

**CLEVELAND PUBLIC LIBRARY**

**Finance Committee**

February 18, 2020

**RESOLUTION AUTHORIZING PURCHASE OF MATERIALS HOLD LOCKER AND  
AGREEMENT WITH NEWBURGH HEIGHTS FOR PLACEMENT OF LOCKER**

WHEREAS, The Village of Newburgh Heights is located within the Cleveland Public Library's service area but does not contain any library facilities for its residents' use; and

WHEREAS, The Cleveland Public Library desires to expand its services and presence in the Village of Newburgh Heights by installing a materials hold locker in Newburgh Heights Village Hall where patrons will be able to retrieve holds and return materials; and

WHEREAS, The Library has obtained quotes from three separate vendors that provide materials hold lockers for libraries, Bibliotheca, D-Tech, and Smiota; and

WHEREAS, The Library has determined that D-Tech's materials hold locker will best serve patrons' needs as the locker is capable of scanning patrons' library cards and accepting returns, and is priced more affordably than the Bibliotheca locker; and

WHEREAS, D-Tech has submitted a quotation to the Library for the sale and installation of the materials hold locker for a total cost of \$31,635; now therefore be it

RESOLVED, That the Board of Trustees of the Cleveland Public Library hereby authorizes the Executive Director, CEO, or his designee, to enter into an agreement with D-Tech International USA LLC for the purchase and installation of a materials hold locker in Newburgh Heights Village Hall in the amount of \$31,635, subject to approval of the Chief Legal Officer, with the expenditure being charged to the General Fund Account 13010055-55530 (Computer Hardware); be it further

RESOLVED, That the Board of Trustees of the Cleveland Public Library hereby authorizes the Executive Director, CEO, or his designee, to enter into an agreement or agreements with the Village of Newburgh Heights concerning the placement and installation of the materials hold locker in Newburgh Heights Village Hall, which agreements shall be subject to the approval of the Chief Legal Officer.

# Customer Official System Quote

Quote Date: 08/07/2019  
 Quote Number: QUO-120898-C5W1, Rev: 0

**Customer Bill To:**

Cleveland Public Library - Main

325 Superior Avenue NE  
 Cleveland OH 44114  
 United States of America

jasmine.sims@cpl.org  
 Tel: (216) 902-4923

**Location Information:**

Jasmine Sims

**Sales Contact:** Zachary Huth  
**Sales Phone:** +1-678-336-7980 X 313  
**Sales Email:** z.huth@bibliotheca.com

Prices are in US Dollars  
 Quote expires (60) days from Quote Date above.

**Quote Details**

remoteLocker

Includes 3 custom wrapped towers, 1 year of service and maintenance, shipping, and install. Users use librarycard for access, no external codes or keys or cards needed. Does need connection to library ILS.

**If applicable, the hardware and software includes 12-month warranty, set-up and configuration**

Item ID	Item Type	Quantity	Sale Price	Sub Total
RML000042-000-US	remoteLocker 115 v3 15 locker tower inc. controller (wrap)	1	\$12,898.000	\$12,898.00
RML000009-000-US	remoteLocker 105R v3 4 locker tower with returns (wrap)	1	\$10,285.000	\$10,285.00
RML000002-000-US	remoteLocker 100 v3 central tower inc. RFID (wrap)	1	\$18,998.000	\$18,998.00
SHP000001-000-US	SHIPPING AND ADMINISTRATION Shipping is estimated on one receiving location, unless otherwise noted, and on current rates and proposal.	1	\$1,800.000	\$1,800.00

**Total (Less Sales Tax):** \$43,981.00

<b>Discount:</b>	\$5,385.0000
<b>Grand Total: (Taxes Not Included)</b>	\$38,596.00

**Additional Details**

All prices including Service and Maintenance do not include any applicable sales tax. If tax exempt, A copy of Tax Exemption Certificate is required with purchase order for all tax-exempt customers.

Terms are NET 30 Days from Date of Invoice. Invoice is generated at the time of Shipment.

Quotations are good for 60 days. All dates are based on ship dates. Order must ship within the 60-day window.

After 60 days, quotation expires. Contact Bibliotheca for a New Quotation.

A 20% restocking fee, in addition to in-bound and out-bound shipping, will be charged for all returns.

