

MA-012-25011062
For
Automated Materials Handler Items and Warranty Continuation
for Hardware and Software
Between
OC Community Resources
And
TECH LOGIC CORPORATION



CONTRACT

**MA-012-25011062
BETWEEN
COUNTY OF ORANGE
AND
TECH LOGIC CORPORATION
FOR
AUTOMATED MATERIALS HANDLER ITEMS AND WARRANTY CONTINUATION FOR HARDWARE
AND SOFTWARE**

This Contract MA-012-25011062 for Automated Materials Handler Items and Warranty Continuation for Hardware and Software (Contract) is made and entered into as of the date fully executed by and between the County of Orange, a political subdivision of the State of California ("County"), and TECH LOGIC CORPORATION, a Wisconsin Corporation (Contractor), with County and Contractor sometimes referred to as Party or collectively as Parties.

ATTACHMENTS

This Contract is comprised of this document and the following Attachments, which are attached hereto and incorporated by reference into this Contract:

Attachment A – Scope of Work

Attachment B – Payment and Compensation

RECITALS

WHEREAS, Contractor and County are entering into this Contract for Automated Materials Handler Items and Warranty Continuation for Hardware and Software under a firm fixed fee Contract; and,

WHEREAS, County solicited Contract for Automated Materials Handler Items and Warranty Continuation for Hardware and Software as set forth herein, and Contractor represented that it is qualified to provide Automated Materials Handler items and Warranty Continuation for Hardware and Software to the County as further set forth here; and,

WHEREAS, Contractor agrees to provide for Automated Materials Handler Items and Warranty Continuation for Hardware and Software to the County as further set forth in the Scope of Work, attached hereto as Attachment A; and,

WHEREAS, County agrees to pay Contractor based on the schedule of fees set forth in Payment/Compensation, attached hereto as Attachment B; and,

NOW, THEREFORE, the Parties mutually agree as follows:

ARTICLES

GENERAL TERMS AND CONDITIONS

1. Governing Law and Venue:

This Contract has been negotiated and executed in the state of California and shall be governed by and construed under the laws of the state of California. In the event of any legal action to enforce or interpret this Contract, the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California, and the parties hereto agree to and do hereby submit to the jurisdiction of such court, notwithstanding Code of Civil Procedure Section 394. Furthermore, the parties specifically agree to waive any and all rights to request that an action be transferred for adjudication to another county.

2. Entire Contract:

This Contract contains the entire Contract between the parties with respect to the matters herein, and there are no restrictions, promises, warranties or undertakings other than those set forth herein or referred to herein. No exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing. Electronic acceptance of any additional terms, conditions or supplemental Contracts by any County employee or agent, including but not limited to installers of software, shall not be valid or binding on County unless accepted in writing by County's Purchasing Agent or designee.

3. Amendments:

No alteration or variation of the terms of this Contract shall be valid unless made in writing and signed by the parties; no oral understanding or agreement not incorporated herein shall be binding on either of the parties; and no exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing.

4. Taxes:

Unless otherwise provided herein or by law, price quoted does not include California state sales or use tax. Out-of-state Contractors shall indicate California Board of Equalization permit number and sales permit number on invoices, if California sales tax is added and collectable. If no permit numbers are shown, sales tax will be deducted from payment. The Auditor-Controller will then pay use tax directly to the State of California in lieu of payment of sales tax to Contractor.

5. Delivery:

Time of delivery of commodities and services is of the essence in this Contract. County reserves the right to refuse any commodities and services and to cancel all or any part of the commodities not conforming to applicable specifications, drawings, samples or descriptions or services that do not conform to the prescribed scope of work. Acceptance of any part of the order for commodities shall not bind County to accept future shipments nor deprive it of the right to return commodities already accepted at Contractor's expense. Over shipments and under shipments of commodities shall be only as agreed to in writing by County. Delivery shall not be deemed to be complete until all commodities or services have actually been received and accepted in writing by County.

6. Acceptance Payment:

Unless otherwise agreed to in writing by County, 1) acceptance shall not be deemed complete unless in writing and until all the commodities/services have actually been received, inspected, and tested to the satisfaction of County, and 2) payment shall be made in arrears after satisfactory acceptance.

7. Warranty:

Contractor expressly warrants that the commodities covered by this Contract are 1) free of liens or encumbrances, 2) merchantable and good for the ordinary purposes for which they are used, and 3) fit for the particular purpose for which they are intended. Acceptance of this order shall constitute an agreement upon Contractor's part to indemnify, defend and hold County and its indemnitees as identified in the Insurance and Indemnification section, and as more fully described in the Insurance and Indemnification section harmless from liability, loss, damage and expense, including reasonable counsel fees, incurred or sustained by County by reason of the failure of the goods/services to conform to such warranties, faulty work performance, negligent or unlawful acts, and non-compliance with any applicable state or federal codes, ordinances, orders, or statutes, including the Occupational Safety and Health Act (OSHA) and the California Industrial Safety Act. Such remedies shall be in addition to any other remedies provided by law.

8. Patent/Copyright Materials/Proprietary Infringement:

Unless otherwise expressly provided in this Contract, Contractor shall be solely responsible for clearing the right to use any patented or copyrighted materials in the performance of this Contract. Contractor warrants that any software as modified through services provided hereunder will not infringe upon or violate any patent, proprietary right, or trade secret right of any third party. Contractor agrees that, in accordance with the more specific requirement contained in the Insurance and Indemnification section, it shall indemnify, defend and hold County and County Indemnitees harmless from any and all such claims and be responsible for payment of all costs, damages, penalties and expenses related to or arising from such claim(s), including, costs and expenses but not including attorney's fees.

9. Assignment:

The terms, covenants, and conditions contained herein shall apply to and bind the heirs, successors, executors, administrators and assigns of the parties. Furthermore, neither the performance of this Contract nor any portion thereof may be assigned by Contractor without the express written consent of County. Any attempt by Contractor to assign the performance or any portion thereof of this Contract without the express written consent of County shall be invalid and shall constitute a breach of this Contract.

10. Non-Discrimination:

In the performance of this Contract, Contractor agrees that it will comply with the requirements of Section 1735 of the California Labor Code and not engage nor permit any subcontractors to engage in discrimination in employment of persons because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, or sex of such persons. Contractor acknowledges that a violation of this provision shall subject Contractor to penalties pursuant to Section 1741 of the California Labor Code.

11. Termination:

In addition to any other remedies or rights it may have by law, County has the right to immediately terminate this Contract without penalty for cause or after 30 days' written notice without cause, unless otherwise specified. Cause shall be defined as any material breach of contract, any misrepresentation or fraud on the part of Contractor. Exercise by County of its right to terminate Contract shall relieve County of all further obligation.

12. Consent to Breach Not Waiver:

No term or provision of this Contract shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.

13. Independent Contractor:

Contractor shall be considered an independent contractor and neither Contractor, its employees, nor anyone working under Contractor shall be considered an agent or an employee of County. Neither Contractor, its employees nor anyone working under Contractor shall qualify for workers' compensation or other fringe benefits of any kind through County.

14. Performance Warranty:

Contractor shall warrant all work under this Contract, taking necessary steps and precautions to perform the work to County's satisfaction. Contractor shall be responsible for the professional quality, technical assurance, timely completion and coordination of all documentation and other commodities/services furnished by Contractor under this Contract. Contractor shall perform all work diligently, carefully, and in a good and workmanlike manner; shall furnish all necessary labor, supervision, machinery, equipment, materials, and supplies, shall at its sole expense obtain and maintain all permits and licenses required by public authorities, including those of County required in its governmental capacity, in connection with performance of the work. If permitted to subcontract, Contractor shall be fully responsible for all work performed by subcontractors.

15. Changes:

Contractor shall make no changes in the work or perform any additional work without County's specific written approval.

16. Change of Ownership/Name, Litigation Status, Conflicts with County Interests:

Contractor agrees that if there is a change or transfer in ownership of Contractor's business prior to completion of this Contract, and the County agrees to an assignment of the Contract, the new owners shall be required under terms of sale or other transfer to assume Contractor's duties and obligations contained in this Contract and complete them to the satisfaction of the County.

Notwithstanding other notice or termination provisions contained herein, County reserves the right to immediately terminate this Contract, as of the date on which the County provides written determination of termination of this Contract under this provision anytime upon or after assignment, in the event that the County determines that the assignee is not qualified or is otherwise unacceptable to the County for the provision of services or commodities under this Contract. In the event of an immediate termination under this provision, the Contractor shall promptly refund the County an amount

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equal to the pro rata portion of any charges the County paid in advance for any remaining portion of the Contract after the date of termination. Likewise, the County shall not be liable for payment for any remaining services not yet provided and accepted by the County under this Contract after the date of termination for any payments to be made in arrears pursuant to the terms of the Contract.

