respects to the County. Any insurance or self-insurance maintained by the County shall be excess and shall not contribute to it. Any obligation that County agree to a waiver of subrogation is hereby stricken.

10. **Limitation of Liabilities.** This Contract is expressly subject to the debt limitation of Oregon counties set forth in Article XI, Section 10, of the Oregon Constitution, and is contingent upon funds being appropriated therefore. Any provisions herein which would conflict with law are deemed inoperative to that extent. Except for liability arising under or related to Article II, Section 14 or Section 21, neither party shall be liable for (i) any indirect, incidental, consequential or special damages under this Contract or (ii) any damages of any sort arising solely from the termination of this Contact in accordance with its terms.

11. **Notices.** Except as otherwise provided in this Contract, any required notices between the parties shall be given in writing by personal delivery, email, or mailing the same, to the Contract Administrators identified in Article 1, Section 6. If notice is sent to County, a copy shall also be sent to: Clackamas County Procurement, 2051 Kaen Road, Oregon City, OR 97045, or procurement@clackamas.us. Any communication or notice so addressed and mailed shall be deemed to be given five (5) days after mailing, and immediately upon personal delivery, or within 2 hours after the email is sent during County's normal business hours (Monday – Thursday, 7:00 a.m. to 6:00 p.m.) (as recorded on the device from which the sender sent the email), unless the sender receives an automated message or other indication that the email has not been delivered.

12. **Reserved.**

13. **Representations of Warranties.** Contractor represents and warrants the following:

    A. Contractor has the power and authority to enter into and perform this Contract;

    B. This Contract, when executed and delivered, shall be a valid and binding obligation of Contractor enforceable in accordance with its terms;

    C. Contractor shall, at all times during the term of this Contract, be qualified, professionally competent, and duly licensed to perform the Work;

    D. Contractor is an independent contractor as defined in ORS 670.600.

    If providing goods, all goods provided by Contractor under this Contract shall meet all standards and specifications set forth in Exhibit A, that the goods shall be merchantable, and shall be fit for County's intended use, described in Exhibit A. As necessary, the County agrees to provide Contractor reasonable access to the goods for purposes of repair or replacement under this warranty. Failure of Contractor to promptly correct problems pursuant to this warranty shall be deemed a material breach of this Contract.

    E. If providing services, the services provided by Contractor under this Contract will be performed in a workmanlike manner and in accordance with the highest professional standards.

    The warranties set forth in this section are in addition to, and not in lieu of, any other warranties provided.

14. **Delivery and Inspections**.

    A. All deliveries shall be F.O.B. destination with all transportation and handing charges paid by the Contractor, unless specified otherwise in this Contract. Responsibility and liability for loss or damage shall remain with the Contractor until final inspection and acceptance, when responsibility shall pass to the County except as to latent defects, fraud and Contractor's warranty obligations.

    B. Goods furnished under this Contract will be subject to inspection and test by the County at times and places determined by the County in its sole discretion. If the County finds the goods furnished to be incomplete or not in compliance with the Contract, the County, in its sole discretion, may either reject the goods, require Contractor to correct any defects without charge, or negotiate with Contractor to sell the goods to the County at a reduced price. If Contractor is unable or refuses to

cure any defects within a time deemed reasonable by the County, the County may reject the goods, terminate the Contract, and pursue any and all rights and remedies available to County at law, in equity, or under this Contract. Nothing in this paragraph shall in any way affect or limit the County's rights as a buyer, including the rights and remedies relating to rejection under ORS 72.6020 and revocation of acceptance under ORS 72.6080.

15. **Survival** All rights and obligations shall cease upon termination or expiration of this Contract, except for the rights and obligations set forth in Article II, Sections 1, 5, 6, 7, 10, 12, 13, 15, 16, 17, 18, 21, 22, 23, 27, and 31, and all other terms and conditions which by their context are intended to survive termination of this Contract.

16. **Severability.** If any term or provision of this Contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Contract did not contain the particular term or provision held to be invalid.

17. **Subcontractors and Assignments.** Contractor shall not enter into any subcontracts for any of the work required by this Contract, or assign or transfer any of its interest in this Contract by operation of law or otherwise, without obtaining prior written approval from the County. In addition to any provisions the County may require, Contractor shall include in any permitted subcontract under this Contract a requirement that the subcontractor be bound by this section and Article II, Sections 1, 7, 8, 13, 22, and 31, as if the subcontractor were the Contractor. County's consent to any subcontract shall not relieve Contractor of any of its duties or obligations under this Contract.

18. **Successors in Interest.** The provisions of this Contract shall be binding upon and shall inure to the benefit of the parties hereto, and their respective authorized successors and assigns.

19. **Tax Compliance and Certifications.** The Contractor shall comply with all federal, state and local laws, regulation, executive orders and ordinances applicable to this Contract. Contractor represents and warrants that it has complied, and will continue to comply throughout the duration of this Contract and any extensions, with all tax laws of this state or any political subdivision of this state, including but not limited to ORS 305.620 and ORS chapters 316, 317, and 318. Any violation of this section shall constitute a material breach of this Contract and shall entitle County to terminate this Contract, to pursue and recover any and all damages that arise from the breach and the termination of this Contract, and to pursue any or all of the remedies available under this Contract or applicable law.

20. **Termination.** This Contract may be terminated for the following reasons: (A) by mutual agreement of the parties or by the County (i) for convenience upon thirty (30) days written notice to Contractor, or (ii) at any time the County fails to receive funding, appropriations, or other expenditure authority as solely determined by the County; or (B) if Contractor breaches any Contract provision or is declared insolvent, County may terminate after thirty (30) days written notice with an opportunity to cure.

    Upon receipt of written notice of termination from the County, Contractor shall immediately stop performance of the Work. Upon termination of this Contract, Contractor shall deliver to County all documents, Work Product, information, works-in-progress and other property that are or would be deliverables had the Contract Work been completed. Upon County's request, Contractor shall surrender to anyone County designates, all documents, research, objects or other tangible things needed to complete the Work.

21. **Remedies.** If terminated by the County due to a breach by the Contractor, then the County shall have any remedy available to it at law, in equity, or under this Contract including, but not limited to, any remedy available under ORS Chapter 72. If this Contract is terminated for any other reason,

Contractor's sole remedy is payment for the goods and services delivered and accepted by the County, less any setoff to which the County is entitled.

22. **No Attorney Fees**. In the event any arbitration, action or proceeding, including any bankruptcy proceeding, is instituted to enforce any term of this Contract, each party shall be responsible for its own attorneys' fees and expenses.

23. **No Third Party Beneficiaries.** County and Contractor are the only parties to this Contract and are the only parties entitled to enforce its terms. Nothing in this Contract gives, is intended to give, or shall be construed to give or provide any benefit or right, whether directly, indirectly or otherwise, to third persons unless such third persons are individually identified by name herein and expressly described as intended beneficiaries of the terms of this Contract.

24. **Time is of the Essence.** Contractor agrees that time is of the essence in the performance of this Contract.

25. **Foreign Contractor.** If the Contractor is not domiciled in or registered to do business in the State of Oregon, Contractor shall promptly provide to the Oregon Department of Revenue and the Secretary of State, Corporate Division, all information required by those agencies relative to this Contract. The Contractor shall demonstrate its legal capacity to perform these services in the State of Oregon prior to entering into this Contract.

26. **Force Majeure.** Neither County nor Contractor shall be held responsible for delay or default caused by fire, terrorism, riot, acts of God, or war where such cause was beyond, respectively, County's or Contractor's reasonable control. Contractor shall, however, make all reasonable efforts to remove or eliminate such a cause of delay or default and shall upon the cessation of the cause, diligently pursue performance of its obligations under this Contract.

27. **Waiver.** The failure of County to enforce any provision of this Contract shall not constitute a waiver by County of that or any other provision.

28. **Public Contracting Requirements.** Pursuant to the public contracting requirements contained in Oregon Revised Statutes ("ORS") Chapter 279B.220 through 279B.235, Contractor shall:
    a. Make payments promptly, as due, to all persons supplying to Contractor labor or materials for the prosecution of the work provided for in the Contract.
    b. Pay all contributions or amounts due the Industrial Accident Fund from such Contractor or subcontractor incurred in the performance of the Contract.
    c. Not permit any lien or claim to be filed or prosecuted against County on account of any labor or material furnished.
    d. Pay the Department of Revenue all sums withheld from employees pursuant to ORS 316.167.
    e. As applicable, the Contractor shall pay employees for work in accordance with ORS 279B.235, which is incorporated herein by this reference. The Contractor shall comply with the prohibitions set forth in ORS 652.220, compliance of which is a material element of this Contract, and failure to comply is a breach entitling County to terminate this Contract for cause.
    f. If the Work involves lawn and landscape maintenance, Contractor shall salvage, recycle, compost, or mulch yard waste material at an approved site, if feasible and cost effective.

29. **Cooperative Contracting.** Pursuant to ORS 279A.200 to 279A.225, other public agencies may use this Contract resulting from a competitive procurement process unless the Contractor expressly noted in their proposal/quote that the prices and services are available to the County only. The condition of such use by other agencies is that any such agency must make and pursue contact, purchase order,

delivery arrangements, and all contractual remedies directly with Contractor; the County accepts no responsibility for performance by either the Contractor or such other agency using this Contract. With such condition, the County consents to such use by any other public agency.

30. **Reserved.**

31. **Merger.** This Contract constitutes the entire agreement between the parties with respect to the subject matter referenced herein. There are no understanding, agreements, or representations, oral or written, not specified herein regarding this Contract. Contractor, by the signature hereto of its authorized representative, acknowledges having read and understood this contract and Contractor agrees to be bound by its terms and conditions.

32. **Execution and Counterparts.** This Contract may be executed in several counterparts (electronic or otherwise), each of which shall be an original, all of which shall constitute the same instrument.

33. **Amendment**. This Contract may only be modified in writing signed by the parties.

By their signatures below, the parties to this Contract agree to the terms, conditions, and content expressed herein.

Bibliotheca ITG, LLC
11190 Hudson Blvd N, Ste 300
Lake Elmo, MN 55042

_____10/14/2-26_
Authorized Signature Date

Matthew Bellamy, CEO
_____
_ Name / Title (Printed)

_781587-98_____
Oregon Business Registry #

_____FLLC/DE_____
Entity Type / State of Formation

Clackamas County

_____
Signature Date

Name: Craig Roberts

Title: Chair

Approved for Legal Sufficiency:
Amanda Keller
Digitally signed by Amanda Keller
Date: 2026.10.14 17:27:45 -07'00'
_____
County Counsel Date

EXHIBIT A
CONTRACTOR'S PROPOSAL TO RFP 2025-74

October 27, 2025

Thomas Caladrio, Contract Analyst
Clackamas County
LINCC Network Library
16239 SE McLoughlin Blvd., Ste. 208
Portland, OR 97267

RE: RFP #2025-74 for Library Materials Vending Lockers

Dear Thomas:

Clackamas County is seeking to implement an efficient solution for remote library access that provides an engaging and fast patron experience. Bibliotheca's remoteLocker outdoor system is purpose-built for libraries and designed to deliver exceptional service at locations and times most

Bibliotheca solutions are constantly evolving. We are enhancing the library experience through an increased focus on accessibility and upgraded features that improve workflows for both patrons and staff. **Each generation of our solutions incorporates improvements as new hardware and software technology becomes available.** We release multiple versions of quickConnect every year, ensuring your remoteLocker units remain current and easy to use.