GST/HST N° 859257321RT0001

## Customer Official System Quote

Submit Purchase Order by fax to 877-689-2269 or by email to [orders-us@bibliotheca.com](mailto:orders-us@bibliotheca.com).

Accepted By: \_\_\_\_\_

Accepted Date: \_\_\_\_\_

Customer Purchase Order Number: \_\_\_\_\_

August 6 2019

Jasmine Sims,  
Cleveland Public Library,  
325 Superior Ave,  
Cleveland,  
OH 44114

Attn: Jasmine Sims  
RE: Quotation for Internal D-Tech **HoldIT™**

Dear Jasmine,

Thank you for your interest in the D-Tech **HoldIT™** product range. Please find below our pricing on the kiosks.

The **HoldIT™** communicates via SIP2.

I have quoted for an Internal unit, Library card scanning or electronic barcode on smartphone scanning for patron ID and manual input of ID number is also supplied as standard.

If you have any question about the quotation, please do not hesitate to contact me.

Sincerely yours,



Trilly Roper  
Head of customer service





HoldIT™ Quotation internal

August 6 2019  
Valid for 30 Days

Item No	Description		Unit Total	Price Total
D-THOL-DITM20-internal	HoldIT™ secure main unit with a 19' touch screen, patron card barcode reader and receipt printer, 9 Lockers included white finish	1	\$10,995.00	\$10,995.00
D-THOLDIT-M50-internal	HoldIT™ Locker module with integrated returns bin and 8 lockers. Includes RFID reader white finish	1	\$8,495.00	\$8,495.00
D-THOL-DITM40-internal	15 bay locker unit. white finish	1	\$8,495.00	\$8,495.00
D-THOL-DITM60E	HoldIT™ Locker finishing side panels white finish	2	\$250.00	\$500.00
Services Color Selector	RAL Color choice <a href="https://d-techinternational.com/us/products/vending/">https://d-techinternational.com/us/products/vending/</a>		\$750.00	\$750.00
SERVICES	Installation and training of all hardware and software to be carried out by qualified D-Tech engineers	1	\$2,400.00	\$2,400.00

Item No	Description of License, support and hardware maintenance after the first 12 months		Unit Total	Price Total
Services	D-Tech Services License, Support and Maintenance (Applicable following your 12-month warranty). A complete package to cover equipment listed above; includes license fees with software support over the phone and via remote access through TeamViewer as well as on site help at the discretion of D-Tech when required. Includes all updates and upgrades relevant to the application used. If the hardware will breakdown (accidental or deliberate damage precluded) D-Tech will replace it or repair in proper running order within scope of the SLA. Current specified daytime 08:30 – 17:30 hours can be covered (Min screen unit 1x 15 locker unit 1 return bin)	Year 2		\$2,200.00
		Year 3		\$2,200.00
		Year 4		\$2,200.00
		Year 5		\$2,200.00

**Terms and Conditions**

Prices exclude any taxes (if any apply)  
 All prices are subject to confirmation prior to order  
 Quotation valid for 30 days  
 12-months warranty on all equipment specified in quotation  
 Payment must be made within 30 days of the date of invoice  
 Power, data in location and SIP2 connection on ILS must be setup before installation day  
 Warranty expires 12 months after installation, Installation must take place with 12 month of delivery date



# Smiota

## Automating the Secure Exchange of Physical Goods

PROPOSAL FOR  
Cleveland Public Library

Proprietary & Confidential

Larry Dorf  
Regional Sales Manager  
214-681-1410  
[ldorf@smiota.com](mailto:ldorf@smiota.com)

# Locker Configuration

Locker Size	Number of Doors
Extra Small	
Small	5
Medium	17
Large	
Extra Large	
Refrigerator	
Freezer	
<b>Total</b>	<b>22</b>

