

LIBRARY RFID PROPOSAL



FE Technologies
RFID your way

Rapid City Public Library

For: Terri Davis and Sean Minkel

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63IN DESIGNER WIDE 2 COLUMN GATES



RELIABLE SECURITY

The FE Technologies Wide 1.6m Designer Gates security performance designed for wider entranceways and with the same look and feel as our Designer Clear Security Gates for consistency of design across all your branches and entranceways. The gates are a clear Perspex design with a subtle, sleek profile. These gates complement the architecture of your library without drastically changing the look of your exits. The Gates also give you an audio and visual alarm with corridor specific alarming, bi-directional people counter, and a range of installation options. The Gates have a maximum column width of 63" (for optimal readability) when SLIX tags are used; complying with disability access standards.

These gates are 2-column for a single aisle configuration and feature a bi-directional people counter that provides data for traffic reports via the Library Live Dashboard. They are installed with a ramp for easy installation and access compliance.

EXCELLENT READ RANGE

The Gates have a 3-dimensional read range and an excellent detection rate at over 99%, detecting items when held in any orientation, including multiple items and hidden items. The gates read items in any orientation at up to 8 tags per second. A wider installation option gives libraries flexibility for larger entranceways.

BENEFITS FOR THE LIBRARY

- Excellent security performance*
- Extra wide installation at up to 63" wide*
- Same look as our Designer Clear gates*

V5 SELF LOAN STATION

100% SELF CHECKOUT

The V5 Self Loan Station gives patrons 100% self-checkout and returns. Designed to attract patron attention and featuring highly customizable software, the V5 Self Loan Station is FE Technologies' flagship loans product.

It features a customizable LED halo surrounding its 23" capacitive touchscreen that can be lit in any colour of the Library's choosing. When the unit has an operating condition that requires attention, for example receipt paper out, or offline operation; or if a patron has selected the onscreen help button the top of the LED halo will light in a contrasting (customisable) colour to alert staff attention from across the room. The section of the LED halo surrounding the receipt output will light up to show the patron when and where to collect the receipt.

CUSTOMIZABLE SOFTWARE

The V5 features highly customizable software that gives patrons the ultimate user experience, guiding them through every step of each transaction with themeable animations, icons and graphics.

A range of third-party integrations are available, including room and PC bookings, event booking services, e-book vendors, payment providers and digital advertising.

BENEFITS FOR THE LIBRARY

User experience – 100% self checkout

Range of installation options – standalone, desk-mounted, wall-mounted, height adjustable, children’s height, bolted to floor, moveable base

Customizable interactive LED halo with alerts

Integrated DVD unlocker

Keyless entry for receipt paper access

Pricing Quotation

Code	Product	Quantity	Price	Delivery	Install	Library Live / Annual License	Total	Maintenance
Rapid City PL Refresh								
LIB-191-PXX-US	2 Column 63inch Designer Gate with Ramp	1	\$6,097	\$230	\$0	\$48	\$6,097.00	\$521
LIB-101.3A-XXX-US	V5 SELF LOAN STATION Large Base	4	\$5,731	\$1,320	\$0	\$192	\$22,924.00	\$1,960
	Minimum Onsite Install Fee				\$1,800.00		\$1,800.00	
	Delivery Fee			\$1,550.00			\$1,550.00	
Total						\$240.00	\$32,371.00	\$2,481.00

Price quoted above exclude sales tax.

Warranty & Support Levels: GOLD - 9am-5pm weekday support. Parts and onsite included. Phone, onsite support and remote support are included in the package.

PRICING TERMS AND CONDITIONS

On acceptance of this quotation, the following payment terms will apply: -

- a. Prices are excluding Sales Tax.
- b. Prices are valid for 30 days from the date of this quotation. This is due to the volatility of exchange rates.
- c. Delivery charges in the quote is estimated and is subject to change
- d. To be invoiced upon shipping, and to be paid 45 days from invoice date.
- e. In the event that a delay is made by the library then FE Technologies reserve the right to charge for the warehousing of the equipment.
- f. Any ad hoc items will require a separate purchase order, and payment is due 45 days from invoice issue date.
- g. The final payment of any product is due 45 days from final delivery.
- h. Non-standard security gate installation will incur an additional cost of \$1,750.00 A standard gate installation is a gate with a Standard Floor Ramp. See Smart Library™ Security Gate System - Architect Information Pack.
- i. The payment for book sorters shall be 50% deposit on order, 40% payable when it is due for shipping from overseas (i.e. when it leaves the overseas factory) and 10% 7 days after installation.
- j. Hardware delivery: 10-12 weeks from date of order (Note: Freight prices are based on standard door-to-door delivery. Extra freight charges may apply if delivery is difficult due to complex unloading conditions.)
- k. Some products have options and variations available – their codes (listed in the pricelist above) are as follows (multiple combinations of the below options can be purchased):
 - i. Self Loan Station – LIB-101-XXX
 - ii. Self Loan Station with DVD Unlocker – LIB-101-DXX
 - iii. Self Loan Station with Chip & Pin – LIB-101-XEX
 - iv. Self Loan Station with Coin Acceptor – LIB-101-XXC
- l. If you wish to accept this quotation, a formal FE Technologies contract will be sent to you for signing.
- m. In the case of building sites, if a second installation visit is required by FE Technologies the library will be required to pay an additional installation fee.
- n. FE Technologies normal project plan provides for a technician who will complete the entire hardware and software installation in one trip. In the instance where a second trip is required due to a direct request from the customer or their nominated agent (building contractor), a charge of \$1000 will be added to recover the additional travel and accommodation costs.
- o. Any building works required for the installation of equipment is not included. Refer to the libraries responsibilities as described in the architect packs supplied for each product.
- p. Mobile Retrospective Encoders are provided for the agreed period without a rental charge. Any extension to the agreed period shall be charged at \$600 per month per Mobile Retrospective Encoder
- q. Library hold the responsibility to look after the Mobile Retrospective Encoder crate when it is at library premise. An additional cost of \$600.00 will incur if the crate is damaged or lost.
- r. S1 Self Loan Station is based on a standard architectural laminates from <https://www.polytec.com.au/> Customisation fee applied.
- s. Self-loan station with Chip & Pin payment does not include the Chip & Pin machine which the library orders directly with their bank.
- t. In the event that the library has under estimated the library collection size for outsourced conversion and tagging, the library will be required to pay for any additional outsourced conversion and tagging costs at the rate quoted in the Proposal.

