



Blount County Public Library

Flex AMH Solutions Proposal

February 13, 2022

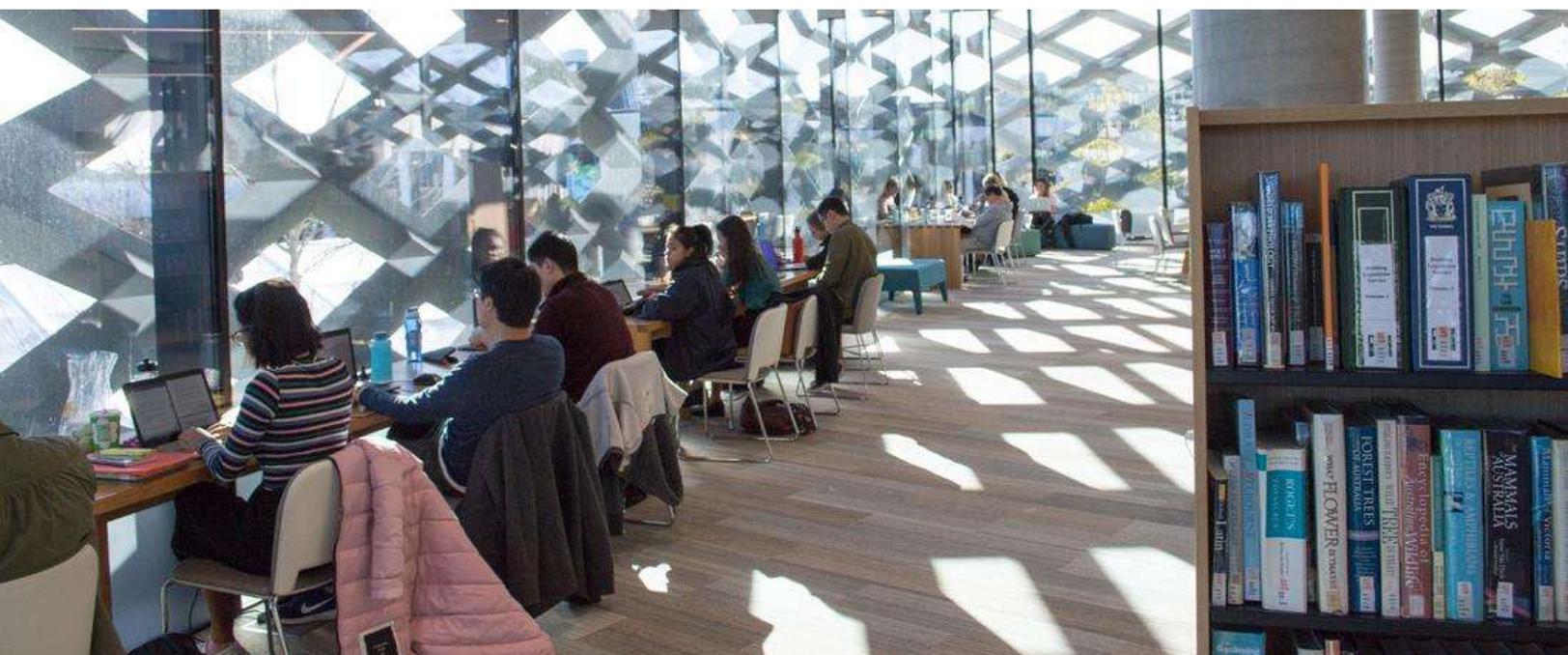
Valid until March 31, 2023

Partners in creating the best for your library

You need a knowledgeable partner to help navigate your technology purchase and assist in a smooth implementation. The Bibliotheca team will take a consultative approach to your project. We take the time to learn about your goals and your unique library and community.

Bibliotheca provides intuitive solutions and expert guidance. We keep you informed about new technologies and help you find the right fit. For 50 years Bibliotheca has worked exclusively with libraries. We are proud of the many innovations we've brought to libraries in partnership with cutting-edge, technology-minded customers around the world. We partner with more than 30,000 unique libraries, helping them evolve their services and connect with their communities.

- **We love libraries.** As degreed librarians and avid library users, we understand not only the unique management challenges that libraries face, but also what the future of library service will demand.
- **Robust technology.** Libraries are competing with the best in consumer technologies and can't afford to stick with the status quo. At Bibliotheca, we aren't just keeping up with the times, we're inventing the future.
- **Best after-sales support.** Our commitment to service begins when the product is designed and manufactured. No matter where you are, we've got a team nearby to help you make sure your library is ready.
- **Equity and access.** We want to empower libraries to learn about innovation and best practices from other libraries near and far, to help reduce inequality within communities, regions and countries around the world.



Imagine what a library can be.

Get to know our [solution ecosystem](#).





flex AMH™

Create the perfect return and sorting solution that is configured to fit your space and budget. We simplify the materials handling process, so you can evolve your service and deliver the best overall library experience for your community. Touchscreen and drop-and-go patron inductions available.



Completely customized for you
Our fully modular design allows us to create any type of solution to fit your specific space.



