



FE Technologies
RFID your way

FE Technologies Response to Plainfield-Guildford Township Public Library RFP

For Self Checkout Kiosks

Invengo American Corp DBA FE
Technologies

Cover Letter

September 30, 2021

Montie Manning
Plainfield-Guilford Township Public Library
112 Stafford Road
Plainfield, IN 46168

Dear Mr. Manning,

It was my pleasure to meet with you and your team on September 20, 2021. It was great to hear about all the exciting things happening at the library and being invited to be a part of these upgrades.

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All installs will be done by FE Technologies. FE Technologies will be using Fujitsu for onsite parts swap out/replacements.

We do not have any pending litigation against us and have not had any litigation as long as we have been in business in the United States. Our financial position is good, even with the pandemic, and FE Technologies have not had any bankruptcies or insolvency procedures brought against us in the last ten years. We have been providing libraries with RFID solutions for the past fifteen years and offer some of the most unique solutions available on the market currently. Our proposal will be good for at least 180 days after we submit to the library. We are free of conflicts of interest and no one we know works for the library that we are aware of.

We are excited to be a part of this project and can't wait to work with the library in their refresh of the self loan stations at the library. We will outline in the proposal all aspects of our self loan station with all the options available for adding to the kiosk. Please accept our proposal below for your review.

Sincerely,



10/6/2021

Scotty Gage, VP of Sales North America

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Executive Summary

With roots dating back to the 1920s to today with over 1000 sites installed, FE Technologies is a leading supplier of innovative library RFID products and renowned by our customers all over the US for our outstanding service and support.

The FE Technologies stunning range of Self Loan Stations have captured the attention of American libraries and their patrons. Our flagship product, the V5 Self Loan Station is highly recognizable in libraries and renowned for its outstanding user experience. Here is what FE Technologies can deliver to PGTPPL:

- ✓ Self-Check stations designed to provide library patrons with 100% self checkout with newly released Envoy software designed specifically for the ultimate user experience. The software features customizable themes, optional animated characters, and intuitive workflows.
- ✓ The V5 Self Loan Station features a customizable LED halo that interacts with the patron but also will alert staff when a patron has selected the help button or when the unit has an operating condition that requires attention, for example receipt paper out.
- ✓ The optional L2 is a landscape touchscreen version, sleek and slimline with plenty of onscreen real estate for advertising and events notification.
- ✓ Access to a live Cloud-based dashboard system so you can see the operational status of each loan station and circulation rates.

With a renowned and highly touted support and customer service process we'll not only deliver an outstanding range of products, but we'll be there to support you with responsive service level agreements designed to maintain the uptime and optimal performance of your FE Technologies RFID devices for years to come

We look forward to discussing "RFID Your Way" with the Plainfield Guildford Township Public Library

Why FE Technologies?

FE Technologies has the largest range of library RFID products on the market, and we only do one thing – library RFID. So all our research and development is funnelled into products that libraries need. We design our innovative RFID solutions in conjunction with libraries and we BETA test them in live library environments, so we know they work. Our products give libraries real results in increased circulation, better patron user experience that encourages return visits, and reconnecting staff with higher value tasks instead of menial check-in/check-out work. Based in Texas and with team members throughout the country we're here to support you long after your RFID project has been installed.



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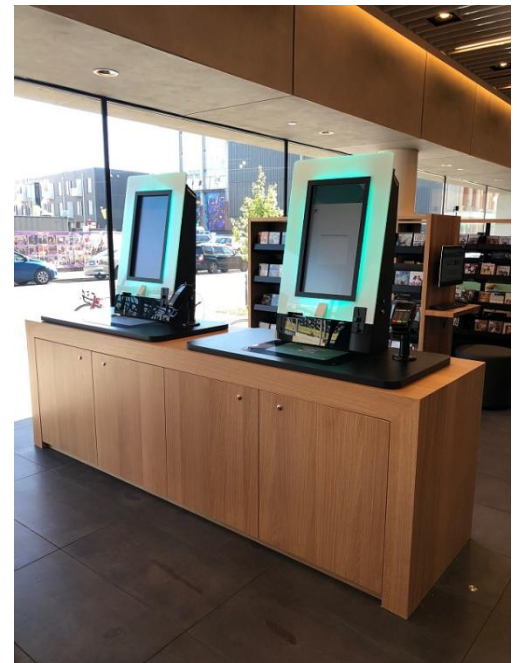
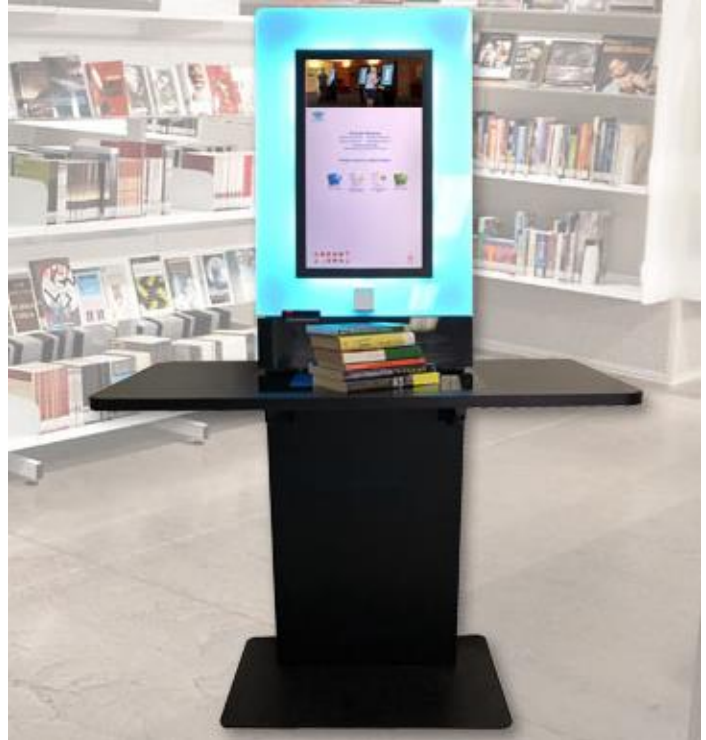
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Description of Proposed Solution

V5 Self Loan Station

V5 Self Loan Station is a state-of-the-art loan station designed to look amazing in any library environment. It is our flagship product and highly recognizable as a self-check unit in libraries everywhere.

- With a portrait-oriented 23" capacitive touchscreen it allows the display of multiple items without the requirement to scroll up or down.
- Check out up to 20 items at a time
- The V5 Self Loan Station features an LED halo that can be lit in your corporate color. You can even light each loan station in a different color to match it to different areas of the library. Alternatively, the halo surrounding the touchscreen can have an industrial-grade vinyl "skin" designed in the library or City's logos and colors.
- The LED will light up in a contrasting color at the top of the unit to alert staff to operating conditions that need attention, such as receipt paper out or offline functionality or if a patron has selected the onscreen "help" button.
- Sections of the LED will light up to direct patrons to the next step of a transaction, where the receipt is issued or where a DVD can be inserted, for example, giving the patron a wholistic interaction with both the hardware and software for an outstanding user experience.
- Highly customizable, intuitive, and interactive software
- Optional integration with third party providers such as events booking services, room booking services, PC booking services, e-book providers, and digital advertising



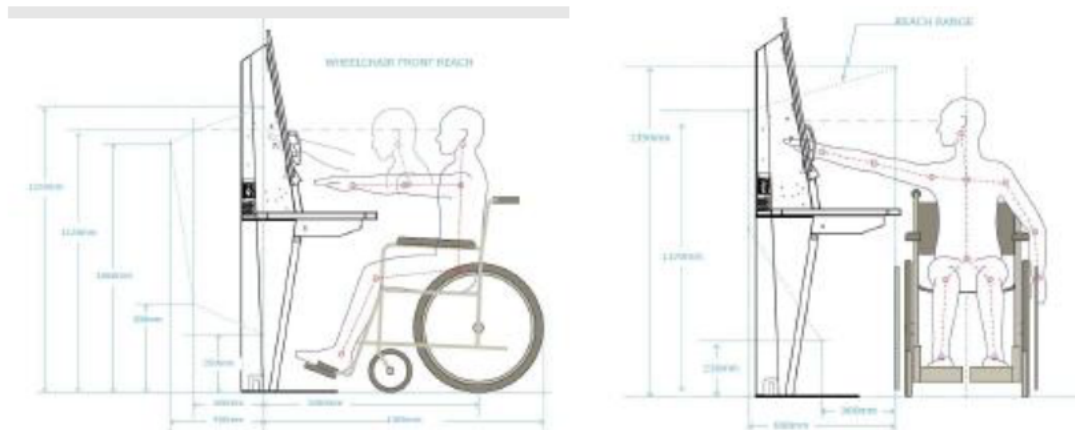
Note that the V5 can be installed standalone, in a children's height version (with a shorter pedestal), wall-mounted or integrated into a desktop with customization options available for the chassis as well as the LED halo itself. See images below:





ADA compliance

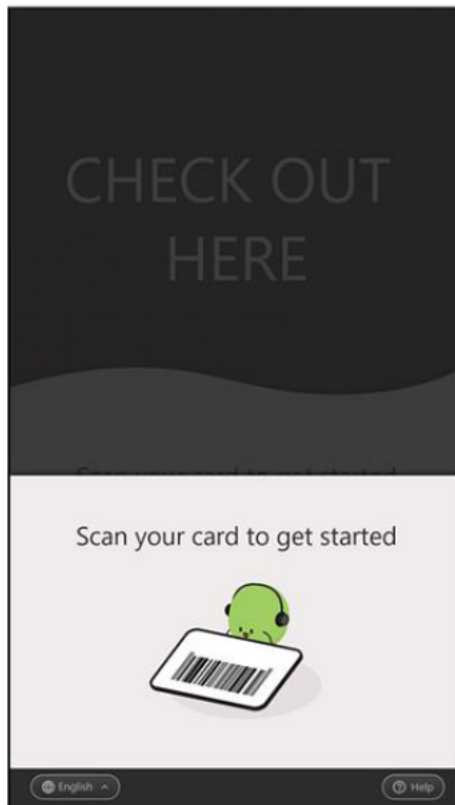
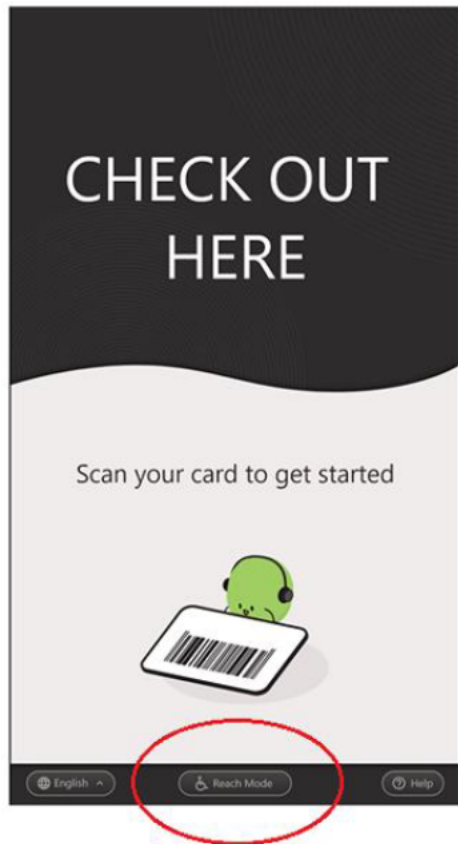
The Self Loan Station complies with disability access guidelines for both front and side reach from a wheelchair. It also features font size adjustable by the user and is compliance with Web Content Accessibility Guidelines (WCAG) to AA for visual access.



There is also reachability access on the new user interface of the Self Loan Station, which when activated moves all functionality down to the bottom half of the touchscreen to allow for seated access. If the Libraries would like to put the V5 on a table top (desktop version – removal of the pedestal), the new User Interface features the

ability for users to move the functionality of the screen down to a reachable access zone suitable for a seated person or person of short stature. The reach mode complies with disability access requirements for software accessibility too.

See screenshots below.



Optional - L2 Self Loan Station

The L2 Landscape Self Loan Station is the newest model in FE Technologies' suite of loans stations. It is a value for money unit with a small footprint and a stylish "Z"-shaped sturdy stand which can be bolted to the floor. The design is modern and unobtrusive, to suit most library architecture and available space.

It features an 18.5" landscape-oriented touchscreen that is designed for maximum screen real estate to showcase digital advertising, events promotion and library branding. The L2 can be installed as a standalone unit or installed on a desktop. It has an optional tray holder under the reader pad for the patron's convenience.

The unit features the customizable FE Technologies software, laid out in landscape mode to take advantage of the spacious screen. Designed for an outstanding patron user experience, the software is engaging, easy to use and encourages repeat visits to the library and allows 100% self loans by patrons without staff intervention. An onscreen alert shows staff when patrons have selected the help button or when the unit requires attention such as receipt paper out or offline. The software is described in further detail, below. Access to the receipt printer is via the front of the unit, and a receipt roll change can be performed by staff quickly and easily in seconds.

The L2 is the ideal mid-range loans stations for libraries looking for a high quality unit that fits budget and space requirements.



Envoy Self Loan Software

The Self Loan Stations offered by FE Technologies come with our newly released "Envoy" Self-Loan software.

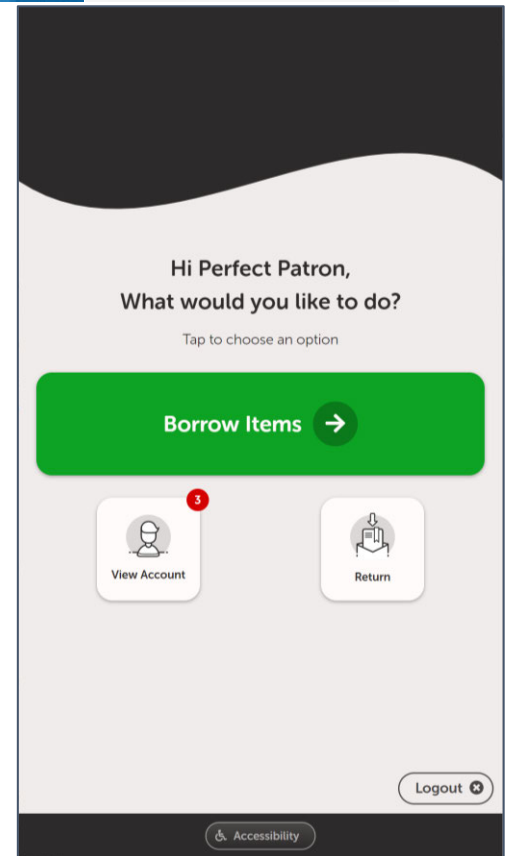
FE Technologies has recently released new self-service software on its range of self-loan stations. A specialist user experience company was engaged, and the project commenced with a mandate to both improve the patron user experience whilst aiming for a goal of 100% self-service.

FE Technologies has performed extensive testing of the Envoy software at the coalface of library operations, in busy public libraries. Each component, button and animation style has been road-tested with patrons and staff eventuating in an interface that delights users and encourages return visits.

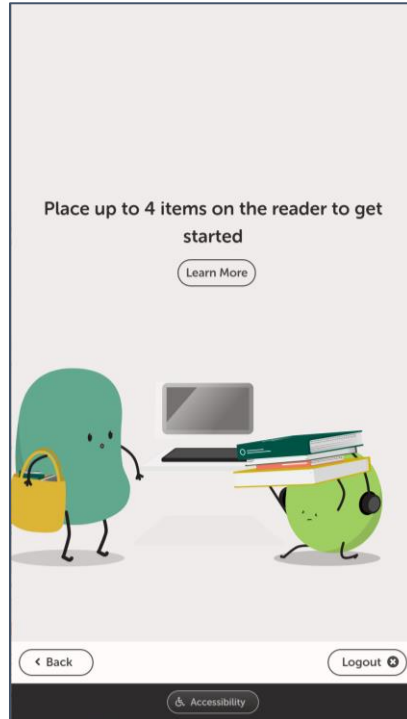
Envoy software is complemented by our unique RFID Accelerate – specially designed software that allows items to be cached after the first time they are “seen” by the RFID system and thereafter the read of each item is instant and removed any possibility of items failing to be checked out or have the security status set to off when patrons place items on the reader pad. Importantly this feature stops false alarms at the security gates, something our customer the Santa Clara Public Library were thrilled to resolve when they switched to FE Technologies.

Several features of the Envoy software make FE Technologies stand out from our competitors, with functionality designed to genuinely enhance the user experience, not just to check functionality boxes.

- ✓ **Intuitive placement, icons, and coloring to attract attention where it is needed** – the main use of the Self Loan Station is to borrow items, so we’ve taking up a large portion of screen real estate to highlight the “Borrow Items” button, in the center of the screen in green. Other options such as “View Account” and “Returns” are represented with easy to recognize icons so patrons can see at a glance what the functionality is.



- ✓ **Fun and useful animations** - We've also introduced two (optional) colourful animated characters "Bean and Bop" who also guide you around each transaction, bouncing playfully around the screen to show users where to scan their card, how to place items on the reader pad, and when and where their receipt



can be collected.