17. Force Majeure:

Contractor shall not be assessed with liquidated damages or unsatisfactory performance penalties during any delay beyond the time named for the performance of this Contract caused by any act of God, war, civil disorder, employment strike or other cause beyond its reasonable control, provided Contractor gives written notice of the cause of the delay to County within 36 hours of the start of the delay and Contractor avails himself of any available remedies.

18. Confidentiality:

Contractor agrees to maintain the confidentiality of all County and County-related records and information pursuant to all statutory laws relating to privacy and confidentiality that currently exist or exist at any time during the term of this Contract. All such records and information shall be considered confidential and kept confidential by Contractor and Contractor's staff, agents and employees.

19. Compliance with Laws:

Contractor represents and warrants that services to be provided under this Contract shall fully comply, at Contractor's expense, with all standards, laws, statutes, restrictions, ordinances, requirements, and regulations (collectively "laws"), including, but not limited to those issued by County in its governmental capacity and all other laws applicable to the services at the time services are provided to and accepted by County. Contractor acknowledges that County is relying on Contractor to ensure such compliance, and pursuant to the requirements of the Insurance and Indemnification section, Contractor agrees that it shall defend, indemnify and hold County and County Indemnitees harmless from all liability, damages, costs and expenses arising from or related to a violation of such laws.

Contractor shall remain in compliance and in good standing, maintaining current and active business entity and/or nonprofit registration status, with all applicable federal, state and local registration requirements at the time of execution of the contract through the duration of the term of the Contract, and shall provide annual confirmation of current and active status to County through the term of the Contract.

20. Freight:

Prior to County's express acceptance of delivery of products. Contractor assumes full responsibility for all transportation, transportation scheduling, packing, handling, insurance, and other services associated with delivery of all products deemed necessary under Contract.

21. Severability:

If any term, covenant, condition or provision of this Contract is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions hereof shall remain in full force and effect and shall in no way be affected, impaired or invalidated thereby.

22. Attorney Fees:

In any action or proceeding to enforce or interpret any provision of this Contract, each party shall bear their own attorney's fees, costs and expenses.

23. Interpretation:

This Contract has been negotiated at arm's length and between persons sophisticated and knowledgeable in the matters dealt with in this Contract. In addition, each party had been represented by experienced and knowledgeable independent legal counsel of their own choosing or has knowingly declined to seek such counsel despite being encouraged and given the opportunity to do so. Each party further acknowledges that they have not been influenced to any extent whatsoever in executing this Contract by any other party hereto or by any person representing them, or both. Accordingly, any rule or law (including California Civil Code Section 1654) or legal decision that would require interpretation of any ambiguities in this Contract against the party that has drafted it is not applicable and is waived. The provisions of this Contract shall be interpreted in a reasonable manner to effect the purpose of the parties and this Contract.

24. Employee Eligibility Verification:

Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirement set forth in Federal statutes and regulations. Contractor shall obtain from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal or State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. Contractor shall retain all such documentation for all covered employees for the period prescribed by the law. Contractor shall indemnify, defend with counsel approved in writing by County, and hold harmless, County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against Contractor or County or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.

25. Audits/Inspections:

Contractor agrees to permit County's Auditor-Controller or the Auditor-Controller's authorized representative (including auditors from a private auditing firm hired by County) access during normal working hours to all books, accounts, records, reports, files, financial records, supporting documentation, including payroll and accounts payable/receivable records, and other papers or property of Contractor for the purpose of auditing or inspecting any aspect of performance under this Contract. The inspection and/or audit will be confined to those matters connected with the performance of Contract including, but not limited to, the costs of administering Contract. County will provide reasonable notice of such an audit or inspection.

County reserves the right to audit and verify Contractor's records before final payment is made.

Contractor agrees to maintain such records for possible audit for a minimum of three years after final payment, unless a longer period of records retention is stipulated under this Contract or by law. Contractor agrees to allow interviews of any employees or others who might reasonably have information related to such records. Further, Contractor agrees to

include a similar right to County to audit records and interview staff of any subcontractor related to performance of this Contract.

Should Contractor cease to exist as a legal entity, Contractor's records pertaining to this Contract shall be forwarded to County's project manager.

26. Contingency of Funds:

Contractor acknowledges that funding or portions of funding for this Contract may be contingent upon state budget approval; receipt of funds from, and/or obligation of funds by, the state of California to County; and inclusion of sufficient funding for the services hereunder in the budget approved by County's Board of Supervisors for each fiscal year covered by this Contract. If such approval, funding or appropriations are not forthcoming, or are otherwise limited, County may immediately terminate or modify this Contract without penalty.

27. Expenditure Limit:

Contractor shall notify County of Orange assigned Deputy Purchasing Agent in writing when the expenditures against Contract reach 75 percent of the dollar limit on Contract. County will not be responsible for any expenditure overruns and will not pay for work exceeding the dollar limit on Contract unless a change order to cover those costs has been issued.

INDEMNIFICATION AND INSURANCE PROVISIONS

1. Indemnification

Contractor agrees to indemnify, defend with counsel approved in writing by County, and hold County, its elected and appointed officials, officers, employees, agents and those special districts and agencies which County's Board of Supervisors acts as the governing Board ("County Indemnitees") harmless from any claims, demands or liability of any kind or nature, including but not limited to personal injury or property damage, arising from or related to the services, products or other performance provided by Contractor pursuant to this Contract. If judgment is entered against Contractor and County by a court of competent jurisdiction because of the concurrent active negligence of County or County Indemnitees, Contractor and County agree that liability will be apportioned as determined by the court. Neither Party shall request a jury apportionment. Notwithstanding anything stated above, nothing contained herein shall relieve Contractor of any insurance requirements of obligations created elsewhere in this Contract.

2. General Insurance Requirements

Prior to the provision of services under this Contract, the Contractor agrees to carry all required insurance at Contractor's expense, including all endorsements required herein, necessary to satisfy the County that the insurance provisions of this Contract have been complied with. Contractor agrees to keep such insurance coverage current, provide Certificates of Insurance, and endorsements to the County during the entire term of this Contract.

Contractor shall ensure that all subcontractors performing work on behalf of Contractor pursuant to this Contract shall be covered under Contractor's insurance as an Additional Insured or maintain insurance subject to the same terms and conditions as set forth herein for Contractor. Contractor shall not allow subcontractors to work if subcontractors have

less than the level of coverage required by County from Contractor under this Contract. It is the obligation of Contractor to provide notice of the insurance requirements to every subcontractor and to receive proof of insurance prior to allowing any subcontractor to begin work. Such proof of insurance must be maintained by Contractor through the entirety of this Contract for inspection by County representative(s) at any reasonable time.

All self-insured retentions (SIR)'s shall be clearly stated on the Certificate of Insurance. Any SIR in excess of Fifty Thousand Dollars \$50,000 shall specifically be approved by the County's Risk Manager, or designee. The County reserves the right to require current audited financial reports from Contractor. If Contractor is self-insured, Contractor will indemnify the County for any and all claims resulting or arising from Contractor's services in accordance with the indemnity provision stated in this contract.

If the Contractor fails to maintain insurance acceptable to the County for the full term of this Contract, the County may terminate this Contract.

Qualified Insurer

The policy or policies of insurance must be issued by an insurer with a minimum rating of A- (Secure A.M. Best's Rating) and VIII (Financial Size Category as determined by the most current edition of the **Best's Key Rating Guide/Property-Casualty/United States or ambest.com**).

If the insurance carrier does not have an A.M. Best Rating of A-/VIII, the CEO/Office of Risk Management retains the right to approve or reject a carrier after a review of the company's performance and financial ratings.

The policy or policies of insurance maintained by the Contractor shall provide the minimum limits and coverage as set forth below.

Increased insurance limits may be satisfied with Excess/Umbrella policies. Excess/Umbrella policies when required must provide Follow Form coverage.

All insurance policies required by this Contract shall waive all rights of subrogation against the ***County of Orange, its elected and appointed officials, officers, employees, and agents*** when acting within the scope of their appointment or employment.

Contractor shall provide thirty (30) days prior written notice to the County of any policy cancellation or non-renewal and ten (10) days prior written notice where cancellation is due to non-payment of premium and provide a copy of the cancellation notice to County. Failure to provide written notice of cancellation may constitute a material breach of the Contract, upon which the County may suspend or terminate this Contract.

Insurance certificates should be forwarded to the agency/department address listed on the solicitation.

