



DAN JOHNSON
DIRECTOR

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

July 17, 2025

BCC Agenda Date/Item: _____

Board of County Commissioners
Clackamas County

**Approval of a Goods and Services Contract with MK Solutions for library self-checkout kiosks.
Contract Value is \$362,569 for 5 years. Funding is through Libraries in Clackamas County
Network Member Reimbursements from Cities and \$294,725 in budgeted County General Funds.**

Previous Board Action/Review	Replacement of self-check kiosks originally purchased under contract #3542, approved by the BCC on Feb. 23, 2017.		
Performance Clackamas	1. Build public trust through good government 2. Build a strong infrastructure		
Counsel Review	Yes	Procurement Review	Yes
Contact Person	Rick Peterson, LINCC Library Network Manager	Contact Phone	503-679-4081

EXECUTIVE SUMMARY: The Department of Transportation and Development, on behalf of Library Network, is seeking approval of a contract with mk Solutions, Inc. for the purchase of 47 SC4 self-checkout kiosks along with integrated software and five years of service & support.

These units will be deployed in the 13 LINCC libraries and will replace equipment purchased as part of a larger transition to Radio Frequency Identification (RFID) technology in 2017. Use of that original equipment was extended three years beyond the expected five-year replacement cycle.

Replacing end-of-life equipment will ensure Clackamas County residents continue to have access to fast, accurate, secure self-service transactions at their libraries. This technology also helps libraries make efficient use of limited human resources.

The selected vendor provides equipment and service that matches options from other vendors at significantly reduced costs, both during the initial procurement and the expected lifetime of the products.

The first year of this purchase is included in Library Network's approved FY 25-26 budget. Annual service & maintenance for equipment in the field will be paid by libraries (\$64,955.66 over the course of the contract).

For Filing Use Only

RECOMMENDATION: Staff respectfully requests the Board of County Commissioners approve this contract (#1374) and authorize Chair Roberts to sign on behalf of Clackamas County.

Respectfully submitted,

Dan Johnson

Dan Johnson
Director, Department of Transportation and Development



**CLACKAMAS COUNTY
GOODS AND SERVICES CONTRACT
Contract # 0000001374**

This Goods and Services Contract (this "Contract") is entered into between MK Solutions Inc. ("Contractor"), and Clackamas County, a political subdivision of the State of Oregon ("County"), on behalf of its Department of Transportation and Development for the purposes of providing Library Self-Checkout Kiosks and Related 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 29, 2030 or until completion of all obligations provided herein, whichever is later.
- 2. Scope of Work.** The Contractor shall provide the goods and services identified in RFP 2024-112, the negotiated scope of which is attached hereto as Exhibit A (the "Work"), 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, an initial payment sum not to exceed Two Hundred Ninety-Four Thousand Seven Hundred Twenty-Five Dollars (\$294,725) for performing the Work required by this Contract.

The County shall make payment of the total amount as follows:

- a) \$176,835 due upon receipt of Invoice
- b) \$103,153.75 due upon delivery of products which shall be no later than September 30, 2025
- c) \$14,736.25 due after installation

Beginning October 1, 2028, the County agrees to pay Contractor, from available and authorized funds per calendar year (October 1 to September 30) for support and annual subscription services as follows:

- a) \$19,082.00 - 2028
- b) \$19,560.00 - 2029
- c) \$20,049.00 - 2030

The total value of this contract shall not exceed **Three Hundred Sixty-Two Thousand Five Hundred Sixty-Nine Dollars (\$362,569)**. Consideration rates are on a fixed fee basis in accordance with the rates and costs specified in Exhibit A. If any interim payments to Contractor are made, such payments shall be made only in accordance with the schedule and requirements in Exhibit A.

- 4. Invoices and Payments.** Unless otherwise specified, Contractor shall submit monthly invoices for Work performed. Invoices shall describe all Work performed with particularity, by whom it was performed, and shall itemize and explain all expenses for which reimbursement is claimed. The invoices shall include the total amount billed to date by Contractor prior to the current invoice. If Contractor fails to present invoices in proper form within sixty (60) calendar days after the end of the month in which the services were rendered, Contractor waives any rights to present such invoice thereafter and to receive payment therefor. Payments shall be made to Contractor within forty-five (45) 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: rpeterston@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 and Exhibit A.

7. Contractor and County Contacts.

Contractor Administrator: Rachel Davis Phone: 860-860-0438 Email: bids.us@mksolutions.com	County Administrator: Rick Peterson Phone: 503-679-4081 Email: rpeterston@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.

<p>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.</p>
--

<input checked="" type="checkbox"/> 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.
<input checked="" type="checkbox"/> 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.
<input checked="" type="checkbox"/> 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 Contract 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 handling 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. Confidentiality. Contractor acknowledges that it and its employees and agents may, in the course of performing their obligations under this Contract, be exposed to or acquire information that the County desires or is required to maintain as confidential, including information that is protected under applicable law, including Personal Information (as “**Personal Information**” is defined in ORS 646A.602(12)).

Contractor agrees to hold any and all information that it is required by law or that the County marks as “Confidential” to be held in confidence (“**Confidential Information**”), using at least the same degree of care that Contractor uses in maintaining the confidentiality of its own confidential information, and will use the Confidential Information for no purpose other than in the performance of this Contract, and to advise each of its employees and agents of their obligations to keep Confidential Information confidential.

Contractor agrees that, except as directed by the County, Contractor will not at any time during or after the term of this Contract, disclose, directly or indirectly, any Confidential Information to any person, and that upon termination or expiration of this Contract or the County’s request, Contractor will turn over to the County all documents, papers, records and other materials in Contractor’s possession which embody Confidential Information.

Contractor acknowledges that breach of this Contract, including disclosure of any Confidential Information, or disclosure of other information that, at law or in good conscience or equity, ought to remain confidential, will give rise to irreparable injury to the County that cannot adequately be compensated in damages. Accordingly, the County may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available. Contractor acknowledges and agrees that the covenants contained herein are necessary for the protection of the legitimate business interests of the County and are reasonable in scope and content.

Contractor agrees to comply with all reasonable requests by the County to ensure the confidentiality and nondisclosure of the Confidential Information, including if requested and without limitation: (a) obtaining nondisclosure agreements, in a form approved by the County, from each of Contractor’s employees and agents who are performing services, and providing copies of such agreements to the

County; and (b) performing criminal background checks on each of Contractor's employees and agents who are performing services, and providing a copy of the results to the County.

Contractor shall report, either orally or in writing, to the County any use or disclosure of Confidential Information not authorized by this Contract or in writing by the County, including any reasonable belief that an unauthorized individual has accessed Confidential Information. Contractor shall make the report to the County immediately upon discovery of the unauthorized disclosure, but in no event more than two (2) business days after Contractor reasonably believes there has been such unauthorized use or disclosure. Contractor's report shall identify: (i) the nature of the unauthorized use or disclosure, (ii) the Confidential Information used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what Contractor has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and (v) what corrective action Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide such other information, including a written report, as reasonably requested by the County.

Notwithstanding any other provision in this Contract, Contractor will be responsible for all damages, fines and corrective action (including credit monitoring services) arising from disclosure of such Confidential Information caused by a breach of its data security or the confidentiality provisions hereunder.

The provisions in this Section shall operate in addition to, and not as limitation of, the confidentiality and similar requirements set forth in the rest of the Contract, as it may otherwise be amended. Contractor's obligations under this Contract shall survive the expiration or termination of the Contract, as amended, and shall be perpetual.


- 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.

- Signature Page Follows -

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

MK Solutions, Inc.
75 Acco Dr
York, PA 17402

Clackamas County


_____, June 17, 2025
Authorized Signature Date

President/CEO

Name / Title (Printed)

1113502-94

Oregon Business Registry #

FBC/DE

Entity Type / State of Formation

Signature Date

Name:

Title: Chair

Approved as to Form:

Amanda
Keller

Digitally signed by
Amanda Keller
Date: 2025.06.24
14:30:41 -07'00'

County Counsel Date

EXHIBIT A
SCOPE OF WORK

5.2. Proposer's General Background and Qualifications

Description of the firm: In 2005, mk Technology Group launched mk Sorting Systems GmbH as a division of the company specializing in library automation solutions. In 2008, mk Sorting Systems GmbH was established as a subsidiary of Maschinenbau Kitz, permitting sole focus on the development and sales of library solutions. That same year, the success of mk Sorting Systems GmbH allowed the company to expand, creating a subsidiary, mk Sorting Systems, Inc., headquartered in York, PA.

As mk Sorting Systems grew, so did our portfolio to include RFID tags, staff stations, self-checks, and security gates. In 2014, mk Sorting Systems, Inc. changed to mk Solutions, Inc. Today, mk is a clear leader in library hardware and software solutions, with 75+ customers across the US and Canada.