- ✓ **Fines and fees payment** – fully integrated payment where patrons can pay with their credit card – onscreen prompts direct the patron through the process:

Hi B. Hawk*****

Pay Fines

\$5.00

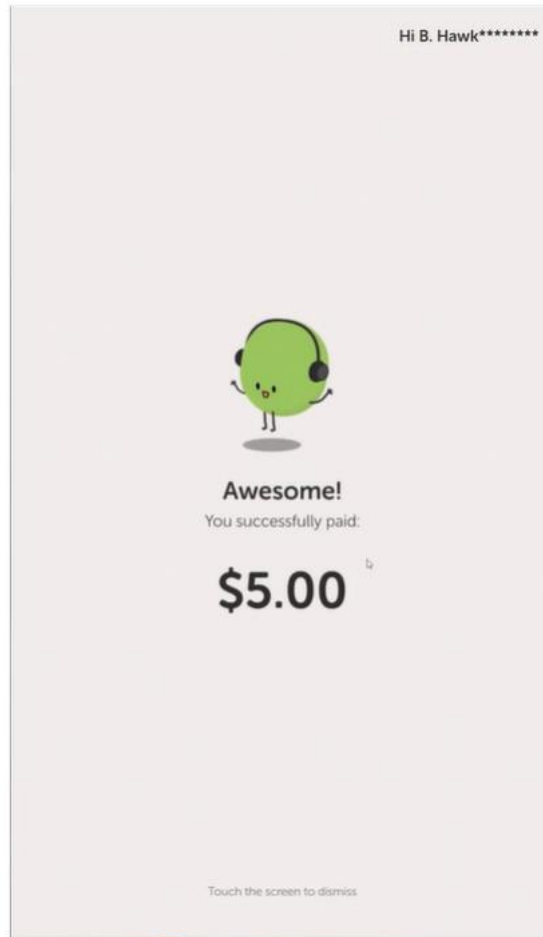
Amount owing: \$80.00
Or enter partial amount below

1	2	3
4	5	6
7	8	9
⌫	0	⌂

Cancel Continue

< Back Finish 1

English Accessibility Help



✓ **Help!** If a patron requires assistance with a transaction, selecting the onscreen more information button will give the patron will show a pop-up that describes in more detail the transactions and requirements from the user. If the patron then requires further help, they can select the button “Request staff assistance” to alert staff. As an additional option we also have FE Helper who is an animated woman who gives a first person show of what to do next, showing exactly how actions are performed (unlocking a DVD, for example). She provides an additional visual representation of each transaction.

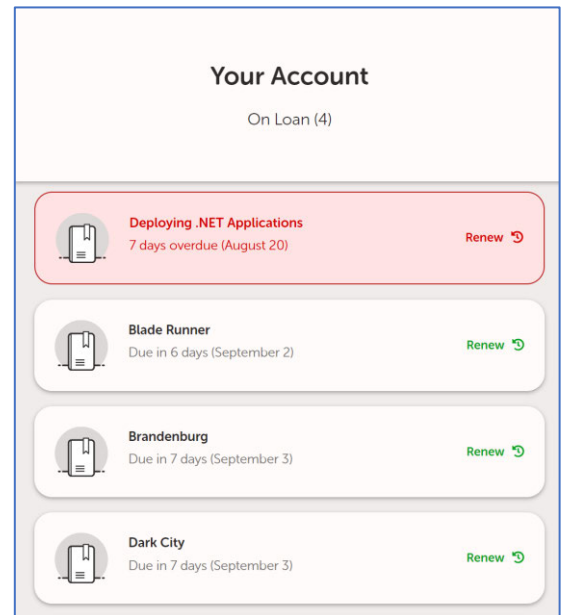
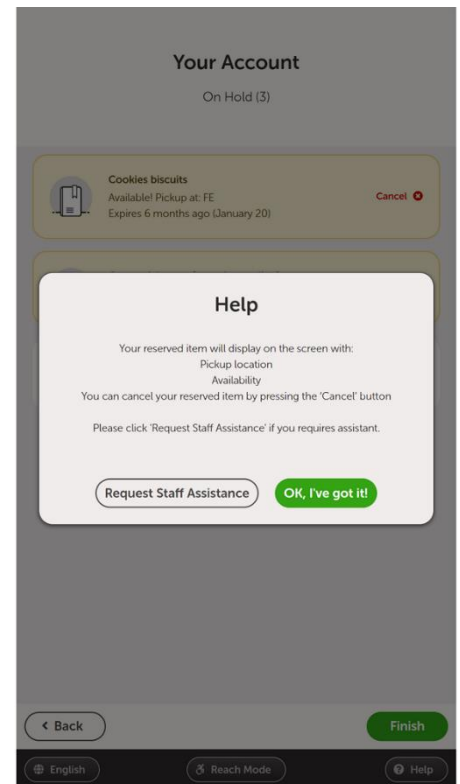
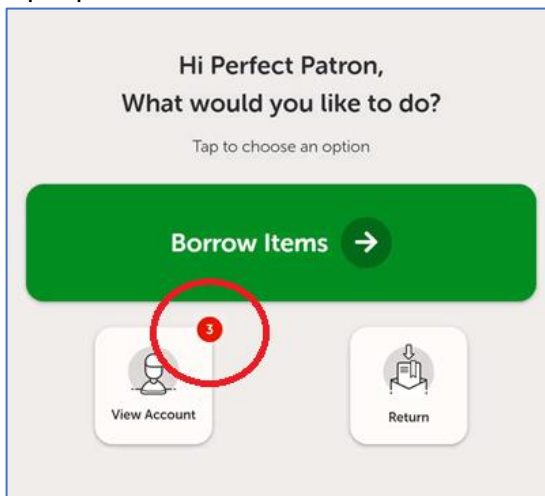
✓ **Familiar swiping, scrolling and selection actions** – most patrons who own a smart phone, tablet or touchscreen computer will be familiar with the action to swipe across the screen to scroll through a list or to page across to more content, along with selecting highlighted icons. This intuitive screen interaction is instantly adopted by patrons of all ages.

✓ **Micro-animations** – to further guide patrons through each transaction we’ve introduced micro-animations. The patron’s eye is guided to the next button to select in a transaction by a slight wiggle of that button or icon to show the patrons which is the next logical step. For example, at the end of a transaction the “receipt” button will give a little wiggle to remind the patron to select their preferred receipt option.

✓ **Badge alerts** –

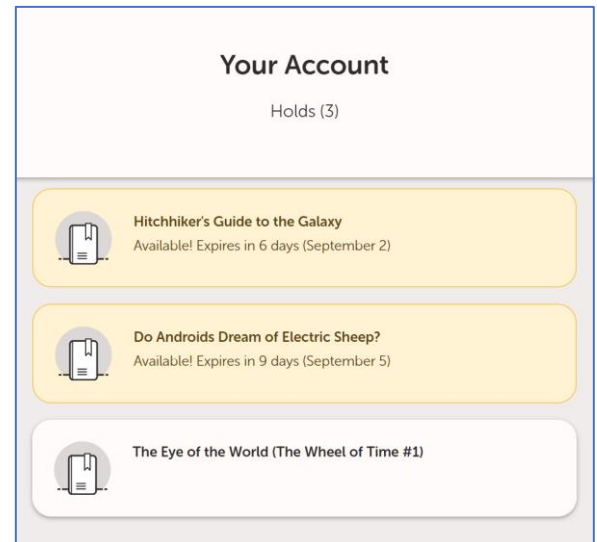
A button will have a badge alert – a small number icon in the corner to show that patron that there is something within that item that requires their attention,

for example if they have reserved items ready to collect or if there is an outstanding fee due, or overdue items. Selecting the “View Account” button takes the patron to their account where the available action is highlighted. In



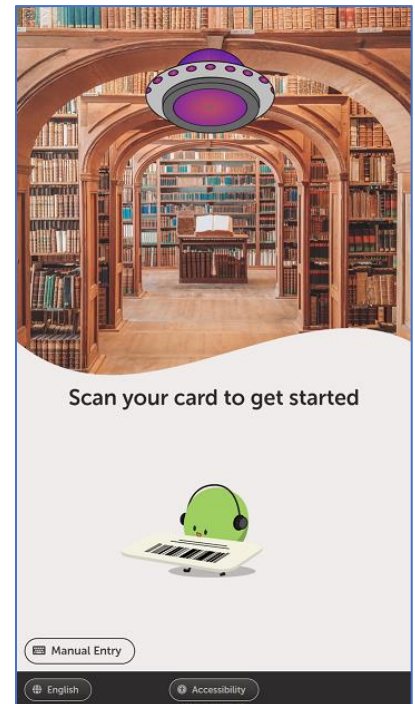
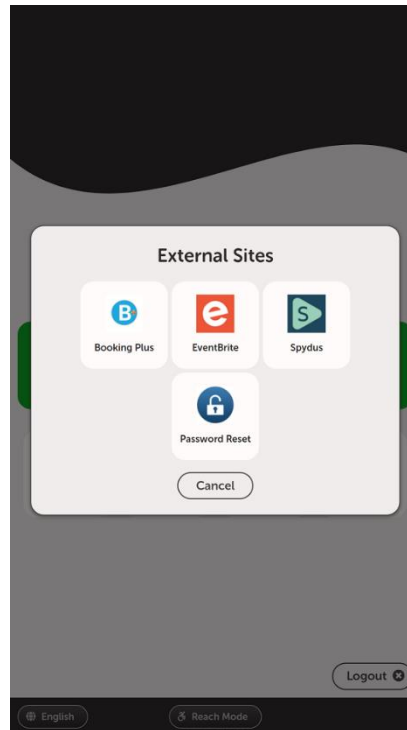
this the example at right an overdue item is highlighted in pink directing the patron's attention to renew the item.