**Smiota**

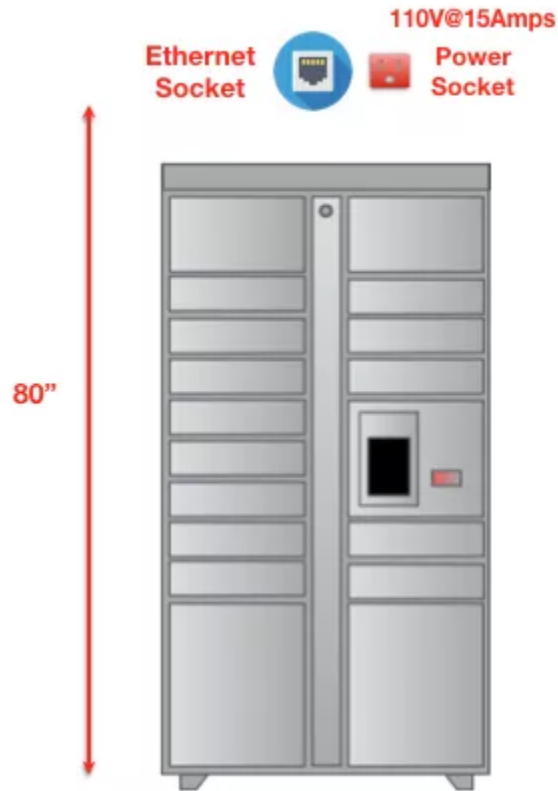
# Locker Layout - Cost effective 3 tower configuration

**Smiota**





# Locker Electrical and Ethernet Requirement



## Power requirements:

- each main console unit requires one power socket
- each refrigerated locker unit requires one power socket
- each freezer locker unit requires one power socket

## Recommended power outlet location:

- 80" from the ground for the main console
- 90" from the ground for refrigerator or freezer

## Data requirements:

- lockers require either Ethernet connection or strong WiFi
- for ethernet - we recommend the data outlet to be located next to the power outlet.

**Smiota**

# Pricing

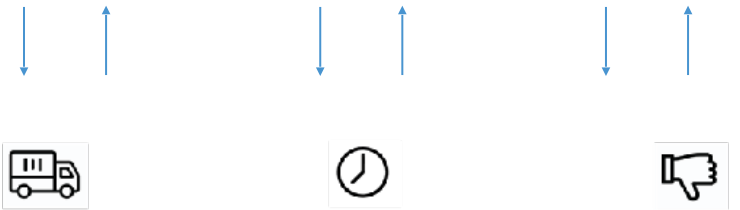
Name	Price per Unit	# of locker banks	Subtotal
<b>Hardware</b>			
8 -Door Indoor Console Locker Half bank	\$ 5,880.00	1	\$ 5,880.00
14 -Door Indoor Additional Locker (all medium)	\$ 3,640.00	1	\$ 3,640.00
<b>Maintenance and support</b>			
Maintenance & Support (annual) per locker door	\$ 48.00	22	\$ 1,056.00
<b>Shipping and installation</b>			
Shipping and Installation	\$ 900.00	1.5	\$ 1,350.00

Subtotal	<b>\$ 11,926.00</b>
Discount	<b>\$ 0.00</b>
Tax	<b>\$ 0.00</b>
<b>Total</b>	<b>\$ 11,926.00</b>

**smiota**

# The way we exchange goods is fundamentally transforming

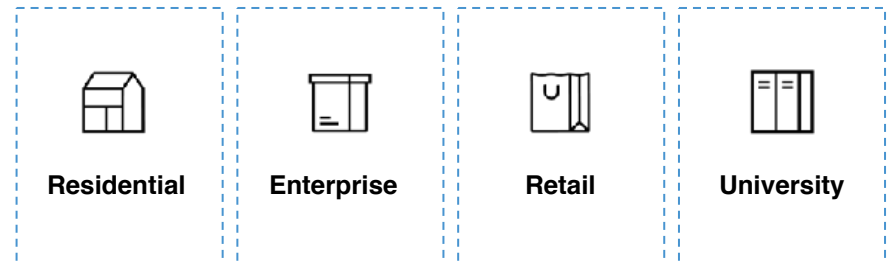
- **Volume:** Increasing volume of all types of deliveries (the ‘package tsunami’)
- **Unit Economics:** Growing pressure to improve pickup/drop-off times to reduce cost per delivery
- **Expectations:** Accelerating shift in consumer expectations towards on demand