RFID, EM and barcode based
There is no need to convert your collection to a specific format in order to start taking advantages of efficient return & sorting processes at your library.

quickConnect™ AMH

Return and sorting is only easy if it's flexible. Our innovative AMH software was designed to easily accommodate unique library needs. quickConnect™ AMH delivers an engaging patron experience for all types of return and sorting interactions. Whether a patron is renewing an item or simply returning a stack of books, quickConnect™ AMH saves time for library patrons and staff.



return and renew



Flexible workflow and media handling via configuration



Multiple time-based sort strategies and operation modes



Ability to configure multiple ILS connections



Convenient and accessible receipt printing



Easily customized patron interface themes and templates



Multi-language support with 24 default languages



libraryConnect™ devices

Everything you need in one place. libraryConnect™ devices lets you see all Bibliotheca's interconnected hardware and software solutions in one place. For libraries looking to further streamline their workflow and visibility, an annual subscription to libraryConnect™ devices provides powerful tools to manage and configure library equipment remotely as well as provide aggregated reports from one central location.



Detailed and robust reporting
Make data-driven decisions that shape library services, strategic initiatives and staffing levels with easy to access reports.



Configure and troubleshoot remotely
Replicate software configurations across multiple devices, branches or an entire system. Using powerful configuration tools, easily apply workflow changes, appearance custom messages and more.



System alerts
Email and SMS messaging ensures that you will always know the status of all connected Bibliotheca solutions.



Access online customer support portal
Submit help desk cases and track status.

Service and Support

Bibliotheca has the talent and scale to respond quickly and effectively to all your service needs. We have developed an in-house support team that is the largest in the industry. In fact, most of our support calls are resolved and closed the first time a customer calls.

At Bibliotheca, our commitment to service begins when the product is designed and manufactured. We start by building robust, reliable products that can be easily maintained. If an issue requires on-site assistance, our manufacturer-trained technicians will be dispatched to service your equipment, providing your library with the best support and service in the industry.

Bibliotheca's service plan

Online Support Portal 24/7. libraryConnect.com is a free resource that allows you to create and monitor help desk cases, access user guides, view helpful videos and download training materials

In-house help desk support. We provide a 24/7 hotline and software support hours are: 8AM – 7PM EST, 7AM – 6PM CST, 5AM – 4PM PST, Monday – Friday, less holidays

On-site support. Bibliotheca has 120 trained and certified on-site technicians, parts included in plan, 4-hour call back and 8-hour on-site during business hours, contingent on geography-specific call-out schedule

Bibliotheca technicians are required to complete weeks of training for each product before being certified to work on it. Many of our customers have been working with their Bibliotheca tech for years. Our customers appreciate the consistency and compliment us on the high-level of confidence that they have in their technicians. Some of our in-house product experts and on-site technicians have worked with these products for more than five years and in some cases are 20-year veterans.

Solutions Pricing

(Pricing Valid through March 31, 2023)

Primary Quote Solutions	List Price	Price (inclusive of discount)
Flex AMH System	\$126,000.00	\$111,000
AMH Standard Bins (7)	\$5,660.69	\$0
Flex AMH System- First Year Warranty	\$17,335.55	\$16,468.79
Flex AMH System- Installation	\$7,044.27	\$6,542.22
Training- Introduction to QuickConnect for AMH	\$1,800.00	\$0
Shipping and Administration	\$18,264.27	\$15,394.31
Total	\$176,104.78	\$149,405.32

*Bibliotheca can provide flexibility with payment terms, delivery, and installation.

Ongoing Support and Maintenance

Option 1: Pre-Pay Support and Maintenance

Ongoing Support and Maintenance Costs	Quantity	Price
Annual Support and Maintenance- Year 2	1	\$17,786.30
Annual Support and Maintenance- Year 3	1	\$17,786.30
Annual Support and Maintenance- Year 4	1	\$17,786.30
Annual Support and Maintenance- Year 5	1	\$17,786.30
Total		\$71,145.20

Option 2: Annual Support and Maintenance Agreement

Ongoing Support and Maintenance Costs	Quantity	Price
Annual Support and Maintenance- Year 2	1	\$17,786.30
Annual Support and Maintenance- Year 3	1	\$19,209.20
Annual Support and Maintenance- Year 4	1	\$20,745.94
Annual Support and Maintenance- Year 5	1	\$22,405.61
Total		\$80,147.05

Pricing Terms:

- Support and maintenance pricing is subject to change based on final quantities and product configuration.
- System returns will be accepted within 30 days from the date of order and must be in original packaging. A 20% restocking fee will be charged and customer will pay for return shipping.
- Terms are NET 30 days from date of invoice for all equipment. Invoice is generated at the time of shipment.
- flex AMH™ payment terms: 50% at Purchase Order; 40% after shipment; 10% after library sign-off.
- Due to the Covid-19 pandemic impact on global supply chains, delivery lead times are subject to change.

For fines and fees solutions the customer is responsible for:

- The set-up of the merchant account with the merchant acquiring bank.
- Any and all set-up and bank charges associated with the merchant account.
- For Comprise, additional merchant accounts will be charged annually.

Benefits to working with Bibliotheca

- Bibliotheca offers an unmatched ecosystem of solutions.
- From consulting to implementation to service and maintenance, you are supported by the most experienced team supporting libraries.
- Bibliotheca is creating the library of tomorrow so you can exceed your goals and enrich your unique community starting today.

Next steps

Get up and running quickly. We will work with you to meet your goals. We've shown you the value of solutions, and we can launch your project once we receive your commitment by this proposal's expiration date.

Please contact me with any questions:

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