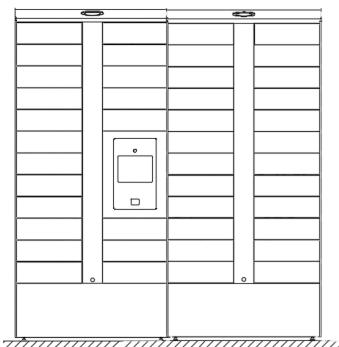




Lyngsoe Systems Smart Lockers

March 10, 2025

Prepared for: Chandler Public Library
Quotation# 72383-006



1 x 2-Module/44-Locker Unit



SMART-LOCKERS FOR CHANDLER PUBLIC LIBRARY

Here is your quotation for a Lyngsoe Systems hold pick up locker system. Lyngsoe Systems is one of the worlds' leading Library automation providers. With more than 2,700 systems worldwide in over 60 countries, the Lyngsoe team has demonstrated extensive experience in customer process knowledge, solution design, software development, integration, service, and maintenance as well as complete project management and consultancy services in regional and global implementations. We have a robust service and implementation team throughout North America, and we will be able to complete this project in a normal timeline when it comes to our staff availability. Additionally, our lockers are "Made in America" and will be shipping, not overseas, but riding on highways free of COVID delays at seaports and customs backlogs.

The key value of a Lyngsoe Smart book locker is that we provide a fully integrated solution to your ILS. There are zero back of house processes required to manage your system. To load the locker, the staff member simply scans the barcode of the item, and a door opens for loading. To retrieve that item, the patron scans their library card, and the door opens. No extra steps, workstation processes, or printed reports are required to manage locker holds. As you read this proposal, consider the simplicity and ease of use this will offer--not only your patrons, but also your staff members--every single day.

We are very excited and hopeful to work with you on this project. Lyngsoe Systems is very familiar with your library system's software, needs and technical advances. We have over 15 years of experience communicating our automation to library software and successfully keeping our customers happy, providing them with equipment that works better than planned and expected.

Warmest Regards,



Alicia Owens
Account Manager

Lyngsoe Systems Inc.
1664 Bowman's Farm Rd
Suite 109
Frederick, MD 21701
www.lyngsoesystems.com



Pricing Summary Tables

44 single size lockers

<u>Quantity</u>	<u>Description</u>	<u>unit price</u>	<u>extended price</u>
1	Outdoor Locker Control Module 20 lockers	\$20,166.00	\$20,166.00
1	Outdoor Locker Add-On Module 24 lockers	\$13,114.00	\$13,114.00
1	Graphic Wrap	\$2,810.00	\$2,810.00
1	Project startup existing customer	\$2,117.00	\$2,117.00
1	Installation Services and Training	\$3,406.00	\$3,406.00
		Discount	(\$2,117.00)
		Subtotal	\$39,496.00
	shipping	\$1,945.00	\$1,945.00
	Tax (to be calculated at time of order)	7.8%	\$3,080.69
	1 Locker System with 44 total lockers	Total	\$44,521.69

Service and Maintenance

<u>Quantity</u>	<u>Description</u>	<u>unit price</u>	<u>extended price</u>
1	Year 1 SAAS and support pricing	included	\$0.00
1	Year 2 SAAS and support pricing	\$2,000.00	\$2,000.00
1	Year 3 SAAS and support pricing	\$2,060.00	\$2,060.00
1	Year 4 SAAS and support pricing	\$2,121.80	\$2,121.80
1	Year 5 SAAS and support pricing	\$2,185.45	\$2,185.45
		Subtotal	\$8,367.25

Pricing covers SAAS and hotline support for 1 site (1 X 44-locker unit).

*Replacement parts and labor not included, to be quoted separately as needed.

Service fees are calculated with 3% escalation annually.



SPECIFICATION

1.1 Capacity and dimensions

- Capacity
 - Control module has up to 20 compartments
 - Addon module has up to 24 compartments
- Standard Locker size
 - depth = 22.5"
 - width = 13.5"
 - height = 4.8" (double, triple and quadruple heights apply this number)
- Each single compartment has room for approximately 8-12 standard sized books.

1.2 Dimensions of both control and addon modules

- height = 82.25" – 83.75" (88.75" is required clearance from ceiling)
- width = 39" (42" for wall clearance)
- depth = 23.875" (25.375" depth clearance from wall required)

1.3 Enclosure materials

- Powder coated sheet metal, St37.2
- The smart locker can be installed outside under the large roof which shall efficiently protect the smart locker against inclement weather conditions such as rain, snow etc.
- Multiple locker sizes available but will reduce the number of lockers proportionally.