The remoteLocker comes loaded with the quickConnect patron interface, providing a seamless experience whether inside the library or at a remote location. Patrons will be familiar with the patron interface, so they won't need to learn a completely new system.

quickConnect remains the easiest way for library staff to configure all aspects of the patron experience. The refreshed interface incorporates the latest in consumer trends and accessibility features. Staff can choose graphics, animations, and customize pop-up messages to guide patrons. Search and **create configurations, logos, fonts, colors, custom text, etc. from a drop-down menu – no coding or INI files necessary.** There are more ways to configure quickConnect to make it yours.

We understand reliability is a key focus for Clackamas County. Our solutions have a long history of outlasting expectations. Our customer references will confirm that our products are designed to meet the rigors of the library environment. We offer strong remote and local on-site support to keep things running smoothly. **Bibliotheca has a local tech in Hillsboro and two in Seattle to serve Clackamas County.** These technicians are trained on all Bibliotheca equipment, and they actively support more than 1,000 Bibliotheca solutions in the Greater Portland area.

In the future, your community will require more of your staff and services. Bibliotheca provides an ecosystem of self-service solutions that work together to enhance the patron experience. We are available to discuss other ways Bibliotheca can modernize your remote access and self-service.

We appreciate the opportunity to partner with Clackamas County. For questions about our proposal, please reach out to Katie Westfall, Bid Manager, bids-na@bibliotheca.com, 800-328-0067 x1301.

Sincerely,

Matthew Bellamy, CEO
Bibliotheca, LLC

5.2. Proposer's General Background and Qualifications:

- **Description of the firm.**

Bibliotheca is a global leader in library technology solutions, dedicated exclusively to serving libraries and supporting their mission to provide access to information and resources for their communities. With over 50 years of experience (including as the former 3M Library Systems), Bibliotheca powers more than 30,000 libraries worldwide with a comprehensive portfolio of products for self-service, automation, access, and operations, including RFID systems, remote access solutions, self-check kiosks, automated materials handling, and inventory management.

Bibliotheca's North American headquarters is located in Lake Elmo, MN. We have a broad geographic coverage with local, factory-trained technicians for fast and personalized support. Bibliotheca's approach emphasizes social and community responsibility, environmental sustainability, and global equity to help libraries transform perceptions, increase access, and provide engaging interactions for all users.

- **Credentials/experience of key individuals that would be assigned to this project.**

Brandon Richardson, Account Executive: Brandon comes to Bibliotheca with over 20 years of experience in working in the educational space. Brandon has primarily worked with Public Libraries but also has experience in K-12, Higher Academia, Military Libraries, and general Government contracts. His experience spans the digital space, ILS, Professional Development and general publishing distribution. Brandon graduated from Washington State University with a B.A. in Communications from the Edward R. Murrow College of Communication and currently lives with his family in Washouga, WA.

Rena Howard, Head of Project Management: Rena joined Bibliotheca in 2013 and brings with her 20 years of project management experience and an MBA, with a concentration in Project Management. Now armed with knowledge of RFID technology and implementation, she focuses on setting accurate customer expectations, meeting project goals and on-time delivery and installation. With her background in commercial design and construction, Rena often works with customers on new construction and renovations. Rena has also coordinated transition training and provided branch staff training, highlighting the staff and patron benefits of implementing RFID.

JB Bonneson North America Help Desk Manager: With over a decade of experience managing technical support, customer success and operations teams, JB is an experienced expert who delivers exceptional results for Bibliotheca solutions. His goal is to elevate customer satisfaction by aligning with the needs, goals and expectations of library customers. JB cultivates high-performance teams that provide world-class solutions and services. Prior to joining Bibliotheca, JB served as the Senior Manager of Technical Support at PowerSchool, where he was responsible for the overall direction, quality and output of a team that supported K-12 software systems.

Johnny Gentrup, Manager, North American Field Service: 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 120+ Field technicians provide the highest levels of customer service.

- **Description of providing similar services to public entities of similar size within the past five (5) years.**

We've partnered with many other public entities who are similar to Clackamas County during the past five years, including Multnomah County, Contra Costa, Denver Public Library, Sonoma County, City of Thousand Oaks and Hawaii State Library. We are happy to provide additional projects at your request.

• Description of the firm's ability to meet the requirements in Section 3.

Bibliotheca is fully equipped to meet all requirements outlined in Section 3 for the delivery, installation, and support of remoteLocker pick-up lockers and associated software.

We propose remoteLocker outdoor to meet the Section 3 requirements. remoteLocker outdoor expands coverage and accessibility so that you can offer patrons a self-service experience at locations and times more convenient to them.

- reserve items in the usual way
- collect items at the remoteLocker™
- return previous loans

Our solution offers the following attributes:

- **Lower cost to implement:** No need to build an enclosure or provide specialized power for the remoteLocker.
- **Expandability:** Serve more patrons by adding towers as the need grows. The library should consider the maximum number of patrons you can serve, not just the number of items you can provide.
- **Equitable Access.** Designed to extend the coverage and accessibility of your library services, remoteLocker™ offers a self-service experience at locations and times more convenient to patrons.
- **Grab patron attention.** Dynamic messaging with optional uniFi+ screensaver makes your remoteLocker a billboard for your library.
- **Industry Recognized Standards.** All remoteLocker™ models are UL and FCC certified. Ask to see UL certificates for the complete unit, and not just components of the unit, for the safety of your patrons.
- **Optional pay by QR code.** Modern payment makes it easy for patrons to pay fines and fees.



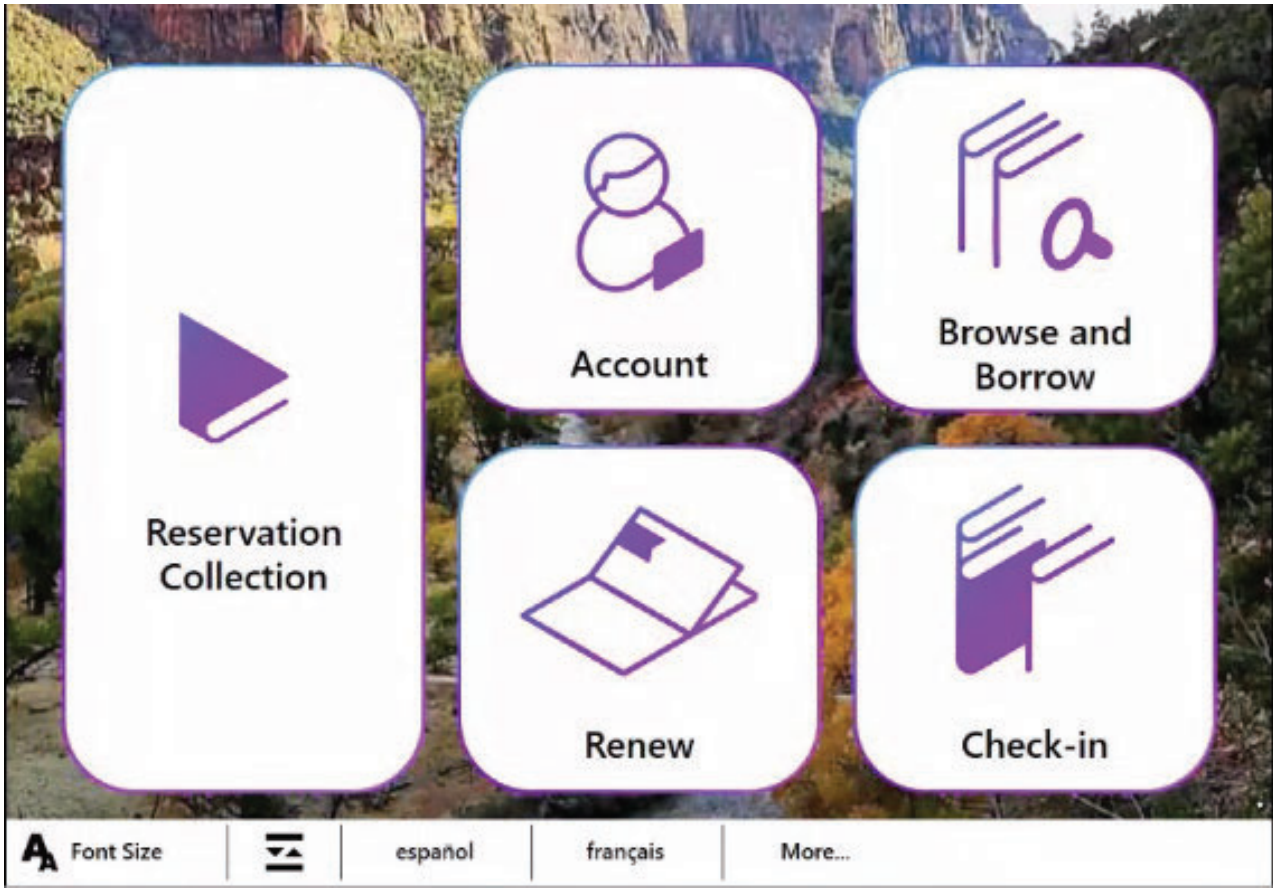
Self-service is only convenient if it's easy. Our intuitive self-service software has been designed from the ground up to meet the expectations of modern library patrons. quickConnect™ delivers an engaging experience for patrons of all ages and abilities. Make borrowing library items a breeze.

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

Easy payment transactions
Clearly guided transactions make it simple and convenient to pay via QR code or payment terminal



All buttons and pop-up text can be configured to reflect the library's terminology. For example, "Holds Pick-up" instead of "Reservation Collection."

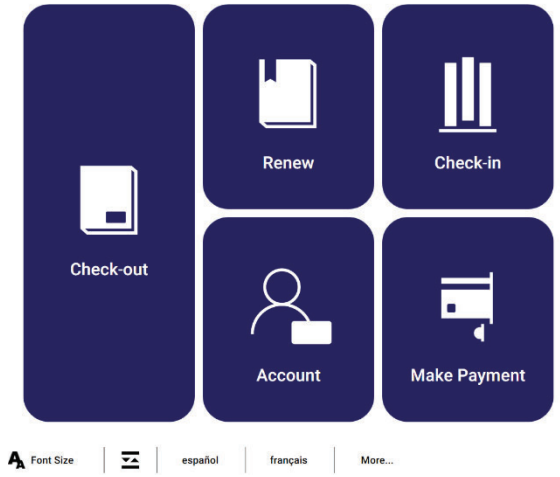
We not only meet ADA guidelines, but Bibliotheca software and hardware were built with accessibility in mind.

- The guidelines we follow include the Australian Human Rights Commission Disability Discrimination Act (DDA), European Equalities Act, and ADA Standards for Accessible Design.