If the Contractor fails to provide the insurance certificates and endorsements within ten (10) days of notification by CEO/Purchasing or the agency/department purchasing division, award may be made to the next qualified vendor.

County expressly retains the right to require Contractor to increase or decrease insurance of any of the above insurance types throughout the term of this Contract. Any increase or decrease in insurance will be as deemed by County of Orange Risk Manager as appropriate to adequately protect County.

County shall notify Contractor in writing of changes in the insurance requirements. If Contractor does not provide acceptable Certificates of Insurance and endorsements to County incorporating such changes within thirty (30) days of

receipt of such notice, this Contract may be in breach without further notice to Contractor, and County shall be entitled to all legal remedies.

The procuring of such required policy or policies of insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this Contract, nor act in any way to reduce the policy coverage and limits available from the insurer.

3. Commercial General Liability

Minimum limits and coverage

\$1,000,000 per occurrence; \$2,000,000 aggregate

Required Coverage Forms

The Commercial General Liability coverage shall be written on occurrence basis utilizing Insurance Services Office (ISO) form CG 00 01, or a substitute form providing liability coverage at least as broad.

Required Endorsements

The Commercial General Liability policy shall contain the following endorsements, which shall accompany the Certificate of Insurance:

- A. An Additional Insured endorsement using ISO form CG 20 26 04 13, or a form at least as broad naming the County of Orange its elected and appointed officials, officers, employees, and agents as Additional Insureds, or provide blanket coverage, which will state As Required by Written Contract.
- B. A primary non-contributory endorsement using ISO form CG 20 01 04 13, or a form at least as broad evidencing that the Contractor's insurance is primary, and any insurance or self-insurance maintained by the County shall be excess and non-contributing.

The Commercial General Liability policy shall contain a severability of interests clause also known as a "separation of insureds" clause (standard in the ISO CG 0001 policy).

4. Automobile Liability including coverage for owned, non-owned and hired vehicles

Minimum limits and coverage

\$1,000,000 combined Single Limit

Required Coverage Forms

The Business Auto Liability coverage shall be written on ISO form CA 00 01, CA 00 05, CA 0012, CA 00 20, or a substitute form providing coverage at least as broad.

5. Workers' Compensation

Minimum limits and coverage

Statutory

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Required Endorsements

The Workers' Compensation policy shall contain a waiver of subrogation endorsement waiving all rights of subrogation against the ***County of Orange, its elected and appointed officials, officers, agents, and employees*** or provide blanket coverage, which will state ***As Required by Written Contract***.

6. Employers Liability InsuranceMinimum limits and coverage

\$1,000,000 per accident or disease

7. Network Security & Privacy LiabilityMinimum limits and coverage

\$1,000,000 per claims-made

Required Endorsements

The Network Security and Privacy Liability policy shall contain the following endorsements which shall accompany the Certificate of Insurance:

- A. An Additional Insured endorsement naming the ***County of Orange, its elected and appointed officials, officers, agents, and employees*** as Additional Insureds for its vicarious liability.
- B. A primary and non-contributory endorsement evidencing that the Contractor's insurance is primary, and any insurance or self-insurance maintained by the County of Orange shall be excess and non-contributing.

If Contractor's Network Security & Privacy Liability is a "Claims-Made" policy, Contractor shall agree to the following:

- A. The retroactive date must be shown and must be before the date of the contract or the beginning of the Contract services.
- B. Insurance must be maintained, and evidence of insurance must be provided for at least three (3) years after expiration or earlier termination of Contract services.
- C. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a retroactive date prior to the effective date of the contract services, Contractor must purchase an extended reporting period for a minimum of three (3) years after expiration of earlier termination of the Contract.

8. Technology Errors & OmissionsMinimum limits and coverage

\$1,000,000 per claims-made; \$1,000,000 aggregate

Required Endorsements

If Contractor's Technology Errors & Omissions is a "Claims-Made" policy, Contractor shall agree to the following:

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- A. The retroactive date must be shown and must be before the date of the contract or the beginning of the Contract services.
- B. Insurance must be maintained, and evidence of insurance must be provided for at least three (3) years after expiration or earlier termination of Contract services.
- C. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a retroactive date prior to the effective date of the contract services, Contractor must purchase an extended reporting period for a minimum of three (3) years after expiration of earlier termination of the Contract.

ADDITIONAL TERMS AND CONDITIONS

1. Scope of Contract:

This Contract specifies contractual terms and conditions by which County will procure for Automated Materials Handler Items and Warranty Continuation for Hardware and Software from Contractor as further detailed in the Scope of Work, identified and incorporated herein by this reference as "Attachment A".

2. Term of Contract:

The term of this Contract shall become effective Tuesday, July 1, 2025, through and including June 30, 2030, unless otherwise terminated as provided herein. This Contract may be renewed as set forth in Article titled "Renewal" below.

3. Renewal:

This contract shall not be renewed unless otherwise approved by the County Board of Supervisors.

4. Adjustments – Scope of Work:

No adjustments made to the Scope of Work will be authorized without prior written approval of County assigned Deputy Purchasing Agent.

5. Bills and Liens:

Contractor shall pay promptly all indebtedness for labor, materials and equipment used in performance of the work. Contractor shall not permit any lien or charge to attach to the work or the premises, but if any does so attach, Contractor shall promptly procure its release and, in accordance with the requirements of Article "Indemnification" above, indemnify, defend, and hold County harmless and be responsible for payment of all costs, damages, penalties and expenses related to or arising from or related thereto.

6. Breach of Contract:

The failure of Contractor to comply with any of the provisions, covenants or conditions of this Contract shall be a material breach of this Contract. In such event County may, and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:

- a. Terminate Contract immediately, pursuant to the General Terms and Conditions section, "Termination" Article herein;
- b. Afford Contractor written notice of the breach and ten (10) calendar days or such shorter time that may be specified in this Contract within which to cure the breach;
- c. Discontinue payment to the Contractor for and during the period in which Contractor is in breach; and
- d. Offset against any monies billed by Contractor but yet unpaid by County those monies disallowed pursuant to the above.

7. Civil Rights:

Contractor attests that services provided shall be in accordance with the provisions of Title VI and Title VII of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; Title II of the Americans with Disabilities Act of 1990, and other applicable State and federal laws and regulations prohibiting discrimination on the basis of race, color, national origin, ethnic group identification, age, religion, marital status, sex or disability.

8. Conflict of Interest – Contractor’s Personnel:

Contractor shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with the best interests of County. This obligation shall apply to Contractor, Contractor’s officers, directors, employees, agents, and subcontractors associated with accomplishing work and services hereunder. Contractor’s efforts shall include, but not be limited to establishing precautions to prevent its employees, agents, and subcontractors from providing or offering gifts, entertainment, payments, loans or other considerations which could be deemed to influence or appear to influence County staff or elected officers from acting in the best interests of County.

Contractor shall notify County, in writing, of any potential or actual conflicts of interest between Contractor and County that may arise prior to, or during the period of, Contract performance, including, but not limited to, whether any known County public officer’s child is an officer or director of, or has an ownership interest of ten (10) percent or more in, Contractor. While Contractor will be required to provide this information without prompting from County any time there is a change regarding conflict of interest, Contractor must also provide an update to County upon request by County.

9. Conflict of Interest – County Personnel:

County of Orange Board of Supervisors policy prohibits its employees from engaging in activities involving a conflict of interest. Contractor shall not, during the period of this Contract, employ any County employee for any purpose.

10. Contractor’s Project Manager and Key Personnel:

Contractor shall appoint a Project Manager to direct Contractor’s efforts in fulfilling Contractor’s obligations under this Contract. This Project Manager shall be subject to approval by County and shall not be changed without the written consent of County’s Project Manager, which consent shall not be unreasonably withheld.

Contractor’s Project Manager shall be assigned to this project for the duration of Contract and shall diligently pursue all work and services to meet the project timelines. County’s Project Manager shall have the right to require the removal and

replacement of Contractor's Project Manager from providing services to County under this Contract. County's Project manager shall notify Contractor in writing of such action. Contractor shall accomplish the removal within five (5) business days after written notice by County's Project Manager. County's Project Manager shall review and approve the appointment of the replacement for Contractor's Project Manager. County is not required to provide any additional information, reason or rationale in the event it requires the removal of Contractor's Project Manager from providing further services under Contract.

11. Contractor Personnel – Reference Checks:

Contractor warrants that all persons employed to provide service under this Contract have satisfactory past work records indicating their ability to adequately perform the work under this Contract. Contractor's employees assigned to this project must meet character standards as demonstrated by background investigation and reference checks, coordinated by the agency/department issuing this Contract.