Credentials/experience of key individuals that would be assigned to this project:

Carsten Claussen Project Coordinator & Remote Service and Support Supervisor	Carsten has been a part of the mk team since 2013. He began his career as an IT help desk technician and quickly distinguished himself as a rising star. With a background in information electronics engineering and exceptional customer service skills, he excels in managing complex projects. Carsten also leads our support team, training and mentoring team members. Through his proactive approach, Carsten ensures that client needs are met promptly and effectively, contributing to a positive customer experience.
Thekla Froehlich Production & Accounting Supervisor	Thekla joined mk in 2014, with a background in finance and production. In her role, Thekla ensures the seamless execution of projects from inception to completion. She manages complex schedules, coordinates resources, and oversees inventory management, shipping and delivery processes, and accounting tasks with precision.
Michael Muhr Mechanical Engineer	Michael joined mk in 2020 and brings expertise designing/optimizing mechanical systems for automation projects. His deep technical knowledge allows him to develop innovative solutions that improve operational efficiency and user experience. He ensures complete control over parts and design, delivering high-quality results. Michael also has a proven ability to collaborate with project teams, delivering creative and innovative solutions tailored to the unique requirements of library environments, with a focus on optimizing performance and user experience. Education: Masters, Mechanical Engineering
Rachel Davis Senior BD Manager	Rachel joined mk in 2013, bringing years of sales, marketing, and project coordination experience to our team. Her career began with Marriott, where she was responsible for event management. Her attention to detail, dedication, and customer service were recognized with the Marriott Employee of the Year award. She later transitioned to a sales & marketing management role with Black & Decker/DeWalt. Education: Stevenson University/Towson University, Business Admin. and Marketing
Timo Muhr Production Manager	Timo joined mk in 2023, bringing extensive experience as a production manager. He specializes in manufacturing/assembly of library automation systems and excels at coordinating engineering, manufacturing, and quality control teams to ensure high-performance products. He is responsible for maintaining production schedules, optimizing workflows, and upholding strict quality standards. His leadership and attention to detail guarantee smooth project execution, on-time delivery, and solutions that meet customer expectations within budget. Education: BS, Mechanical Engineering
Christen Hinderer Library Solutions Consultant	Christen joined mk in 2020 and has quickly established herself as a key asset to both our team and our customers. With 20+ years of sales experience, she has a deep understanding of customer needs and preferences, enabling her to create tailored solutions that foster lasting relationships and drive mutual growth. Christen excels at identifying opportunities to deliver additional value, ensuring clients receive comprehensive support that aligns with their goals. Education: York Technical Institute, Associate's, Sales and Marketing

Description of providing similar services to public entities of similar size within the past five (5) years: mk maintains a robust client list across the world with continued growth into the library sector through the continual introduction of new solutions, like our mobile app. Our business continues to grow, and we believe that our references will speak to our capabilities to perform. Beyond these references, other larger RFID installations over the past five years include Hennepin County Library (MN) with 87 self-checks across multiple locations; Dallas Public Library (TX) with 80 Self-Check Kits; and Cumberland County Public Library (PA) with 20 self-check upgrades and later a LibLocker.

Description of the firm's ability to meet the requirements in Section 3: mk is a global company focused on best-in-class, modern automation and returns technology for libraries. The mk solution, described in depth in Section 5.3 Scope of Work, addresses how we intend to provide a cost-effective approach to upgrading and introducing new equipment in your environment.


Description of what distinguishes the firm from other firms performing a similar service:

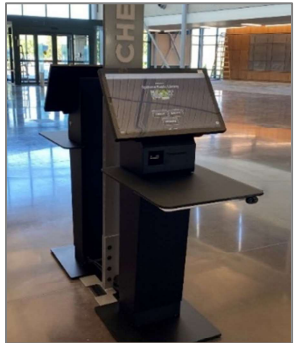

- **ISO 9001 Quality Management certified:** mk is ISO 9001:2015 Quality Management certified. This industry-leading certification requires the highest level of quality across organizational sustainability, quality assurance, risk minimization, and process improvement. We are audited annually on operations, R&D, logistics, manufacturing, installation, training, and more.
- **UL (Underwriter Laboratories) solutions:** We are proud to manufacture many of our own solutions, and our products are also UL-certified, and have undergone stringent testing.


5.3. Scope of Work

3.3.1.1. Hardware and Software

Requirement	mk Response
The vendor will supply self-checks and/or lockers with the following features:	
A. Full integration with our ILS via Standard Interchange Protocol (SIP2), National Information Standards Organization Circulation Interchange Protocol (NCIP), and/or SirsiDynix web services. This includes:	YES – mk has worked with a number of libraries using SirsiDynix, such as Hennepin County Library (Horizon) and Lafayette Public Library System in Louisiana (Symphony).
1. Real-time updates for transactions.	YES
2. Ability to check out all eligible physical items.	YES
3. Ability to renew eligible materials without having items physically present. (<i>Not required for lockers.</i>)	YES
4. Ability to display and print patron account information, including: <ul style="list-style-type: none"> • Titles, item ID numbers, and due-dates of checked-out items. • Fines and fees. • Hold requests. • Blocks (fine/fee thresholds, expiration, staff-initiated). (<i>Not required for lockers.</i>)	YES
B. Ability to perform offline transactions and maintain records of all barcodes checked out when the ILS is offline, and then upload transactions when the ILS is back online.	YES – mk provides offline mode capability, allowing self-service operations to take place even when connectivity to the ILS is temporarily disrupted. Once the ILS is available, transactions are automatically synchronized. Offline mode can be enabled or disabled by staff via LibManager.
C. Compatibility with existing RFID tags (HF 13.56 MHz - ISO/IEC 15693).	YES
D. <i>Self-checks:</i> Wired Ethernet connection. <i>Lockers:</i> Wired Ethernet, 802.11ax, and/or	YES – LINCC can supply a modem with a SIM card. Since that is usually set up with the library's provider, LINCC will be responsible for that portion. The standard with a wired

cellular connection, including details on available carriers and coverage maps.	connection, the control module requires 1 x 120V, 60Hz, 15A and 1 x Ethernet outlet.
E. Print and email receipts, as well as the option for no receipt.	YES – patrons can make this selection at the self-check and/or LibLocker.
F. SMTP authentication via OAUTH 2.0 for email receipts.	We typically use the library’s email server to send email receipts, ensuring that patrons receive emails as usual, with the sender appearing as the library. This approach maintains consistency and trust.
G. Remote central management, including configuration and diagnostics: 1. Customizable interface (logos, ILS status messages, and promotion of programs & services). 2. Ability to make changes to information printed on receipts (library info, announcements, etc.). 3. Ability to generate statistical reports. 4. Ability to push out configuration changes without manually updating each unit. 5. <i>Lockers</i> : Ability to view current and past contents. 6. <i>Lockers</i> : Ability for staff to override and/or reassign locker assignments.	YES – this is called mk LibManager. mk LibManager manages all mk equipment including health conditions, statistical reports, user-role-management (including Microsoft Active Directory / Azure) to allow Single Sign On (SSO). Refer to the Appendix for more information.
H. Ability to read Code 39 printed and digital barcodes.	YES
I. Manual entry of alphanumeric account information via touch screen or another interface.	YES 
J. Configurable time-out feature and a “Finished” button to manually clear the screen after a transaction to protect patron privacy.	YES – staff can configure the length of timeout in LibManager. Patrons can select a Finished/Log Off button to end the session.
K. Multiple languages for the user interface, including English and Spanish.	YES – The choice of languages to be enabled is entirely up to LINCC. We understand that libraries serve diverse communities with specific language preferences. To ensure inclusivity and meet your unique needs, we have already incorporated the most commonly used languages into our system, making them readily selectable for your convenience. However, we can easily import more. Besides English, the following languages are readily available: Arabic, Chinese (Traditional & Mandarin), Danish, Farsi, Finnish, French, German, Italian, Korean, Norwegian, Portuguese, Russian, Spanish, Swedish, Vietnamese, and Thai.
L. User instructions that can be modified by library staff.	YES – this is done in LibManager.
M. Alerting features to notify staff of any issues during transactions.	YES – alerts are generated via LibManager and can be sent to staff via email and/or text message and/or as a pop-up at a staff workstation.

N. <i>Self-checks</i> : Freestanding and desktop models.	YES – we have provided pricing for multiple options, including freestanding kiosks, tabletop units, height adjustable kiosks, and component-based units.
O. Design features to reduce safety concerns, including cable placement, for freestanding models not placed along a wall.	YES – mk self-checks are durable and sturdy. Please refer to the image at right for an example of self-checks not placed along a wall. 
P. <i>Lockers</i> : Weatherproofing to withstand year-round exposure to Pacific Northwest climate: 1. Protection from significant rainfall for materials and patrons using units. 2. Ability to view screen in full sunlight (optimized monitor, add-on sunshade, etc.). 3. Functionality for wide temperature range (ideally 0° - 125° F)	YES – units are powder coated galvanized steel and feature a heating system including temperature control. For example, we have outdoor LibLocker units installed in Avon, Colorado at the Eagle Valley Library District and in the Fonthill area of Ontario, Canada at the Lincoln-Pelham Public Library, both of which see similar temperature ranges. On January 12, 2025, it was -18 degrees F in Fonthill.
In addition to the requirements listed above, LINCC is interested to hear about the following capabilities:	
a. Support for TLS encryption for communication with ILS.	YES – Our system fully supports TLS encryption for secure communication with the ILS, ensuring data protection and compliance with security standards.
b. Accessibility features (audio, adjustable font size, adjustable height, etc.), including information on ADA compliance.	YES – Other ADA features include braille, headphone jacks, text-to-speech (optional), separate keyboards (physical [for kiosk hardware only] and on-screen), accessibility with magnified fonts, and height-adjustable kiosks (raised/lowered by patrons). More specifically, for the lockers, if the ILS can verify a patron is registered as having ADA needs, the software makes sure that it triggers the staff to place the item in a compartment that is ADA compliant.
c. Alerts for non-critical issues (out of receipt paper, loss of connection to ILS, etc.).	YES – this is issued from LibManager to staff. See M. above.
d. Visual and audible feedback for users during the transaction, including volume control.	YES – this is configurable by the Library and adjustable by the patron (such as the volume).
e. Ability to handle patron returns.	YES – in addition, we can provide a return bin for patrons if this feature is enabled.
f. Customizable kiosk design (lighting, colors, wraps, etc.).	YES – see some examples below. mk can provide guidelines to LINCC, so that you can work with a local marketing company to further customize your self-checks and LibLockers. 