- ✓ **Enhanced and deeper ILS integration** – With years of experience working with ILS providers and libraries directly, FE Technologies has the skills and expertise to create a seamless ILS/RFID integration that gives libraries a higher level of functionality on the self-loan stations than ever before. This includes the ability for patrons to check on hold items and their status and to cancel on hold items. We can also offer a range of returns options at the loans station, allowing patrons to return items and even conduct a basic sort of items into adjacent totes or bins.
- ✓ **Change your mind!** - Once a patron has placed all their items for borrowing and they are listed onscreen, they can choose to unselect an item and remove it instantly – it will not be checked out to their account and the security status will remain on. This gives patrons the flexibility to change their mind once they're seen their list of items to be borrowed, another boost to the user experience.



✓ **Third party service provider integration** – your patrons can enjoy a whole range of services at the Self Loan Station, not just borrowing books. Some examples include:

- Events calendar and booking services
- PC bookings
- Room bookings
- E-book vendor integration
- Payment systems integration
- Digital advertising – showcase your library's activities and events to your patrons with advertising that is simple to setup and easy to change by library staff at any time. This can be in a range of eye-catching layouts – as a screensaver, or as a



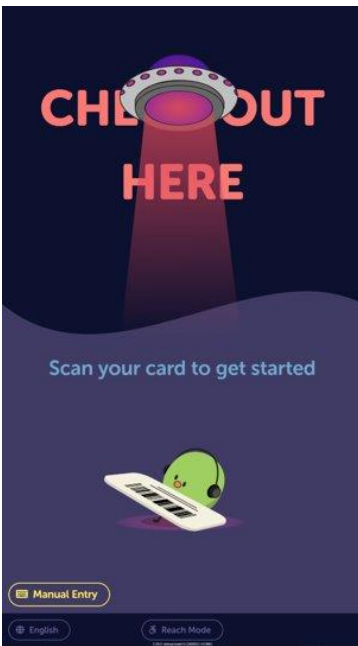
banner making use of the top of the screen. Animated or movie adverts are a great way to engage your patrons and pique their interest – an example is shown at right.

✓ **Workflow customization** – FE Technologies understands that each library has different processes and procedures, often based on business rules such as borrowing limits, items not for loan, items with an age limit, blocked borrowers etc. So, we've added the flexibility of staff being able to tailor workflows, that is the steps patrons take to perform each transaction. You can choose from one of our out of the box solutions, or design your own, allowing you to manage what receipt options are presented, whether a PIN or password is required after a patron scans their membership card, when/how a patron is directed to pay fees, and many more options.

- 



Touch the screen to dismiss.



As part of FE Technologies' new Envoy Software we have recently released a full functionality touch-free technology "Contactless Control." Contactless Control can be purchased inbuilt with your any of our fleet of new Self Loan Stations, or it can be retrofitted onto your existing units. This technology gives libraries the opportunity



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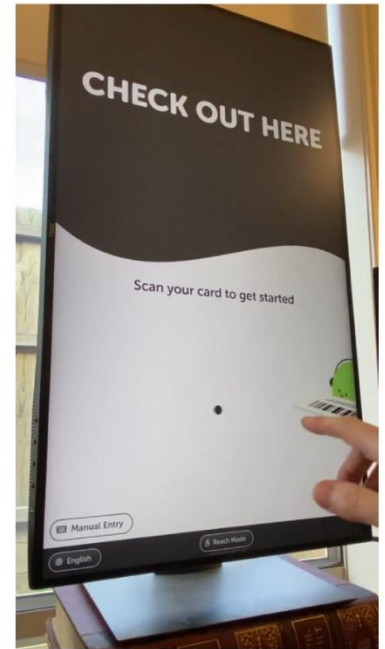
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to offer patrons an extra level of safety where COVID-19 is a concern by allowing patrons to interact with the screen without touching any surface.

By moving their finger in front of the screen patrons control an onscreen dot which allows them to scroll up and down, swipe, and select buttons. This occurs in the air space directly in front of the screen (approximately 2-4 inches) and gives the same familiar and accurate controls of a touchscreen interaction so patrons will instantly adapt to the new interaction.

Contactless Control has been designed in conjunction with a range of COVID-19 initiatives by FE Technologies, designed to help libraries navigate patron and staff safety through the times ahead whilst continuing to deliver an outstanding user experience at the Self Loan Stations.



Why choose FE Technologies Self Check solution?

"The ability to walk in and quickly and easily scan multiple books at once and walk out, has made it a better experience for the public."

And the built-in features - such as the option to renew items - has freed up staff immensely.

"Our staff have been able to spend more time with longer inquiries, helping kids with assignments & answering computer queries."

- Chris Duckworth, Technical Administrator, Hawkesbury Public Library

Better patron user experience

Michelle wanted to free up staff to be able to do less clerical work and more in-depth customer service. She knew she needed to encourage patrons to use self-service with a better looking display that screamed 'use me.'

"In a library, if someone wants a quick transaction and doesn't need human interaction, then you need to dangle a juicy carrot in front of them to entice them to try it. And then most of them

will find out that they like it."

– Michelle Mears, Library Director Rolling Hills Consolidated Library

References

FE Technologies has a vested interest in keeping our customers happy – we rely on references and testimonials to help us get the word out that we have not just fantastic products, but a support system that is second to none coupled with a research and development pipeline that vastly overtakes that of our competitors. So, we're delighted to present the following clients who will be happy to discuss their experience with FE Technologies and our products:

Westfield Washington IN

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Vigo County Public Library

Heather Rayl, Director of Technology and Special Services

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Benbrook Public Library

Steve Clegg Director

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Project Implementation

4.6.1 Project Implementation Plan and Schedule

Overview

A good roadmap executed by a seasoned team greatly increases the chances of a successful project.

FE Technologies has documented each and every step of the journey that library staff will undergo to successfully implement RFID in their library. The installation process has been developed and refined based on experience of installing RFID in over 1000 individual branches throughout the world.

FE Technologies uses a specialized Project Management Team to implement RFID that has direct access to the resources of our Support, Research and Development, Customer Service and Production Teams.

Effective and accurate communication is important to minimize the any delays or risk during your conversion to RFID.

Timeline

FE Technologies can commence the project from the proposed contract signing date of November 17, 2021 and the milestones for each week are presented in the Gantt chart on the following pages.

Here's how we anticipate the steps required for your library RFID project:

	Milestone
Step 1	Contract Finalization Contract is signed, and order is placed for equipment. Initial 50% deposit is paid. FE Technologies Transition Meeting occurs. Business Development Manager hands over all customer/contract requirements to the Project Manager, Operations Manager and Account Manager.
Step 2	Tags and Mobile Retrospective Encoders are delivered Conversion and tagging commences – the timeframe for this is dependent on number of staff operating each trolley and the number of Encoders operating concurrently.
Step 3	Project Management and Transition Project Manager/Installer to conduct site audit. Building Services Manager, Library Manager, Building Architect, IT Manager from library to be present if necessary. Any installation issues and special requirements are identified and noted. Project