12. Contractor's Expense:

The Contractor will be responsible for all costs related to photo copying, telephone communications, fax communications, and parking while on County sites during the performance of work and services under this Contract. The County will not provide free parking for any service in the County Civic Center.

13. Contractor Personnel – Uniform/Badges/Identification:

Contractor warrants that all persons employed to provide service under this Contract have satisfactory past work records indicating their ability to accept the kind of responsibility under this Contract. All Contractor's employees shall be required to wear uniforms, badges, or other means of identification which are to be furnished by Contractor and must be worn at all times while working on County property. The assigned Deputy Purchasing Agent must be notified in writing, within seven (7) days of notification of award of Contract of the uniform and/or badges and/or other identification to be worn by employees prior to beginning work and notified in writing seven (7) days prior to any changes in this procedure.

14. Contractor's Records:

Contractor shall keep true and accurate accounts, records, books and data which shall correctly reflect the business transacted by Contractor in accordance with generally accepted accounting principles. These records shall be stored in Orange County for a period of three (3) years after final payment is received from County. Storage of records in another county will require written approval from County of Orange assigned Deputy Purchasing Agent.

15. Conditions Affecting Work:

Contractor shall be responsible for taking all steps reasonably necessary to ascertain the nature and location of the work to be performed under this Contract and to know the general conditions which can affect the work or the cost thereof. Any failure by Contractor to do so will not relieve Contractor from responsibility for successfully performing the work without additional cost to County. County assumes no responsibility for any understanding or representations concerning the nature, location(s) or general conditions made by any of its officers or agents prior to the execution of this Contract, unless such understanding or representations by County are expressly stated in Contract.

16. Cooperative Contract:

This Contract is a cooperative contract and may be utilized by all County of Orange departments.

The provisions and pricing of this Contract may be extended, at the option of Contractor, to any Municipal, County, Public Utility, Hospital, Educational Institution, or any other non-profit or governmental organization (the "Cooperative Program"). Parties in a Cooperative Program wishing to use this Contract will be responsible for issuing their own purchase documents / price agreements, providing for their own acceptance, and making any subsequent payments. Contractor shall be required to include in any agreement entered into with another agency or entity that is entered into pursuant to the provisions and pricing of this Contract a clause that binds the parties to the agreement to "indemnify, defend with counsel approved in writing by the County of Orange, California ("County"), and hold County, its elected and appointed officials, officers, employees, agents and those special districts and agencies which County's Board of Supervisors acts as the governing Board ("County Indemnitees") harmless from any claims, demands or liability of any kind or nature, including but not limited to personal injury or property damage, arising from or related to the services, products or other performance provided" under the agreement.. Failure to so include this clause voids the Contract's extension to a Cooperative Program and will be considered a material breach of this Contract and grounds for immediate Contract termination. The cooperative entities are responsible for obtaining all certificates of insurance and bonds required. The County of Orange makes no guarantee of usage by other users of this Contract.

As a cost-recovery mechanism for County, a 2 percent administrative rebate on total sales from all subordinate contracts will be paid to the County for any contracts the Contractor agrees to enter into with another agency or entity, other than the County of Orange or a department thereof, under the provisions and pricing of this Contract. The County has partnered with Pavilion, a third-party administrator, responsible for managing all reporting and payments under this Cooperative Program. The Contractor shall provide quarterly Volume Sales Reports about additional sales to other entities under the provisions and pricing of this Contract. The Reports shall include the ordering agency, detail of items sold including description, quantity, and price, and shall include all transactions pertaining to sales under the Contract provisions and pricing for that Reporting Period. Contractor shall provide the Volume Sales Reports regardless of whether or not any sales have been conducted. Failure of the Contractor to provide quarterly reports as required may be deemed by the County as a material breach of the Contract. A late penalty of 15 percent on the value of the rebate may be assessed to the Contractor for each month the payments are not received.

Subordinate contracts must be executed prior to the expiration or earlier termination of this Contract and may survive the expiration of this Contract. This Cooperative Contract provision shall survive expiration or termination of this Contract.

17. Data – Title To:

All materials, documents, data or information obtained from County data files or any County medium furnished to Contractor in the performance of this Contract will at all times remain the property of County. Such data or information may not be used or copied for direct or indirect use by Contractor after completion or termination of this Contract without the express written consent of County. All materials, documents, data or information, including copies, must be returned to County at the end of this Contract.

18. Default – Re-Procurement Costs:

In case of Contract breach by Contractor, resulting in termination by County, County may procure the commodities and services from other sources. If the cost for those commodities and services is higher than under the terms of the existing

Contract, Contractor will be responsible for paying County the difference between Contract cost and the price paid, and County may deduct this cost from any unpaid balance due Contractor. The price paid by County shall be the prevailing market price at the time such purchase is made. This is in addition to any other remedies available under this Contract and under law.

19. Disputes – Contract:

The parties shall deal in good faith and attempt to resolve potential disputes informally. If the dispute concerning a question of fact arising under the terms of this Contract is not disposed of in a reasonable period of time by the Contractor's Project Manager and the County's Project Manager, as specified in Article titled "Notices" below, such matter shall be brought to the attention of the County DPA by way of the following process:

- A. The Contractor shall submit to the agency/department assigned Deputy Purchasing Agent a written demand for a final decision regarding the disposition of any dispute between the parties arising under, related to, or involving this Contract, unless County, on its own initiative, has already rendered such a final decision.
- B. The Contractor's written demand shall be fully supported by factual information, and, if such demand involves a cost adjustment to Contract, Contractor shall include with the demand a written statement signed by a senior official indicating that the demand is made in good faith, that the supporting data are accurate and complete, and that the amount requested accurately reflects Contract adjustment for which Contractor believes County is liable.

Pending the final resolution of any dispute arising under, related to, or involving this Contract, Contractor agrees to diligently proceed with the performance of this Contract, including the delivery of commodities and/or provision of services. Contractor's failure to diligently proceed shall be considered a material breach of this Contract.

Any final decision of County shall be expressly identified as such, shall be in writing, and shall be signed by County Deputy Purchasing Agent or his designee. If County fails to render a decision within 90 days after receipt of Contractor's demand, it shall be deemed a final decision adverse to Contractor's contentions. Nothing in this section shall be construed as affecting County's right to terminate Contract for cause or termination for convenience as stated in Article "Termination" herein.

20. Drug-Free Workplace:

Contractor hereby certifies compliance with Government Code Section 8355 in matters relating to providing a drug-free workplace. Contractor will:

- A. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations, as required by Government Code Section 8355(a)(1).
- B. Establish a drug-free awareness program as required by Government Code Section 8355(a)(2) to inform employees about all of the following:
 1. The dangers of drug abuse in the workplace;
 2. The organization's policy of maintaining a drug-free workplace
 3. Any available counseling, rehabilitation and employee assistance programs; and

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4. Penalties that may be imposed upon employees for drug abuse violations.
- C. Provide as required by Government Code Section 8355(a)(3) that every employee who works under this Contract:
1. Will receive a copy of the company's drug-free policy statement; and
 2. Will agree to abide by the terms of the company's statement as a condition of employment under this Contract.
- D. Failure to comply with these requirements may result in suspension of payments under Contract or termination of Contract or both, and Contractor may be ineligible for award of any future County contracts if County determines that any of the following has occurred:
1. Contractor has made false certification, or
 2. Contractor violates the certification by failing to carry out the requirements as noted above.

21. EDD Independent Contractor Reporting Requirements:

Effective January 1, 2001, County of Orange is required to file in accordance with subdivision (a) of Section 6041A of the Internal Revenue Code for services received from a "service provider" to whom County pays \$600 or more or with whom County enters into a contract for \$600 or more within a single calendar year. The purpose of this reporting requirement is to increase child support collection by helping to locate parents who are delinquent in their child support obligations.

The term "service provider" is defined in California Unemployment Insurance Code Section 1088.8, subparagraph B.2 as "an individual who is not an employee of the service recipient for California purposes and who received compensation or executes a contract for services performed for that service recipient within or without the state." The term is further defined by the California Employment Development Department to refer specifically to independent Contractors. An independent Contractor is defined as "an individual who is not an employee of the ... government entity for California purposes and who receives compensation or executes a contract for services performed for that ... government entity either in or outside of California."

The reporting requirement does not apply to corporations, general partnerships, limited liability partnerships, and limited liability companies.

Additional information on this reporting requirement can be found at the California Employment Development Department website located at http://www.edd.ca.gov/Employer_Services.htm.

