

CS-18-284

(Contract Management Use only)

CONTRACT TRACKING NO.

CM2728

CONTRACT APPROVAL FORM

CONTRACTOR INFORMATION

Name: Bibliotheca, LLC

Address: 3169 Holcomb Bridge Rd, Suite 200 Norcross GA 30071  
City State Zip

Contractor's Administrator Name: Contracts Department Title:

Tel#: (877) 207-3127 Fax: (877) 689-2269 Email:

CONTRACT INFORMATION

Contract Name: Annual Support & Maintenance Renewal Agreement Contract Value: \$3,331.40

Brief Description: Agreement provides software updates and parts replacement for equipment for security gates and self-check machine

Contract Dates: From: 08/24/2019 to 08/23/2020 Status:  New  Renew  Amend#  WA/Task Order




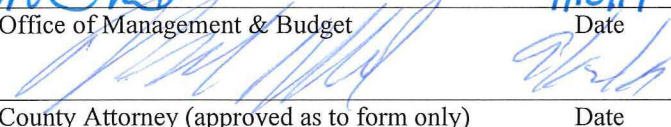
How procured:  Sole Source  Single Source  ITB  RFP  RFQ  Coop.  Other Quotes

If Processing an Amendment:

Contract #: \_\_\_\_\_ Increase Amount of Existing Contract: \_\_\_\_\_ No Increase \_\_\_\_\_



New Contract Dates: \_\_\_\_\_ to \_\_\_\_\_ TOTAL OR AMENDMENT AMOUNT: \_\_\_\_\_

APPROVALS PURSUANT TO NASSAU COUNTY PURCHASING POLICY, SECTION 6

- 1.  8/15/19 01712571-546020  
Department Head Signature Date Funding Source/Acct #
- 2.  8/27/19  
Contract Management Date
- 3.  9/10/19  
Office of Management & Budget Date
- 4.  \_\_\_\_\_  
County Attorney (approved as to form only) Date

Comments: \_\_\_\_\_

COUNTY MANAGER – FINAL SIGNATURE APPROVAL

   
Michael Mullin Date

RETURN ORIGINAL(S) TO CONTRACT MANAGEMENT FOR DISTRIBUTION AS FOLLOWS:

- Original: Clerk's Services; Contractor (original or certified copy)
- Copy: Department
- Office of Management & Budget
- Contract Management
- Clerk Finance

Nassau County Board of County Commissioners  
Sole Source/Single Source Certification Form

Vendor Name: Bibliotheca. Department: Fernandina Branch Library

Address: 3169 Holcomb Bridge Rd NW. Department Head Signature: 

SUITE#200

Norcross, GA

Phone: 877-207-3127

Date: 07/31/2019

Contact Name: Contracts Department

Account: 01712571-546020

Cost: \$3,331.60

Description of Commodity:

Annual Maintenance Agreement, software updates, equipment replacements of Gates and Self-Check Equipment

Check one (1) of the following two (2) choices:

Sole Source: The goods or services can be legally purchased from only one source.

Single Source: The goods or services can be purchased from multiple sources, but, in order to meet certain functional or performance requirements, there is only one economically feasible source for this purchase.

Please check all of the following that apply:

Purchase can only be obtained from original manufacturer-not available through distributors.

Only authorized area distributor of the original manufacturer.

Parts/Equipment are not interchangeable with similar parts of another manufacturer.

This is the only known source that will meet the specialized needs of this department or perform the intended function.

This source must be used to meet warranty or service maintenance requirements.

This source is required for standardization.

None of the above apply.

Comments/Explanations: (required)

This annual maintenance agreement provides for updates to software of security and equipment replacement for gates and self-check machine. Other companies will not maintain this equipment and guarantee functionality or standardization

Approval:

  
County Manager

9/13/19  
Date

# Service and Maintenance/Extended Warranty Quote

Quote Date: 03/29/2019  
Quote Number: QUO-98220-Z3R4

**Licensee Bill To:**

Nassau County Public Library System - Main  
Claire Shepherd  
25 N 4th St  
Fernandina Beach FL 32034  
United States of America

cshepherd@nassaucountyfl.com  
Tel: (904) 491-3623

**System Licensee:**

Nassau County Public Library System - Main -  
Nassau County Public  
Claire Shepherd  
25 N 4th St  
Fernandina Beach FL 32034  
United States of America

**Sales Contact:** Contract Team

**Sales Phone:** 800-328-0067

**Sales Email:** [service-renewals-us@bibliotheca.com](mailto:service-renewals-us@bibliotheca.com)

Contract Number: US-70781-M6B4  
Term: 08/24/2019 - 08/23/2020  
Renewal

Item ID	Item Type	Quantity	Sale Price	Sub Total
SUP000002-000-US	Annual Support and Maintenance Renewal Contract Term: Aug 24, 2019 - Aug 23, 2020	1	\$3,331.600	\$3,331.60
			<b>Total (Less Sales Tax):</b>	\$3,331.60
<b>Grand Total:</b>				\$3,331.60

3M Library Systems has merged with Bibliotheca LLC. Together, our customers will enjoy the best of both worlds. If you are a former 3M Library System customer, please note that your Service & Maintenance contract will be managed and serviced by Bibliotheca LLC.