Signature & Title

Date

LIBRARY LIVE

CLOUD DATA STORAGE

The FE Technologies' dashboard application Library Live is a Cloud-based web interface that allows you to view and report on various transactions and conditions of the FE Technologies RFID equipment in your network. The Library Live is accessible from any PC in the network or any mobile device with web access.

The Dashboard screen shows the live operating conditions of your RFID equipment including Security Gate alarms, traffic reports, circulation levels (check-in and check-out figures), and equipment connectivity status. You can also view



each device in the network via the Management Console, which displays an icon and alert for conditions such as receipt paper low/out, loss of connectivity, ILS offline etc.

Libraries can view individual library data or a consolidated library networks data.

BENEFITS TO LIBRARY

- All transactional data by default is saved to our Australian Azure infrastructure. Each library has their own partition guaranteeing individual library privacy.

- Access to the data is made in two ways – using a live dashboard available via web browser or using our Management Console software

SUPPORT AND CUSTOMER CARE



Maintenance for all of FE Technologies' RFID products including hardware and software is provided free of charge for the first 12 months with our Warranty and Support Agreement. FE Technologies Customer Care Centre is staffed by experienced Technical Support Officers who are supported by a large research and development team and a quality assurance process that is audited annually for compliance with quality standard ISO9001:2008.

FE TECHNOLOGIES IS RENOWNED FOR ITS SUPPORT SERVICES. IN FACT, OUR SUPPORT TEAM IS FAR GREATER THAN THAT OF ANY OF OUR COMPETITORS AND ASSISTED BY A DAILY OPEN WORK TICKETS REPORT AND A GRAPH SHOWING OUR CURRENT CUSTOMER SATISFACTION RATING. ALL OUR STAFF HAVE A VESTED INTEREST IN SEEING OUR CUSTOMERS HAPPY!

TWO WAYS OF LOGGING SUPPORT TICKETS



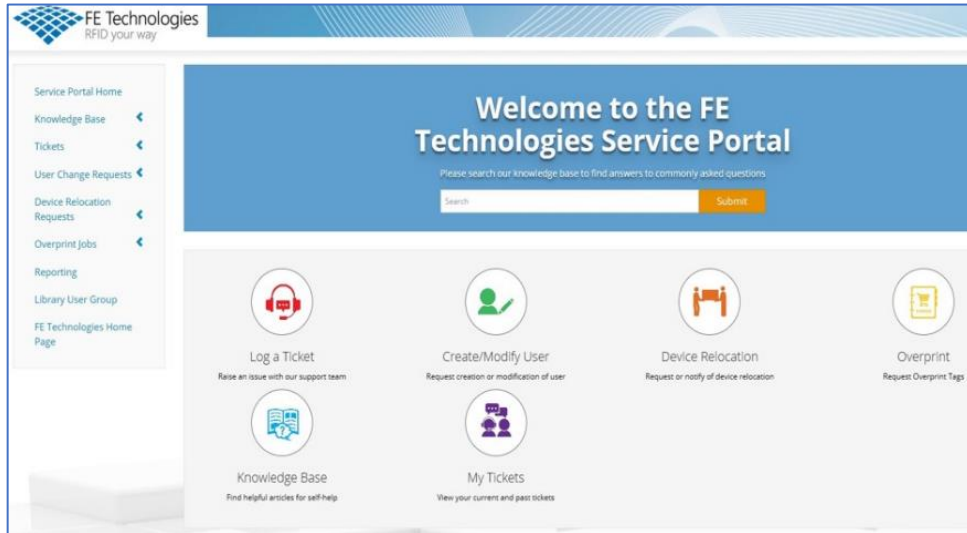
Local dedicated call center

SALES: TEL +1-888-278-1824

SUPPORT: TEL +19842970011



Online Support Portal: TICKETS.FETECHGROUP.COM



WARRANTY LEVELS:

& SUPPORT

- 1) GOLD - 9am-5pm weekday support. Parts and onsite included. Phone, onsite support and remote support are included in the package
- 2) SILVER - 9am-5pm weekday support. Parts included. Quote on onsite installation services.
- 3) BRONZE - Software upgrade and remote software support only. Quote on onsite service and parts.