**Overwhelming Delivery Volume**

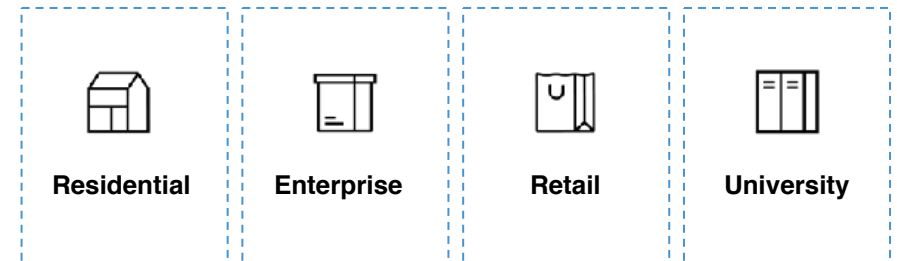
**Intense Pressure On Margins**

**Growing Consumer Expectations**



# Smiota is well positioned to facilitate this transformation

- Comprehensive cloud based platform to track chain of custody for any physical item
- Fully agnostic offering works with any third party delivery or hardware partner
- Best in class technology stack with iOS and Android applications and flexible RESTful API



# Our product offering is unique and in demand

- Fully modular and customizable smart package locker solutions allowing for 24/7 access
- Best in class mailroom and facilities services software
- RESTful API and deep technology stack capable of integrating with any third party service

## Smart Package Lockers



## Mailroom and Facilities Software



Point-and-Scan



Scan Multiple Packages



Chain of Custody

## API Integrations + Partnerships

### Smiota Applications

- Urban (Locker)
- Mailroom
- Recipient (BLE)
- Service
- Inventory
- Package Room

### Integrations

- Property Mgmt. Sys like RealPage, Entrata etc.
- Okta
- Google Dir
- SFTP
- CSV
- More