1.4 Enclosure colors



- Colors Available are Antique Bronze, Black, Dark Bronze, Gold Speck (pictured above), Postal Grey, Sandstone, Silver Speck and White (pictured above).

1.5 Power supply and communication

- Power supply near location (preferably directly behind) 120V single phase.
- Ethernet via LAN RJ45 (preferably directly behind)

1.6 User interface

GUI in English, Spanish, Chinese, Japanese, Korean, Vietnamese, Russian. Additional languages can be added through locker configuration

1.7 Patron identification

The Patron-ID is always identified using a barcode. Manually entering in barcode number on touchscreen is also possible

1.8 Notification of operators

The Smart-Locker dashboard will show the number of occupied lockers, the number of empty lockers, and the number of lockers with expired items.



1.9 Humid Climate Kit

Optional kit removes humidity from locker compartments

1.10 Branding/Wrap Services



Custom wrap and branding modifications are not only available, but also encouraged.

2 NOT INCLUDED IN LYGSOE SYSTEMS SCOPE OF SOLUTION

Owner's Responsibilities

- a) Provide any necessary modifications, permits and/or licenses.
- b) A site preparation document will be provided at project kickoff and site must meet these preparation requirements
- c) Provide power to a location near the lockers (per site preparation document) 120V single phase. A dedicated circuit is recommended.
- d) Provide 1 network drop to a location near the lockers (per site preparation document) per locker for communication and support.
- e) Provide necessary SIP license/connections to library host ILS
- f) Allow for TeamViewer or site-to-site VPN (IPSEC) for commissioning and ongoing hotline support. Additional details contained in LS Remote Customer Support document
- g) Design for graphical wrap if purchased.



- h) Provide a clear path for access to and from the installation site for personnel and equipment.
- i) Provide secure, dry, convenient storage for equipment, tools and materials used on site.
- j) Provide adequate working space for the installation crew.
- k) Provide lighting for installation at the location where the work is to be performed.
- l) Provide parking and restroom facilities.
- m) If special lift equipment is required, Lyngsoe Systems must have access to a ramp door.
- n) Areas of installation to be broom swept by other contractors prior to the start of Lyngsoe Systems installation.
- o) Provide no later than the scheduled start of installation date, the installation site free and clear and ready for Lyngsoe Systems to begin installation. Lyngsoe Systems acknowledges that some degree of facility construction may be underway during installation. The Purchaser acknowledges its responsibility to minimize possible resulting disruptions to Lyngsoe Systems' installation process.

3 LEAD TIME

Smart Locker estimated lead time: 10 weeks

4 LYNDSOE SUPPORT SERVICE

When beneficial use of the lockers starts, a 1-year support period commences with access to the Lyngsoe Support Services. Free unlimited remote hotline service, in English language, is included in the 1-year warranty period, along with a 1-year part warranty.

After expiration of the warranty period, the customer will be charged a fee equal to quoted price or 8% of the total contract amount per year, invoicing will be once per year in first time on the date the warranty expires. Lyngsoe Support Service fee includes Hotline access, and software patches e.g., due to Windows updates, not change in functionality or changes in the SIP2 interface.

Further Support and Service Agreements can be supplied and quoted upon request. System issues deemed not mechanical, or software related (i.e.: vandalism, damage due to neglect, or unauthorized modifications) will be subject to a service charge TBD

4.1 Hotline

- If a customer is unable to remedy a problem that renders the system not functional, the Lyngsoe Systems Hotline can be contacted 24 hours a day.
- Within 15 minutes of receiving the call, hotline engineers will start troubleshooting the system and supporting the Customer. This will be done by telephone and TeamViewer or VPN connection. Establishing a support connection to the Customer will be done prior to initial equipment delivery but according to Lyngsoe Systems specifications outlined in the project phase.



- Hotline is not available on 24th, 25th and 31st December and 1st January unless other arrangements are made.

4.2 Part to Site

- In the case where a system part, is needed and the customer is covered by Lyngsoe Systems extended parts warranty, Hotline will ship required part via next day courier, and customer can replace with the remote assistance of Hotline.
- In the case where a part is needed, and the customer does not have part warranty Lyngsoe Systems will need a purchase order to proceed with issuing the part.

4.3 Technician on Site

- If the Customer requests a technician to come on site, Lyngsoe Systems will send a technician to site within the shortest possible reasonable response time, subject to the restrictions outlined below. The Customer must supply a purchase order when ordering Technician-On-Site and costs are invoiced according to the rates below.
 - o If a Technician-On-Site is required and the decision to do this is made within Lyngsoe Systems normal opening hours (8:00am – 4:30pm Monday through Friday EST), the technician will commence their journey immediately. Outside of normal opening hours a technician will commence their journey before 12 noon the following weekday.
- For a Technician-On-Site visit the system must be made fully available for the technician.