22. Emergency/Declared Disaster Requirements:

In the event of an emergency or if Orange County is declared a disaster area by County, state or federal government, Contract may be subjected to unusual usage. Contractor shall service County during such an emergency or declared disaster under the same terms and conditions that apply during non-emergency/disaster conditions. The pricing quoted by Contractor shall apply to serving County's needs regardless of the circumstances. If Contractor is unable to supply the goods/services under the terms of Contract, then Contractor shall provide proof of such disruption and a copy of the invoice for the goods/services from Contractor's supplier(s). Additional profit margin as a result of supplying goods/services during an emergency or a declared disaster shall not be permitted. In the event of an emergency or declared

disaster, emergency purchase order numbers will be assigned. All applicable invoices from Contractor shall show both the emergency purchase order number and Contract number.

23. Error and Omissions:

All reports, files and other documents prepared and submitted by Contractor shall be complete and shall be carefully checked by the professional(s) identified by Contractor as Project Manager and key personnel attached hereto, prior to submission to the County. Contractor agrees that County review is discretionary, and Contractor shall not assume that the County will discover errors and/or omissions. If the County discovers any errors or omissions prior to approving Contractor's reports, files and other written documents, the reports, files or documents will be returned to Contractor for correction. Should the County or others discover errors or omissions in the reports, files or other written documents submitted by the Contractor after County approval thereof, County approval of Contractor's reports, files or documents shall not be used as a defense by Contractor in any action between the County and Contractor, and the reports, files or documents will be returned to Contractor for correction.

24. Equal Employment Opportunity:

Contractor shall comply with U.S. Executive Order 11246 entitled, "Equal Employment Opportunity" as amended by Executive Order 11375 and as supplemented in Department of Labor regulations (41 CFR, Part 60) and applicable state of California regulations as may now exist or be amended in the future. Contractor shall not discriminate against any employee or applicant for employment on the basis of race, color, national origin, ancestry, religion, sex, marital status, political affiliation or physical or mental condition.

Regarding handicapped persons, Contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap in regard to any position for which the employee or applicant for employment is qualified. Contractor agrees to provide equal opportunity to handicapped persons in employment or in advancement in employment or otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicaps in all employment practices such as the following: employment, upgrading, promotions, transfers, recruitments, advertising, layoffs, terminations, rate of pay or other forms of compensation, and selection for training, including apprenticeship. Contractor agrees to comply with the provisions of Sections 503 and 504 of the Rehabilitation Act of 1973, as amended, pertaining to prohibition of discrimination against qualified handicapped persons in all programs and/or activities as detailed in regulations signed by the Secretary of the Department of Health and Human Services effective June 3, 1977, and found in the Federal Register, Volume 42, No. 68 dated May 4, 1977, as may now exist or be amended in the future.

Regarding Americans with disabilities, Contractor agrees to comply with applicable provisions of Title 1 of the Americans with Disabilities Act enacted in 1990 as may now exist or be amended in the future.

25. Headings:

The various headings and numbers herein, the grouping of provisions of this Contract into separate clauses and articles, and the organization hereof are for the purpose of convenience only and shall not limit or otherwise affect the meaning hereof.

26. News/Information Release:

Contractor agrees that it will not issue any news releases in connection with either the award of this Contract or any subsequent amendment of or effort under this Contract without first obtaining review and written approval of said news releases from County through County's Project Manager.

27. Notices:

Any and all notices, requests demands and other communications contemplated, called for, permitted, or required to be given hereunder shall be in writing with a copy provided to the assigned DPA, except through the course of the Parties' Project Managers' routine exchange of information and cooperation during the terms of the work and services. Any written communications shall be deemed to have been duly given upon actual in-person delivery, if delivery is by direct hand, or upon delivery on the actual day of receipt or no greater than four (4) calendar days after being mailed by US certified or registered mail, return receipt requested, postage prepaid, whichever occurs first. The date of mailing shall count as the first day. All communications shall be addressed to the appropriate party at the address stated herein or such other address as the Parties hereto may designate by written notice from time to time in the manner aforesaid.

Contractor:	TECH LOGIC CORPORATION
Attn:	Gary W. Kirk
Address:	835 Hale Avenue North, Oakdale, MN 55128
Phone:	(800)494-9330
Email:	gwkirk@tech-logic.com

County's Project Manager: OC Community Resources	
Attn:	Julia Butler
Address:	1501 E. Saint Andrew Place, 2 nd Floor, Santa Ana, CA 92705
Phone:	(714) 566-3045
Email:	julia.butler@occr.ocgov.com

cc: OC Community Resources/Procurement Services

Attn:	Jessica Guillen, County DPA
Address:	601 North Ross Street Santa Ana, CA 92701
Phone:	(714) 480-2902
Email:	jessica.guillen@occr.ocgov.com

28. Precedence:

Contract documents consist of this Contract and its exhibits and attachments. In the event of a conflict between or among Contract documents, the order of precedence shall be the provisions of the main body of this Contract, i.e., those provisions set forth in the recitals and articles of this Contract, and then the exhibits and attachments.

29. Subcontracting:

No performance of this Contract or any portion thereof may be subcontracted or otherwise delegated by Contractor, in whole or in part, without first obtaining the prior express written consent of County. Any attempt by Contractor to subcontract or delegate any performance of this Contract without the prior express written consent of County shall be invalid and shall constitute a material breach of this Contract, and any attempted assignment or delegation in derogation of this paragraph shall be void.

In the event that Contractor is authorized by County to subcontract, this Contract shall take precedence over the terms of the agreement between Contractor and subcontractor, and any agreement between Contractor and a subcontractor shall incorporate by reference the terms of this Contract. Contractor shall remain responsible for the performance of this Contract and indemnification of County notwithstanding the County's consent to Contractor's request for approval of a subcontractor. Under no circumstances shall County be required to directly monitor the performance of any subcontractor. All work performed by a subcontractor must be monitored by Contractor and must meet the approval of the County of Orange pursuant to the terms of this Contract.

30. Termination – Orderly:

After receipt of a termination notice from County of Orange, Contractor may submit to County a termination claim, if applicable. Such claim shall be submitted promptly, but in no event later than 60 days from the effective date of the termination, unless one or more extensions in writing are granted by County upon written request of Contractor. Upon termination County agrees to pay Contractor for all services performed prior to termination which meet the requirements of Contract, provided, however, that such compensation combined with previously paid compensation shall not exceed the total compensation set forth in Contract. Upon termination or other expiration of this Contract, each party shall promptly return to the other party all papers, materials, and other properties of the other held by each for purposes of performance of Contract.

31. Usage:

No guarantee is given by County to Contractor regarding usage of this Contract. Usage figures, if provided, are approximations. Contractor agrees to supply services and/or commodities requested, as needed by County of Orange, at rates/prices listed in Contract, regardless of quantity requested.

32. Usage Reports:

Contractor shall submit usage reports on an annual basis to the assigned Deputy Purchasing Agent of County of Orange user agency/department. The usage report shall be in a format specified by the user agency/department and shall be submitted 90 days prior to the expiration date of Contract term, or any subsequent renewal term, if applicable.

33. Project Manager, County:

The County shall appoint a Project Manager to act as liaison between the County and the Contractor during the term of this Contract. The County's Project Manager shall coordinate the activities of the County staff assigned to work with the Contractor.

The County's Project Manager shall have the right to require the removal and replacement of the Contractor's Project Manager and key personnel. The County's Project Manager shall notify the Contractor in writing of such action. The Contractor shall accomplish the removal within three (3) business days after written notice from the County's Project Manager. The County's Project Manager shall review and approve the appointment of the replacement for the Contractor's Project Manager and key personnel. Said approval shall not be unreasonably withheld. The County is not required to provide any additional information, reason or rationale in the event it requires the removal of Contractor's Project Manager from providing further services under the Contract.

34. Permits and Licenses:

Contractor shall be required to obtain any and all approvals, permits and/or licenses which may be required in connection with the permitted operation as set out herein. No permit approval or consent given hereunder by County in its governmental capacity shall affect or limit Contractor's obligations hereunder, nor shall any approvals or consents given by County as a party to this Contract, be deemed approval as to compliance or conformance with applicable governmental codes, laws, ordinances, rules, or regulations.

35. Inventory:

County has an ongoing requirement for the commodities indicated in this Contract. Contractor shall maintain a reasonable stock on hand of all commodities for delivery upon request.

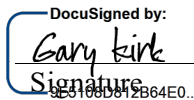
36. Order Dates:

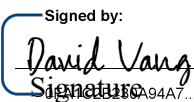
Orders may be placed during the term of Contract even if delivery may not be made until after the term of Contract. Order dates take precedence over delivery dates. Contract must clearly identify the order date on all invoices to County.

SIGNATURE PAGE

IN WITNESS WHEREOF, the Parties hereto have executed this Contract on the date first above written.