- Compliance with WCAG 2.4, EN ISO 301549, and BITV is documented, demonstrating commitment to high accessibility standards beyond just web pages, extending to kiosks and software as well.

quickConnect™ patron interface has the following accessibility features for patrons:

- Increase the font size to allow for easier reading
- No flashing images
- Text-to-speech for all on-screen text
- High-contrast clarity theme available (at right)
- quickConnect software can be configured to meet color preferences for foreground and background colors and images
- Library configurable text, pop-ups and timeouts
- Animated instructions help patrons complete transactions
- Buttons are all located in the lower third of the screen



Our solutions are purpose-built for libraries and have been successfully deployed in thousands of locations worldwide, including challenging environments and high-volume public library systems. The following elements are how Bibliotheca will meet Section 3 requirements for the Clackamas County Library Materials Vending Lockers project.

Technical Integration: Bibliotheca remoteLocker integrates seamlessly with SirsiDynix Symphony ILS via SIP2 and NCIP, supporting real-time updates for all transactions and item/hold status. The system is compatible with TCP/IP Ethernet and can be deployed with external cellular routers for locations without traditional ISP access.

Patron Experience & Accessibility: The quickConnect interface provides engaging visual and audible feedback, supports more than 70 languages, and offers accessibility features such as adjustable font size, high-contrast themes, and text-to-speech. The system is ADA compliant and designed for users of all abilities.

Modularity: remoteLocker is fully modular, allowing libraries to add additional locker banks after initial installation. All major components (monitor, CPU, hinges, locking mechanisms, doors) are designed for easy replacement and maintenance.

Reporting & Management: Central management via libraryConnect LINK enables remote configuration, diagnostics, and reporting. Staff can generate and customize statistical reports, push out configuration changes, and monitor system health from a single dashboard.

Security & Reliability: Units feature commercial-grade locking mechanisms, weatherproof construction (IP54 rating), and robust anti-vandalism measures. Alerts notify staff of issues. The system is designed to operate reliably in a wide range of environmental conditions.

Support: Bibliotheca provides a full-scale, US-based, 24/7 remote support with an onsite support team. That means Clackamas County libraries receive support from our local tech, Bob, who is located in Hillsboro. The team actively supports thousands of Bibliotheca solutions in the greater Portland area alone. An additional two Bibliotheca factory-trained techs are located in Seattle.

Implementation & Project Management: Each installation is managed by a dedicated project manager. Bibliotheca conducts on-site reviews for every contracted placement, ensuring compliance with power, network, building, and safety requirements. The company's project

management team uses structured processes for risk identification, problem resolution, and ongoing communication.

Warranty & Service Agreements: Bibliotheca offers a one-year limited warranty on all equipment and software, with renewable annual maintenance agreements. The company's service-level agreements guarantee rapid response and resolution times, and all support is provided by certified, factory-trained technicians.

Bibliotheca's proven track record, technical expertise, and commitment to customer service ensure that all Section 3 requirements will be met or exceeded for Clackamas County's remoteLocker deployment.

- **Description of what distinguishes the firm from other firms performing a similar service.**

Bibliotheca stands apart from other firms in the library technology sector due to its exclusive focus on libraries, deep experience, and commitment to continuous innovation.

Library-Exclusive Solutions: Bibliotheca's remoteLocker is purpose-built for libraries, shaped by direct customer feedback and the evolving needs of library staff and patrons. The company employs many degreed librarians and actively participates in library trend conversations, ensuring solutions are relevant and future-ready.

Continuous Innovation: Bibliotheca invests heavily in R&D, releasing multiple versions of quickConnect software each year and incorporating the latest hardware and software advancements.

Unmatched Support and Local Presence: Bibliotheca provides local, factory-trained technicians for rapid, personalized support. We do not rely on general IT contractors, DIY phone guidance or fly-in support.

Proven Reliability: Now in its seventh generation, remoteLocker first was deployed in 2011. Bibliotheca's products are known for their durability and reliability in demanding library environments.

5.3. Scope of Work

Response to each part of section 3

3.3.1.1 Hardware and Software:

The vendor will supply units suitable for outdoor use, at remote locations, with the following features:

A. **Full integration with SirsiDynix Symphony Integrated Library System (ILS) via SirsiDynix web services, Standard Interchange Protocol (SIP2), and/or National Information Standards Organization Circulation Interchange Protocol (NCIP). At minimum, this includes:**

   1. **Real-time updates in the ILS for all transactions and item/hold status.**

      Bibliotheca is fully certified as a Premiere Partner in the SirsiDynix SIP2 Certification Program. We work together during upgrades to ensure full and seamless compatibility. Our products will integrate seamlessly with the SirsiDynix system – now and for years to come. Since 2004, Bibliotheca and SirsiDynix have enjoyed a strong and active bond. Our partnership is unlike any other as SirsiDynix and Bibliotheca are committed

to working closely on development that delivers a tighter integration to benefit existing and new customers. This includes supporting the international adoption of the Library Communications Framework (LCF), which allows for the flexible enhancement of features that can be restricted by the narrower approach of some communication protocols, such as SIP2 and NCIP. Our partnership allows us to work together to meet the needs and timelines of your very important project. For proof of our Premiere Partner status, please go to www.sirsidynix.com/partners/bibliotheca

We provide seamless connection with your ILS, providing real-time integration via SIP2 protocol, and an enhanced and streamlined workflow for staff. Bibliotheca's software supports ILS protocols SIP2 and NCIP and is data model independent. The library is responsible for any SIP licenses required. quickConnect supports LCF, SIP2 and NCIP communication with the LMS/ILS.

2. **Ability to check out items.**

   Patrons can check out items directly from the remoteLocker using barcode, RFID, smartcard, or manual screen entry. The transaction is recorded in real time in the ILS.

B. **Ability to perform offline transactions and maintain records of all barcodes checked out when the ILS is not accessible, and then upload transactions when the connection to the ILS is restored.**

   quickConnect software offers Bibliotheca's patented "Store & Forward" technology for offline transactions. Your patrons will not even know the ILS is offline, improving their library experience. In addition, when the ILS connection is restored, you can configure your selfCheck™ to automatically send all stored transactions to your ILS to be processed.

C. **TCP/IP Ethernet 10/100/1000 and/or 802.11ax compliant.**

   Yes.

D. **Print and email receipts, as well as the option for no receipt.**

   Patrons can choose email or SMS receipts for remoteLocker outdoor. True SMS text receipts are instantly accessible without an internet connection, making them easier to find compared to email. SMS receipts are customizable and are available in multi-lingual text. We have found that it is a hassle for library staff have to refill receipt paper at outdoor lockers. It also creates litter.

E. **SMTP authentication via OAUTH 2.0 for email receipts.**

   We provide support for OAuth authentication to a Microsoft Office 365 SMTP server.

F. **TLS encryption for communication with ILS.**

   Yes.

G. **Remote central management, including configuration and diagnostics:**

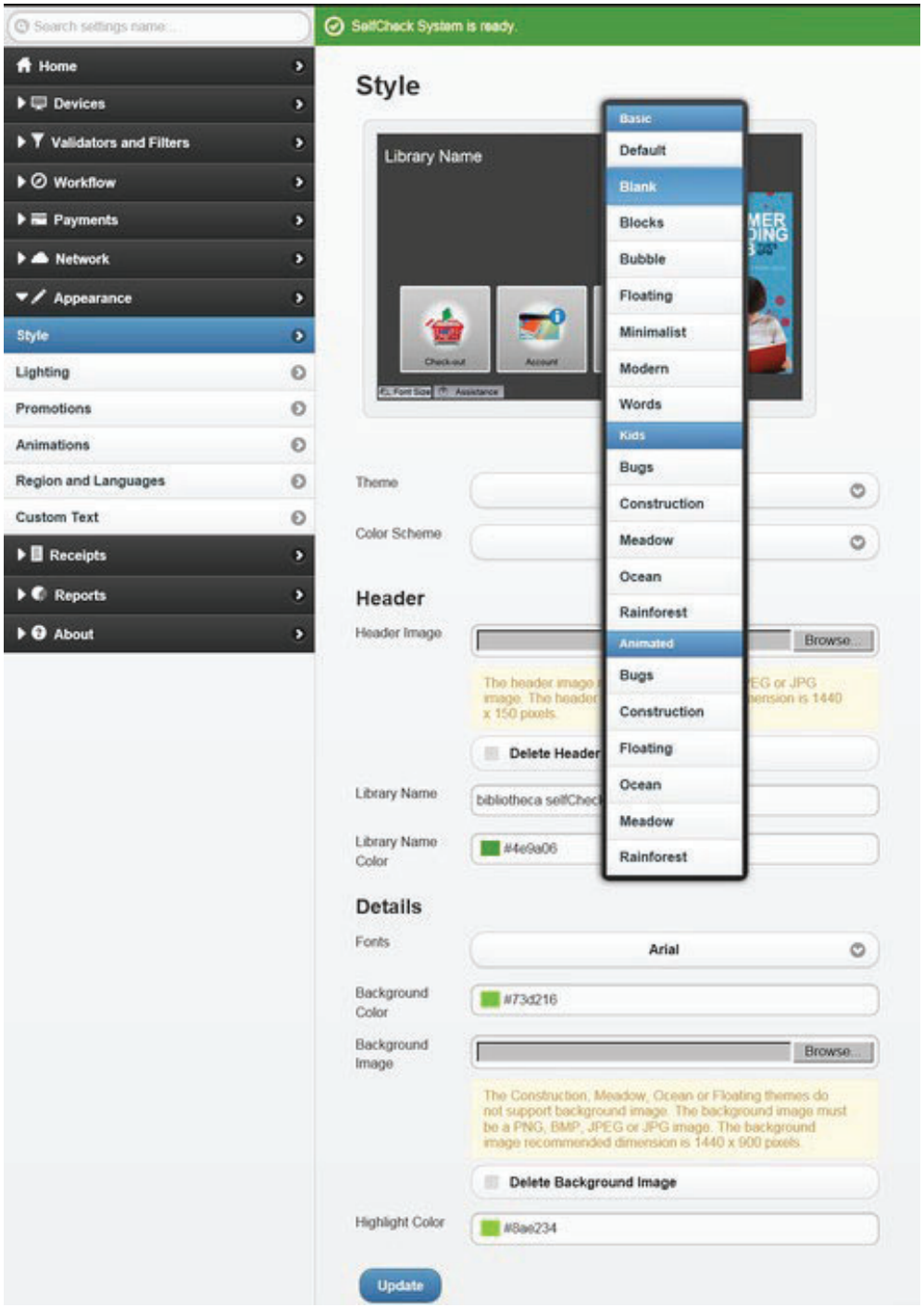
   1. **Customizable interface (logos and ILS status messages).**

      quickConnect system manager allows staff to customize logos, colors, fonts, messages, and workflow. All text and ILS messages are customizable in more than 70 patron-selectable languages.

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.

Other vendors require customization via HTML, INI files and XML files! System Manager is an intuitive web-based tool that allows library staff to easily configure the patron interface.