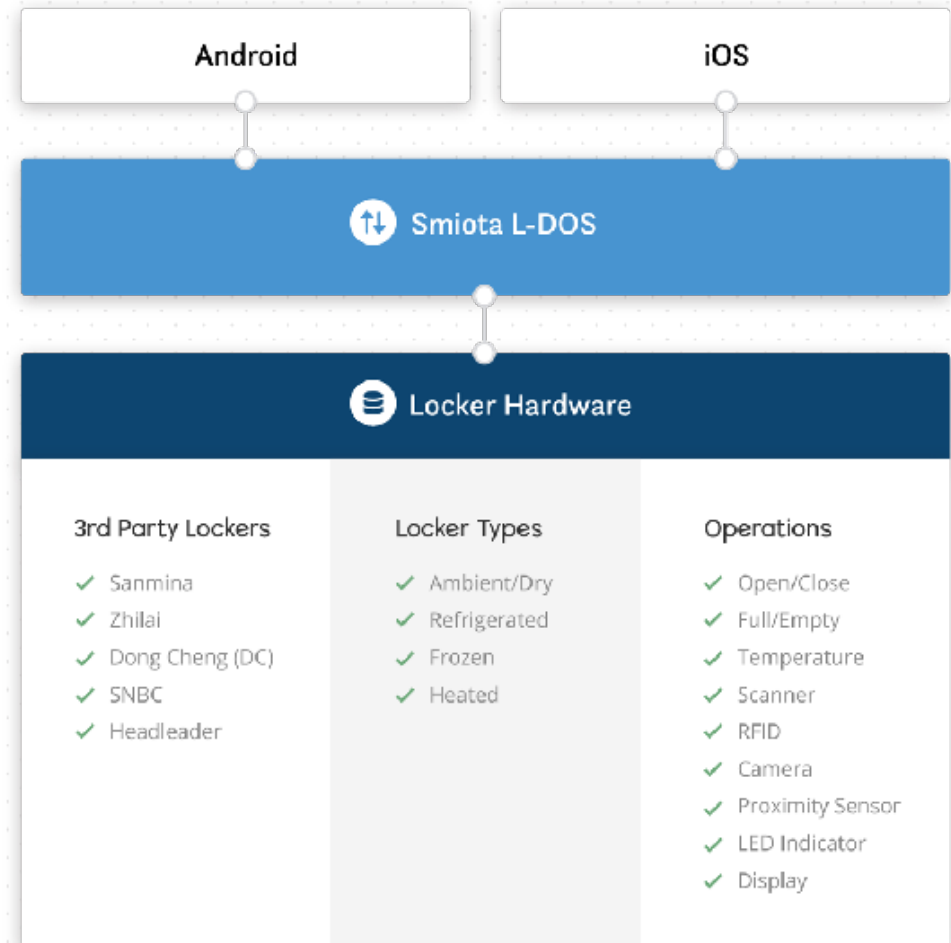
### Partner Applications

- Cleanly
- Bear River
- Brynka
- More

# The Smiota Locker Delivery Operation System (LDOS)

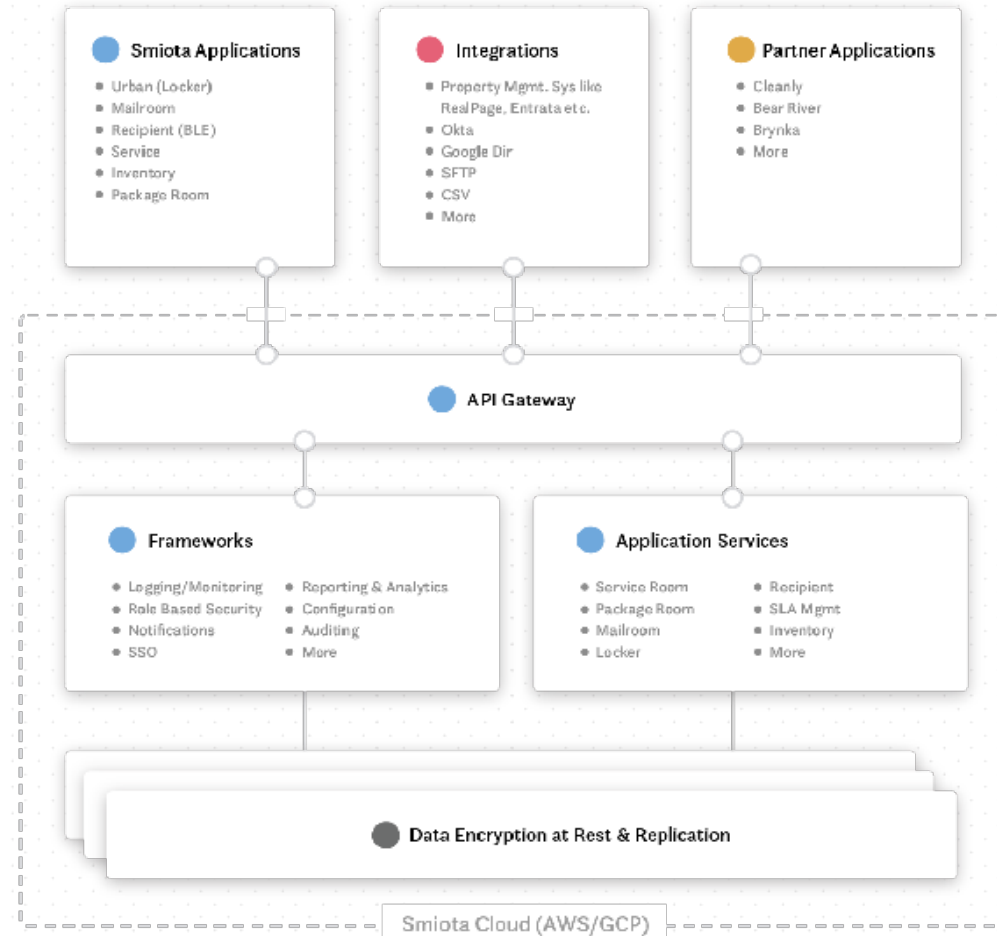
- Agnostic platform allows any delivery provider to deliver packages to users
- Back in software operating system that works with any locker hardware configuration
- Optional mobile applications (iOS + Android) that increase speed of package access