TECH LOGIC CORPORATION,*

DocuSigned by: 	Gary Kirk	President	2/28/2025
Signature	Name	Title	Date

Signed by: 	David Vang	Assistant Treasurer	2/28/2025
Signature	Name	Title	Date

COUNTY OF ORANGE, A political subdivision of the State of California

COUNTY AUTHORIZED SIGNATURE:

		Deputy Purchasing Agent	
Signature	Name	Title	Date

Approved as to form:
County Counsel

By:  **Deputy**

Name: John Cleveland

Date: 3/4/2025

* If the contracting party is a corporation, (2) two signatures are required: one (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. The signature of one person alone is sufficient to bind a corporation, as long as he or she holds corporate offices in each of the two categories described above. For County purposes, proof of such dual office holding will be satisfied by having the individual sign the instrument twice, each time indicating his or her office that qualifies under the above described provision. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signee to bind the corporation.

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ATTACHMENT A - SCOPE OF WORK

1. Contractor shall provide the goods and services described herein including but not limited to those necessary to operate and maintain OCPL's existing automated materials handler (TotalAMH) and transit bins (SmartBins).

2. CURRENT SYSTEM

The current Automated Materials Handler (TotalAMH) was installed in 2020. In the past 5 years the number of items in transit between library locations has greatly increased, averaging 5000+ items per day running through the TotalAMH. The TotalAMH and corresponding transit bins increased the capacity for daily transit and has made the sorting process more efficient and accurate.

Contractor shall provide all necessary maintenance, repair, and updates to hardware and software used by the TotalAMH. Contractor shall provide transit bins (SmartBins) that work with the existing TotalAMH as described herein.

3. PRODUCTS/SERVICES

Contractor shall:

- a. Provide Warranty Continuation Plan for Automated Materials Handler (AMH). (See Section 6 for details on plan.)
- b. Provide Tech Logic SmartBins and 1 year warranty on new bins.
- c. Provide replacement handheld scanners with gloves for use with AMH and SmartBins
- d. Provide all available upgrades and updates to software

4. SOFTWARE LICENSE AND TERMS (totalAMH):

- a) **SOFTWARE SUPPORT REQUIRED.** The purchase of software support under this Contact shall enable OCPL to utilize the Tech Logic software products, in use by the County.
- b) **ACCESS TO ONLINE SUPPORT SERVICES.** All Tech Logic customers have 24/7 access to online support services, including the ability to submit and view online help tickets.
- c) **ACCESS TO PHONE SUPPORT SERVICES.** All Tech Logic customers have access to toll free phone support, (1-866-880-9981).
- d) **REMOTE AND ONSITE SERVICE SUPPORT.** County will notify Tech Logic of any software issue via telephone (1-866-880-9981 or 651-389-4990), email to customercare@tech-logic.com or via online ticket submitted through the customer secure portal. Service support hours are from 8:00 AM-5:00 PM Central time, Mon.-Fri. excluding company holidays defined as New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the Friday after Thanksgiving and Christmas Day. Holidays falling on Saturday will be observed on the Friday before. Holidays falling on Sunday will be observed the Monday after.

Tech Logic will attempt to correct the issue via telephone support and remote proxy. Tech Logic will inform the County of any access to the system via remote proxy prior to the access. Tech Logic will inform the County of the reason for accessing the system.

Should County and Tech Logic agree that an onsite service visit is required, Tech Logic shall provide the County with an action plan including the anticipated travel and on-site time expected to correct the issue as well as a quote for the technician service call. Upon receiving authorization from the County, Tech Logic will proceed with the service site visit.

- e) **SOFTWARE MAINTENANCE.** Software maintenance includes assistance during normal business hours for remote problem analysis and correction, answers to usage questions, and facilitation of routine/scheduled updates, upgrades, installations.
- f) **UPDATES AND UPGRADES.** Upgrades to our software will be announced by Tech Logic. Software version upgrades are included and will be scheduled with the customer at a mutually agreed upon date and time during operating hours of Tech Logic. Should special circumstances require scheduling outside of operating hours, services will be quoted and approved by customer prior to scheduling. Upgrades are done via remote session with the customer. Should the customer request onsite upgrade assistance, Tech Logic will provide a quote for this service to be approved by the customer prior to execution.

Tech Logic software releases are based on customer's individual requirements, enhancement requests, or as a result of a bug fix impacting the functionality of the system. This is scheduled through the Customer Care team, who will work on behalf of the County with our software team.

Tech Logic installs LogMeln on each PC prior to leaving the manufacturing facility in order to remotely access the machine to apply any patches and/or upgrades as needed. Updates are performed by either a member of our Customer Care team or our software engineers. Tech Logic will always call and ask permission prior to logging in to ensure the County is aware we are accessing the system.

Changes to ILS provider and any reconfiguration and/or testing specific to an ILS upgrade and/or conversion will be a billable service to the County for software support. A quote for services will be provided and a scope of work determined for the project. County network issues are not covered under the support parameters of this program and are billable to the County if they are deemed necessary to make corrective action.

- g) **PRODUCT SERVICEABILITY.** If Tech Logic finds that a OCPL's operating system is no longer serviceable due to the age of the equipment, end of product life, or discontinuation by the manufacturer, then Tech Logic will notify the County and will advise of new purchase options. Upon distribution of County notification, discontinued parts and/or products will be removed from the warranty program. Tech Logic may elect to discontinue certain products for reasons including but not limited to the following: the product is obsoleted at the end of its life cycle, key product components are no longer being manufactured, vendor obsolescence or technology obsolescence.
- h) **TERMS AND CONDITIONS:** The following terms and conditions shall be applicable to this Software Support Agreement:

RESPONSE TIME. Tech Logic has established resolution benchmarks based upon the relative severity of each issue. Based on these benchmarks, problems are first assigned

a "priority level", and then resolution efforts are designated according to the severity of each problem. Please note that, while Tech Logic take every support request very seriously and make every effort to address each issue by or before its corresponding benchmark, the response benchmarks indicated herein are guidelines and should not be construed as guarantees of response or resolution time.

Priority 1 (Critical) - Resolution Proposed within Three Hours; Resolution Implemented within One Business Day (plus any applicable shipping time): A problem resulting in complete loss of service meaning that the Library is unable use the equipment. Typically, the issue has one or more of the following characteristics:

- I) Hardware failure makes the equipment unusable.
- II) Software does not start.
- III) Software crashes and is unrecoverable.

Priority 2 - Resolution Proposed within One Business Day; Resolution Implemented within Two Business Days (plus any applicable shipping time): A production-inhibiting problem that causes a software error or intermittent behavior causing partial loss of service. Operations, however, can continue in a restricted fashion. Typically, the issue has one or more of the following characteristics:

- IV) Software fails, but restart or recovery is possible
- V) Hardware failure, but a restart provides recovery of operation
- VI) Software performance is degraded
- VII) A major feature is broken that seriously impacts usability and productivity

Priority 3 - Resolution Proposed within Three Business Days; Resolution Implemented within an Agreed-Upon Timeline with the OCPL: A question about a specific usage or feature of the product, or a problem that causes minor, operational inconvenience. Typically, the issue has one or more of the following characteristics:

- VIII) Software or hardware issue for which there is an acceptable workaround
- IX) Software error or hardware issue in which the operational impact is minimal

5. CUSTOMER CARE GUIDELINES

Tech Logic offers comprehensive service and technical support to maximize product reliability and performance. Services include the following:

- Toll-free phone support, available as a standard service (1-866-880-9981).
- A web-based ticket entry system that provides 24/7 online access, saving you time on the phone.
- Email support via customercare@tech-logic.com
- Scheduled updates of software, automatically included with County's software license.

System Uptime

Because the proposed Tech Logic solution is on premise, system uptime will depend largely upon the performance of the OCPL's server(s), network, hardware, and other infrastructure serving the OCPL's central and branch premises. Factors like these would

need to be clarified and documented during the project kickoff meeting. Tech Logic's comprehensive service and technical support maximizes the reliability and performance of our solutions, and we will work with the OCPL to ensure agreeable uptime.

Normal Operating Hours and Contact Information

Our customer care team is available Monday - Friday from 8am - 5pm CST. When you call our tollfree number (1-866-880-9981) you are immediately connected with customer care.

These hours exclude company holidays defined as New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the Friday after Thanksgiving and Christmas Day. Holidays falling on Saturday will be observed on the Friday before. Holidays falling on Sunday will be observed the Monday after.

Night and Weekend Service Hours

Tech Logic offers a web-based ticket entry system that provides 24/7 online access to our Customer Care Team. This ticketing system is monitored after hours and on weekends to ensure assistance during off hours for critical down situations.