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



- Customize header with library logo or select 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 orientation of the onscreen icons and promotions, 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 NoveList book recommendation subscriptions and other API event integration

- Bring awareness to library events and services through scheduled promotional banners
- With cloudLibrary™ content patrons can check-out eBook and eAudiobook recommendations right at the self-check
- As part of **our commitment to equality,** people using Bibliotheca selfCheck™ kiosks have access to more than 70 languages at any time during the self-check experience. No other library vendor provides this level of choice and support for diverse communities. All selfCheck™ kiosks come with all languages, and we can provide a full list of languages upon request.

Remember Me gives patrons a more customizable and familiar experience! Patrons can enjoy the same settings every time they use the remoteLocker.

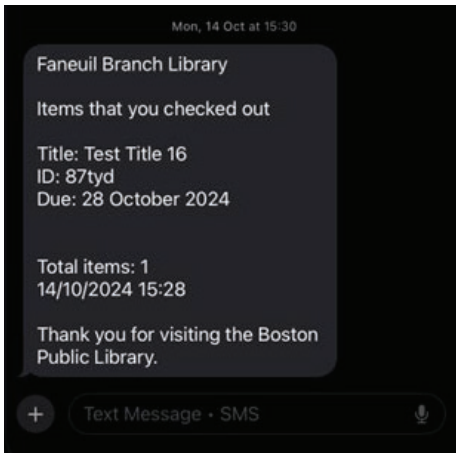
- **Language**: Patrons choose their preferred language, saved for every visit.
- **Theme:** From high contrast to kid-friendly, visual styles match patron needs.
- **Text Size**: Adjustable fonts improve readability for all.
- **Promotions:** Patrons opt into categories like Adult, Teen, or Accessibility for a personalized experience.

2. **Ability to make changes to information printed on receipts (library info, announcements, etc.).**

   Yes. For SMS and email receipts, headers and footers can be customized.

   - True SMS text receipts
   - Instantly accessible without an internet connection
   - Easier to find compared to email
   - Customizable





3. **Ability to generate statistical reports.**

   remoteLocker Manager allows the user to view and print reports:

   - Locker Contents
   - Expired Confirmed allocations
   - Failed Collections

   In addition, reports are available via libraryConnect LINK. Reports are customized to your choosing and scheduled to be sent to library staff at time intervals of your choosing – completely automating the process and making it easier to get your data. The following are standard reports, however, library staff can pick and choose the elements to include in each report via easy-to-use drop-down menu. Reports are available for every piece of connected Bibliotheca equipment by:

- Location
- Device

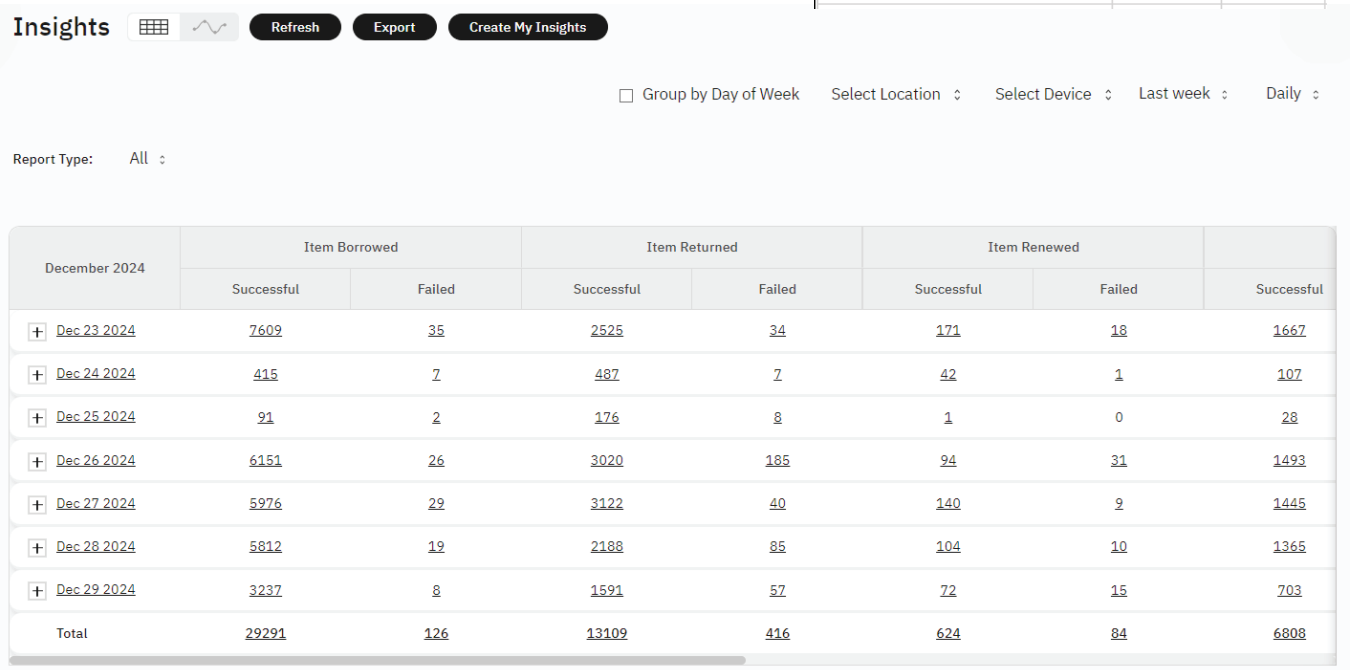
Reports are available by report type:

- Borrow
- Payment
- Recommendations
- Renew
- Return
- User login

Reports are available by time:

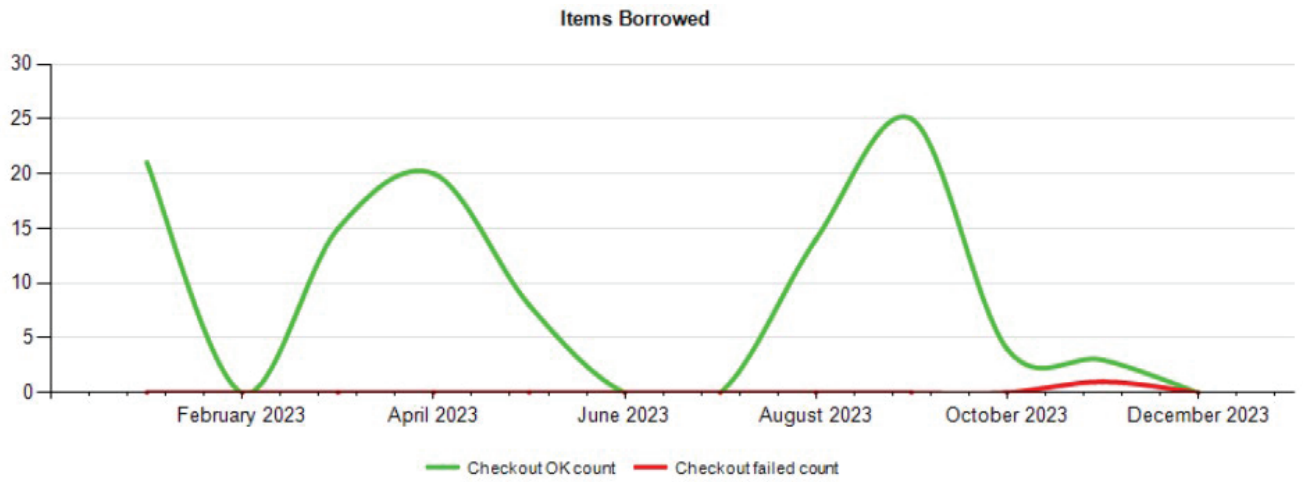
- Five minutes
- Hour
- Day
- Last week
- This week
- Last Month
- This Year

	Items Borrowed	
2023	Successful	Failed
⊞January 2023	21	0
⊞February 2023	0	0
⊞March 2023	15	0
⊞April 2023	20	0
⊞May 2023	8	0
⊞June 2023	0	0
⊞July 2023	0	0
⊞August 2023	14	0
⊞September 2023	25	0
⊞October 2023	4	0
⊞November 2023	3	1
⊞November 2023	0	0
Total	110	1



December 2024	Item Borrowed		Item Returned		Item Renewed		
	Successful	Failed	Successful	Failed	Successful	Failed	Successful
⊞ Dec 23 2024	7609	35	2525	34	171	18	1667
⊞ Dec 24 2024	415	7	487	7	42	1	107
⊞ Dec 25 2024	91	2	176	8	1	0	28
⊞ Dec 26 2024	6151	26	3020	185	94	31	1493
⊞ Dec 27 2024	5976	29	3122	40	140	9	1445
⊞ Dec 28 2024	5812	19	2188	85	104	10	1365
⊞ Dec 29 2024	3237	8	1591	57	72	15	703
Total	29291	126	13109	416	624	84	6808

Your staff members can save their report parameters and easily schedule the report to auto-update in the future. libraryConnect LINK also allows library staff to set up alerts and notifications for your remoteLocker. Staff can receive alerts via email and SMS messaging.



4. **Ability to push out configuration changes without manually updating each unit.**

   Configuration changes can be replicated across multiple devices, branches, or an entire system using libraryConnect LINK.

5. **Ability to remotely view and report on current contents and historical use.**

   Library staff can remotely view locker contents, usage history, and generate reports through libraryConnect LINK and remoteLocker Manager.

6. **For pick-up lockers: Ability for staff to override and/or reassign locker assignments remotely and at the unit.**

   Staff can override assigned lockers or assign additional lockers as needed using remoteLocker Manager remotely and at the unit.

H. **Ability to read Codabar and Code 39 printed and digital barcodes and/or RFID tags (HF 13.56 MHz - ISO/IEC 15693).**

   Yes.

I. **Manual entry of alphanumeric account information via touch screen or another interface.**

   Patrons can enter their account number or scan their library card barcode at the locker touchscreen.

J. **Configurable time-out feature and a "Finished" button to manually clear the screen after a transaction to protect patron privacy.**

   Yes.

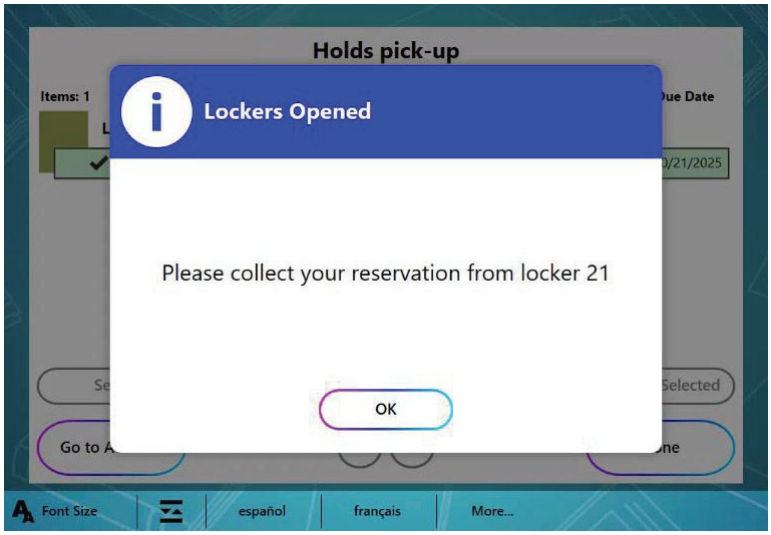
K. **Multiple languages for the user interface, including English and Spanish.**

   As part of our commitment to equality, people using Bibliotheca selfCheck™ kiosks have access to more than 70 languages at any time during the self-check experience. No other library vendor provides this level of choice and support for diverse communities. All selfCheck™ kiosks come with all languages, and we can provide a full list of languages upon request.