POWERED BY  
**Smiota**



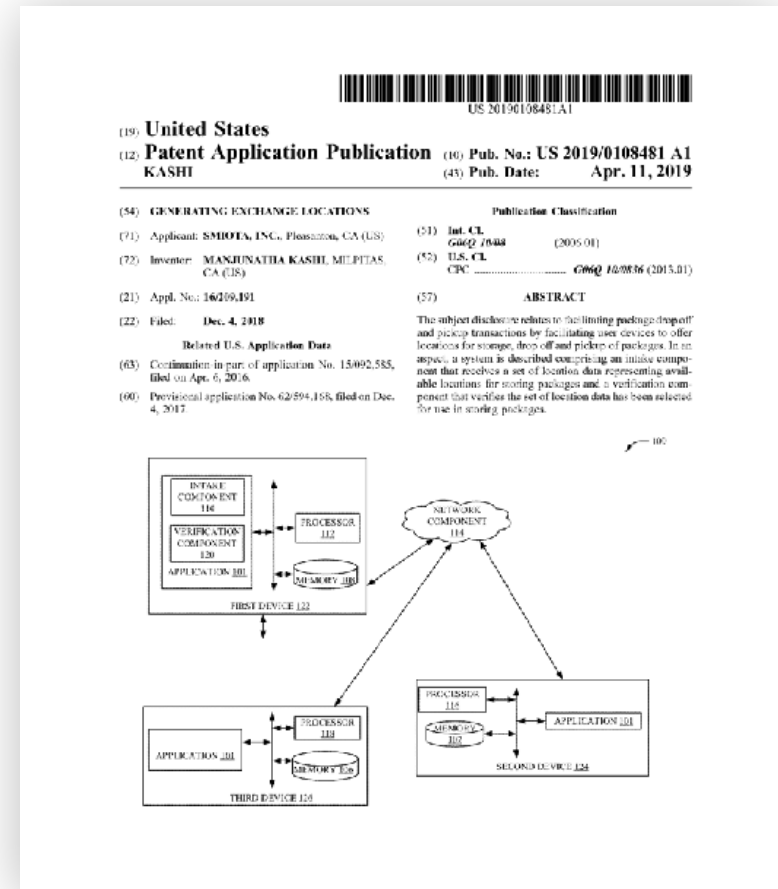
# Growing ecosystem of long term integrated partnerships

- Exclusive hardware manufacturing and channel sales partnership with Sanmina (NASDAQ: SANM)
- Growing list of partner applications plugging into the Smiota API
- Seamless integrations with established third party software providers in each vertical



# Our growing IP portfolio furthers our moat on the last yard

- 9 patents currently pending
- 12+ patents to be filed
- Robust R&D pipeline:
  - MagicBox
  - Automatic receiving (photo detects package size and recipient information)
  - Improved capabilities for large mailrooms
  - Augmented Reality (AR) to quickly find packages in lockers
  - Virtual lockers





# Our Customer Success Story

**Fortune 1000 Companies** : Trust Smiota technology for rock-solid security

**24x7 Support**: Smiota is always there to answer your call and solve your problem

**Agility and Flexibility** : Remote management of lockers for software updates, new features and upgrades

**Highly Competitive Prices**: We are cost effective with a unified platform offering many tools and services that keep growing

**Smiota**



facebook



CBRE



lendingtree

UNLV  
UNIVERSITY OF NEVADA LAS VEGAS

servicenow



UNIVERSITY OF CALIFORNIA  
UCMERCED

THE MILLENNIUM GROUP  
Service Matters

BROOKLYN NAVY YARD

C&W SERVICES

E&S RING  
MANAGEMENT CORPORATION



100+ Installations and  
1,000,000+ Packages transacted

# Smiota Reports and Dashboards

**SLAs:** Real time SLA dashboards to manage all critical tasks

**APIs:** Ability to export reports into Business Intelligence software for further analysis

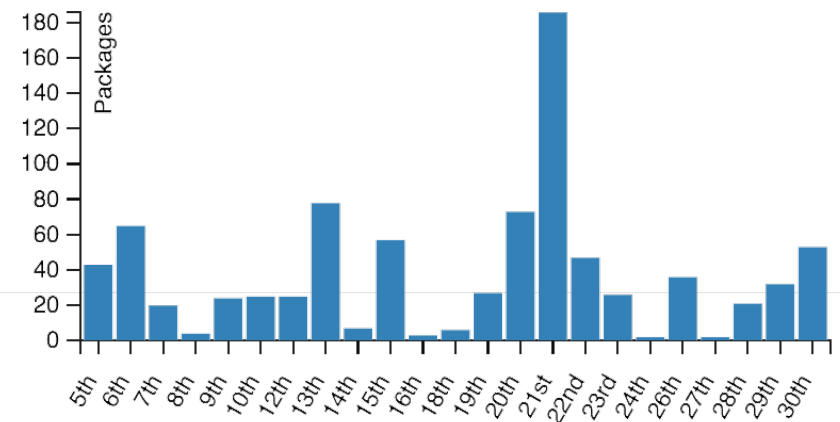
**Role based logins:** Mail staff versus Admins for multiple locations

