

**FIRST AMENDMENT TO AGREEMENT WITH INVENGO AMERICA CORPORATION  
DOING BUSINESS AS FE TECHNOLOGIES FOR RFID CONVERSION FOR THE SANTA  
ANA PUBLIC LIBRARY**

THIS FIRST AMENDMENT to the above-referenced agreement is entered into April 5, 2022, by and between Invengo America Corp, a Texas corporation dba FE Technology (“Consultant”), and the City of Santa Ana, a charter city and municipal corporation organized and existing under the Constitution and laws of the State of California (“City”).

**RECITALS**

- A. The parties entered into Agreement No. A-2021-033 (“Agreement”) dated March 16, 2021, to retain Consultant to convert the City’s Library circulation system to RFID technology, which included the purchase of specific hardware including two (2) self-check-out kiosks, eight (8) circulation assistant pads, and four (4) security gates. As well as training and support for the new system.
- B. The Agreement is current and in-effect through March 15, 2024.
- C. The parties now wish to amend the Agreement to expand the scope and increase compensation.

**The Parties therefore agree:**

- 1. **Section 1, Scope of Work**, is hereby amended to include the addition of two (2) live scanning wands, seven (7) additional circulation assistant pads, 18,000 RFID book tags, and second year maintenance support as further detailed in **Exhibit A-1** to this First Amendment, attached hereto.
- 2. **Section 2, Compensation**, is hereby amended to increase the total sum to be expended under this Agreement from \$82,284.94 to \$101,401.34.
- 3. Except as modified by this First Amendment, all terms and conditions of the Agreement, shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Second Amendment to the Agreement on the date and year first written above.

**ATTEST**

**CITY OF SANTA ANA**

\_\_\_\_\_  
DAISY GOMEZ  
Clerk of the Council

\_\_\_\_\_  
KRISTINE RIDGE  
City Manager

*[signatures continued on next page]*

**APPROVED AS TO FORM**  
SONIA R. CARVALHO  
City Attorney

  
\_\_\_\_\_  
Brandon Salvatierra  
Deputy City Attorney

**INVENGO AMERICA CORPORATION**  
**DBA FE TECHNOLOGIES**

  
\_\_\_\_\_  
Scotty Gage (mac) (2022 10:37 CST)  
Name: Scotty Gage  
Title: VP of Sales - US

**RECOMMENDED FOR APPROVAL**

  
\_\_\_\_\_  
Brian Sternberg  
Library Services Director  
Library Services

**EXHIBIT A-1**

# LIBRARY RFID PROPOSAL



## Santa Ana Public Library

For: Lynn Nguyen

Prepared by: Melanie McRee

Email: melanie.mcree@fetechgroup.com

Mobile: 18178180253

Date: 14-Feb-2022

# LIVE SCANNING WAND

## INVENTORY AND LIVE ILS UPDATES



Using a handheld wand and a tablet staff can scan items and update the ILS live without the need for uploading or downloading data.

The Live Scanning Wand (LSW) connects live with the ILS via Wi-Fi. The live item status is collected from the ILS as the inventory is conducted. If a status is being tracked the library the library can select to process that status automatically via requesting a check in of that item or processing it manually. The library can configure the LSW to track any status from the Integrated Library System; for example claim returns, holds, weed items etc. The Live Scanning Wand is set to the branch in which the inventory is being conducted.

### LIVE ILS INTERACTION

Automatic Check-In process - The library can select to automatically perform a check in request for any class of status. A good example would be automatically checking in claimed returns or automatically checking in transits to correct the branch locations.

Manual Process - If a status such as hold/reservation or weeded item that cannot be processed automatically and requires a physical process such as collecting the holds and placing them onto a trolley; a manual acknowledgement can be set for this process. It can also link with web based ILS workflows and will take the user from an exception alert to a pop-up that gives them options that will immediately update the ILS. The user can also select to go straight to the ILS to open the item if required.

The Live Scanning Wand also keeps an inventory file on the device that can be downloaded for further processing.