L. **User instructions that can be modified by library staff.**

   Library staff can fully modify user instructions and interface elements for remoteLocker using

the quickConnect system manager. This intuitive, web-based tool allows staff to customize almost every aspect of the patron interface, including instructional text, pop-up messages, workflow icons, and step-by-step guidance, without the need for coding or editing configuration files.



M. Real-time alerts to notify remote staff of any issues.

The remoteLocker system provides real-time alerts to notify remote staff of any issues through the libraryConnect LINK central management platform. System alerts can be configured to send notifications via email and instant SMS messaging whenever equipment requires attention, such as hardware faults, connectivity problems, or locker status changes. Staff can monitor the health of all connected devices from a single dashboard and receive immediate updates, ensuring rapid response and minimizing downtime.

N. Tamper-resistant and/or commercial-grade locking mechanisms.

Every lock is a durable, robust locking mechanism made to withstand heavy force and extreme conditions; highly secure and vandalism-proof. Powder-coated exterior helps reduce scratching. Units must be bolted to a concrete foundation or wall for security.

O. Weatherproofing to withstand year-round exposure to Pacific Northwest climate:

1. **Protection from significant rainfall for materials and patrons using units. Please provide IP rating.**

   Enclosure rating: IP54. Doors have improved channels to direct moisture away from the compartment interior. Material: Anti-corrosion steel and e-powder finish. Built-in awning for each section/unit. Operating temperature: -20°F to 120°F (-30°C to 54°C).

2. **Ability to view screen in full sunlight (optimized monitor, add-on sunshade, etc.).**

   remoteLocker has an outdoor optimized resistive touchscreen (400 NITs) and built-in awning for improved visibility and comfort. It is not optimal to view any screen in direct sunlight. We are happy to provide consultation for placement of all units.

3. **Operating temperature range between 0° - 125° F (vendor to specify specific operating temperature range if different).**

   remoteLocker's operating temperature range: -20°F to 120°F (-30°C to 54°C).

In addition to the requirements listed above, LINCC is interested to hear about the following capabilities:

a. Information on ADA compliance.

The remoteLocker is ADA/DDA compliant as all interactive elements (touchscreen and buttons, majority of lockers) fall within the minimum and maximum heights stated by ADA and DDA. Staff are instructed to allocate ADA-compliant lockers first. With the Remember Me feature,

b. Accessibility features (audio, adjustable font size, adjustable height, ability to automatically assign accessible lockers for patrons with known ADA accommodation needs, etc.)

Accessibility features include adjustable font size, high-contrast themes, text-to-speech, buttons within reach, multi-language support; staff can assign accessible lockers and configure features for patrons with disabilities. Certifications include ADA, DDA, WCAG 2.4, EN ISO 301549, and BITV.

With the Remember Me feature in the quickConnect patron interface, your library patrons can enjoy a personalized experience and select accessible features. Their preferred language, theme, text size, promotional settings, and receipt preferences are automatically saved – creating a consistent, familiar, and user-friendly environment. This seamless customization not only boosts engagement but also reinforces your library's commitment to accessibility and patron satisfaction.

c. Visual and audible feedback for users during the transaction, including volume control.

Visual Feedback:

- The touchscreen interface uses large, high-contrast icons and animated instructions to guide patrons step-by-step through each transaction, making the process intuitive for users of all ages and abilities.
- Patrons can adjust font size and select high-contrast theme for improved readability.
- Pop-up messages and prompts appear at key moments (such as session expiration, successful check-out, or locker opening), ensuring users always know what to do next.
- All visual elements, including colors, fonts, button placement, and workflow icons, can be customized by library staff using the quickConnect system manager to best fit patron needs and library branding.

Audible Feedback:

- quickConnect includes text-to-speech functionality for all on-screen text with an optional headphone jack for privacy or accessibility.
- Audible cues are available to guide patrons through transactions, supporting users with visual impairments or those who prefer audio prompts.
- text-to-speech allows patrons to adjust the volume. So the volume is not too loud or soft for standard use, the library sets the volume.

Accessibility Features:

- All interactive buttons are located in the lower third of the screen.
- The interface avoids flashing images and can be configured to meet color preferences for foreground and background.
- Library staff can configure text, pop-ups, and timeouts to further tailor the experience.

d. Ability to handle patron returns.

The Bibliotheca remoteLocker outdoor system supports patron returns through an optional "Return-To-Locker" license.

e. Customizable unit design (lighting, colors, wraps, etc.).

Each remoteLocker unit is equipped with built-in LED strip lighting to ensure visibility and safety for patrons using the lockers at any time of day or night. A proximity sensor controls the overhead light. The light can be set to one of the following options:

- Proximity sensor off and light always off.

- Proximity sensor off and light always on
- Proximity sensor on. When triggered, light remains on for a configurable amount of time after patron moves away from the sensor. The light timer resets each time further motion is detected.

The exterior of the remoteLocker is finished with anti-corrosion steel and e-powder coating in a neutral grey (RAL 7030).

remoteLocker outdoor units arrive ready to wrap, giving libraries the opportunity to showcase their brand and community spirit. We'll support your custom wrap project with:

- Professional templates
- Guidance from experienced staff
- Coordination with your chosen graphics vendor

We've learned from experience: Factory wraps risk damage in transit! Factory replacements often don't match aged graphics. Local vendors offer good pricing and faster service. Wrapping after installation is smarter and more sustainable:

- **Protect your investment**: Avoid damage during shipping or setup.
- **Support local businesses**: Work with trusted vendors in your community.
- **Ensure long-term consistency**: Future touch-ups match naturally with existing graphics.

Each outdoor remoteLocker unit includes a built-in awning designed to enhance comfort, usability, and overall performance for both patrons and staff. The awning provides weather protection, improves user satisfaction, and reduces equipment wear by shielding users and materials from rain, sunlight, and snow.

f. **Security features:**

- **Cameras and any integration with existing security platforms.**

  remoteLocker can be integrated with existing or library-provided cameras. This ensures integration with your other security cameras.

- **Lighting.**

  See the previous answer regarding lighting. Each remoteLocker unit is equipped with built-in LED strip lighting to ensure visibility and safety for patrons using the lockers at any time of day or night. A proximity sensor controls the overhead light.

- **Notification of unauthorized access and/or failure of compartments to lock properly.**

  The remoteLocker system is designed to notify staff of unauthorized access attempts and any failure of compartments to lock properly. Through the libraryConnect LINK central management platform, system alerts are generated in real time and can be sent via email or SMS to designated staff. These alerts include notifications for hardware faults, connectivity issues, and locker status changes, such as when a compartment fails to lock

- **Functionality during power outage, including any manual overrides to retrieve materials from unit.**

  The library staff can physically unlock remoteLocker compartments even when the unit has no power. Staff can manually override locker assignments using the remoteLocker Manager. If a locker compartment fails to lock properly, staff will receive a notification, ensuring prompt resolution and secure access.

  If the power is out and comes back on, the computer will automatically start its reboot

cycle. The Library is responsible for providing a UPS; without one there is no safe shut down.

g. Ability for units to receive information on cancelled holds from ILS plus alerts for staff to indicate an item in the locker is no longer needed by the patron.

remoteLocker Manager provides color-coded status indicators for each locker. If a locker contains items that are no longer needed by the patron, such as expired holds or cancelled requests, the locker will appear gray in remoteLocker Manager. Staff can view and print reports, including the Expired Confirmed Allocations report, which displays any confirmed lockers that have not been opened and the items that have not been collected within a period of time specified by the library. This allows staff to identify and remove items that are no longer needed by the patron during their next restocking visit.

This workflow ensures that both patron cancellations and staff alerts are integrated into the locker management system, keeping locker contents up to date and minimizing unnecessary storage of unclaimed items.

h. Modularity of system, including ability to add components after initial installation.

The remoteLocker outdoor system is fully modular and designed for easy expansion after initial installation. Libraries can add additional locker banks (add-on units) to the system as needs grow, with up to 15 add-on locker banks per control unit. These add-on units can be placed symmetrically around the control tower to maximize accessibility and patron convenience.

i. Ability for patrons to view their accounts and renew materials without items being present.

Patrons can view their account information and renew materials directly at the remoteLocker touchscreen, even if they do not have items present in the locker. After logging in by scanning their barcode or entering their account number, patrons can access their account summary screen to check the status of holds, see which items are available for pickup, and renew eligible materials.

j. Integrated cellular communication capabilities, for deployment in areas where internet access from traditional ISP may not be available.

The remoteLocker outdoor system supports deployment in areas where traditional ISP internet access may not be available by allowing for integrated cellular communication capabilities. While there is no built-in cellular modem, Bibliotheca supports the use of library-provided external routers with a fixed IP SIM card. These routers can be connected to the remoteLocker via a standard Ethernet cable, enabling reliable connectivity for remote or challenging locations.

There is no built-in Wi-Fi capability, however, Clackamas County may choose to use an external Wi-Fi range extender to connect to a Wi-Fi network. Bibliotheca recommends a reliable internet connection with at least 6 Mbps download speed and 1 Mbps upload speed.

k. Models designed for indoor use, if different from outdoor options.

We do offer an indoor remoteLocker that is a flexible solution that can be configured specifically to fit your individual requirements and space. Additional towers can be added on at any time in the future, allowing your solution to grow with the needs of your library. We can offer you the option to mix-and-match your hold locker towers with transparent locker doors, return bins, extra-large lockers and smaller lockers for items like DVDs/CDs – no other vendor has this level of flexibility. Our indoor remoteLocker system allows for 14 additional towers per control tower.

3.3.1.2 Training:

A. Introductory training for LINCC staff will be provided by the vendor. Please outline training plan, including time allocation, capacity limits, and how training is provided (on-site, web-based, recorded, etc.).

We Introduction to remoteLocker™ will provide you with the knowledge to efficiently configure and administer your remoteLocker. By understanding the staff and patron workflows and learning about best practices for use of the remoteLocker™, you will be able to use your remoteLocker™ more efficiently and effectively to extend the coverage and accessibility of your library services. You will learn:

- How other libraries use remoteLockers
- How remoteLockers are assembled and can be expanded
- How remoteLockers are used for different collection types
- How the different remoteLocker tower types can be used
- What the remoteLocker™ hardware elements are and how to use and maintain them
- What the remoteLocker™ software architecture is, and what the library needs to provide
- What the staff will experience when loading the lockers
- How to select lockers, assign items to lockers, manage and move locker contents
- What the patrons will experience when using the remoteLocker™
- How patrons interact with the remoteLocker™ when collecting items
- How patrons interact with the remoteLocker™ when using the Browse and Borrow tower (if relevant)
- How patrons return items (if relevant)
- How staff accesses the administration interface and system tools
- How staff use locker software from a remote PC, and how to confirm when items are loaded
- What reports are available
- How to free up lockers in case of issues
- What to consider in the ILS when setting up the remoteLocker

Training courses are delivered by a dedicated Bibliotheca trainer and typically last from one to four hours, depending on the depth and complexity of the topics covered. The training plan includes a live presentation and a demonstration of the product software, with opportunities for hands-on learning and Q&A.