g. Integration with other library apps (events calendar, e-resource platforms, etc.), including those offered by third parties.	YES – mk LibSoft (the software behind our self-checks and LibLocker units) integrates with many solutions, allowing calendar, book recommendations, donations, and more. LINCC can add a button to show the event calendar on the main screen; this is configurable in LibManager.
h. Ability to ignore RFID tags from other library systems (for Interlibrary Loan purposes).	YES
i. <i>Self-checks</i> : Surface area for placing library materials and personal items during checkout.	YES – the surface area is 18" anti-scratch glass; we have provided pricing for a larger countertop surface (32"), should this be required.
j. <i>Self-checks</i> : Alternative component solution using RFID pad.	YES – we interpret this to be our components based self-check, for which we have provided pricing and information in the Appendix.
k. <i>Self-checks</i> : Child-friendly design (integrated step-stool, interface, etc.).	YES – with the height adjustable unit, children can raise/lower the unit to suit their needs. In addition, we offer a built-in interactive children's theme.
l. <i>Self-checks</i> : Cash, coin, and credit card fine payment options, using LINCC's choice of credit card processors.	<p>YES – we have provided optional pricing. Service and transaction fees are not included.</p>  <p>Cash and card payment devices placed at mk SelfCheck units allow patrons to pay fines and fees securely at the SelfCheck. Payment only occurs after the patron has verified fines and fees due at the mk SelfCheck.</p>
m. <i>Self-checks</i> : Media case unlocking devices.	<p>YES – we have provided optional pricing. mk offers different unlocker options:</p> <p>MD1000 – classic, manual unlocker for all ClearVu OneTime cases including multi-disc CD sets and Playaways. No electronics, no communication with the self-check station.</p> <p>MD3000 – comprehensive fully automated unlocker system that verifies the status of the individual item's RFID tag before unlocking the case. Once verified, the unlocker opens the case automatically. Patron holds the case in a slot while verification / unlocking takes place automatically without the need of manual sliding of the case.</p>
<p>n. <i>Lockers</i>: Security features:</p> <ul style="list-style-type: none"> ○ Tamper-resistant or commercial-grade locking mechanisms. ○ Cameras and any integration with existing security platforms. ○ Lighting. ○ Notification of unauthorized access and/or failure of compartments to lock properly. 	<p>YES – The outdoor model features a heating system with temperature control. A canopy with integrated LED-lights, illuminated compartments and an optional 180° camera solution keep the system safe.</p> <p>We use tamper-resistant, commercial-grade locks from a market-leading manufacturer. These locks are specifically designed for durability and security, ensuring reliable protection for stored items.</p> <p>An optional UPS (Uninterruptible Power Supply) can be provided to ensure continued operation during a power</p>

o. Functionality during power outage, including any manual overrides to retrieve materials from unit.	outage. Additionally, manual overrides are available to retrieve materials from the unit if needed, ensuring uninterrupted access to stored items. Any issues at the unit are sent to staff via LibManager (email, text, and/or at the staff workstation).
o. <i>Lockers</i> : Ability for units to receive information on cancelled holds from ILS and associated alerts for staff indicating an item in the locker is no longer needed by the patron.	YES – When a hold is canceled, the system automatically notifies staff, ensuring efficient use of locker capacity.
p. <i>Lockers</i> : Modularity of system, including ability to add components after initial installation.	YES – additional modules can be added at any time.
q. <i>Lockers</i> : Ability for patrons to view their account and renew materials without items being present.	YES – the LibLocker has a touchscreen allowing patrons to view account information.

3.3.1.2. Training

Requirement	mk Response
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.).	<p>Throughout the project, we emphasize knowledge transfer to ensure that staff, management, and Stakeholders are all comfortable with the new equipment and prepared to share the technology with patrons.</p> <p>Initial Training (Following Implementation): Because we believe that ultimate project success is achieved by ensuring that staff is fully trained and comfortable using, troubleshooting, and configuring the technology, in preparation for our training sessions, mk first covers training courses, topics, and focus virtually (training can be conducted on-site or remotely, depending upon the eventual roll-out).</p> <p>Our trainers employ a ‘Train the Trainer’ approach, which allows LINCC to develop “project specialists.” mk prefers this method as it helps trainees learn faster and retain information better since they themselves are being trained and prepared to be able to train others. These new project specialists in turn become solution ambassadors for staff, management, and patrons. All training sessions are recorded for later viewing/reference.</p> <p>Building on our ISO 9001 best practices, our trainers come on-site with a Training Checklist, to ensure that we cover everything identified by our team and your Library in the lead up to the installation. During initial system training, we cover each product ordered and customize the session to the audience, which includes:</p> <ul style="list-style-type: none"> • Basic Operator(s): Designed for staff responsible for basic equipment operation and covers everything from general system introduction and coaching patrons on system usage to logging tickets on our service portal and/or contacting our Support Team. • Supervisor(s): Designed for equipment “super users.” Topics covered include simple unit programming, touchscreen design, startup, shutdown and emergency procedures, and basic troubleshooting. This builds on what was covered in the Basic Operator(s) session. • Technical Staff: Designed for staff responsible for system care and maintenance. Topics covered include periodic maintenance, cleaning, equipment adjustments, troubleshooting, and spare part replacement. <p>Subsequent Training Session(s): All customers receive annual training. mk will contact the Library every year to schedule the refresher training session, which will cover your installed hardware and software, with a focus on newly released features. This allows the Library to take full advantage of the new features we roll out throughout the year. Beyond that, our trainers can also provide one-off training sessions as needed. These training sessions are customized to your solutions, staff, goals, etc. based on your feedback. These</p>

	sessions can be provided on-site or virtually for an additional charge.												
B. Vendor will supply digital manuals and training materials with unlimited distribution to LINCC libraries, free of charge.	<p>To support our training sessions, we provide Lesson Plans, handouts, and documentation with clear instructions and color graphics, making it easy to follow along as our trainers point out key elements of each system. All documents are personalized and provided to Library Management in an editable form so that they can be updated as needed. However, updates to the documents are provided whenever changes occur on our end (such as the addition of a new feature). Printed manuals are available upon request.</p> <table><tr><th>Product</th><th>Estimated Training Hrs. (Per Session/Audience)¹</th><th>Suggested Documentation</th></tr><tr><td>Centralized LibManager</td><td>~1-2 hrs.</td><td><ul style="list-style-type: none">• User Guide/Admin Manual</td></tr><tr><td>SelfCheck/LibSoft</td><td>~1-2 hrs.</td><td><ul style="list-style-type: none">• User Guide/Admin Manual• Specific Model Self-Checkout Manual• Receipt Printer Manual• Fines and Fees Workflows</td></tr><tr><td>LibLocker</td><td>~1-2 hrs.</td><td><ul style="list-style-type: none">• User Guide/Admin Manual• LibLocker FAQs</td></tr></table>	Product	Estimated Training Hrs. (Per Session/Audience) ¹	Suggested Documentation	Centralized LibManager	~1-2 hrs.	<ul style="list-style-type: none">• User Guide/Admin Manual	SelfCheck/LibSoft	~1-2 hrs.	<ul style="list-style-type: none">• User Guide/Admin Manual• Specific Model Self-Checkout Manual• Receipt Printer Manual• Fines and Fees Workflows	LibLocker	~1-2 hrs.	<ul style="list-style-type: none">• User Guide/Admin Manual• LibLocker FAQs
Product	Estimated Training Hrs. (Per Session/Audience) ¹	Suggested Documentation											
Centralized LibManager	~1-2 hrs.	<ul style="list-style-type: none">• User Guide/Admin Manual											
SelfCheck/LibSoft	~1-2 hrs.	<ul style="list-style-type: none">• User Guide/Admin Manual• Specific Model Self-Checkout Manual• Receipt Printer Manual• Fines and Fees Workflows											
LibLocker	~1-2 hrs.	<ul style="list-style-type: none">• User Guide/Admin Manual• LibLocker FAQs											

3.3.1.3. Implementation

Phase 1: Configuration & Planning

Activity	Responsibility	Week
Receive Notice of Award / Notice to Proceed (NTP)	Library	1
Sign Contract	Library / mk	1-2
Determine final configuration & quantities	Library / mk	3-4
Submit Purchase Order	Library	3-4
Review Implementation Schedule and Plan	Library / mk	3-4
mk Project Information Form (PIF) completed	Library	4-6
Plan for applicable Site Surveys	mk	6+

Activities	mk	Library	Joint
PHASE 1			
Contract and final configuration & quantities			X
Sends mk purchase order		X	
Receive purchase order and provide order confirmation	X		
PM sends a welcome email, schedules a kick-off meeting with the library, send a PIF for completion	X		
Kick-off meeting with Library			X
Send reference/sample items for testing		X	
mk internal kick-off meeting; prepare project implementation plan	X		
Agree on project implementation plan/timelines; review PIF			X
Complete and return PIF		X	
Verify software configuration and customization is complete	X		
System testing (functionality and connectivity)			X
Provide installation schedule	X		

A Project Manager (PM) is assigned to your account. This PM will plan, coordinate, and support the logistical roll-out of your new solutions. At kick-off, we will create a folder that houses all project information, such as manuals, checklists, Communications Plan, Implementation Plan, and the Project Information Form (PIF). The PIF enables mk and the Library to put all requirements to paper.

We will hold an initial internal call to kick-off the project and begin building the foundation for the project; from here, our Project Team will establish project timelines and an Implementation Plan that we will share with your Library as it comes into focus and seek approval from Stakeholders. We will schedule and hold a formal kick-off call with the Library to officially introduce you to the mk team, our processes, and how we can work together to achieve project success. Together, we will determine final configuration(s) and quantities. These details will be captured in the PIF.

Your PM will help your Library prepare for installation and will confirm the following early on in the project planning phase: (1) connection to SIP2 server and proper communication to/from SIP2 server;

(2) user and item information lookup and user information lookup with PIN (if applicable); (3) borrowing and renewing an item that works/fails; (4) retrieving reservation details; (5) Hold Items (if applicable); (6) Library patron cards, scanners configured properly; (7) Library IP addresses and configurations; and (8) Library SMTP server to provide email receipts and status emails to staff. In preparation for LibLocker installation, we will also conduct thorough site surveys. The site is assessed to confirm that all necessary infrastructure, such as electrical outlets and network access points, is in place. Any issues identified during this phase are addressed before proceeding with installation.