	<p>Manager to pass on and discuss all information gathered to team at FE Technologies, including Hardware and Software installers.</p> <p>The Pre-Installation paperwork and checklists are completed, to ensure necessary IT configuration is conducted at the library and that power and data points are adequate and tested.</p>
Step 4	<p>Manufacture commences</p> <p>RFID equipment job specifications finalized at FE Technologies and manufacture and assembly is commenced according to agreed specifications.</p>
Step 5	<p>Test equipment</p> <p>Test Self Loan Station and Management Console (and Sort Assistant, Circulation Assistant, if required) are delivered and installed to allow configuration of workflows and functionality to be tested and finalized</p>
Step 6	<p>Final Equipment QA and Dispatch</p> <p>RFID equipment such as Gates, Self-Loan Stations, Smart Bins and returns chutes are all quality assurance tested, branded to the Library (if required) and dispatched.</p>
Step 7	<p>Installation</p> <p>Delivery and installation of the RFID equipment is conducted. Exclusion zones are adhered to along with all relevant FE Technologies, Council, and site safety requirements. Testing is conducted.</p>
Step 8	<p>Training</p> <p>Training on the hardware and software is conducted with relevant staff at the library, aimed at maximizing usage of the equipment, reducing staff “touches” of items, ensuring staff and public safety, and coaching staff on how to encourage patron use of the system.</p>
Step 9	<p>User Acceptance Testing</p> <p>User acceptance testing occurs. Final tweaks to the system are performed if required.</p>
Step 10	<p>Sign-off</p> <p>Project sign-off and payment of final 50% invoice. The entire system is launched to the public and patron education commences. Press releases and/or articles in relevant media are submitted if required.</p>



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Project Gantt

Task	Description	Week										Responsibility	
		1	2	3	4	5	6	7	8	9	10	FE Technologies	Library
Contract Signed	Contract is signed and initial purchase order is issued. Deposit invoice is paid. The FE Technologies new customer Transition Meeting occurs. Business Development Manager hands over all customer/contract requirements to the Projects Team.											✓	✓
Transition and Project Commencement	The project is commenced and your initial meeting will occur with the FE Technologies Projects Team comprising the Operations Manager, Projects Coordinator and if necessary, the Projects Administrator and relevant Research and Development staff if the project involves custom development work. We'll get a detailed understanding of your expectations and match these up with the requirements of the contract. A set of milestones will be set to keep everyone on track to complete the project by the due date. The project is managed and monitored via a Cloud-based project management system which allows full visibility of all stages and documentation required by all stakeholders.											✓	
Software integration information	A checklist for software integration is completed by the library and includes ILS name and version, tag format, operating system, and SIP details. The FE Technologies SIP2 testing tool is distributed to allow us to configure the RFID system to respond to the SIP2 calls of your ILS to allow maximum functionality across all devices.												✓
Site audit	FE Technologies' appointed Technical Support Officer will work with the FE Technologies Project Team and the Library to conduct a site audit at each branch. From the library the following resources are to be present if required: Building Services Manager, Building Architect, IT Manager, Library Project Manager, any stake holding key staff. It's											✓	✓

	at this point that we will determine final equipment configurations and quantities according to the layout, architecture, and requirements of the library. The original purchase quantities can be altered at any point during the project. The pre-installation paperwork including checklists is completed we'll make sure power and data points are adequate and in proximity to proposed equipment sites. Exclusion zones are determined and worked around if necessary. Site and City safety compliance is adhered to at all times.												
Conversion of Collection Commences	The Mobile Retrospective Encoders are delivered and training given to staff (or outsourced workforce) on the most efficient way to tag each item type, with emphasis on tag placement for readability across all devices.											✓	✓
Order of equipment	According to the site audit we'll finalize the numbers and types of equipment required, including any hardware specifications, such as color of units, and whether DVD unlockers, payment systems and other peripherals are required.											✓	
Customization of equipment	The assembly team at FE Technologies will assemble the equipment and load the software according to the requirements of the library. Software items such as workflows can be set "out of the box" or we can customize this to the library's individual requirements - business rules of the library are taken into consideration for translations that include loan limits, and rules surrounding fines and fees for example. Branding to your library can also be performed at this stage. The library can also very easily create its own customization once the equipment is installed and ongoing, without a requirement for a knowledge of code.											✓	

Equipment QA and dispatch	Your new RFID equipment is quality tested using a checklist to make sure the equipment is exactly to your specifications. Equipment is boxed in reusable and recyclable packaging and dispatching using a courier that specializes in furniture freight and will deliver into the library site itself.												✓	
Removal of older equipment	If required, we will remove any old redundant or end of life equipment and where possible we will recycle components or reuse in our own research and development laboratory where certain items are required for testing, for example.												✓	
Installation of new equipment	Delivery and installation of the RFID equipment is conducted. Power and data are connected to all units. Exclusion zones are adhered to along with all relevant FE Technologies, City, and site safety requirements. Testing is conducted.												✓	
Training	Training on the hardware and software is conducted with relevant staff at the library, aimed at maximizing usage of the equipment, showing staff how to educate the public on the use of the equipment, ensuring staff and public safety, and coaching staff on how to encourage patron use of the system.												✓	✓
User acceptance testing	User acceptance testing occurs; we have a detailed user acceptance test for each type of equipment, designed to capture all required functionality. Final tweaks to the system are performed if required.												✓	✓
Project signoff	The project is signed off by relevant library/City stakeholders and management team. The final invoice is paid.													✓
Go live and launch to public	The entire system is launched to the public and patron education commences. Press releases and/or articles in relevant media are submitted if required.													✓

The Project Management Team

Project Manager

The Project Manager takes overall responsibility for ensuring that the library's expectations are met. The Project Manager is your immediate point of contact during the project. Besides chairing regular project meetings, the Project Manager will make onsite visits to review the positioning of the RFID equipment and also conducting the training.

Projects Coordinator

The Projects Coordinator will assist the Project Manager during the project and being office based all the time provides an extra communication point. Arranging the customization of the equipment, delivery, updating project minutes and coordinating travel arrangements are core to this role.

Installation Team

The Installation team is made up of our Technical Support Officers. There are 5 officers available for installations and they are responsible for installing and commissioning the RFID equipment on site.

The installer is responsible for the software installation and integration with your Library Management System with SIP2. This work is done both remotely and also on site depending on the size and complexity of the installation.

Training will be performed on "live" equipment after installation has occurred.

Experience of the Proposed Team

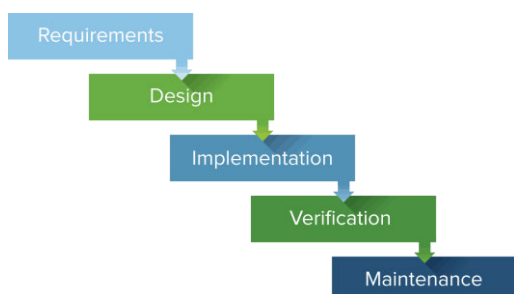
Our proposed Team have worked together on over 1000 individual library installations as a team. The team have project-managed large and small sites, multi-branch sites and sites with various ILS's, and have worked with architects and new or partially complete libraries. There is virtually no installation scenario that the team have not handled in the past.

Methodology

We follow the waterfall method of project management.

The Phases of Waterfall Methodology

The Waterfall methodology is broken into seven stages, and each stage is completely dependent on the previous ones. This process can be planned using a Gantt chart, which is a linear bar chart that shows the start and end dates for each task.



Before a team can advance to the next step, the previous stage must be completed, reviewed, and approved. This method originated in industries where change is too costly or time consuming to run into, so the Waterfall methodology gives tight structure to these projects to ensure the most efficiency.



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The seven stages of Waterfall include:

1. **Conception:** This stage starts with an idea and a baseline assessment of the project, its cost analysis, and its benefits.
2. **Initiation:** Once the idea is created, the project team is hired and objectives, scope, purpose, and deliverables are defined.
3. **Requirement gathering and analysis:** A feasibility analysis is conducted for the project and documented in the requirement specification document.
4. **Design:** Design specifications are created, studied, and evaluated in an effort to understand what the final product should look like, along with the actions needed to get there
5. **Implementation/Coding:** The coding of the software begins. All previous planning is put into action during this phase.
6. **Testing:** After the coding is completed, testing is performed to ensure that there are no errors before the software is delivered to the customer. An optional user acceptance test (UAT) can also be performed, where users try the software before distributing it to the greater public.
7. **Maintenance:** This phase relies on the customers to report on any additional issues that may have been encountered in the real world. The development team works to solve and modify the software based on this feedback.


When we get to the stage of implementing the solution in the libraries, we have a considered process in place to do this. The process has been refined specifically for libraries to be able to switch over RFID equipment in libraries where there are minimal disruptions to the library and its staff and patrons. In fact, library can remain open as we comply with all occupational safety measures to install the equipment around the public with complete safety.

The project delivery process flow is as follows:













































A Cloud-based project management tool lets our team keep up to date with the timelines for all parts of your project allowing them to always adhere to deadlines and to stay on track when it comes to collecting vital information and keeping libraries informed on the progress of their project. See screenshot below.