The wand can stock take 18000 items an hour, has a battery life of 8 hours and the wand weighs only less than 1 pound. The speed is achieved as FE Technologies use our RFID accelerate software.

### BENEFITS FOR THE LIBRARY

- *The Live Scanning Wand lookups up item information directly from the ILS in real time.*
- *The Tablet will immediately indicate if there is an exception. It will also automatically update the necessary field, such as "last seen date".*
- *For exceptions it calls up the corresponding web ILS workflow on the tablet.*

## CIRCULATION ASSISTANT - STANDARD

### MULTIPLE ITEM PROCESSING FOR STAFF



The FE Technologies Circulation Assistant converts an existing library terminal into a RFID enabled terminal for circulation functions. The Standard model is designed for multiple item processing, for example during check in and check out. The RFID pad is used as a reading device and connects directly into the ILS. The Circulation Assistant can integrate via either a keyboard wedge or an API; the options are ILS dependent.

Note that the Circulation Assistant can be integrated with the Sort Assistant software.

#### EXCEPTION TRAPPING

Exception trapping in a multi item environment is configurable according to the ILS set up. This is possible using the keyboard wedge with our LMS Pop Up monitoring functionality and is completely seamless when using an API.

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#### BENEFITS FOR THE LIBRARY

*Multiple item processing*

*Seamless integration with the ILS*

*Manages exceptions*

## Pricing Quotation

Code	Product	Quantity	Price	Delivery	Install	Library Live / Annual License	Total	Maintenance for year 2
<b>Additional Items + Contingent Fund</b>								
LIB-127.2-US	LIVE Scanning Wand	2	\$3,214	\$80	\$0	\$0	\$6,428.00	\$496
LIB-012-US	Circulation Assistant - Standard	7	\$657	\$280	\$0	\$0	\$4,599.00	\$357
	Credit Card Tags (contingent – non taxable)			TBD			\$2000.00	
Contingent Fund	Library Contingent Fund for Tags and other Equipment	1	\$3000	\$0	\$0	\$0	\$3000.00	
	Remote Install Fee				\$500		\$500.00	
	Delivery Fee			\$360.00			\$360.00	
	<b>Sub Total</b>			\$360.00		\$0.00	\$14,887.00	\$853.00
	Tax					\$0.00	\$1,297.50	\$78.90
<b>Total</b>						\$0.00	\$18,184.50	\$931.90

Price quoted above includes sales tax of 9.25%

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. 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.
- e. The remaining 50% will be invoiced within 7 days of the scheduled completion date and is due 30 days from invoice issue date. 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.
- f. 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. Library also accepts to pay the full balance of the equipment if this happens.
- g. Any ad hoc items will require a separate purchase order, and payment is due 7 days from invoice issue date.
- h. The final payment of any product is due 30 days from final delivery.
- i. 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.
- j. 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.
- k. 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.)
- l. 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
- m. If you wish to accept this quotation, a formal FE Technologies contract will be sent to you for signing.
- n. 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.
- o. 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.
- p. 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.
- q. 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
- r. 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.
- s. S1 Self Loan Station is based on a standard architectural laminates from <https://www.polytec.com.au/> Customisation fee applied.
- t. Self-loan station with Chip & Pin payment does not include the Chip & Pin machine which the library orders directly with their bank.
- u. 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.

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Signature & Title

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Date

## 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 OPTION 1**

**SUPPORT: TEL +1-888-278-1824 OPTION 2**



#### Online Support Portal: [TICKETS.FETECHGROUP.COM](http://TICKETS.FETECHGROUP.COM)

QUESTIONS?

IDEAS?

CLARIFICATION?

CONTACT US TODAY:

**FE Technologies**



536 Silicon Drive, Suite 100 Southlake Texas 76092



+1-888-278-1824



[enquiries@fetechgroup.com](mailto:enquiries@fetechgroup.com)



[www.fetechgroup.com](http://www.fetechgroup.com)