Last Year

Last Month

Last Week

Custom Date



Years

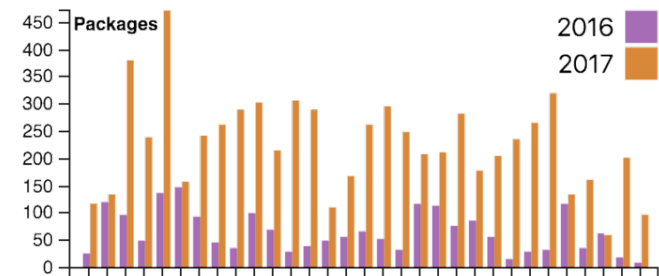
Months

Weeks

Weekdays

Days of Month

Custom Date

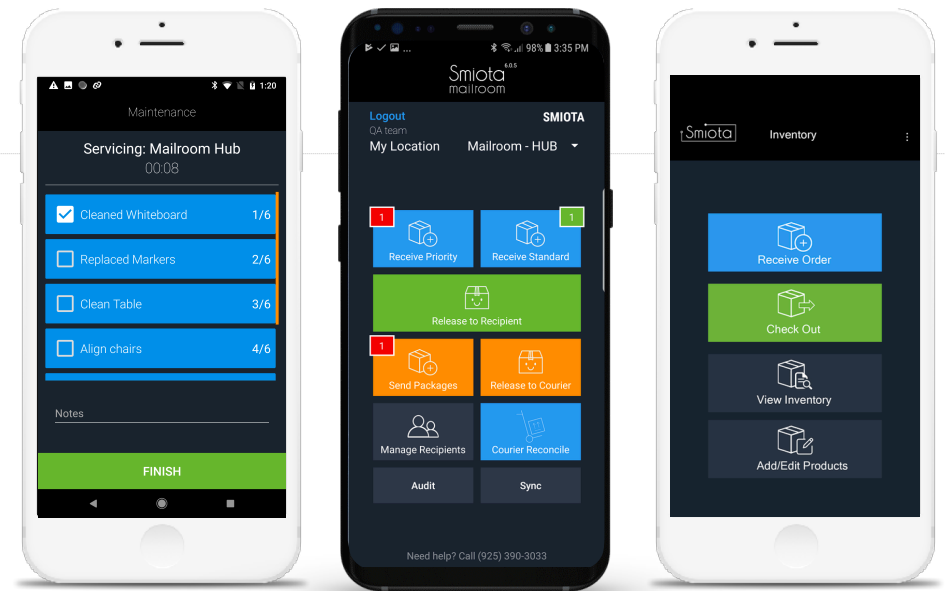


# Smiota Facilities Services Solutions

**Mailroom App:** Receive and track thousands of packages daily with complete chain of custody with mobile apps and desktop receiving software.

**Services App:** Create tasks, manage chores, check activity and meet SLAs by servicing conference rooms, copy and print locations, kitchens and more.

**Inventory App:** Receive, checkin, checkout and manage full chain of custody of office supplies and more using Smiota's Inventory app. Save costs, order supplies only when needed and track usage of office supplies with web app reports.