Santa Clara
Set status

[List](#)
[Board](#)
[Timeline](#)
[Calendar](#)
[Progress](#)
[Forms](#)
[More...](#)


[Share](#)

Last task completed on 17 Mar All tasks

Post transition	Pre-installation	Installation	Post Installation
<div>+</div> <div>  Bulk Equipment Shipped  13 Mar </div>	<div>+</div> <div>  Is a test kiosk required?  7 Feb 4 </div>	<div>+</div> <div>  Confirm Library Ready  20 Feb – 10 Apr 3 </div>	<div>+</div> <div>  Close out email sent  1 </div>
<div>+</div> <div>  Test & Beta Site Equipment Shipped  20 Feb </div>	<div>+</div> <div>  Patron Cards  18 – 28 Feb 4 </div>	<div>+</div> <div>  Confirm shipping method  17 Feb – 3 Mar 1 </div>	<div>+</div> <div>  Service Portal Access Set Up  3 </div>
<div>+</div> <div>  Beta Site Installed  16 Mar </div>	<div>+</div> <div>  Tag Samples  18 – 28 Feb 2 </div>	<div>+</div> <div>  Book TSO Travel - Beta Install  24 – 28 Feb 3 </div>	<div>+</div> <div>  Service items in NAV  2 </div>
<div>+</div> <div>  Test Site Installed  6 Mar </div>	<div>+</div> <div>  IT requirements  4 Feb – 5 Mar 4 </div>	<div>+</div> <div>  Book TSO Travel - Bulk Install  6 – 10 Apr 3 </div>	<div>+</div> <div>  Invoicing  3 </div>
<div>+</div> <div>  Test Kiosk Configured  15 Feb </div>	<div>+</div> <div>  Equipment installation requirements  13 – 20 Feb 2 </div>	<div>+</div> <div>  UAT's  2 </div>	
<div>+</div> <div>  Send 1st Contact Email  2 </div>	<div>+</div> <div>  Artwork requirements  13 – 20 Feb 2 </div>		
<div>+</div> <div>  Set Up Project Smart Sheet  </div>			

4.6.2 Training and Documentation

The FE Technologies trainer will conduct staff training sessions for staff in group sizes convenient to the library, ensuring that staff coverage is always sufficient in other areas of the library. Staff training can also be tailored to a “train the trainer” format if required, to equip key staff to train other members in their respective branches.

Note that in the current Covid-19 environment FE Technologies can conduct virtual training, conducted remotely via video-conferencing and remote access.

Detailed, easy to follow training manuals are provided for each product. The manuals are free and are downloadable in PDF format via our User Group Website.

They contain informative and instructive diagrams, screenshots, and photos, and are designed so that staff can refer to items if and when required when working with the new equipment.

Two levels of training are conducted:

Equipment Training – functionality of all equipment

The training is conducted after hardware installation, on “live” equipment to give staff a real understanding of the functions of each product. The equipment training is designed for all staff of all levels to attend and may also be interesting for non-library Council stakeholders to participate, just for an interesting overview of the products. Training is hands-on with staff given the opportunity to use all equipment and try all different functions. Change-management to obtain staff buy-in on the new products is key, although it should be noted that the Self Loan Station’s screen workflows and look and feel can be matched to closely mirror that of any incumbent equipment also. Questions are always encouraged, and the sessions are designed to be open, friendly and un intimidating.



The Equipment Training Session is not lengthy since the FE Technologies equipment is designed to be intuitive and easy to use. Staff should expect to set aside up to 3 hours of their time.

FE Technologies will educate staff on the safe and ergonomically correct use of all RFID equipment. Instructions are given on pull/push forces, lifting requirements, and RSI reduction strategies in order to achieve zero harm when using the RFID equipment.

Each piece of equipment is covered; and for the Self Loan Station this session covers the steps that patrons take to conduct a transaction, and includes a run-through of all available transactions, error messages, receipt options, payment options (if applicable) and DVD unlocking method. This session also covers the

administration functions of the Self Loan Station which are accessed via a staff administrator's card, and includes encoding tags, tag info viewer, machine restart/shutdown, receipt paper changing and reprint receipt. A troubleshooting session is included, and covers when and how to lodge a Work Ticket for support/assistance from FE Technologies.








Technical Training – the Management console, higher level functions and reporting

This session is ideally attended by library managers and IT staff or any staff member whose role involves reporting, configuring, or monitoring the RFID equipment. The session covers the functions of the Management Console, including:

- User access levels
- Dashboard and monitoring the status of the equipment
- Designing groups of equipment, branches, etc.
- Configuration – changing the GUI, changing the workflows (transactions steps), changing advertisement screens, changing the SIP2 translations, individual product configuration, data and encoding standards, etc.
- Reporting – how to produce reports, the different reports available, how to configure a reporting timeframe.
- Troubleshooting, including when and how to lodge a Work Ticket for FE Technologies Support.

The Technical Training session will take 2-3 hours, depending on the level of details and depth the participants wish to delve into.

Detailed documentation on the Management Console is included, with recommendations, FAQ's etc.

 Do's (recommended action)	 Don't (not recommended action)
 Note (a note of advice)	 Caution (A note of warning or caution)
 (FAQ) a frequently asked question	 Tips for effective usage
 Optional features	

A Training Survey is distributed to all participants in both training sessions at the end – this is a key tool in FE Technologies' quality assurance process, allowing us to identify any gaps or issues with our training programs.

User Group Training

A training session is also conducted at the FE Technologies User Group conference, conducted twice yearly. Training sessions are offered by FE Technologies on new product and features and refresher courses on existing products. Other libraries may also conduct training sessions on systems on products on which they are experts.

4.7 Service, Support and Warranties

4.7.1 Proposed Support and Maintenance Program

FE Technologies has three options for support available:



Gold – includes remote software support, software upgrades, parts, and onsite technician to replace parts. (Included in pricing)



Silver – includes remote software support, software upgrades and parts. The library can either contract FE Technologies to install the parts when required or the library can self-install parts



Bronze – includes remote software support and software upgrades – the library pays for parts and can either contract FE Technologies to install parts when required or the library can self-install parts

A large majority of our customers elect to take the Gold level of support and we have priced this very competitively.

Please refer to Attachment A: Warranty and Support Agreement for further details.

4.7.2 Support Options

A summary of our general maintenance and support process is described below:

Telephone Support

FE Technologies provides two ways of logging support tickets in the event that support is required for Libraries:

1. Logging them online using our web portal.
2. Using our dedicated call center 9842970011

Our normal operating hours are 9-5pm local time however we can also offer afterhours support as an option if required.

Libraries are able to track their tickets via the online portal. This gives libraries control over their tickets and a system by which they can view the state of their RFID equipment.

Work Tickets logged online will be acknowledged within **1 hour** of logging. A Support Technician will either acknowledge the ticket in the ticket itself or will telephone the customer directly.



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Remote Access

If the problem cannot be resolved via telephone, the Support Technician may need to access your FE Technologies RFID equipment via remote access. This is performed via a Citrix token-based system, or we can perform this via any remote access system that the library prefers.

Onsite support

If the technical support team determines that the problem is hardware related, FE Technologies will arrange for the parts to be dispatched to the library. Our parts are shipped from our warehouse in Texas and can be couriered on an overnight/24hr service if required. The cost of replacement parts is included with our Warranty and Support Agreement. A technician to be onsite within **24 hours** of the library acknowledging they have received the parts. In the US we partner with Fujitsu who we have worked with for over ten years. Fujitsu has offices nation-wide and follows our own service level agreements with all our customers.

Support Portal

You can log your support tickets via telephone or email, or directly via our support Portal.

Our new Support Portal gives our customers access to a considerable knowledge base, including links to related User Guides, quick fix tips, Frequently Asked Questions, and the ability to search common queries that other libraries have raised. It has a tiered based access where Manager level has access to all the branches of a library, and standard access gives staff access to raise and view tickets that relate to their site/branch only.

Emails updating you on the progress of your Work Ticket are sent, with a link to our Support Portal – this keeps you updated and informed of the progress of your Work Ticket and allows you to add your own comments if anything changes during the process.

Our Online portal gives our customers access to:

- Tiered access to lodge work tickets instantly. Administrator level has access to all Work Tickets for all branches; standard access gives library staff access to their branch only
- Ability to classify severity of problem (experiencing downtime, for example)
- Ability to upload files, screenshots, reports, images etc.
- Knowledge-base – online access to User Guides, issue resolution tips and guidelines, common issues, etc.