Procedures and Timelines

Tech Logic's Customer Care Team will make every reasonable effort during Tech Logic's normal business hours (or off-hours for critical down situations) to respond to and resolve all support requests as quickly as possible. The timelines indicated below initiate upon our service team's receipt of a properly submitted support request via telephone or online web-based ticket entry.

Remote Support

Remote support is offered through our Customer Care Team, located at our main headquarters in Minnesota. When you make contact with Customer Care during normal operating hours via our toll-free number (1-866-880-9981) or via email (customer@tech-logic.com) you will be connected with the Customer Care Team. Or if you make contact via web-based ticket entry system, the Customer Care team will reach out to you regarding the ticket. Once contact is made, the customer care specialist will analyze the issue and propose the course of resolution. The customer care specialist will work with the OCPL to secure a timeline for completion based on the severity of the issue.

On-Site or Escalated (Priority 1) Support

Should the issue (received through our toll-free number, email, or via 24/7 web-based ticket entry system) require Priority-I escalation, the customer care specialist will escalate the case to Tech Logic's customer care manager and the team will contact the OCPL to set the expectation for resolution. Tech Logic shall provide the OCPL with an action plan including, if needed, any anticipated on-site time as well as a quote for the service call and/or part(s) expenses (any or all service call charges may be waived depending on applicable warranty terms). Should onsite service be required, Tech Logic will seek authorization from the OCPL to appear onsite. Tech Logic or its partnered national service company will dispatch a highly

trained service professional to arrive onsite generally within 24 hours, depending on the time at which Tech Logic receives authorization for onsite service.

Response/Resolution Benchmarks

Tech Logic has established resolution benchmarks based upon the relative severity of each issue. Based on these benchmarks, problems are first assigned a "priority level", and then resolution efforts are designated according to the severity of each problem. Please note that, while Tech Logic take every support request very seriously and make every effort to address each issue by or before its corresponding benchmark, the response benchmarks indicated herein are guidelines and should not be construed as guarantees of response or resolution time.

Priority 1 (Critical) - Resolution Proposed within Three Hours; Resolution Implemented within One Business Day (plus any applicable shipping time): A problem resulting in complete loss of service meaning that the OCPL is unable use the equipment. Typically, the issue has one or more of the following characteristics:

- X) Hardware failure makes the equipment unusable.
- XI) Software does not start.
- XII) Software crashes and is unrecoverable.

Priority 2 - Resolution Proposed within One Business Day; Resolution Implemented within Two Business Days (plus any applicable shipping time): A production-inhibiting problem that causes a software error or intermittent behavior causing partial loss of service. Operations, however, can continue in a restricted fashion. Typically, the issue has one or more of the following characteristics:

- XIII) Software fails, but restart or recovery is possible
- XIV) Hardware failure, but a restart provides recovery of operation
- XV) Software performance is degraded
- XVI) A major feature is broken that seriously impacts usability and productivity.

Priority 3 - Resolution Proposed within Three Business Days; Resolution Implemented within an Agreed Upon Timeline with the OCPL: A question about a specific usage or feature of the product, or a problem that causes minor, operational inconvenience. Typically, the issue has one or more of the following characteristics:

- XVII) Software or hardware issue for which there is an acceptable workaround
- XVIII) Software error or hardware issue in which the operational impact is minimal

Replacement Parts

Service technicians are either equipped with parts or Tech Logic will coordinate parts shipment to reduce downtime and provide service in accordance with the Customer Care Guidelines.

6. WARRANTY CONTINUATION PLAN (WCP)

Tech Logic shall provide the County with the Warranty Continuation Plan ("WCP"). The WCP includes technical support, bi-annual onsite maintenance and performance visits, onsite repair calls, and parts. This means maximum system uptime, performance, and lifespan for your totalAMH at a predictable, consolidated cost-ultimately resulting in budgetary savings.

The WCP equates to an extension of the first-year bumper-to-bumper warranty, with NO additional costs for parts, software, labor, travel, nights, weekends, and/or overtime.

Tech Logic Warranty Continuation Plan includes:

- Bi-Annual onsite system review, maintenance, and performance adjustments. Labor is included for up to 8 hours onsite per maintenance visit if necessary.
- Remote technical support for hardware and software including:
 - Toll-free phone support, available as a standard service during normal business hours with a response time of 3 hours during prime shift for voice and electronic problem submissions
 - A web-based ticket entry system that provides 24/7 online access, saving you time on the phone
 - Email support via customer@tech-logic.com
- Required maintenance or repair parts (including purchase and standard shipping).
- Required labor, travel, nights, weekends, and/or overtime.

Not Included with Tech Logic Warranty Continuation Plan:

- Recertifying equipment where a gap has occurred between the warranty periods and subscribing to a program.
- ILS migration or upgrade support.
- Routine weekly/monthly maintenance/cleaning as described in the user's manual and maintenance manuals.
- Software customization. This is a quotable activity based on scope of work.
- Non-covered conditions or situations (e.g. vandalism, natural disaster, etc. detailed in the totalAMH Maintenance Program Tenna)
- Bins are not covered under this plan and are the responsibility of the OCPL after the first-year warranty applicable to each bin.

Normal-wear parts include the following:

- | | |
|-----------------------|-----------------------------------|
| • Bearings | • Rollers |
| • Belts | |
| • Chains | • Sprockets |
| • Elastic drive bands | • VFD (Variable Frequency Drives) |
| | • Valves/hoses (Pneumatic) |
| • Fuses | |

ATTACHMENT B - PAYMENT AND COMPENSATION

1. Compensation:

This is a firm fixed fee Contract between County and Contractor for Service Description as set forth in Attachment A, "Scope of Work".

Contractor agrees to accept the specified compensation as set forth in this Contract as full payment for performing all services and furnishing all staffing and materials required, for any reasonably unforeseen difficulties which may arise or be encountered in the execution of the services until acceptance, for risks connected with the services, and for performance by Contractor of all its duties and obligations hereunder. Contractor shall only be compensated as set forth herein for work performed in accordance with the Scope of Work.

County shall have no obligation to pay any sum in excess of the fixed rates specified herein unless authorized by amendment in accordance with Articles "Changes" and "Amendments" of County Contract Terms and Conditions, which may require approval by the County Board of Supervisors.

2. Fees and Charges: County will pay the fees and charges for the Warranty Continuation Plan outlined in Scope of Work in accordance with the provisions of this Contract. Price list and Payment shall be as follows:

Parts Price List – Orange County Public Library

Part #	Description AMH	Price Each
25016637	Hywear Compact XT	\$1,678.00
25016639-S	Hywear Gloves	\$250.00
25016639-M	Hywear Gloves	\$250.00
25016639-L	Hywear Gloves	\$250.00
25016639-XL	Hywear Gloves	\$250.00
25016638	Hywear Spare Battery	\$88.95
25016640	Hywear Battery Charging Bay	\$404.00
81001001	I/A Bin, Foot Brake, Control Box (Black)	\$4,695.00
45007769	I/A Bin Lid	\$150.00
45007771	I/A Bin Battery	\$85.00
25016575	LC300-470-W - SVL 300MM LINEAR - BLUE WIDE	\$730.00
25016468	BEARING SLEEVE FLANGED 3/16 ID X 1/4 OD X 1/2 LG	\$9.68
35009593	MODIFIED SS BEAM COUPLER .188 BORE x 10mm BORE	\$239.76
45008314	ASM ROLLER WITH ENCODER SHAFT ADAPTER	\$152.10
25011521	Belt Loader/Unloader Rough top 20"W x 34.75" +1/16" -0" I.D.	\$336.00
25010801	Belt Loader/Unloader Rough top 20"W x 17 7/8" +1/16" -0" I.D.	\$312.18
25001724	Bushing, 1.0in bore	\$16.94
25001795	Bushing, 0.75in bore	\$15.62
25003667	Fuse for electrical panel fan	\$2.58
25003965	master chain link	\$0.72
25005835	Sprocket, 18 Tooth #25 Roller-Chain	\$50.15
25005958	Pulley, timing belt, 0.375in pitch, 30T	\$73.56
25007963	Sprocket, Roller-Chain	\$16.26
25010022	Link, Connector, Roller-chain, Ansi, Offset	\$1.80
25007977	Microroller, popup transfer	\$596.64
25007979	Pulley, timing belt, 0.375in pitch, 20T	\$35.14
25008045	ELEC, Contactor, 60Amp, 120V coil,	\$399.94
25008137	Control, Electric, Photo-Eye, Receiver/sender, Transmitted	\$124.38
25008204	Lineshaft drive urethane band .187" x 14.875"	\$1.38
25008205	Belt, Drive, conveyor, Lineshaft, urethane band .125" x 4.75"	\$1.66
25008234	Fuse for stepper drives	\$16.04
25008242	Fuse, electric, Time-Delay, class-cc, 12amp	\$15.70
25008345	Electric Light, Dash Board, W/bracket	\$10.16
25008509	Elec Connector 4 Pin Exposed	\$3.20
25008510	4-pin, panel mount connector, male	\$2.92
25008512	4-pin, twist lock connector, female	\$3.50
25008514	Clamp, Cable, 4-pin size 11	\$3.20
25008517	Receptacle, Electric, Flanged, Panel-mount	\$5.18