Capacity Limits: Each purchased course typically accommodates up to 10+ individuals per session, which ensures all participants receive personalized attention and support. We recommend training on your actual equipment if possible.

Delivery Methods: Training is available in multiple formats to suit the needs of library staff:

- Live, interactive sessions via Zoom or similar web-based platforms
- On-site training at library locations (if requested)
- Recorded training sessions and self-guided learning modules
- Access to detailed how-to videos, manuals, and user guides on the Bibliotheca libraryConnect.com selfHelp portal

Ongoing Support: Self-guided learning is always available on libraryConnect.com's selfHelp section, which includes detailed how-to, video, and PDF guides for all products and software releases.

B. **Vendor will supply digital manuals and training materials with unlimited distribution to LINCC libraries, free of charge.**

   Participants receive electronic copies of all training materials, including presentations and guides. A video recording of the training session is available online for one year after the course, allowing staff to revisit the material as needed.

3.3.1.3 Implementation:

Units will be installed at various locations within the service areas of any of the 13 libraries throughout Clackamas County according to a schedule determined in coordination with LINCC staff to minimize disruption. Libraries may need to acquire systems at different times during the contract period.

Understood.

For all installations, the vendor shall leverage their experience and expertise to propose a comprehensive implementation plan for LINCC's review, comment, and final acceptance fourteen (14) days following receipt of notice to proceed. A sample project implementation plan and template of past pickup locker system implementation must be provided with the RFP response.

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. Our Project Management Team has years of experience implementing library technology. They keep you up to date with scheduled check-in meetings and use SmartSheet to give you a live view of project status.

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.

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 Account Executive 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.
   - Work together to create expected timelines for delivery, installation, and training (if applicable)
   - The Project Manager creates the initial version of the project plan which will align to the Library's goals.
2. **Project Plan:** The Library and Bibliotheca will discuss the Project Plan, the project timeline and will schedule the site survey if included in your project order. There may be a need for multiple meetings to define the Project Plan, 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 Project Plan.

All parties review and approve the Project Plan, which will clearly define the work that is to be performed and an initial project timeline.

3. **Equipment and software Installation:** We will arrange delivery of equipment and will schedule the complete installation with minimal disruption to your library branches. All installation activities will be scheduled during Bibliotheca's standard business hours and coordinated with your approval.
4. **Equipment and Software Training:** Training takes place immediately after implementation. Bibliotheca offers education courses on all our products. Purchased courses will be delivered remotely or in-person by a Bibliotheca trainer.
5. **Verification 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. To ensure all goals have been successfully achieved, it is important that you also perform testing.
6. **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.
7. **Project closure:** After all project implementation activities have been successfully completed, we will send the customer acceptance form for you to sign and return. 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.

When your project is complete, Bibliotheca will still be here to serve and support you. We provide you with access to our free selfHelp resources on LibraryConnect.com and a toll-free number so that you can quickly reach us regarding concerns.

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

Phase	Timeline
Project Kick-off	1 week after contract executed
Delivery of Equipment	Depending upon products selected and customer schedule. Current lead time for remoteLocker outdoor is 4-8 weeks.
Capturing configuration information	Ongoing
Equipment and software Installation	Beginning within 1 week after equipment delivery. Installed according to a mutually agreed upon schedule.
Hardware and Software Training (if purchased)	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

Due to delays with global supply chains and shipping, delivery lead times are subject to change.

The table below highlights which party is responsible for each activity during the project lifecycle.

Activities	Bibliotheca	Library
Planning		
Project kick-off meeting	✓	✓
Establish communication channels and agree on reporting procedures, including reporting frequency	✓	✓
Produce a project plan	✓	
Review and agree the project plan	✓	✓
Risk identification, assessment and mitigation	✓	✓
Provide documentation (patron guides and manuals)	✓	
Arrange delivery of equipment	✓	
Schedule installation resource	✓	
Pre-installation		
Arrange installation of power and network access points for solutions and conduits as defined by the site survey (if purchased)		✓
Construction/electrical considerations, hole drilling, wall cutouts, etc.		✓
Procurement of SIP2 licenses		✓
Gather information to establish software configurations and desired features (including network, ILS/LMS information)	✓	✓
Provide IT staff with appropriate credentials to assist in the installation and testing of the equipment		✓
Installation		
Install and configure all products and services	✓	
Deliver staff training to agreed schedule (if purchased)	✓	
Closure		
Agree customer acceptance	✓	✓
Complete customer survey		✓

The above implementation plan will be tailored to the needs of the Clackamas County locker project.

The implementation plan for any installation during the contract coverage period shall include:

A. **A dedicated project manager for the length of the project to act as the vendor's representative for all communication and activities.**

Yes.

B. **Guidance and direction for the project development, including a detailed schedule that is updated weekly.**

Yes. We share the project SmartSheet tool to keep everyone on the same page and allow for real time view into project status.

C. **Pre-installation guidelines and best practices. Particularly any requirements which, if not followed, would invalidate or lessen maintenance and warranty coverage.**

Yes. We provide consultation about placement and best practices as part of our project management. We do not charge extra for this as we believe this is an intrinsic part of your project.

D. **Plans for an on-site review—by the vendor—of each contracted placement of hardware, considering power needs, network infrastructure, building restrictions, and safety & environmental requirements.**

We'd be happy to review the placement by sending our on-site tech out to meet with your team. We also have pre-installation and placement guide materials we can share with you. Pricing for pre-site visits are in the pricing section.

E. **Strategies for identifying problems and the resolution process during implementation.**

During implementation, Bibliotheca uses a proactive, structured approach to identify and resolve problems:

- The Project Management Team keeps you up to date with scheduled check-in meetings and uses SmartSheet to give you a live view of project status.
- At the initial project meeting, escalation and change management processes are discussed, and status reporting and meeting frequency are established.
- Risk identification, assessment, and mitigation are included in the project plan, with both Bibliotheca and the library responsible for reviewing and agreeing on the plan.
  - Project over run - mitigated by monitoring the project throughout with any changes to the Statement of Works being signed off by both parties
  - Go live difficulties - mitigated by the use of a test kiosk and UAT to ensure configuration in a proven environment
  - Equipment failure on site - mitigated by technicians carrying commonly used parts Bibliotheca's comprehensive support team includes local on-site technicians and remote product experts, ensuring fast and effective resolution of any problems encountered during implementation.

This process ensures that any problems are quickly identified, communicated, and resolved, minimizing disruption and keeping the project on track.

F. **Assignment of installation and testing of the system by manufacturer-trained technicians.**

Yes. This is a standard aspect of our on-site services.

G. **Set costs for future equipment purchases during the contract timeframe.**

We have provide pricing for Years 2-5 in the pricing section of this proposal.

3.3.1.4 Maintenance, Support, and Service:

Please provide details on the recommended service and support that will allow LINCC to have fully functional units, with service & maintenance available beyond an initial five-year contract.

The service agreement must be renewable on an annual basis.

Yes. Bibliotheca has the most comprehensive support team serving libraries. Our unsurpassed talent and scale mean that we can accomplish more together.

- Largest network of on-site support technicians – 80+ strong
- Broad geographic coverage ensures you have a local expert on-site when needed
- Deep bench of remote support technicians and product experts – 40+ strong
- Many in-house product experts and on-site technicians have been working with Bibliotheca solutions for 10+ years

Skilled. Our techs know libraries, and they know your equipment. Bibliotheca on-site and remote support technicians are required to complete weeks of training for each product before being certified to work on it. In addition, techs are required to take customer satisfaction service excellence and safety training prior to completing onsite services. We do not send general computer repair people (aka "smarthands") to service our products.

Local. We have local on-site technicians who come prepared. Bibliotheca's two technicians for Clackamas County are located in Hillsboro. We do not fly out a person from the home office, and we do not charge for travel, hotels and meals.

Transparent. Proactive support starts with the Customer Center support portal where we keep you in the loop on all requests.

Bibliotheca's comprehensive service plan	
24/7 self-guided learning. www.libraryconnect.com helps you keep your library running smoothly. ▪ Tips and training materials ▪ How-to videos ▪ Manuals and user guides	**24/7 help desk support.** Connect with a support technician when you need it most. We have extended hours and improved response time.
Customer Center support portal. www.bibliotheca.com/helpdesk is your dashboard for support. ▪ Improved case management ▪ Easily open, edit and close support cases ▪ View current system status and historical cases ▪ Share information between your library and Bibliotheca	
Responsive on-site help allows you to focus on more important things. ▪ If an issue requires on-site assistance, our technicians are dispatched to service your equipment ▪ Parts are included, and technicians arrive in vehicles stocked with parts ▪ Time to first response: 4 business hours ▪ Time for on-site response: 8 business hours contingent on geography-specific call-out schedule ▪ On-site support hours are Monday – Friday during standard business hours, less holidays	

Upon successful installation and training, the maintenance, support, and warranty of the system shall commence on the first day of the official operation, targeted for June 30, 2026.

Understood. We have remoteLocker outdoor units in stock and can meet this target date.

Describe the company's support operation, including:

A. **Normal operating hours for tech support.**

We have 24/7 help desk support, so your staff can log a ticket or view case status via the Customer Center. On-site techs are available 8 AM- 5 PM PST.

B. **Response time to submitted tickets, not counting automated responses.**

Four hours is the maximum wait time, and frequently high-priority issues are responded to more quickly.

C. **Procedures for obtaining assistance outside of normal operating hours.**

Library staff can log a ticket, call a toll-free number or email for assistance, and a tech will respond.

D. **Ticketing process description, along with escalation path.**

Four hours is the maximum wait time, and frequently high-priority issues are responded to more quickly. Escalation of high-priority issues is handled by a three-tier support process, escalating up to our in-house Product Expert team. We recommend phoning in for Severity 1 cases.

E. **Modularity and replacement of parts/components (monitor, CPU, hinges, locking mechanisms, doors, etc.).**

While these are rugged units are reliable, the remoteLocker outdoor system is designed for easy maintenance and modular replacement of all major components. Bibliotheca provides all labor, service parts, and equipment modifications deemed necessary to maintain the equipment in good working order as long as it is covered under warranty or annual service agreement.

Your remoteLocker outdoor units will ship with Windows 11, so we don't expect you will need CPU upgrades during the lifetime of the unit. remoteLocker comes with Windows LTSC, or Long-Term Service Chanel, a specialized edition of Windows that promises a stable environment and an extended support period. Where other Windows servicing models push feature upgrades to customers every six months, LTSC does so only every two or three years. That means fewer changes during a set timeline, a less-involved upgrade effort, and fewer disruptions as well as fewer possibilities for applications breaking. Windows 11 IoT Enterprise LTSC 2024 is supported by Microsoft for a full 10 years and the extended support period ends on October 10, 2034.