We will request reference/sample items for testing in preparation for installation. To that end, the Library is responsible for the following: providing ILS SIP2 or NCIP license and appropriate configuration, if required; providing reference/sample material tagged and programmed if RFID or barcoded for each type of item; providing power outlets and standard Ethernet data outlets close to the installation site, if required for the proposed equipment; preparing associated building modifications and wall or floor finishes, if required; and setting up hardware provided by the library and ensuring the operating system and drivers are installed (and scanners are configured).

Our team will verify software configuration and conduct system testing early in the process, to avoid delays. We will provide a final installation schedule based on Library feedback.

Phase 2: Delivery, Implementation, and Training

Activity	Responsibility	Weeks
Deliver and install equipment	Library / mk	Depends on final selections/configurations; ~5-7 wks. for SelfChecks; estimate ~ 6-8 wks. for LibLocker
Test Period Hardware and Software	Library / mk	TBD / see above
Final Acceptance Software and Hardware	Library / mk	TBD / see above
Library IT & Staff Training Sessions	Library / mk	TBD / see above
Customer Survey/Follow-Up	mk	TBD / see above

Activities	mk	Library	Joint
PHASE 2			
Quality and functional testing at mk facility	X		
Library building modifications (if applicable)		X	
Delivery and installation of hardware and software	X		
Staff & supervisor/admin training; final acceptance; follow-up regarding project; library feedback			X

System installation will be done on-site. During the initial installation, a Lead Technician (assigned when we receive the order) will be on-site leading the team and confirming everything is done per project specifications and scope of work. mk will also provide at least three local service technicians to perform service and maintenance after the installation.

The hardware is inspected and tested in phases:

- *Unit Inspection & Testing* – mk inspects each unit to ensure no flawed and/or discontinued products will be used.
- *Integration Testing* – mk tests functions/components, ensuring all elements work together.
- *Automation/Acceptance Testing* – Used as the final test to include all the components including software to test that all parts are working correctly and without faults. Some systems run continuously for days to ensure durability and cohesiveness.

We ensure that we leave a tidy area behind, removing all packaging that was brought by our crew. Once your new products are installed, we remain on-site to conduct training, equipping your team with the knowledge and comfort required to customize, manage, and troubleshoot software and hardware, depending on the staff role.

mk also provides a project acceptance form signed by both the technician and library after installation. It provides information on all items performed by mk as well as any open items with an estimated closure date. Installation/training is followed by support and maintenance activities where required.

3.3.1.4. Maintenance, Support, and Service

Requirement	mk Response																												
Describe the company's support operation, including:																													
A. Normal operating hours for tech support.	<p>Service and support are critical to maintaining your new equipment for years to come. mk offers three Service Level Agreement (SLA) levels – Bronze, Silver, and Gold; you can select the SLA that works best for your service goals. Typically, contract length is five (5) years; however, this can be longer to suit specific goals.</p> <table><tr><th></th><th>BRONZE</th><th>SILVER</th><th>GOLD</th></tr><tr><td>Annual Maintenance¹</td><td>●</td><td>●</td><td>●</td></tr><tr><td>Email Support</td><td>●</td><td>●</td><td>●</td></tr><tr><td>Phone Support (Hotline)</td><td>●</td><td>●</td><td>●</td></tr><tr><td>On-site Support (incl. travel expenses)</td><td></td><td>●</td><td>●</td></tr><tr><td>Hardware replacement parts</td><td></td><td>● (50%)</td><td>●</td></tr><tr><td>Spare parts automatic refill²</td><td></td><td>● (50%)</td><td>●</td></tr></table> <p>*1: Depending on hardware, maintenance maybe performed remotely. Pricing does not include optional items. **2: Requires purchase of a spare part package to be stored locally.</p> <p>Service & support includes:</p> <ul style="list-style-type: none">• On-call service for emergencies out of standard hours• Every on-site installation will include one Lead Technician from its headquarters in North America and certified local technicians.• At least 3 certified local Service Technicians will be on-site (if applicable) for the installation, so LINCC will meet its service team from the start.• Enhanced service portal to include staff logins to communicate with mk technicians, view status of tickets including past troubleshooting and solutions. <p>Standard support hours are Monday-Friday 6:00 AM-6:00 PM (PT) and Saturday-Sunday 7:00 AM-5:00 PM (PT). However, the mk Support Team can be contacted at any time via email, phone, and/or a support portal (i.e., web-based ticketing system), and you will have access to our wider team of technicians.</p>		BRONZE	SILVER	GOLD	Annual Maintenance ¹	●	●	●	Email Support	●	●	●	Phone Support (Hotline)	●	●	●	On-site Support (incl. travel expenses)		●	●	Hardware replacement parts		● (50%)	●	Spare parts automatic refill ²		● (50%)	●
	BRONZE	SILVER	GOLD																										
Annual Maintenance ¹	●	●	●																										
Email Support	●	●	●																										
Phone Support (Hotline)	●	●	●																										
On-site Support (incl. travel expenses)		●	●																										
Hardware replacement parts		● (50%)	●																										
Spare parts automatic refill ²		● (50%)	●																										
B. Procedures for obtaining assistance during off hours.	The mk support team can be reached via email, phone, and support portal outside of standard hours; we have technicians on-call as well as globally to support issues.																												
C. Ticketing process, along with escalation path.	<p>After staff create their accounts, LINCC's single point of contact can send an email to the Service Team and inform them of the email addresses that should be grouped together in your portal. This will allow staff to share tickets in one portal.</p> <p>When you have established an account in the ticketing system, you can directly place a ticket when logged into the portal, by clicking "New Support Ticket" and following the instructions.</p> <p>Staff can also use the service/support email. After submitting a service request, LINCC will receive a confirmation email with an assigned ticket number and a link to help with tracking the progress of your service ticket. This goes to our entire service team.</p>																												
D. Modularity and replacement of components to expedite service (monitor, hinges, doors, RFID pad, etc.)	All mk products are designed with modularity in mind, allowing for flexible configurations, easy modifications, and expansions, such as adding a stand to a self-check desktop to convert it into a kiosk or adding locker compartments to expand capacity. This modular design simplifies service by providing easy access to components like monitors, printer, locks, doors, and																												

	RFID pads. While parts can be shipped overnight, we recommend libraries maintain a spare parts package on-site for immediate availability.
E. Turnaround time for acquisition of replacement parts.	Typically, we can ship parts out within 24 hours; however, this depends upon the specific part requiring replacement.
F. Any subcontractors that will provide services.	It is our intention that support will be delivered by mk-trained/certified technicians.
G. Locations of support technicians.	We have trained technicians at our York, PA HQ, worldwide, and within Clackamas County,
H. Qualifications of key support team personnel.	<p>Roy Templeton, Lead Remote Support Technician: Before joining mk in 2018, Roy worked for ES3, DC Templeton Construction, and Assurant Solutions. From this experience, Roy cultivated an ability to thrive in fast-paced environments, learn quickly, and apply his sharp attention to detail to projects. He uses his leadership skills to train and support mk technicians. With his work ethic and critical thinking skills, customers remain confident throughout installation.</p> <p><i>Certifications:</i> Cisco IT Essentials/Basic Networking</p> <p>Aaron Strayer, Lead Field / Support Technician: Aaron joined mk in 2018 and is a highly trained field and remote technician with extensive expertise in PC hardware installation, maintenance, and troubleshooting, as well as PLC installation and programming. He manages/mentors other technicians, ensuring the highest service standards. With years of experience supporting mk customers with both on-site installations and remote technical support, Aaron's background as a QC/Tester, enhances his technical expertise.</p> <p><i>Education:</i> YTI Career Inst., Associate's, Specialized Tech./Electronics Engineering</p> <p><i>Certifications:</i> Certified Electronics Technician; FEMA Certified, Effective Communication, Decision Making, & Problem Solving; Harger Exothermic Welding</p> <p>Steven Scroggins, Field/Support Technician: Steven joined mk in 2021, with a background in audiovisual and assembly. He demonstrates significant experience with configuring, installing, and troubleshooting including digital integration, terminating cables, and desktop and help desk support knowledge. Customers enjoy his friendly personality to successfully install, provide remote and on-site service to customers.</p> <p>Dylan Waskiewicz, Field/Support Technician: Dylan joined mk in 2023. He has a solid foundation in programming languages, including Java, Python, HTML, PHP, SQL, and Visual Basic. Along with technical expertise, he has extensive experience in desktop support & databases. His ability to read and wire electrical schematics further highlights his technical skills. Dylan excels in creating a supportive, positive experience for customers while resolving technical issues efficiently.</p> <p><i>Education:</i> Thiel College, BS, Information Systems</p> <p><i>Certifications:</i> A+ and Networking+</p>
I. Remote access requirements and measures to ensure secure access.	LINCC will be responsible for providing a TeamViewer (basic download) for remote support and maintenance and for Centralized LibManager (or VPN), prior to installation.
J. Cybersecurity remediation and restoration plans in case of disaster or breach.	<p>The system is protected by firewalls and intrusion detection systems that monitor network traffic for any malicious activity or unauthorized access attempts. These systems automatically block suspicious IP addresses and patterns.</p> <p>Data is backed up automatically on a daily basis and stored. In addition, mk's Risk Management Policy consists of back-up options to provide reliable, quick solutions in serious issue cases.</p>