OUR TEAM

"We are ready to capture great ideas and transform them into amazing solutions that solve your problems. We are driven by creating experiences that deliver results for your business and for your customers."

ANDREW POWELL



DIRECTOR, GENERAL MANAGER

Andrew Powell is the Director of the company. Andrew has several years' experience in management and production, and extensive experience in RFID technology especially during FE Technologies fledgling days. Andrew steers the operations of the company towards greater efficiencies and enhanced productivity.

PETER FERENDINOS



DIRECTOR OF SALES

Peter's focused and driven management of the sales and marketing team since inception has seen FE Technologies gain a strong foothold Australia, New Zealand and South East Asia. Peter leads a sales and marketing team that is focused on job specialization which has led to huge efficiencies in our sales process, which in turn leads to real win-win in delivering relevant RFID solutions to libraries.

SCOTTY GAGE



VP OF SALES - US

Scotty has been working with libraries in the USA creating solutions that make a difference since 2013. His passion for helping libraries do more and having a greater impact on communities has led him to be one of the most successful Business Development Executives in the Industry. Scotty also has had success in building and leading Sales teams to be successful in various industries.

DUSTIN LAMM



BUSINESS DEVELOPMENT EXECUTIVE - CENTRAL US

Dustin has been serving the library industry for well over 18 years. Dustin has a wealth of knowledge and experience when it comes to improving circulation management having worked in both the ILS and RFID realms. Dustin is based in our growing Texas office where he will look after the RFID sales of the Central US.

FE Technologies is at the cutting edge of library RFID development and library RFID is our SOLE area of business so we know it well, and invest all our resources into just that – library RFID – your way.

JARRED STEENVOORDEN



RESEARCH AND DEVELOPMENT MANAGER

Jarred heads up the FE Technologies Research and Development Team and is behind our innovative software across our entire suite of RFID equipment. Jarred and his team are responsible for developing new software, including enhancements, new features and bug fixes. Software developer using C# on Microsoft Dot Net, HTML, Java, PHP, MySQL. Develops Web applications and point of sale software. Jarred leads the concept through to market process for the team for new products.

CLINT AGUSTSSON



HARDWARE DEVELOPMENT MANAGER

Clint has 15 years IT experience and has hands on involvement in the development of the FE Technologies Library system. Clint heads up the Hardware Team in the R&D lab. Clint is often a point of contact for escalated work tickets that require development work and is also in charge of the creation of new products and enhancements. Clint's and his team are responsible for hardware development and enhancement, compatibility and software integration. Clint has a expertise in automated materials handling.

CYNAN MCWILLIAM



SUPPORT MANAGER

Cynan is an integration specialist with 18 years of experience across Asia Pacific. Recently returning from a ten year in Hong Kong providing sales and technical support for Post Production and Broadcast customers across Asia. Prior to that he had similar postings in Bangkok and Wellington. He brings extensive workflow, networking and technical knowledge to the team. Cynan heads up the team and is a point of escalation for any unresolved issues.

HAROLD TAIT HEGGE



TECHNICAL COORDINATOR - US

Tait is a Telecommunications and IT specialist with 30 years' experience. He started in computer programming and computer sales and but after college he joined the Air Force as a Telecommunications Technician. In the Air Force he led teams in support of multi-million-dollar communication systems and retired from the military after 22 years. Post military, he worked as a technical trainer for a large telecommunication company. Tait's diverse experience in IT, Telecommunication and electronics has added greatly to the support and growth of libraries throughout the US

SEAN ZINGIRIS



TECHNICAL SUPPORT - US

Sean is an experienced technician and customer service specialist with a strong history of leadership and offering audience-appropriate technical expertise. He has a diverse, blended background in customer experience from different industry.

JUSTIN MEISCH



TECHNICAL SUPPORT - US

Justin is an experienced technician with a customer service first mindset and a history of leadership. He has a wide range of experience with troubleshooting and building computers.

KYLIE HERNANDEZ



SALES COORDINATOR

Kylie is the sales coordinator in our US branch, assisting all our US BDE (Business Development Executive) in all the sales documentation. She is soft spoken and bubbly and experienced. Feel free to reach out to Kylie if you need any help!

CLIENTS

FE Technologies customers are invited to our User Group – an independently run group of FE Technologies Users who meet annually and conduct training, share information on products and software and are in close contact with our R&D department to share ideas for upgrades, enhancements and new products.

Here is a selection of our valued customers:



THANKYOU!

QUESTIONS?

IDEAS?

CLARIFICATION?

CONTACT US TODAY:

FE Technologies



536 Silicon Drive, Suite 100 Southlake Texas 76092



+1-888-278-1824



enquiries@fetechgroup.com



www.fetechgroup.com