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SINGLE SOURCE AWARD **BID # SS-14791-24**

Subject: Bibliotheca Annual Support & Maintenance - AMH

Department: Jacksonville Public Library

Description of Purchase: Recommend approval of single source award to Bibliotheca, in the amount of $93,800.34 to purchase annual support and maintenance renewal for two automated materials handling systems and maintenance of sixteen self-check kiosks. Period of service is from date of award through October 31, 2024.

Funding Source: 00111.185102.546610.000000.00000000.00000.0000000 - To be executed by purchase order

This award is subject to appropriation by the City in the fiscal year beginning October 1, 2024. No funds have been appropriated to date. The City has no obligation for payment and work hereunder is not authorized unless funds are appropriated for work herein. A written notification will be provided in the event the funds are appropriated.

Single Source Award To: Bibliotheca

Price Justification: See attachment

Total Award: $93,800.34 **Requisition #:** N/A

Attachments: Agency Memo, Single Source Request Form, Supplier Letter & Quote

Certification as to Single Source: Tim Jones, Library Director

THE ABOVE PURCHASE IS RECOMMENDED FOR AWARD IN ACCORDANCE WITH CHAPTER 126.206.

Analyst: Corey Sidlo

Dustin Freeman, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN ***DATE***

ACTION OF AWARDING AUTHORITY DATE: _____

APPROVED_____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

JACKSONVILLE
PUBLIC LIBRARY

Jacksonville Public Library
Support Services Department
3435 University Blvd. North
Jacksonville, Florida 32277

September 19, 2023

MEMORANDUM

TO: Dustin Freeman, Chief of Procurement

THRU: Tim Rogers, Library Director

FROM: Alisha LeVasseur, Library Systems and Technology Manager

SUBJECT: Justification Letter for Bibliotheca, LLC Annual Maintenance
00111.185102.546610.000000.00000000.00000.0000000

The Jacksonville Public Library requests a purchase order in the amount of $93,800.34 for the purchase of an annual support and maintenance renewal for two automated materials handling systems and to cover the maintenance on sixteen of the self-check kiosks that were bought after the others.

Bibliotheca is the sole authorized provider of support, maintenance and parts replacement of the library's Bibliotheca equipment, including automated materials handling systems. The Library has the AMH system from Bibliotheca in operation at the Southeast and Pablo Creek Regional Branches. The AMH system automatically checks in and sorts library material when returned by library customers.

In providing service and maintenance for the AMH system and the self-check kiosks, the vendor must provide:

- On-site technical support authorized by Bibliotheca
- Online systems and software support authorized by Bibliotheca
- Routine replacement of parts and equipment at no additional cost

With your approval, this request would ensure adequate funding the fiscal year 2024 for the Jacksonville Public Library to provide this service.

CC: Gretchen Mitchell, Deputy Director for Support Services

Lynnea Jacobson, Assistant Director, Systems and Technology

Leslie Jones, Assistant Director Finance & Administrative Services

FINANCE & ADMINISTRATION DEPARTMENT, PROCUREMENT DIVISION

JUSTIFICATION FOR SINGLE SOURCE (JSS)	
Pursuant to the City of Jacksonville Procurement Code§ 126.206 & § 126.312, when requesting a purchase from a vendor subject to the referenced sections, please complete this form to justify your request and submit to Procurement with applicable attachments.	
1. Requesting Agency:	Library
2. Nature and/or description of the requirement being requested. ***Identify each item, component or service being procured. (Attach quote/proposal):*** ***Why does the city need these particular goods or services?***	Bibliotheca, LLC will provide maintenance of 3M automated check-in equipment at two library branches to include labor, service parts, modifications, upgrades, and software configuration for FY2024. They will provide maintenance on the 16 self-checks not under the normal lease. The city needs this service to keep the sorter and the self-checks in correct working order.
3. Provide a detailed justification as to why the requested goods/services can only be efficiently and effectively procured through the recommended Single Source vendor:	Bibliotheca is the sole provider of factory authorized service for 3M library equipment. Library staff have not found another factory authorized source for this service.
4. Date of Request	9/19/2023

5. Summary of Market Research

[Provide a description of the market research performed, how it was performed, by whom, and market research results. Please spell out acronyms.]

[Library staff have not found another factory authorized source for this service.]

6. Conflict of Interest (Must Check)

√ By checking this box, I affirm that there are no actual, potential, or perceived conflicts of interest with the entity in which I am requesting a single source award. Conflict of Interest shall be interpreted consistent with *Chapter 112, Florida Statutes.*

7. Other Documentation (Check and attach all that apply)

√ Supplier Quote

√ Single Source Memo signed by Director

☐ Other [Click here to list other documentation.]

bibliotheca

9/26/2023

Alisha LeVasseur
Jacksonville Public Library
117 W. Duval Street, Suite 375
Jacksonville, FL 32202

RE: Bibliotheca Sole Source Letter

Dear Alisha:

This sole source letter is to confirm that Bibliotheca provides certain products that are unique to the library market, and as such, can only be supported and maintained by Bibliotheca technicians for optimal performance and durability.