	<p>1. <i>Integration with Existing Security Framework:</i> Our system is designed to operate within the robust network security environment of the library.</p> <p>2. <i>Continuous Security Monitoring and Updates:</i> We prioritize regular monitoring/updating of our software to safeguard against emerging threats. This involves implementing patches and updates to address vulnerabilities.</p> <p>3. <i>Robust Cyber Liability Insurance:</i> We hold a cyber liability insurance policy. This policy provides an additional layer of financial protection, covering potential costs associated with data breaches, including recovery expenses.</p>
Describe your software update and upgrade policy, including:	
K. Current OS and end of life.	Our systems currently run on Windows 11 IoT Enterprise LTSC, ensuring long-term stability and security. The end-of-life support for this OS aligns with Microsoft's lifecycle policy, providing extended support for enterprise environments.
L. Frequency of software and OS updates and how they are scheduled with libraries.	<p>Regular updates and patches via various release notes are provided throughout the year (generally, 2 per year). The mk Service Team will contact your Library annually to schedule an update (if applicable), as well as offer additional training on your mk systems and software. Library IT staff are free to roll out the software update at a time that works best for the Library.</p> <p>mk technicians will:</p> <ul style="list-style-type: none"> • Update software with the latest mk version (if applicable). • Conduct refresher training for staff and answer library questions. • Review new features/benefits rolled out during the last update.
M. How updates are applied and by whom.	mk's system policy includes updates and upgrades and will be installed via LibManager's auto-deployment tool, which can be optionally enabled to have either library IT staff determine when updates are installed or be set to auto-deploy and install upgrades automatically.
N. Any additional costs associated with software and OS upgrades.	mk customers receive upgrades and latest versions as part of any active SLA.
Provide information on warranties, performance standards, and service-level agreements, including:	
O. Warranties on equipment and software.	mk offers a full 24-month parts & labor warranty from the date of customer acceptance on all hardware and software. Please note that damage caused by vandalism, negligence, or a third party, other than an mk service representative, is not covered under this warranty.
P. Guaranteed response and resolution times for both remote and on-site support.	<p>Emergency service means that the hardware is not operational, cannot be used, and is the only product available for library use. The response time to an emergency service ticket occurs within 1-4 hours of mk's response to the Library's initial service ticket email. If on-site service is required, mk will dispatch a technician within 8 hours by the next business day.</p> <p>Non-emergency service means that the hardware is operational but is experiencing problems. The response time to a non-emergency service ticket occurs within 24 hours of mk's response to the Library's initial service ticket email. If on-site service is required, mk will dispatch a technician within 48 hours to arrive by the next business day. Following efforts to troubleshoot and diagnose the issue remotely, if a technician is needed, we will dispatch one of our local service technicians to your site directly.</p>
Q. Data on uptime for existing customers.	Uptime for existing customers is 99.7%, reflecting the reliability and stability of mk systems. This ensures minimal downtime and consistent performance for our clients. If you need more detailed metrics or specific case studies, we are happy to provide additional information.
R. Minimum expected life cycle of equipment.	Typically, 10 years+. Our customer in California, Mountain View Public Library, has been using some of the same mk equipment since 2008.
S. Parts and services not covered under annual maintenance agreement.	This can be provided on an hourly support charge/basis.



T. ETL, UL, 47 CFR 15 certification.	The proposed self-checks and lockers have these certifications.
U. Lockers: Waterproof Ingress Protection (IP) rating.	<p>The IP rating (Ingress Protection rating) for outdoor locker systems typically falls within the range of IP54 to IP65, depending on the specific design and environmental conditions. The mk LibLocker meets these requirements. Certain segments are in accordance with IP65 while others are IP54. This is related to required cross ventilation avoiding condensation while the electronics compartment is even equipped with a heater and fan to ensure a high-quality solution. Here is a breakdown of what these ratings signify:</p> <p>IP54: 5: Protected against dust ingress to a level that does not interfere with operation. / 4: Protected against water splashes from any direction.</p> <p>IP65: 6: Fully dust-tight, offering complete protection against dust ingress. / 5: Protected against low-pressure water jets from any direction.</p> <p>Outdoor locker systems often require a balance of weather resistance and ventilation to protect sensitive electronics and goods while preventing overheating. mk designed these systems to withstand exposure to rain, dust, and temperature variations.</p>

5.5. References

Spokane Public Library

Name	Peter Anderson, IT Manager
Address	906 West Main Ave., Spokane, WA 99201
Email & Phone	panderson@spokanepubliclibrary.org 509-444-5433

Services/Solutions	Assorted solutions including 30 Self Checks and four (4) outdoor LibDispensers
Notes	Long-term client, since 2021

Richland Library

Name	Dylan Boyce, ILS Administrator
Address	1431 Assembly St., Columbia, SC 29201
Email & Phone	dboyce@richlandlibrary.org 803-799-9084
Services/Solutions	28 Self Checks
Notes	Newly engaged customer within the past 36 months (installed early 2023)

Osceola County Library System

Name	Candice Casey, Manager
Address	211 East Dakin Ave., Kissimmee, FL 34741
Email & Phone	candice.casey@osceolalibrary.org 407-742-8806
Services/Solutions	Multiple RFID solutions to include 15 Self Checks and two (2) outdoor LibLockers
Notes	Long-term client, since 2018

Appendix Tabletop/Kiosk Self-Checks

Features

- Available in tabletop and kiosk styles.
- Modular design allows libraries to easily change at any time – from freestanding kiosk to tabletop (or the option of a built-in version)
- Works with Barcode and RFID patron cards
- Uses RFID & Barcode technology for item identification
- Easy-to-change, built-in receipt printer
- 22" touchscreen display
- Large 18" glass counter to allow room for patron belongings or numerous books
- UL-listed and ADA-compliant

Optional Items

Cash & Cashless Payment Devices | Wider Counter (32") | Decoupler (Media case unlocker) | Audio | Braille | Custom RAL Colors

Technical Requirements Provided by the Library

- SIP2 License (provided by your ILS vendor)
- Power & Network – 120V or 240V, standard outlet and RJ45 standard data outlet

Technical Data

Tabletop: 18" x 10" x 23" (W x D x H) | Weight 50 lbs.

Kiosk: 18" x 24" x 55" (W x D x H) | Weight 99 lbs.

Counter: 18" anti-scratch glass (32" optional)

Touchscreen: 22" in portrait or landscape orientation

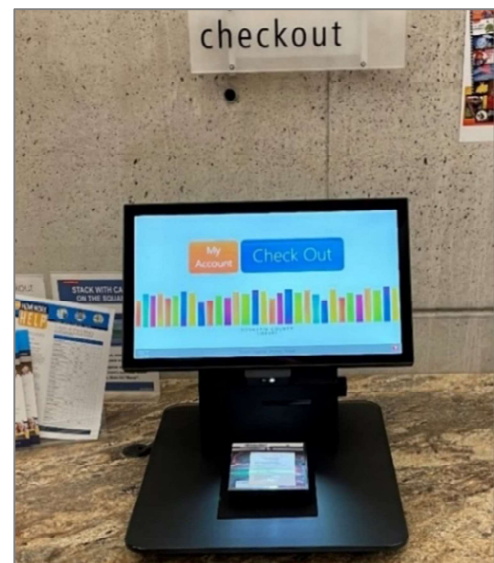
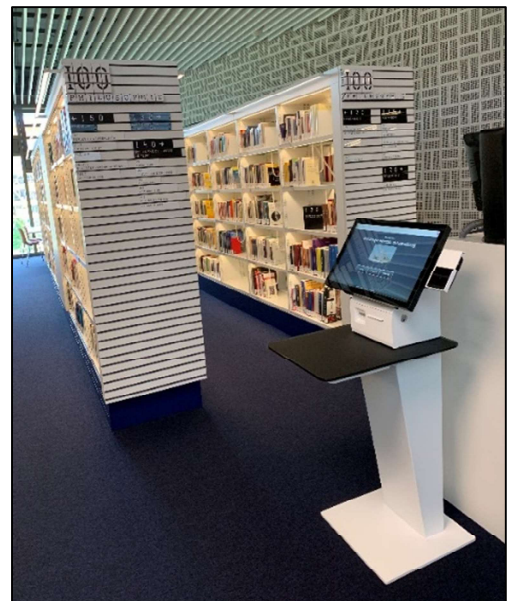
Power: 1 x 120V or 240V

Data: 1 x data, RJ45 standard data outlet

Certifications: UL-listed, CE-certified, ADA/CDA-compliant

Software Subscription Required

LibSoft subscription is required per SelfCheck station.



Height Adjustable Self-Checks

Features

- Modular design allows libraries to easily change at any time.
- Works with Barcode and RFID patron cards
- Uses RFID and Barcode technology for item identification (for barcode self-check, see SC4 Section of this proposal)
- Easy-to-change, built-in receipt printer
- 22" touchscreen display
- Largest 39" laminate counter to allow room for patron belongings or numerous books.
- UL-listed and ADA-compliant

Optional Items

Cash & Cashless Payment Devices | Wider Counter (32") |
Decoupler (Media case unlocker) | Audio | Braille | Custom RAL Colors

Technical Requirements Provided by the Library

- SIP2 License (provided by your ILS vendor)
- Power & Network - 120V or 240V, standard outlet and RJ45 standard data outlet

Technical Data

Built-in (on countertop): 10" x 10" x 17" (w x d x h) | Weight 33 lbs.

Adjustable Desk: 39" x 24" x 26-51" (w x d x h) | Weight 99 lbs.

Counter: 39" laminated

Touchscreen: 22" in portrait or landscape orientation

Power: 1 x 120V or 240V

Data: 1 x data, RJ45 standard data outlet

Software Subscription Required

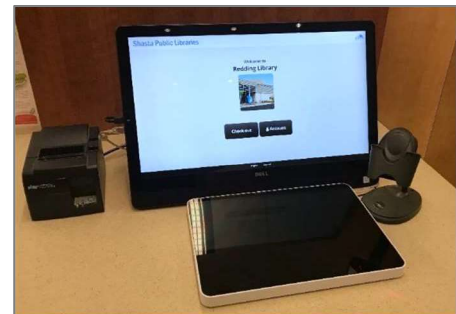
LibSoft subscription is required per SelfCheck station.



ADA Height Adjustable

Component-Based Self-Checks

Sample set up shown at right (consists of shielded RFID Pad, USB Cable, and 120V/12V power supply, remaining hardware like touchscreen, computer, printer, barcode scanner, etc. will be provided by LINCC).