Valid from January 1, 2025 to December 31, 2025

Hourly Rates (USD)	Normal Hours	Overtime Hours	Travel Hours	Holiday Hours
Service Engineer	165.00	247.50	165.00	330.00
Software Engineer	171.00	256.50	171.00	342.00

Normal hours are from 8:00am to 4:30pm local time

Travel Expenses are charged according to invoice

Hotel and Meal Allowances are charged according to current per diem rates

5 Warranty

Seller warrants that (a) the Equipment shall be free from all liens, charges or encumbrances, except any lien of the Seller in respect of any unpaid portion of the Purchase Price; (b) the Equipment shall be free from defects in material and workmanship and shall conform to the provisions and specifications of the Agreement; and (c) the Equipment shall be new and of a quality consistent with the Seller's usual and normal production. Seller shall, at its option, repair or replace (replacement parts to be shipped F.O.B. Seller's factory) any defective Equipment or component thereof, provided, however, that Seller is given written notice of any defect during the warranty period. Unless otherwise stated in the Proposal, the warranty period shall commence on the date on which Seller tenders the Equipment to Buyer for commercial use and shall terminate one year thereafter. Buyer shall give Seller prompt written notice of any claim under the foregoing Warranty and permit Seller to inspect the Equipment to verify the defect or nonconformity. Failure of Buyer to give Seller such notice and opportunity to inspect shall relieve Seller of all obligations with respect to such claims. Buyer's remedies and Seller's obligations in connection with any claim



made under this warranty shall be limited to repair or, at Seller's option, replacement of the Equipment or part thereof which is found to be defective. Labor performed at the Worksite regarding warranty claims is not included in this warranty. Buyer shall be responsible for the normal maintenance and repair of the Equipment and shall perform the same in accordance with generally accepted maintenance procedures or such other procedures as are set forth in maintenance and repair manuals provided by Seller to Buyer. Seller shall not be responsible for and shall not be obligated to pay or to reimburse Buyer for (a) any Equipment or repairs performed on the Equipment by third parties except for mutually agreed subcontractors; (b) any materials furnished by third parties for use in connection with the Equipment if the same was undertaken or furnished without mutual prior written consent; or (c) any loss or damage arising from improper operation, maintenance of the Equipment or ordinary wear and tear. This warranty does not apply to any Equipment components or software not manufactured by Seller, and Buyer's sole warranty with respect to such items shall be that of the manufacturer. The foregoing warranties shall be Buyer's sole and exclusive remedy. THIS WARRANTY COMPRISES THE SOLE AND ENTIRE WARRANTY PERTAINING TO THE WORK SOLD BY SELLER, AND SELLER MAKES NO OTHER WARRANTY, GUARANTEE, OR REPRESENTATION OF ANY KIND WHATSOEVER PERTAINING TO THE SYSTEM. ALL OTHER WARRANTIES, INCLUDING BUT NOT LIMITED TO MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, WHETHER EXPRESS, IMPLIED, OR ARISING BY OPERATION OF LAW, TRADE USAGE OR COURSE OF DEALING, ARE HEREBY EXPRESSLY DISCLAIMED BY SELLER.

6 TERMS AND CONDITIONS

Per Lyngsoe Terms and Conditions of Sale.

6.1 Tax

This proposal does not include tax, unless specifically specified.

6.2 Validity of proposal

This proposal is valid until April 5, 2025.

6.3 Warranty and hotline remote service

1-year warranty on parts and functionality is included in the price, warranty includes replacement of defect parts and 1-year hotline remote support. Technician-hours and travel costs related to potential replacement of parts on-site will be invoiced separately.

6.4 Payment schedule

- 50% on receipt of order
- 50% on delivery

6.5 Payment terms Net 30 days.

6.6 Piggyback Clause

Any publicly funded city, county, district, agency or similar entity shall have the authority to purchase specified goods / services directly from LYNGSOE SYSTEMS under the terms and conditions of this contract.

The proposer agrees to extend identical pricing and services to any other public agencies, provided such agencies agree to the same terms and conditions as described in this agreement.



Each contracting agency will execute a separate contract with LYNDSOE SYSTEMS for its requirements. Any ordering and billing shall take place directly between LYNDSOE SYSTEMS and such entity.”

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Customer Signature

Chandler Public Library

Name:

Title:

Date:



Account Manager Signature

Lyngsoe Systems

Alicia Owens

Account Manager

March 10, 2025