F. **Turnaround time for acquisition and installation of replacement parts.**

Technicians arrive on-site with vehicles stocked with parts to ensure rapid turnaround for repairs and replacements. This approach allows for efficient servicing and minimizes downtime, ensuring that libraries can maintain fully functional units throughout the life of the system. If the tech doesn't have the replacement part, we can overnight it from our Minnesota-based warehouse. Parts and parts shipping are included in our comprehensive support and maintenance plan.

G. **Any subcontractors that will provide services.**

Bibliotheca's authorized nationwide on-site service is provided through exclusive agreement with Pomeroy Technologies, a technology solutions and services provider, and a leader in technology support services.

H. **Locations of support technicians.**

Your tech, Bob, is located in Hillsboro, with two more nearby in Seattle.

I. Qualifications of key support team personnel.

Our techs know libraries, and they know your equipment. Bibliotheca on-site and remote support technicians are required to complete weeks of training for each product before being certified to work on it. In addition, techs are required to take customer satisfaction service excellence and safety training prior to completing onsite services. We do not send general computer repair people (aka "smarthands") to service our products.

J. Remote access requirements and security.

Our internal US-based Help Desk can remotely support the self-check kiosks with a connection via VSA Remote Client.

K. Cybersecurity remediation and restoration plans in case of disaster or breach.

Bibliotheca treats personal and sensitive data as securely as possible, recognizing that doing so is in the best interest of the Company, its employees, its customers, and its suppliers. We respect the rights that individuals and companies have in regard to their data, and we adhere to high security measures for any data contained in our systems.

We continually work to increase cyber resilience within our operations and across our entire suite of products by using a mixture of encryption, enterprise antivirus and malware applications, complex password protection requirements, judicious storage, restricted access, and secure cloud services.

Bibliotheca complies with General Data Protection Regulation (GDPR). GDPR determines regulation on information privacy in the European Union and the European Economic Area. GDPR is an important component of EU privacy law and human rights laws, in particular Article 8 of the Charter of Fundamental Rights of the European Union. Overall, GDPR data protection regulations are far stricter than any found in the USA, giving our customers added peace of mind.

Additionally, we adhere to Privacy and Electronic Communications Regulations (PECR); Data Protection Act (DPA); Cyber Essentials; and Bibliotheca has been evaluated by a third party and deemed in compliance with ISO 9001:2015.

Bibliotheca was awarded a Certificate of Assurance under the Cyber Essentials Scheme for demonstrating our adoption of best practices in information security potential cyber-attacks.

We have earned Department of Defense (DOD) Security Approval, which means that our solutions are approved by the U.S. Department of Defense for use in libraries on military bases.

We do not collect confidential patron information, and as such, confidential patron information is never resold, exchanged, or transferred to another company. For authentication, we only require the patron library card number (and PIN only if the library requires it). We never send unsolicited promotional emails to patrons.

We armor our kiosks against inappropriate access to hidden USB slots and the PC itself via single, key-secured access doors. When our software launches on a kiosk, the start-up fills the entire touch screen and access is denied to unauthorized persons, removing the risk of tampering to the Windows desktop.

We strongly recommend the installation of the customer's preferred anti-virus software on relevant PCs utilizing our solutions, and we encourage customers to maintain and consistently update their operating systems and anti-virus applications within their own networks.

Bibliotheca will investigate personal data breaches and notify the Supervisory Authority and the Customer. On detection of a data breach or intrusion, the relevant Supervisory Authority will be notified of the activity within 72 hours of discovery. If the breach is deemed to affect the rights and freedoms of individuals, bibliotheca will ensure all affected parties are informed. Bibliotheca will follow the steps outlined in our Incident Management policy and process. A record is made of the breach which can be made available at the request of the ICO or other appropriate supervisory authorities.

Describe your software update and upgrade policy, including:

L. Current OS and end of life.

Current OS is Windows 11 IoT Enterprise LTSC 2024. It is supported by Microsoft for a full 10 years and the extended support period ends on October 10, 2034.

M. Frequency of software and OS updates and how they are scheduled with libraries.

Updates are infrequent with 11 IoT Enterprise LTSC 2024. Where other Windows servicing models push feature upgrades to customers every six months, LTSC does so only every two or three years. We don't expect the current system will require an OS upgrade during its lifetime, however, OS upgrades are available for a fee.

N. How updates are applied and by whom.

Software updates for the remoteLocker™ system are applied by Bibliotheca's remote support technicians using industry-standard remote access tools such as VSA or Team Viewer. These technicians are responsible for troubleshooting, configuring, and updating the remoteLocker software as needed. Updates may include software configuration modifications, feature enhancements, and security patches.

Bibliotheca provides over-the-phone software support and remote troubleshooting for all covered software. Updates are scheduled and coordinated with the library to minimize disruption.

O. Any additional costs associated with software and OS upgrades.

We've included pricing for all software, and we don't anticipate the need for OS upgrades.

Provide information on warranties, performance standards, and service-level agreements, including:

P. Warranties on equipment and software.

Bibliotheca One Year Limited Warranty: Bibliotheca warrants that the equipment provided in conjunction with any Bibliotheca developed and supplied system to be free from factory defects for a period of one year from date of receipt of equipment.

This limited warranty does not extend to any Bibliotheca product which, in the sole judgment of Bibliotheca has been subjected to abuse, misuse, neglect, improper installation, or accident, or any damage due to use or misuse produced from integration of the products into any mechanical, electrical, or computer systems. Further, any abuse, misuse, neglect, improper installation, accident, enhancement, modification, alteration or change made without Bibliotheca's written consent will invalidate Bibliotheca's Limited Product Warranty.

In the event that it is determined the equipment failure is covered under this warranty, Bibliotheca shall, at its sole option, repair or replace the piece of equipment with functionally equivalent or better equipment and return such repaired or replaced equipment without charge for service or return freight.

This limited warranty, except as to title is in lieu of all other warranties or guarantees, either express or implied, and specifically excludes, without limitation, warranties of merchantability and fitness for a particular purpose under the uniform commercial code or arising out of custom or conduct. The rights and remedies provided herein are exclusive and in lieu of any other rights or remedies.

In no event shall Bibliotheca be liable for any indirect or consequential damages, incidental damages, damages to person or property, or other damages or expenses due directly or indirectly to the purchased equipment, except as stated in this warranty. In no event shall any liability of Bibliotheca exceed the actual amount paid to Bibliotheca for a specific piece of equipment involved in the incident.

Unless specifically contracted otherwise, warranty service is provided under the terms and conditions of Bibliotheca's standard yearly support and maintenance agreement with the exception of any reference to software updates.

Q. Guaranteed response and resolution times for both remote and on-site support.

Time to first response: 4 business hours

Time for on-site response: 8 business hours contingent on geography-specific call-out schedule

R. Data on uptime for existing customers.

Uptime for remoteLocker in North America is 99.99%. We can maximize solution availability during support hours for software issues as long as remote access is made available. Hardware issues that require parts will be serviced the next business day after parts are shipped overnight. We monitor service levels, highlighting cases not progressing to plan.

S. Minimum expected life cycle of equipment and any ongoing support options/costs for equipment that has exceeded expected life cycle.

Terms and Conditions of Support and Maintenance

What we will do:

Hardware: In consideration of payment of the agreement price, Bibliotheca will furnish labor and replacement parts necessary to maintain the Equipment specified in this agreement in proper operating condition during the term of this agreement, provided that the Equipment is installed by an authorized Bibliotheca Service Provider and used as directed. This Service Agreement covers Equipment failure during normal usage. Bibliotheca agrees to provide:

- On-site remedial maintenance during On-Site Coverage Hours (except for depot repair agreements). When Bibliotheca is notified that the Equipment is not in good working order, Bibliotheca will provide a toll-free telephone number for Customer to place, and Bibliotheca will receive Equipment maintenance service calls twenty-four (24) hours per day, seven (7) days per Week.
- All labor, service parts and Equipment modifications Bibliotheca deems necessary to maintain the Equipment in good working order. All service parts will be furnished on an exchange basis and will be new parts or parts of equal quality. For certain Equipment, Bibliotheca reserves the right to replace the entire unit with new equipment or equipment of equal quality when Bibliotheca determines that replacement is more economical than on-site repair. All Equipment and service parts removed for replacement become the property of Bibliotheca.

Software: In consideration of payment of the agreement price, Bibliotheca will furnish over-the-phone software support and remote troubleshooting of the Bibliotheca Software specified in this agreement as well as updates necessary to maintain the Bibliotheca Software specified in this agreement in proper operating condition during the term of this agreement, provided that the Bibliotheca Software is installed and used as directed. Bibliotheca agrees to provide:

- All software configuration modifications Bibliotheca deems necessary to maintain the Bibliotheca Software in good working order
- Bibliotheca Software updates
- Internet Filter list updates (as applicable)
- A toll-free telephone number for Customer to place and Bibliotheca to receive software support calls. Over-the-phone software support calls may be placed twenty-four (24) hours per day, seven (7) days per week. Calls will be addressed during Bibliotheca Software Support Coverage Hours in the order they were received.

T. Parts and services not covered under annual maintenance agreement.

The basic maintenance fee does not include and Bibliotheca is not obligated to provide or perform repair of damage or increase in service time caused by (i) failure of Customer to provide continually a proper operating environment and supply of power as prescribed by the Equipment manufacturer; (ii) accident; (iii) Acts of God, including but not limited to fire, flood, water, wind and lightning; (iv) neglect, abuse or misuse; (v) failure of Customer to follow Bibliotheca's published operating instructions; (vi) modification, service or repair of the Equipment by other than Bibliotheca authorized personnel; (vii) use of Equipment for purposes other than for which designed; (viii) painting or refinishing the equipment; (ix) relocation of the equipment; (x) replacement of broken or damaged cabinetry; to include items such as lattices, base covers, book check covers, etc.; (xi) electrical work external to the Equipment; (xii) cosmetic restoration (e.g., filling of holes in floor or walls, plugging or wire run openings, removal of tape residue, etc.) after removal or relocation of equipment for any reason; (xiii) restoration of Equipment performance when it has been degraded by placement of unauthorized interference sources within the affected range of said equipment; (xiv) service requests related to use of markers (strips) other than those manufactured by Bibliotheca or its authorized distributor(s), (xv) modification, or repair of the Bibliotheca Software by other than Bibliotheca authorized personnel; (xvi) use of the Bibliotheca Software for purposes other than for which designed; (xvii) virus / hacker activity; (xviii) Non- Bibliotheca Software related updates and upgrades including, but not limited to, Operation System, Anti-Virus, Intrusion Detection. (xix) labor or materials associated with consumables such as receipt printer paper, separator jaws, patron counter batteries, and similar items.

U. ETL, UL, 47 CFR 15 (if applicable) certification.

All remoteLocker models are UL certified and FCC certified (47 CFR 15).