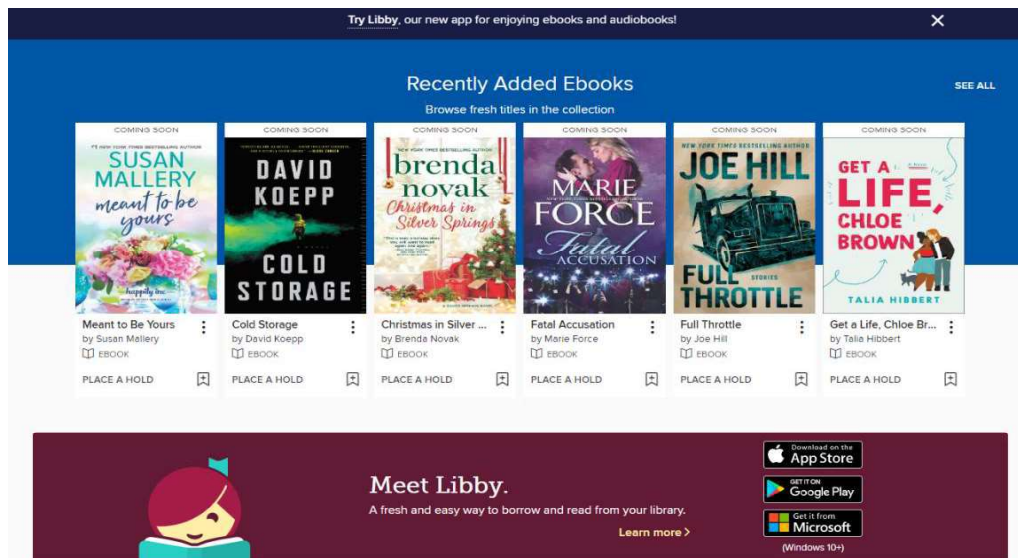
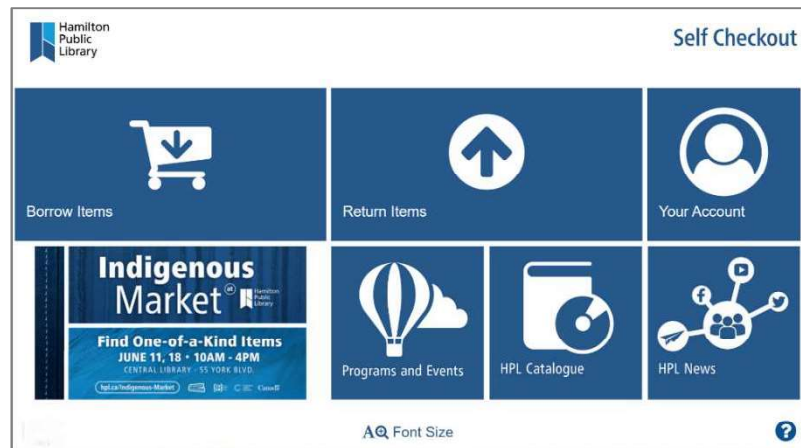


Self-Check LibSoft Software

LibSoft software provides the desired features and functionalities; it is 100% web-based HTML5, can be put on any PC or tablet, and communicates via SIP2, NCIP, APIs, and/or web/services with any ILS. LibSoft can be displayed in many different themes; some examples are shown below.

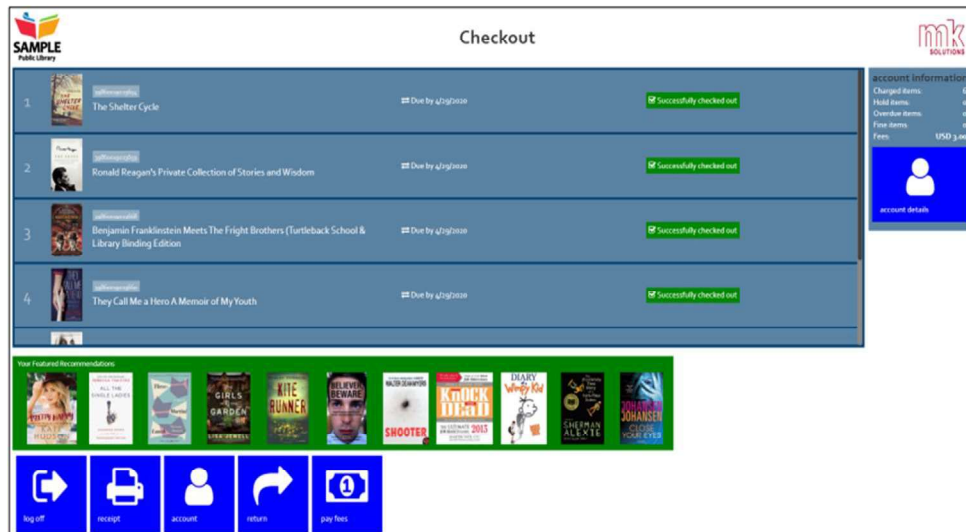
- **Designed for all patrons:** Multiple languages, ADA screen views, visual/audible prompts, and text-to-speech features guide patrons through the self-service transaction.

- **Quick & user-friendly workflows:** Streamlined workflows require fewer steps, providing a faster experience for your patrons.
- **Engaging content:** Include book recommendations, request donations, and share digital signage to promote the library and create a more engaging self-service experience.
- **Personalized experiences:** Library colors, logos, photos, videos, and animations create a welcoming environment and increases branding recognition.
- **Integrates with third-party solutions:** Seamlessly integrates with Syndetic Unbound, ILS's, and more.



- **A Sampling of LibSoft Features**
 - ✓ **Help Button:** Provide quick customer service if patrons need assistance.
 - Patrons select the help button.
 - Staff receives a notification on pre-determined workstation(s).
 - Staff clicks 'Acknowledge,' and the request automatically disappears on other staff stations.

- ✓ **Multiple Languages Available:** Plus, new languages can be added at any time.
- ✓ **Offline Mode:** The offline feature is used with LibSoft and allows greater system uptime. When connection is lost to the network, patrons can continue to use the systems. Then when the network is back online, data is automatically synchronized via SIP2 without staff intervention. This feature can be enabled or disabled in LibManager.
- ✓ **Library Marketing/Digital Signage:** Grow library patronage by sharing/promoting upcoming events and display library news right at the self-check.
- ✓ **Library Donations:** Allow patrons to make monetary donations at the self-check stations.
- ✓ **Patron Account View:** Patrons can see all item statuses and transactions on a single screen, including checked-out items, charges, holds, recalled items, and more.
- ✓ **Simplified processes:** At checkout/check-in, the software displays the cover image, number of items, titles, and due date, with step-by-step visual guidance. LibSoft displays a sequential number next to each checked out item along with a green "successfully" icon on the screen with the item title, number, and cover image (see the following page). An audible sound can be enabled. In addition, receipts show number of items successfully checked out.



LibSoft Subscription Details

- LibSoft is required with mk's self-checks and is priced per station
- Annual Subscription for period: January to December with an annual price increase of 2.5%

LibLocker

Features

- Modular and expandable at any time
- 24/7 accessibility
- Rust resistant and weatherproof
- High capacity, various size and illuminated compartments
- Patrons can view accounts, renewal items, browse the catalog, check-out, and return items
- Return items easily with the large bin/optional High-Capacity Return Bin
- Standard and ADA compliant compartments in one unit
- Cover images and item summaries are shown for library items.
- Units have fans to circulate and cool the system

Technical Data

General Information

Dimensions per module: 18" x 18" x 73" | w x d x h

Dimensions of compartments: 15" x 17" | w x d |

Height of Compartments: 3.76", 4.7", & 9.4"

Control Module requires: 1 x 120V, 60Hz, 15A and 1 x Ethernet outlet.

Control Module

This module Includes 8 compartments (height of 4.7" each) as well as the main hardware; touchscreen, patron card scanner/RFID reader, receipt printer, and optional surveillance camera.

Expansion Modules

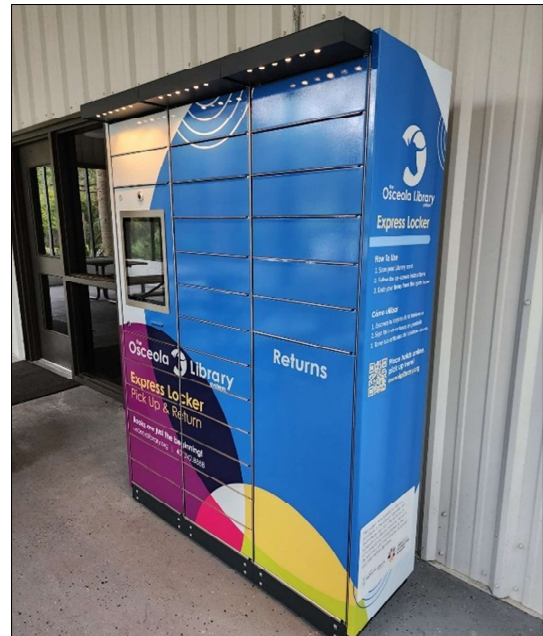
- **Expansion Module 7:** Includes 7 compartments (6 x height of 9.4", 1 x height of 4.7").
- **Expansion Module 13:** Includes 13 compartments (height of 4.7" each)
- **Expansion Module 16:** Includes 16 compartments (15 x height of 3.76, 1 x height of 4.7")
- **Book Drop Module:** Includes 5 compartments (height of 4.7" each), plus 1 Return Slot & 1 High-Capacity Book Bin

Optional Items

- Surveillance Camera
- Heating (for outdoor units)
- Uninterruptible power supply (UPS) – provides power if the main power source fails.

Software Subscription Required

LibSoft subscription is required per LibLocker. Subscription for period: January to December. Annual price increase 2.5%.