*Service and Maintenance prices exclude any applicable sales tax. Please provide Tax Exempt Certificate, if applicable.*

## Service and Maintenance/Extended Warranty Quote

Location	Asset Name	Serial #1	Qty	Start Date	End Date	Price
Nassau County Public Library System - Main	8422 3M™ SelfCheck™ System Model 8422 (R-Series) Tabletop (Black)	84221695	1	08/24/19	08/23/20	\$1,652.65
Nassau County Public Library System - Main	3M™ Command Center for SelfCheck™ (5 Kiosks)	Software	1	08/24/19	08/23/20	\$1,678.95



07/31/2019

Nassau County Public Library System  
25 North 4<sup>th</sup> Street  
Fernandina Beach, FL 32034

Bibliotheca LLC  
3169 Holcomb Bridge Road  
Norcross, GA 30071  
800-328-0067  
sales-us-contracts@bibliotheca.com

Dear Dawn:

We look forward to the continued partnership with Nassau County Public Library System. As we have previously relayed to you the former 3M Library Systems has merged with Bibliotheca, LLC. However, the quality RFID, self-checkout, collection management, AMH products and service as well as the people at 3M Library Systems are still here to meet the immediate and future needs of your library system.

The entire former 3M Library System management team have moved across to Bibliotheca. All former 3M employees who were part of the library business were offered positions in the new company. We're truly dedicated to combining the best of 3M with bibliotheca, and it's the people that are the most important part of this.

Bibliotheca requests consideration from Nassau County Public Library System as the sole source provider of service for the library's 3M Library System Equipment. 3M has been manufacturing and servicing 3M security, productivity and information management solutions in libraries for more than 40 years. Please let us review some of the rationale to justify our claim.

- 3M is the developer and sole manufacturer of the 3M Library System Equipment in the Nassau County Public Library System. These assets have now been purchased by Bibliotheca.
- Bibliotheca maintains patents and patents pending on certain parts of the 3M Library System Equipment at Nassau County Public Library System.
- Bibliotheca currently provides comprehensive service to Nassau County Public Library System.
- 3M Library System Equipment components are part of a matched component system that includes service, security gates, staff workstations, patron self-service devices, and applicators that apply the RFID tags to books and other items.
- Bibliotheca provides the only factory authorized service offering with technicians trained and equipped to maintain your 3M equipment in peak operating condition.

### **Maintenance Purchase**

Service Agreements can only be purchased through Bibliotheca. Bibliotheca provides the only factory authorized service offering with technicians trained and equipped to maintain your 3M equipment in peak operating condition.

This service agreement for maintenance of your equipment during warranty period and after are based on the correct usage of 3M™ RFID Equipment. Bibliotheca provides the only factory authorized service offering with technicians trained and equipped to maintain your 3M equipment in peak operating condition. DecisionOne Corporation is the only Bibliotheca authorized on-site service provider in the United States. Service calls are placed by calling Bibliotheca Customer Service at 1-800-328-0067. Software support is provided by Bibliotheca

and on-site support is provided by factory trained technicians from DecisionOne Corporation dispatched by Bibliotheca. Service Agreements can only be purchased through Bibliotheca.

Thank you for your interest in the service we provide for 3M Library Systems equipment. If there are any further questions or problems, please feel free to contact us.

Sincerely,



Mary Zilles  
**Sales Operation Manager**  
m.zilles@bibliotheca.com

# Service and Maintenance/Extended Warranty Quote

## TERMS AND CONDITIONS

### WHAT WE WILL DO:

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

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

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

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

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

**RENEWAL:** This agreement is NOT automatically renewable. If a renewal agreement is offered by Bibliotheca, the agreement price quoted will reflect the age of the product and the service costs at the time of renewal.

**ENTIRE AGREEMENT:** This instrument sets forth the entire agreement between the parties, and no representation, promise or condition not contained herein shall modify these terms whether made prior to or subsequent to the execution of this agreement.

Submit Purchase Order by fax to 1-877-689-2269 or by email to [service-renewals-us@bibliotheca.com](mailto:service-renewals-us@bibliotheca.com).

Accepted By:  \_\_\_\_\_

Accepted Date: 9/13/19 \_\_\_\_\_

Customer Purchase Order Number: \_\_\_\_\_