V. Waterproof Ingress Protection (IP) rating.

remoteLocker body: IP54. remoteLocker touchscreen: IP65.

5.4. Fees

Fees should be on a fixed fee basis. Fees should be sufficiently descriptive to facilitate acceptance of a Proposal. List the not-to-exceed amount you propose for the service.

W. Rate schedule for equipment, software, and support (all levels/options) throughout the duration of the initial 5-year agreement.

Please see below.

X. Shipping costs (FOB Destination, Freight Prepaid and Allowed).

Shipping for one control unit and one add-on unit are included below. Actual shipping will be determined based on the number of units orders.

Y. Installation costs for equipment and software added after the initial implementation

Installation is included in system price.

Lead Solutions	Quantity	Unit Price	Extended Price
remoteLocker, Outdoor Control Unit, 17 Compartments	1	$ 12,789	$12,789
remoteLocker Outdoor Add-On Unit With 22 Compartments	1	$8,525	$8,525
LibraryConnect LINK annual subscription, license/device	1	$199	$199
Training: Introduction to RemoteLocker (live, virtual training. On-site training available upon request)	1	$ 250	$ 250
Shipping	1	$ 3,000	$3,000
Total			**$24,763**

Our comprehensive support plan includes local on-site technicians who come prepared. Bibliotheca has a local tech in Hillsboro and two in Seattle to serve Clackamas County. We do not fly out a person from the home office, and we do not charge for travel, hotels and meals.

While our standard comprehensive support plan includes unlimited site visits, parts and parts shipping, and remote software support for all Lead Solutions, we are open to exploring "lighter touch" service options, similar to those offered by other vendors. Most vendors quote "support yourself" or remote-only support model, and we would be happy to offer this to you.

Comprehensive Support and Maintenance	Warranty Year 1	Unit Price Year 2	Unit Price Year 3	Unit Price Year 4	Unit Price Year 5
RemoteLocker Outdoor Control Unit, 17 lockers	Included	$2,619	$2,698	$2,778	$2,862
remoteLocker Outdoor Add-On Unit, 22 lockers	Included	$1,300	$1,339	$1,379	$1,421

We would also like to offer a 2% discount if you pay upfront for 2 years after warranty. If you purchase 3 years after warranty upfront, we can offer a 5% discount. Support and maintenance pricing may be reduced based on purchase quantities.

This information constitutes a trade secret under ORS 192.345(2), and shall not be disclosed except in accordance with the Oregon Public Records Law, ORS Chapter 192.

Optional Solutions	Unit Price
Pre-installation site visit	$0
Return to locker license/device	$99

Pricing Terms:

- 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.
- 50% invoiced on order placement; balance invoiced at shipment, NET 30.
- Due to delays with global supply chains and shipping, delivery lead times are subject to change.

The Bibliotheca would like to discuss the below comment/exception regarding the sample agreement, Page 1. , III. 3. Invoices: Bibliotheca proposes our standard invoicing and payment terms. 50% invoiced on order placement, 50% at shipment. Terms are Net 30 days from date of invoice.

This information constitutes a trade secret under ORS 192.345(2), and shall not be disclosed except in accordance with the Oregon Public Records Law, ORS Chapter 192.

5.5. References

Provide at least three (3) references from clients your firm has served similar to the County in the past three (3) years, including one client that has newly engaged the firm in the past thirty-six (36) months and one (1) long-term client. Provide the name, address, email, and phone number of the references. Please note the required three references may not be from County staff, but additional references may be supplied.

Mesa Public Library

64 East 1st Street, Mesa AZ, 85201

Brandon Williams, Library Technology Administrator
brandon.williams@mesaaz.gov | 480-644-2472

Mesa Public Library has made extended access via holds pick-up lockers a key part of its service delivery at the Express Library in 2023. To read more about this project, please see this story: https://www.bibliotheca.com/library-story-mesa-express/



Contra Costa County Library

104 Oak Street, Brentwood, California 94513

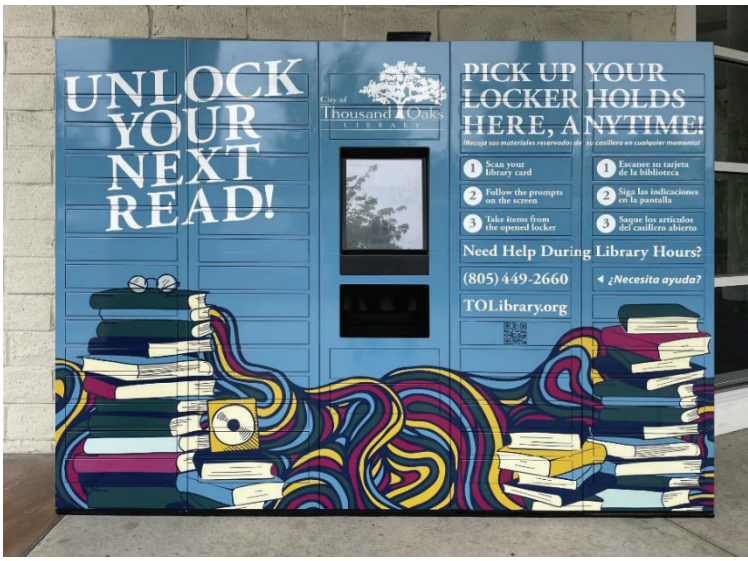
Ron Cruz, Information Systems Supervisor
ron.cruz@library.cccounty.us | 925-608-7795

A longtime Bibliotheca customer, Contra Costa deployed outdoor remoteLocker units at multiple branches.

City of Thousand Oaks Library

1401 E. Janss Road, Thousand Oaks, CA 91362
Samantha Yeung, Access Services Manager
syeung@tolibrary.org | 805-449-2660

A longtime Bibliotheca customer, Thousand Oaks implemented multiple indoor and outdoor remoteLockers (along with selfChecks with quickConnect, RFID workstations, open+ and RFID gates) starting in 2011. A second remoteLocker and open+ were implemented in 2024 to extend access to underserved communities.



This information constitutes a trade secret under ORS 192.345(2), and shall not be disclosed except in accordance with the Oregon Public Records Law, ORS Chapter 192.

PROPOSAL CERTIFICATION
RFP #2025-74

Submitted by: Bibliotheca, LLC
(Must be entity's full legal name, and State of Formation)

Each Proposer must read, complete and submit a copy of this Proposal Certification with their Proposal. Failure to do so may result in rejection of the Proposal. By signature on this Proposal Certification, the undersigned certifies that they are authorized to act on behalf of the Proposer and that under penalty of perjury, the undersigned will comply with the following:

SECTION I. OREGON TAX LAWS: As required in ORS 279B.110(2)(e), the undersigned hereby certifies that, to the best of the undersigned's knowledge, the Proposer is not in violation of any Oregon Tax Laws. For purposes of this certification, "Oregon Tax Laws" means the tax laws of the state or a political subdivision of the state, including ORS 305.620 and ORS chapters 316, 317 and 318. If a contract is executed, this information will be reported to the Internal Revenue Service. Information not matching IRS records could subject Proposer to 24% backup withholding.

SECTION II. NON-DISCRIMINATION: That the Proposer has not and will not discriminate in its employment practices with regard to race, creed, age, religious affiliation, sex, disability, sexual orientation, gender identity, national origin, or any other protected class. Nor has Proposer or will Proposer discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a disadvantaged business enterprise, a minority-owned business, a woman-owned business, a business that a service-disabled veteran owns or an emerging small business that is certified under ORS 200.055.

SECTION III. CONFLICT OF INTEREST: The undersigned hereby certifies that no elected official, officer, agent or employee of Clackamas County is personally interested, directly or indirectly, in any resulting contract from this RFP, or the compensation to be paid under such contract, and that no representation, statements (oral or in writing), of the County, its elected officials, officers, agents, or employees had induced Proposer to submit this Proposal. In addition, the undersigned hereby certifies that this proposal is made without connection with any person, firm, or corporation submitting a proposal for the same material, and is in all respects fair and without collusion or fraud.

SECTION IV. COMPLIANCE WITH SOLICITATION: The undersigned further agrees and certifies that they:

1. Have read, understand and agree to be bound by and comply with all requirements, instructions, specifications, terms and conditions of the RFP (including any attachments); and
2. Are an authorized representative of the Proposer, that the information provided is true and accurate, and that providing incorrect or incomplete information may be cause for rejection of the Proposal or contract termination; and
3. Will furnish the designated item(s) and/or service(s) in accordance with the RFP and Proposal; and
4. Will use recyclable products to the maximum extend economically feasible in the performance of the contract work set forth in this RFP.

Name: Matthew Bellamy Date: October 27, 2025

Signature: Matthew Bellamy Title: CEO

Email: bids-na@bibliotheca.com Telephone: 800-328-0067 x1301

Oregon Business Registry Number: 781587-98

OR CCB # (if applicable): _____

Business Designation (check one):
☐ Corporation ☐ Partnership ☐ Sole Proprietorship ☐ Non-Profit ☒ Limited Liability Company

☐ Resident Quoter, as defined in ORS 279A.120
☒ Non-Resident Quote. Resident State: Minnesota

EXHIBIT B
ORDER DETAILS

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ORDER DETAILS

Cost Summary

Product	Unit Cost	Qty	Year 1	Year 2	Year 3	Year 4	Year 5	
			Oct. 2026 - Sep. 2027	Oct. 2027 - Sep. 2028	Oct. 2028 - Sep. 2029	Oct. 2029 - Sep. 2030	Oct. 2030 - Sep. 2031	
remoteLocker+ **Control Unit**	$ 12,789	5	$ 63,945					
remoteLocker+ **Add-On Unit**	$ 8,525	5	$ 42,625					
Delivery & Installation	$ 3,700	5	$ 18,500					
LibraryConnect LINK license	$ 199	5	$ 995	$ 995	$ 995	$ 995	$ 995	
Comprehensive Service & Maintenance **Control Unit**	Varies	5	$ -	$ 13,095	$ 13,490	$ 13,890	$ 14,310	
Comprehensive Service & Maintenance **Add-On Unit**	Varies	5	$ -	$ 6,500	$ 6,695	$ 6,895	$ 7,105	**TCV**
Total			$ 126,065	$ 20,590	$ 21,180	$ 21,780	$ 22,410	**$ 212,025**

Pricing from p. 27 of RFP response

Locations

Location	Address	Library	Delivery By
Lake Oswego Recreation & Aquatics Center	17525 Stafford Rd Lake Oswego OR 97034	Lake Oswego	December 31, 2026
Pilkington Park	19043 Pilkington Rd Lake Oswego OR 97035	Lake Oswego	December 31, 2026
Ledding Library of Milwaukie	10660 SE 21st Ave. Milwaukie, OR 97222	Milwaukie	December 31, 2026
Oregon City Public Library	606 John Adams StOregon City, OR 97045	Oregon City	December 31, 2026

Location	Address	Library	Delivery By
Westlake Fire Station	4900 Melrose St Lake Oswego OR 97035	Lake Oswego	June 20, 2026