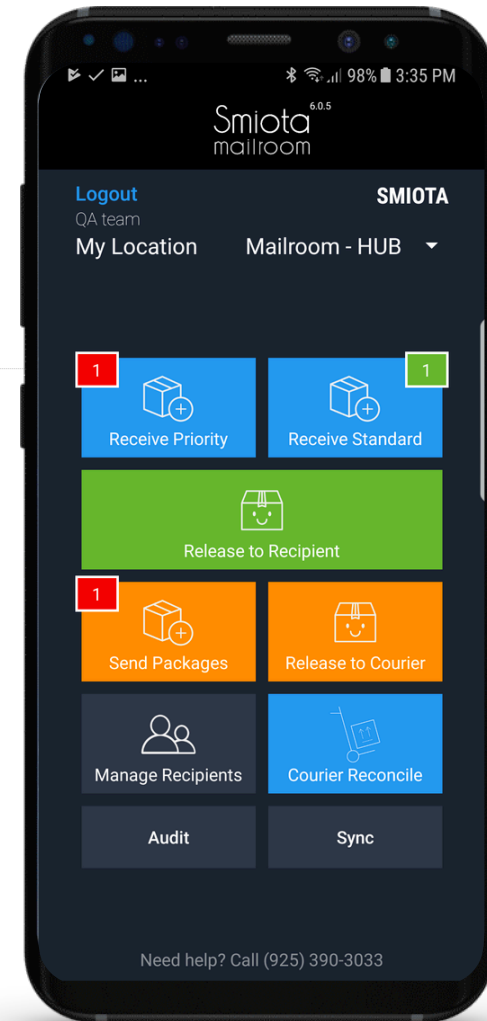


# Smiota Mailroom App

**Super Easy to Use:** Designed to rapidly receive thousands of packages daily and deliver with full chain of custody to desks or smart lockers.

**Auto notification :** Email and text notification with automate delivery and pickup of packages

**Webapp for Administration:** With SSO, admins can login to view SLAs, reports, package status and more



# Smiota Service App

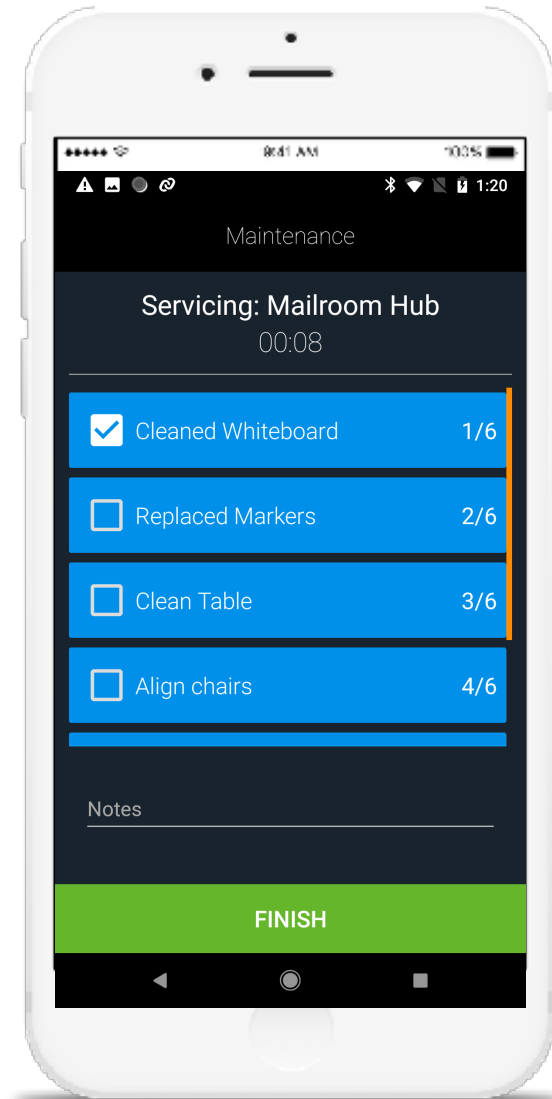
**Check as you do:** Service app helps track the progress of staff in servicing fac.

**Manage and Track All Services:** Create your tasks, schedule them daily, weekly or monthly, and organize your staff to 'check' on all tasks performed

**Webapp for Administration:** Get daily, weekly and monthly reports, SLA metrics and more...

**Customers:** Workday, Inc. is using the entire suite of Smiota Apps from Smart Lockers, Mailroom software and Smiota Service App

**Security:** Smiota is fully approved with SSO, pen test on cloud services and approved by Workday and Facebook for company wide deployment of services



# Smiota App

**Delivery and Pickup App:** Easy to Register, Use and Manage.

**One Click Pickup:** Button goes green for pickup when item is available in locker.

**Concurrent Use:** Lockers open when user is present in front of lockers. Multiple users can access lockers at the same time. Deposits and pickups can happen concurrently.



# Smiota Inventory

**Office Supplies:** Track office supplies from bulk orders to individual items.

**Manage Chain of Custody:** Check-in/Check-out from cages or cabinets

**Dispensing into Conference Rooms:** Automatically track number of pens, markers, sticky pads left at every conf. room, print areas, kitchenettes and more...

**Order Management :** Set inventory watermarks with auto-notification when office supplies are low. Eliminates waste and order stocking or under stocking

**Security:** Smiota is fully approved with SSO, pen test on cloud services and approved by Workday and Facebook for company wide deployment of services