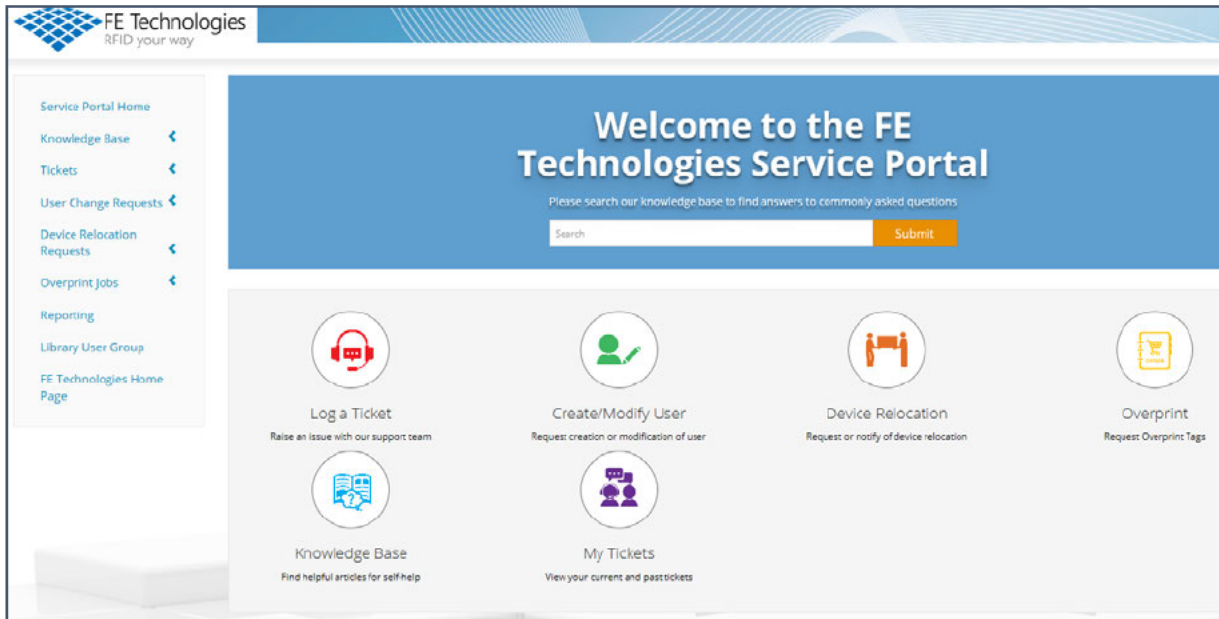
Refer to the screenshot below:



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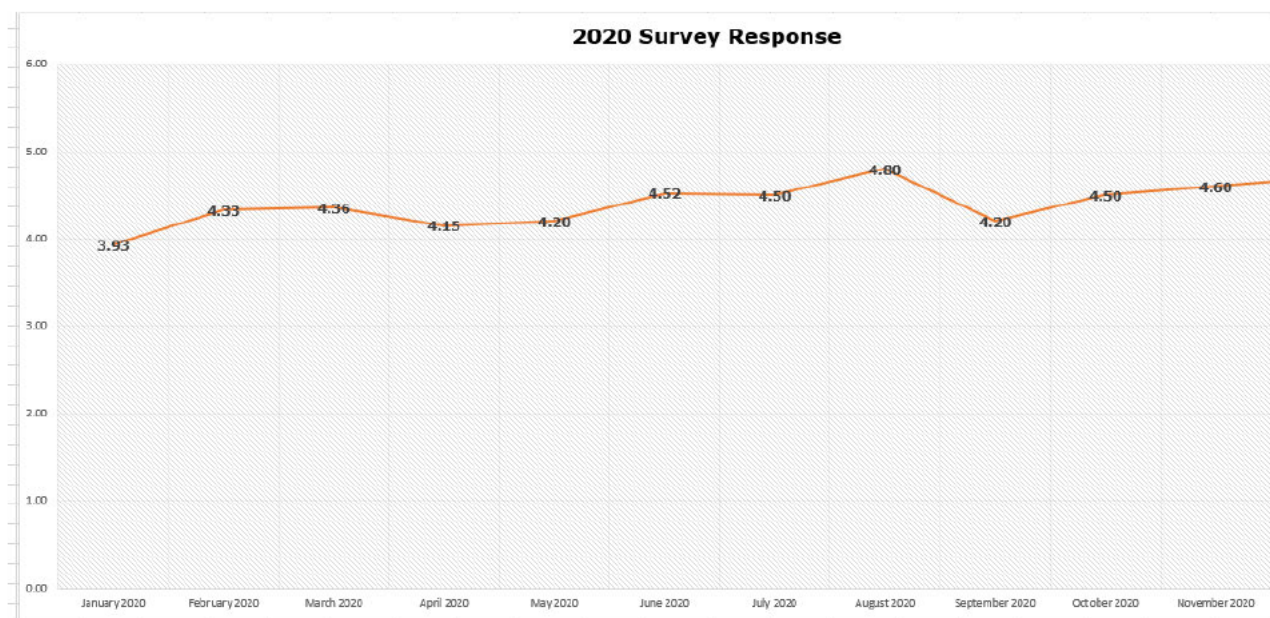


The screenshot shows the FE Technologies Service Portal. On the left is a navigation menu with links: Service Portal Home, Knowledge Base, Tickets, User Change Requests, Device Relocation Requests, Overprint Jobs, Reporting, Library User Group, and FE Technologies Home Page. The main content area has a large blue header with the text 'Welcome to the FE Technologies Service Portal' and a search bar. Below the header are six service tiles: 'Log a Ticket' (Raise an issue with our support team), 'Create/Modify User' (Request creation or modification of user), 'Device Relocation' (Request or notify of device relocation), 'Overprint' (Request Overprint Tags), 'Knowledge Base' (Find helpful articles for self-help), and 'My Tickets' (View your current and past tickets).

Reporting, Escalation and Customer Satisfaction

FE Technologies circulates a report to all staff of current open work tickets on a daily basis. This allows us to have our finger on the pulse of the number of work tickets outstanding at any given time, and which customers are affected by problems. The Operations Manager can choose to allocate additional staff resources if there is a risk that our service level agreement will not be met. Often the members of our own Research and Development Team are roped in to assist in busy times as their expertise with our software is second to none.

Ongoing we produce a weekly report of the results of our Customer Satisfaction Surveys; which all staff have access to and positive results are a great source of pride for our whole organization. The graph below shows our customer satisfaction performance with a rating of 1 being very poor, 3 being good, and a rating of 5 being excellent.



Any downwards trend in response results are investigated by the Management Team to ascertain a pattern – is the result due to a particular faulty part? Is it a coverage or staffing issue? Is there a bug in the software? A resolution is quickly sought and implemented. Survey results are distributed to the entire company and are eagerly watched as source of pride by all employees. There is a genuine vested interest by employees in our customer satisfaction results. The Management Team are notified immediately of any negative response which allows them to immediately and personally follow up on any persistent customer problem.

Furthermore, we report on the uptime status of all our equipment, shown below for the most recent year:




Item	Total Systems		System Down		Total Tickets		Yearly Percentage		
	Count	Active	Incident	Total	Incident	Open	System	System	Open
		Hours	Count	Hours	Count	Hours	Up	Down	Ticket
V5 SELF LOAN STATION	601	5264760	47	7304	558	129938	99.86%	0.14%	2.47%
DESIGNER CLEAR GATE	247	2163720	1	47	84	19032	99.99%	0.00%	0.88%
SMART BIN	221	1935960	15	4159	101	24505	99.78%	0.21%	1.27%
CHUTE	350	3066000	25	8572	157	71094	99.72%	0.28%	2.32%

A defined escalation path allows you to contact your Account Manager or the Operations Manager should a problem not be resolved to your satisfaction. This process is audited for quality control.

In addition, libraries can monitor the status of their own work tickets by logging into the portal where they can view a list of open tickets and their status, as well as a history of closed tickets. See below:

Open Tickets

3

Record ID	Location	Summary	Status	Last Modified
 T22201	FETECH	Survey Test Ticket	In Progress	7/24/2019 8:00 AM
 T21308	FETECH	Test Ticket for Reporting	On Hold - Waiting on Client	5/10/2019 5:02 AM
 T20844	FETECH	Tagging Trolley	In Progress - Parts in Transit	5/1/2019 9:46 AM

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1

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Waiting Confirmation / Recently Closed

33

T22174 INSTALLATION - TAGGING TROLLEY
T22371 Hard drive US-spares
T21766 Trolleys not holding charge
T22192 INSTALLATION - TAGGING TROLLEY
T22072 Northern Beaches | Tag Encoding Issue Warri...
T21696 Lake Macquarie Demo Equipment
T22007 MSU wand issue with rental unit
T21968 TAGGING TROLLEY | Northern Beaches Glen S...
T21451 Test
T21142 MR102 dead on arrival
T21740 Survey Test
T21420 Test - Closed Waiting for Parts Status
T21477 Test Ticket
T21499 Attendees List Of American Library Associatio...
T21336 Task Test Ticket
T21412 Sunraysia Institute trolley set up
T21405 RE: ALA 2019 - Attendees Info
T21369 Test #3
T21383 Boot Error-Hervey Bay
T20211 Tagging Trolley
T20426 Villanova College-tagging trolley
T20941 Printer Issue










The Support Portal also services as a knowledge base for libraries, where User Guides and other useful documentation can be downloaded, free of charge. There are instructions for commonly performed software actions, along with diagrams and general SIP information. See below:

Welcome to the FE Technologies Knowledge Base

Please search our knowledge base to find answers to commonly asked questions

Recently Added/Updated Knowledge Base Articles

17

Title	Description
 Changelog - Current Release Notes	Changelog / Current Release Notes
 Upgrading FE Software	
 Self Loan Station Diagnostics Error Screen	When the background of the Self Loan Station is red during start-up, this article explains how to change it back to blue.
 Changing Self Loan Logo, Background, or other Images /Animations	Instructions pick to change self loan logo, background, or other images.
 User Guides	User guides in PDF
 Network and Firewall Security Settings	Network TSP UDP ports required for FE Software to function correctly and for remote support
 Installing Management Console - Existing Share	A guide on reinstallation of the Circulation Assistant Application for when a PC is re-imaged or replaced.
 Removing the Pedestal on a V5	How to remove the pedestal from a V5 for desktop installation
 Reinstalling Circulation Assistant	A guide on reinstallation of the Circulation Assistant Application for when a PC is re-imaged or replaced.