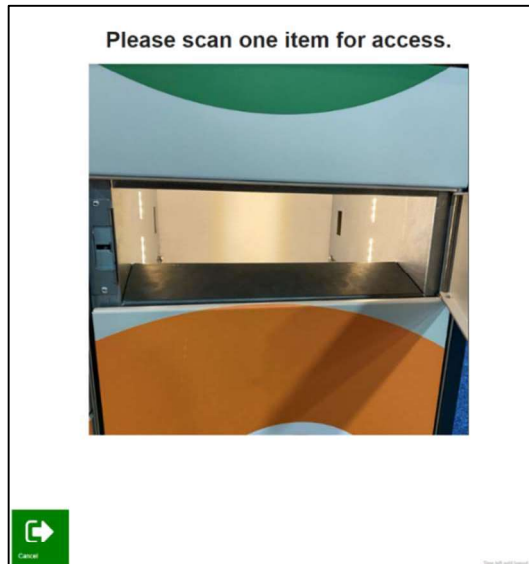
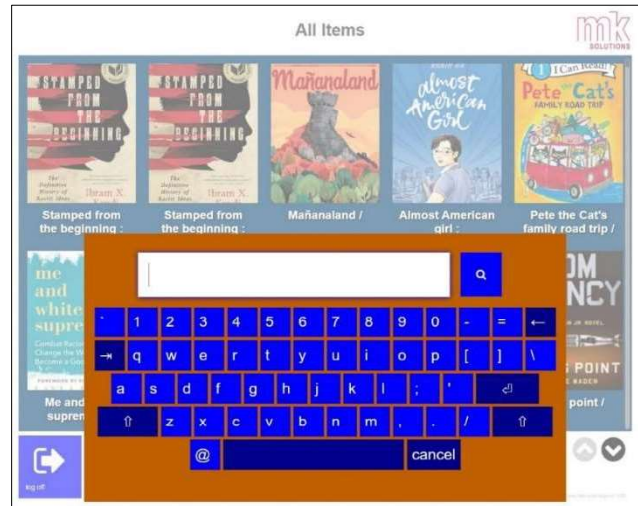
LibLocker LibSoft Software

- **Quick and user-friendly workflows:** Streamlined workflow requires fewer steps, providing a faster experience for your patrons.
- **Personalized Experience:** Library colors, photos, videos, and animations create a welcoming environment and increase branding recognition.
- **Engaging Content:** Uses an interactive and engaging Catalog to see the latest items promoted by the library and community. Include a donation request, digital signage to promote the library and create a more pleasing self-service experience.
- **Search the Catalog:** Patrons can easily search the catalog for items via genre, author, subject, title, etc. (see below).
- **Summary of an Item:** Patrons can click on the title of the item and a summary will

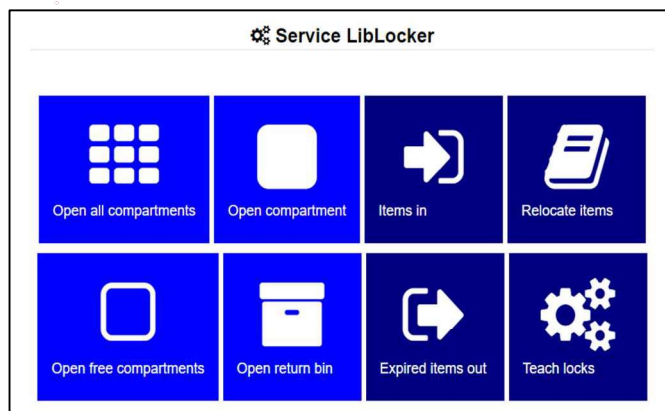


appear. Depending on the ILS and/or enabled features, the patron will be able to check out/borrow an item or place it in the cart. Summaries of items are pulled from the library's OPAC without staff intervention.

- **Patron Guidance and Clear Instructions:** The software guides patrons through the transactions. Libraries can upload their own pictures, videos, and animations easily in LibManager (staff dashboard).



- **Staff Mode:** Staff can visually see where items are without having to open the unit. This is helpful during relocation or adding items. Choosing compartments has never been easier. Simply select and the compartment automatically opens to insert item(s).

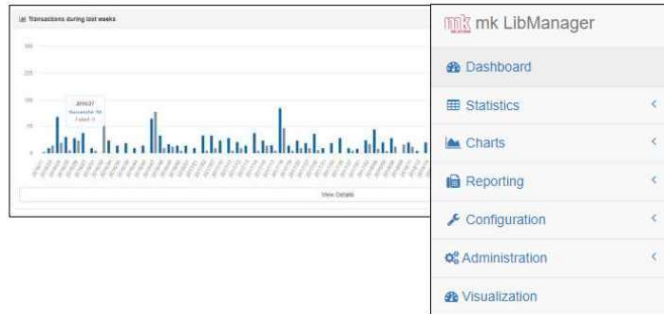


0:1 Staff Service Mode Screen



LibManager

LibManager is a fully web-based administrative dashboard that provides staff and management with a comprehensive overview of real-time, up-to-date statistics, monitors, and manages the system in real time. LibManager handles configuration, status, statistics, and alerts, allowing LINCC to configure, change, and update your mk products, including receipts and logos.



LibManager offers:

- 100% high availability web-based software displaying statistics, transactions, etc.
- Modify single/multiple units in real-time from anywhere; no rebooting
- Detailed reports by date(s)/time(s); can be exported to multiple formats

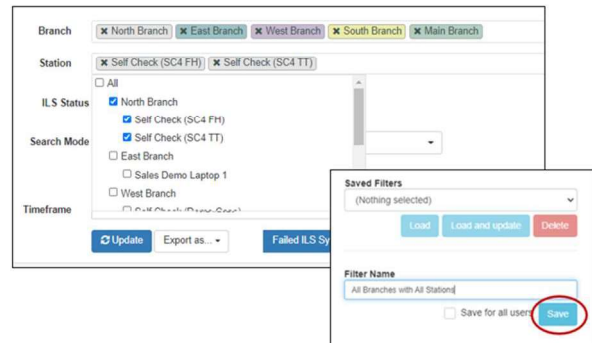
Detailed Statistics and Filters

Filtering Information

Simply select the data you want, save the filter, and can be emailed to staff automatically (daily, weekly, or monthly) using the LibManager Transaction Reports Service.

Sample Report

The reports will be attached to the email. If a report contains multiple filters, for each filter, a separate PDF is generated and attached to the email.

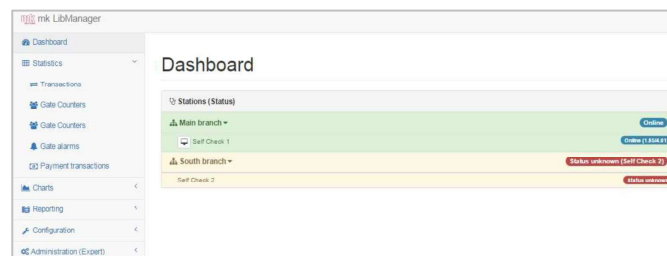


Offline Feature

In addition, our offline feature stores the data, and when the system is back online, the information is synced via SIP2 automatically without staff intervention. This feature can be enabled or disabled.

Status Update & Errors

With the data provided by the system, staff can see how its mk equipment, etc. is performing, compare historical data, and more. With the Dashboard, staff can see at one glance the status of mk equipment. Staff are also clearly alerted to any issues at a unit; any error or message (e.g., receipt paper low) is displayed textually and graphically. Staff can also receive email alerts.



LibManager Information

- **Optional Hosting:** mk hosted LibManager is available via a Google Server, located in the USA.
- **Library Hosted Requirements:** Virtual server or dedicated machine with 24/7/365 availability and regular backup processes; Processor min 2.4 GHz; RAM 4GB; Hard Drive 100GB; Ethernet-Adapter Gigabit (10/100/1000baseT); Windows Server 2012 or higher. Note: if the Library cannot provide the above, mk offers a hosted server.



mk Solutions, Inc.
75 Acco Drive, Suite A-3
York, PA 17402
(860) 760-0438
sales.us@mksolutions.com

Proposal

Date	Proposal #
5/28/2025	51644

Name / Address
Library Information Network of Clackamas County (LINCC) 1810 Red Soils Court Oregon City, OR 97045 USA

Ship To
Library Information Network of Clackamas County (LINCC) 1810 Red Soils Court Oregon City, OR 97045 USA

		Valid Until	Terms		Rep
		5/28/2025	Due on receipt		CH
Item	Description	Qty.	Price Each	U/M	Amount
	#2024-112 LIBRARY SELF-CHECKOUT KIOSKS AND LOCKERS ***** mk Solutions proposes TWO YEARS FULL WARRANTY ***** Revision note: per Rick Peterson 5/27 & 5/28, 2025				
	SELF CHECK SOFTWARE				
SW-LIBSOFT	Annual Subscription for mk LibSoft Plus Software Period: January to December Annual price increase 2.5% Support: included	47	190.00	ea	8,930.00
SET-UP-FEE-LIBSOFT	One Time Set-Up Fee per LibSoft Software Subscription	47	100.00	ea	4,700.00
SW-CENTRALLIBMA...	*** INCLUDED *** The Central LibManager comes with all mk products and will be hosted by the library (mk recommends a virtual machine) If the library prefers a hosting service, please add \$1,500 per year	1	0.00	ea	0.00
SET-UP-FEE-CENTR...	One Time Set-Up Fee for mk Central LibManager (CLM) Subscription	1	500.00	ea	500.00



mk Solutions, Inc.