Furthermore, the costs associated with continuing to use Bibliotheca as your support and maintenance provider are significantly less, as Bibliotheca technicians would not require any additional training and would already have the required parts and tools.

Sincerely,

Mary K Zilles, VP of Business Development & Sales Administration
m.zilles@bibliotheca.com | 678-336-7980 X 310
3169 Holcomb Bridge Road, Suite 200
Norcross, GA 30071

bibliotheca, LLC - 3169 Holcomb Bridge Rd, Ste 206 - Norcross, GA 30071-1328

bibliotheca

Service & Maintenance/Extended Warranty Quote

Bill To
City of Jacksonville
Gretchen Mitchell
117 W. Duval Street, Suite 375
Accounts Payable Supervisor
Jacksonville FL 32202
United States

Ship To
City of Jacksonville
Gretchen Mitchell
117 W. Duval Street, Suite 375
Accounts Payable Supervisor
Jacksonville FL 32202
United States

Quote	QUO-US13265	Date	09/14/2023
Customer:	C0007627-US	Payment Terms:	Net 30 Days
Quote Expiration:	12/13/2023	Contract Number:	19248
Term:	11/01/2023 - 10/31/2024		

Item	Quantity	Net Price	Net Extended
selfCheck 1000 white with coin & note (US) 0131119-C Highlands Regional Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131080-C Highlands Regional Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131505-C Bradham and Brooks Branch Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131077-C Bradham and Brooks Branch Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131539-C Dallas Graham Branch Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131521-C Dallas Graham Branch Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131123-C Brown Eastside Branch Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00

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Item	Quantity	Net Price	Net Extended
selfCheck 1000 white with coin & note (US) 0131528-C Brentwood Branch Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131533-C Brentwood Branch Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131534-C Bill Brinton Murray Hill Branch Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131530-C University Park Branch Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131511-C Westbrook Branch Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131525-C Charles Webb-Wesconnett Regional Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131083-C West Branch Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131529-C Argyle Branch Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 white with coin & note (US) 0131081-C Maxville Branch Library November 01, 2023 - October 31, 2024	1	1,749.00	1,749.00
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00

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Item	Quantity	Net Price	Net Extended
selfCheck 1000 iSelfcard payment wht Payment Option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00

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Item	Quantity	Net Price	Net Extended
selfCheck 1000 iSelfcard payment wht Payment option Jacksonville Public Library- Main November 01, 2023 - October 31, 2024	1	499.00	499.00
2820 28200133 Southeast Regional Library November 01, 2023 - October 31, 2024	1	4,844.39	4,844.39
2820 28200132 Southeast Regional Library November 01, 2023 - October 31, 2024	1	4,844.39	4,844.39
2820 28200121 Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	4,844.39	4,844.39
2820 28200072 Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	4,844.39	4,844.39
2830 28300060 Southeast Regional Library November 01, 2023 - October 31, 2024	1	4,844.39	4,844.39
2830 28300027 Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	4,844.39	4,844.39
2850 FX 2850c125 Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	1,278.10	1,278.10
2850 FX 2850b125 Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	1,278.10	1,278.10
2850 FX 2850a125 Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	1,278.10	1,278.10
2850 FX 28500273 Southeast Regional Library November 01, 2023 - October 31, 2024	1	1,278.10	1,278.10
2850 FX 28500246 Southeast Regional Library November 01, 2023 - October 31, 2024	1	1,278.10	1,278.10

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Item	Quantity	Net Price	Net Extended
2850 FX 28500241 Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	1,278.10	1,278.10
2850 FX 28500239 Southeast Regional Library November 01, 2023 - October 31, 2024	1	1,278.10	1,278.10
2850 FX 28500125 Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	1,278.10	1,278.10
2855 FX 28550096 Southeast Regional Library November 01, 2023 - October 31, 2024	1	2,556.20	2,556.20
2855 FX 28550048 Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	2,556.20	2,556.20
2860 FX 28600152R Southeast Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20
2860 FX 28600149L Southeast Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20
2860 FX 28600151L Southeast Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20
2860 FX 28600137R Southeast Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20
2860 FX 28600144R Southeast Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20
2860 FX 28600127L Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20
2860 FX 28600066L Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20

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Item	Quantity	Net Price	Net Extended
2860 FX 28600065L Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20
2860 FX 28600064R Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20
2860 FX 28600063R Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20
2862 FX 28620018 Southeast Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20
2862 FX 28620016 Pablo Creek Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20
2863 FX 28630050 Southeast Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20
2864 FX 28640023 Southeast Regional Library November 01, 2023 - October 31, 2024	1	959.20	959.20

Subtotal:	**93,800.34**
Tax Total:	0.00
Total:	**93,800.34**
Currency:	US Dollar

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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.

Accepted By: _____

Accepted Date: _____

Customer Purchase Order Number: _____