The Team

Our US-based support team have several years' experience in supporting RFID systems and have been employed based on their knowledge specifically of RFID and library environments, in particular the relationship between the RFID system and the ILS. Most problems are quickly and easily resolved via remote access. The team also have access to our own inhouse Research and Development Team giving them access to higher level fixes when required.

The team are headed up by our Support Manager Tait Harold Hegge. Tait has previously worked around the world in a range of specialist IT roles, and he has considerable experience with hardware and software integration and installation gives us a real technical focus to our customer support offering and an excellent aptitude for how and where equipment should be placed within the library for maximum workflow enhancement, patron user experience and staff efficiency. Tait is based in the US and will be on hand for both the initial installation of the project and ongoing to provide local maintenance and support if required.



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4.7.3 Software Maintenance

Describe your software update and upgrade policy and how updates are applied. Specifically, provide:

1. How often software updates are provided

Our development cycle is based on Agile Systems – it is a continuous cycle of improvement that relies on customer feedback and ideas, as well as quality assurance testing in the lab and onsite. We perform monthly “sprints” which included software improvements and we release a new software version every 6-8 weeks. This is provided to all our customers on the Warranty and Support Agreement free of charge. Version releases may contain a combination of new features, new products, bug fixes and enhancements. The release notes are published via our User group Website and are also available free of charge directly from FE Technologies. Note that upgrades are not compulsory and FE Technologies supports all software version releases for a period of at least 2 years.

2. How software updates are applied and by whom

Libraries can choose to upgrade to a new version release at any stage. New versions can be downloaded via the Management Console as an .msi package or from FE Technologies’ support portal and can be either rolled out immediately or scheduled for roll out at a later time/date. Rollouts can be limited to one, some or all of the installed equipment. FE Technologies can assist libraries with an upgrade but the process is simple and can be performed by non-technical staff.

3. If the Offeror applies updates, describe the requirements for accessing PGTPPL’s system

If our Technical Support Officers need to access the Self Loan Stations (or management console) we normally use GoToAssist, however we can work with any remote access program the library prefers.

PGTPL requires that all software updates be pre-approved by PGTPL before they are installed and requires that the Offeror be responsible for testing all operating system updates before applying them. State your willingness to comply with both of these requests.

FE Technologies complies with both these requirements.

4.7.4 Guarantees and Warranties

- Warranty of Equipment: The Offeror must provide an all-inclusive, 12-month extended warranty on equipment, software, and components and offer a maintenance/service contract thereafter. All proposed maintenance/service contracts are subject to negotiation by PGTPL. Warranty and service requirements apply to both standard and optional system components;**



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FE Technologies provides a comprehensive warranty against defects in materials and workmanship for all FE Technologies Library RFID equipment.

Should any equipment supplied as part of the Library RFID system develop a fault, FE Technologies or its contracted field service agent/s will repair or replace the equipment via remote access or onsite visit.

The commencement of the warranty period is 30 days after the equipment is delivered to site (but no more than 120 days after delivery to site). The standard warranty period is for 12 months from this commencement date. There is no cost for the standard warranty.

Extended warranty for the equipment is available for a period of 4 years following the standard warranty period (total warranty period being 5 years). For further information, please refer to Attachment A: Warranty and Support Agreement.

2. ***Software Warranty: Software patches and upgrades are supplied free of charge to PGTPPL and are performed by the Offeror's trained technicians. Describe how often patches and upgrades are applied and how they are scheduled with the library;***

We comply with these requirements. Software upgrades are released every 6-8 weeks, and upgrades are not compulsory unless the library requires a new feature or product that is part of that software release.

3. ***On-Site Support Response Guarantee: Service technicians should be readily available and be fully trained, factory authorized, and certified by the manufacturer to perform service on any related hardware or software. Describe guaranteed on-site support response time;***

FE Technologies will have a technician onsite within 24 hours of the library notifying us that they have received the parts shipment.

4. ***Spare Parts: Describe commonly stocked spare items and where the parts likely needed for PGTPPL will be located;***

Spare parts are located at our warehouse in Texas and include replacement RFID readers, barcode readers, antennas, power converters, ark computers and capacitive touch monitors.

5. ***Extended Support: The service agreement must be renewable on an annual basis. Describe availability of extended support contracts and the annual cost of each option.***

Extended warranty for the equipment is available for a period of 4 years following the standard warranty period (total warranty period being 5 years). We have quoted for this under the maintenance section of our pricing, below. Note that the first year of the warranty is free of charge.

Pricing

Required Components	Quantity	Offeror Description/ Model Number(Units)	PricePer Unit(US\$)	Extended Price(US\$)
Self-checkout kiosks with credit card reader, cash/coinacceptors, media unlockers, receipt printer	6	V5 SELF LOAN STATION + DVD Unlocker + EFTPOS Bracket Large Base + Chip and Pin Nayax Solution (see breakdown for ongoing maintenance)	\$ 7,229.00	\$ 43,374.00
Software license* Please list quantities, and whether licensed by site or kiosk.	6	Full Envoty Software with all features	Included in Hardware	\$ -
TOTAL INITIAL EQUIPMENT & LICENSING COST				\$43,374.00

Detailed Pricing Including ALL Costs.

Pricing Quotation

Code	Product	Quantity	RRP	Price	Delivery	Install	Library Live / Annual License	Total	Maintenance
Quote									
LIB-101.3A-DEX-US	V5 SELF LOAN STATION + DVD Unlocker + EFTPOS Bracket Large Base	6	\$8,491.00						\$3,342.00
3476	Upgrade to Childrens Pedestal	1	\$758.00						\$0.00
3724	Chip and Pin Nayax Solution	6	\$934.00						\$612.00
	Minimum Onsite Install Fee					\$1,800.00		\$1,800.00	
	Delivery Fee				\$2,005.00			\$2,005.00	
	Total						\$288.00	\$47,760.00	\$3,954.00
Options									
LIB-185-US	NOTE & COIN ACCEPTOR V5 KIOSK	1	\$2,079.00						\$136.00
LIB-185CH-US	NOTE & COIN ACCEPTOR WITH CHANGE V5 KIOSK	1	\$3,266.00						\$214.00

Prices in USD and No 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 Conditions

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

- Prices are exclusive of Sales Taxes.
- Payment of 50% of the total quoted costing is required prior to the commencement of the RFID project (excluding any applicable annual maintenance fees) and is due 7 days from invoice issue date or as agreed. The project will only commence once payment is received.



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- (c) The remaining 50% will be invoiced within 30 days of the scheduled completion date and is due 30 days from invoice issue date unless otherwise agreed. If the agreed installation timeframes in the contract cannot be met by the library, payment of this invoice is still required to FE Technologies on the date that the delivery originally planned.
- (d) 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.
- (e) Any ad hoc items will require a separate purchase order, and payment is due 7 days from invoice issue date.
- (f) The final payment of **any** product is due 30 days from final delivery.
- (g) The payment for book sorters shall be 30% deposit on order, 60% payable when it is due for shipping from overseas (i.e., when it leaves the overseas factory) and 10% 30 days after installation.
- (h) Hardware delivery: 6-12 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.)
- (i) 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.
- (j) 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.
- (k) FE Technologies will not accept any liquidated damages that exceed more than 20% of the purchase price of the equipment.
- (l) The minimum installation fee for Technical Service Officer to come on site has a minimum of \$2000.00 per visit.
- (m) In the event that the library has underestimated the library collection size for outsourced conversion and Encoding Trolley, the library will be required to pay for any additional outsourced conversion and tagging costs at the rate quoted in the Proposal