75 Acco Drive, Suite A-3
York, PA 17402

(860) 760-0438

sales.us@mksolutions.com

Proposal

Date	Proposal #
5/28/2025	51644

Name / Address
Library Information Network of Clackamas County (LINCC) 1810 Red Soils Court Oregon City, OR 97045 USA

Ship To
Library Information Network of Clackamas County (LINCC) 1810 Red Soils Court Oregon City, OR 97045 USA

		Valid Until	Terms		Rep
		5/28/2025	Due on receipt		CH
Item	Description	Qty.	Price Each	U/M	Amount
	<p>SELF CHECK HARDWARE</p> <p>CONFIGURATION: Library Cards: Barcode Item Identification: RFID & Barcode Item Security: RFID Receipt printer: easy access in drawer Audio Support: Text-To-Speech Touch Screen Size: 22", orientation in landscape or portrait Counter Design: Glass tempered</p> <p>NOTE: The screen orientation will be in landscape on DELIVERY. Adapter plates for portrait orientation will be included for all stations.</p>				
	TABLE TOP MODEL				
SC4-UL-TT-BC-RB-R...	<p>SC4-UL-TT-BC-RB-RF-GBS-BL-BL-00</p> <p>Table Top as described above but with: Counter Width: 18" (450mm) Color Style: Black</p>	15	3,900.00	ea	58,500.00
SC4-UL-TT-BC-RB-R...	<p>SC4-UL-TT-BC-RB-RF-GBS-W-BL-00</p> <p>Table Top as described above but with: Counter Width: 18" (450mm) Color Style: White</p>	1	3,900.00	ea	3,900.00

**mk Solutions, Inc.**75 Acco Drive, Suite A-3
York, PA 17402

(860) 760-0438

sales.us@mksolutions.com

Proposal

Date	Proposal #
5/28/2025	51644

Name / Address
Library Information Network of Clackamas County (LINCC) 1810 Red Soils Court Oregon City, OR 97045 USA

Ship To
Library Information Network of Clackamas County (LINCC) 1810 Red Soils Court Oregon City, OR 97045 USA

		Valid Until	Terms		Rep
		5/28/2025	Due on receipt		CH
Item	Description	Qty.	Price Each	U/M	Amount
FIXED HEIGHT MODEL					
SC4-UL-FH-BC-RB-R...	SC4-UL-FH-BC-RB-RF-GBM-BL-BL-00 Fixed Height Kiosk Counter Width: 32" (800mm) Ergonomic Stand: Fixed Stand Color Style: Black	5	5,000.00	ea	25,000.00
SC4-UL-FH-BC-RB-R...	SC4-UL-FH-BC-RB-RF-GBS-W-BL-00 Fixed Height Kiosk Counter Width: 18" (450mm) Ergonomic Stand: Fixed Stand Color Style: White	2	4,900.00	ea	9,800.00
ADJUSTABLE HEIGHT MODEL					
SC4-UL-AH-BC-RB-R...	SC4-UL-AH-BC-RB-RF-GBM-BL-BL-00 Adjustable Height Kiosk Counter Width: 32" (800mm) Ergonomic Stand: Height adjustable Color Style: Black Note: See WiFi option below	12	6,300.00	ea	75,600.00



mk Solutions, Inc.
 75 Acco Drive, Suite A-3
 York, PA 17402
 (860) 760-0438
 sales.us@mksolutions.com

Proposal

Date	Proposal #
5/28/2025	51644

Name / Address
Library Information Network of Clackamas County (LINCC) 1810 Red Soils Court Oregon City, OR 97045 USA

Ship To
Library Information Network of Clackamas County (LINCC) 1810 Red Soils Court Oregon City, OR 97045 USA

		Valid Until	Terms		Rep
		5/28/2025	Due on receipt		CH
Item	Description	Qty.	Price Each	U/M	Amount
SC4-UL-AH-BC-RB-R...	SC4-UL-AH-BC-RB-RF-GBM-W-BL-00 Adjustable Height Kiosk Counter Width: 32" (800mm) Ergonomic Stand: Height adjustable Color Style: White	11	6,300.00	ea	69,300.00
SC4-UL-AH-BC-RB-R...	SC4-UL-AH-BC-RB-RF-GBS-W-BL-00 Adjustable Height Kiosk Counter Width: 18" (450mm) Ergonomic Stand: Height adjustable Color Style: White	1	6,200.00	ea	6,200.00
SE-SERVICE-GENE...	WiFi Adapter for one (1) SC4-UL-AH-BC-RB-RF-GBM-BL-BL-00	1	45.00		45.00
SE-SERVICE-GENE...	Color Selection other than black - price per self-check (included when the same for all self-checks)	15	150.00		2,250.00
	PROFESSIONAL SERVICES				
SE-SERVICE-PROJE...	Project Management (INCLUDED)	1	0.00		0.00
SHIPPING	Packaging and Shipping, delivered to one location & then spread out to the branches	1	15,500.00		15,500.00
INSTALL-ONSITE	On-Site Installation at various locations	1	12,000.00	ea	12,000.00

**mk Solutions, Inc.**75 Acco Drive, Suite A-3
York, PA 17402

(860) 760-0438

sales.us@mksolutions.com

Proposal

Date	Proposal #
5/28/2025	51644

Name / Address
Library Information Network of Clackamas County (LINCC) 1810 Red Soils Court Oregon City, OR 97045 USA

Ship To
Library Information Network of Clackamas County (LINCC) 1810 Red Soils Court Oregon City, OR 97045 USA

Item	Description	Valid Until	Terms		Rep
		5/28/2025	Due on receipt		CH
		Qty.	Price Each	U/M	Amount
TRAINING-ONSITE	On-Site Training in 1-2 group sessions at the end of the installation visit (INCLUDED)	1	0.00	ea	0.00
SE-SERVICE-GENE...	Removal & Disposal of current equipment via local recycling company	1	2,500.00		2,500.00
860-SLA	SERVICE LEVEL AGREEMENT (SLA) OPTIONS (for hardware based on volume)				
SLA-3Gold	Service Level Agreement: Gold Coverage Period: January to December, starting in year 3 after 2 years warranty	0	9,700.00		0.00
	TERMS				
Payment Terms 60/3...	60 % advance payment due on receipt of invoice 35 % of order value with delivery 5 % of order value after installation For Software Solutions / Subscription invoicing takes place in advance for 1 year after installation. For Maintenance Contracts (SLA) invoicing takes place after initial 12-months warranty and for 1 year in advance. To secure proposed SLA pricing, receipt of order is required with system purchase. Batteries are not covered by any SLA. Annual invoices are based on calendar year. Terms: Automatic annual renewal if not terminated 6 months prior to the renewal date. NOTE: Delivery times will be determined once the purchase order is received and all technical details are clarified between the parties. Please review & confirm the tax status of each line item.				

For orders, please email purchase order or this signed proposal to sales.us@mksolutions.com

I select the following SLA option to this order _____

_____ I want to pay via credit card. A 3.5% fee will be added

Signature & Date _____

Subtotal USD 294,725.00**Sales Tax (0.0%)** USD 0.00**Total** USD 294,725.00

Item	Description	Qty	Unit Price		Year 1	Year 2	Year 3	Year 4	Year 5
SW-LIBSOFT	Annual Subscription for mk LibSoft Plus Software	47	\$	190.00	\$ 8,930.00	\$ 9,153.00	\$ 9,382.00	\$ 9,617.00	\$ 9,857.00
SET-UP-FEE-LIBSOFT	One Time Set-Up Fee per LibSoft Software Subscription	47	\$	100.00	\$ 4,700.00				
SW-CENTRALLIBMA...	Central LibManager (INCLUDED)	1	\$	-	\$ -	\$ -			
SET-UP-FEE-CENTR...	One Time Set-Up Fee for mk Central LibManager (CLM) Su	1	\$	500.00	\$ 500.00				
SC4-UL-TT-BC-RB-RF-GBS-BL-BL-00	Table Top; 18" Counter; Black	15	\$	3,900.00	\$ 58,500.00				
SC4-UL-TT-BC-RB-RF-GBS-W-BL-00	Table Top; 18" Counter; White	1	\$	3,900.00	\$ 3,900.00				
SC4-UL-FH-BC-RB-RF-GBM-BL-BL-00	Fixed Height; 32" Counter; Black	5	\$	5,000.00	\$ 25,000.00				
SC4-UL-FH-BC-RB-RF-GBS-W-BL-00	Fixed Height; 18" Counter; White	2	\$	4,900.00	\$ 9,800.00				
SC4-UL-AH-BC-RB-RF-GBM-BL-BL-00	Adjustable Height; 32"; Black	12	\$	6,300.00	\$ 75,600.00				
SC4-UL-AH-BC-RB-RF-GBM-W-BL-00	Adjustable Height; 32"; White	11	\$	6,300.00	\$ 69,300.00				
SC4-UL-AH-BC-RB-RF-GBS-W-BL-00	Adjustable Height; 18"; White	1	\$	6,200.00	\$ 6,200.00				
SE-SERVICE-GENE...	WiFi Adapter for one (1) SC4-UL-AH-BC-RB-RF-GBM-BL-B	1	\$	45.00	\$ 45.00				
SE-SERVICE-GENE...	Color Selection other than black - price per self-check	15	\$	150.00	\$ 2,250.00				
SE-SERVICE-PROJE...	Project Management (INCLUDED)	1	\$	-	\$ -				
SHIPPING	Packaging and Shipping, delivered to one location & then s	1	\$	15,500.00	\$ 15,500.00				
INSTALL-ONSITE	On-Site Installation at various locations	1	\$	12,000.00	\$ 12,000.00				
TRAINING-ONSITE	On-Site Training in 1-2 group sessions at the end of the ins	1	\$	-	\$ -				
SE-SERVICE-GENE...	Removal & Disposal of current equipment via local recycl	1	\$	2,500.00	\$ 2,500.00				
SLA-3Gold	Annual Service Level Agreement: Gold Coverage	0	\$	9,700.00	\$ -	\$ -	\$ 9,700.00	\$ 9,943.00	\$ 10,192.00
					\$ 294,725.00	\$ 9,153.00	\$ 19,082.00	\$ 19,560.00	\$ 20,049.00

PROPOSAL CERTIFICATION
RFP #2024-112

Submitted by: mk Solutions, Inc., incorporated in Delaware; HQ in Pennsylvania
(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: Rachel Davis Date: January 14, 2025
Signature:  Title: Senior Manager
Email: bids.us@mksolutions.com Telephone: 860-760-0438
Oregon Business Registry Number: 1113502-94 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: Pennsylvania