25008519	Plug, Standard, Protected Contacts, 7-pin, Size 13	\$6.00
25008521	Clamp, Cable, Size-13, 0.250-0.453-dia-wire	\$7.70
25018532	Pin, electrical, 20-24awg, yellow male	\$0.60
25008533	Socket, Electrical, 20-24awg, yellow female	\$0.94
25008534	Pin, Electrical, 16-18awg, blue male	\$0.49
25008540	Pin pusher	\$22.50
25008603	Beckhoff Output Card, KL2622	\$74.16
25009529	Beckhoff Ethernet module	\$483.80
25009709	24vdc power supply, 2.1 amp	\$141.92
25009758	Smart Bin 24vdc power supply	\$21.48
25009759	Smart Bin motor drive	\$170.44
25009786	Plug, Electrical, Ins, Nylon, 3-wire, 125vac, 15 Amp, Body	\$29.98
25009793	Bearing, for drive shaft	\$14.62
25010072	Belt, conveyor, Chicken foot, 17-1/2"W w/K-8 Knotched V-G	\$31.28 perfoot
25010148	O-Ring .125"T,.625"Id, .875"Od	\$0.14
25010275	Bearing, Ball-Type, .281" Wide, .875" Od, .375" Bore	\$12.56
25010278	Fastener, Ring, Retainer, 0.375	\$0.30
25011066	Control Electric Photo-Eye	\$169.78
25011301	Light, Electric, LED 28V	\$9.84
25012594	Connector, 3 Pin Male, field wireable	\$29.80
25013029	Contact, 30Amp, 120V coil	\$240.76
25013204	Actuator, Bimba, 3.50Stroke, 7/16-20 Mtg, Electric	\$1,629.95
25013294	Stac6 Stepper Drive	\$2,274.00
25013411	Stac5 Stepper Drive	\$1,122.00
25013632	Sensor, photoelectric, background suppressed	\$85.00
25013756	Popup actuator	\$3,230.20
25013798	E-Stop pushbutton	\$61.84
25013962	blue transfer bands	\$4.20
25014332	LED, Lamp, 8-24V, Cool White, Silver	\$29.98
25014890	Fuse, Class CC3A	\$14.10
25014921	Variable Frequency Drive Powerflex 523, 1/4HP 3ph	\$417.00
25014922	Variable Frequency Drive Powerflex 523, 1/2Hp 3ph	\$519.66
25014923	Variable Frequency Drive Powerflex 523, 1Hp 3ph	\$540.80
25016123	CONN FIELD WIREABLE 3-PIN MOSA M8 MALE	\$22.50
25016313	Reader, RFID, Library, Medio L40	\$2,607.62
25016340	Motor Duro Drum Plus 1.0 HP	\$3,290.00
25019191	Beckhoff Output Card, KL2114	\$72.12
25019192	Beckhoff Input Card, KL1498	\$78.40
25019528	Motor, Gear, 3/8hp, Right Angle, Hollow BR	\$779.98
25019637	ELEC, Power Strip, 6 outlet, Surge Protection	\$18.58
25019709	Stepper Drive Copley	\$914.00

25019733	PCB Assembly with Voltage Cutoff	\$456.56
25019734	3/4" Diameter Shaft, 2 Bolt Flange Bearing, No Lube	\$36.71
25019834	Cleated Belt for De-Shingler (chicken foot)	\$70.00 per foot
25020129	Conveyor Belt	\$2.62 per inch
35002250	Shaft, Drive, slave, Single Sprocket	\$31.30
35002251	Shaft, idler (assemble with v-groove pulley)	\$29.00
35002255	Weldment, Take-up, Adjustable, Pulley Motorized	\$86.54
35003027	line shaft rollers	\$72.36
35003477	v-groove pulley, 17.5 in face, 2 in diameter	\$183.18
35003480	Pulley, conveyor, aluminum, 17-1/2"flat-face-w/z-sect-v-groove	\$263.30
35003670	Weldment, Motor, Mount, Feeder-Style-Conveyor	\$394.56
35003680	Shaft, Roller 4/16/2021 26.20	\$26.20
35004164	smart bin, sprocket	\$13.44
35004166	chain tensioner	\$8.98
35004271	smart bin handle end cap	\$6.94
35004441	smart bin, block for chain, limit switch	\$4.52
35006123	Bracket, Lineshaft, Epson Printer Mount	\$139.00
35006124	Bracket, E-Stop Lineshaft	\$130.50
35006717	Plate Mount L40 Reader	\$72.00
35006719	Bearing, .75dia, 3 Bolt Flange, Modified Holes mounting	\$57.38
35006773	Bearing, .75dia, 3 Bolt Flange, Modified	\$59.34
35006957	Belt, Connectable, Lineshaft, smooth, 13"	\$4.18
35006958	BELT,CONNECTABLE,TRANSFER,DULL,48.25"	\$13.94
35010042	Bracket Epson Printer Mount	\$120.00
45004699	Shell, Roller, Tapered, Drive 4/16/2021	\$282.00
45005411	Chain Attachers	\$12.60
45007573	ASM, END CHUTE, 11-BAND, WITH BF/BP SENSORS	\$660.00
45007577	ASM, SIDE CHUTE, 11-BAND, WITH BF/BP SENSORS	\$660.00
45007738	Delrin LS Roller Knobby	\$84.88
45007781	Aluminum LS Roller Knobby	\$78.34
45007822	Smart bin Control Box, Black	\$1,150.00
65000074	Assembly, Cable Ethernet, 30' CatE5, RJ45 Connector	\$9.50
65000485	Kit, STAC6 to STAC5 Retrofit	\$1,484.00
LABOR1	Repairs for "Act of God" damage / Misuse	\$TBD
SHAMH	Packing, Handling & Freight AMH	\$TBD
EXPSHIP	Expedited Shipping	\$TBD

A.

Year 1 – (July 1, 2025 - June 30, 2026) \$160,037.03

Year 2 – (July 1, 2026 - June 30, 2027) \$163,237.77

Year 3 – (July 1, 2027 – June 30, 2028) \$166,502.53

Year 4 – (July 1, 2028 – June 30, 2029) \$169,832.58

Year 5 – (July 1, 2029 – June 30, 2030) \$173,229.23

Total: \$832,839.13

- B. \$500,000.00 for up to 100 new Bins, replacement Handheld Scanners, parts or other items for system maintenance, and repair services not covered under warranty continuation plan.

C. **Total Contract amount not to exceed: \$1,332,839.13**

Approval by the Board of Supervisors is required for all service contract contracts where for any year of the contract, the annual value to any one contractor exceeds \$200,000.

Approval by the Board of Supervisors is required for all service contracts where the total contract value exceeds or is anticipated to exceed \$1,000,000 when all contract years are taken into consideration for multi-year contracts.

3. Price Increase/Decreases:

No price increases will be considered during the first year/term of the Contract. County requires documented proof of cost increases on Contracts prior to any price adjustment. A minimum of 30-days advance notice in writing is required for consideration of such adjustment. No retroactive price adjustments will be considered. All price decreases will automatically be extended to County of Orange. County may enforce, negotiate, or cancel escalating price Contracts or take any other action it deems appropriate, as it sees fit. The net dollar amount of profit will remain firm during the period of Contract. Adjustments increasing Contractor's profit will not be allowed.

4. Firm Discount and Pricing Structure:

Contractor guarantees that prices quoted are equal to or less than prices quoted to any other local, State or Federal government entity for services of equal or lesser scope. Contractor agrees that no price increases shall be passed along to County during the term of this Contract not otherwise specified and provided for within this Contract.

5. Contractor's Expense:

Contractor will be responsible for all costs related to photocopying, telephone communications and fax communications while on County sites during the performance of work and services under this Contract.

6. Payment Terms – Payment in Arrears:

Invoices are to be submitted in **arrears** to the user agency/department to the ship-to address, unless otherwise directed in this Contract. Contractor shall reference Contract number on invoice. Payment will be net thirty (30) days after receipt of an invoice in a format acceptable to County of Orange and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with Contractor.

Billing shall cover services and/or goods not previously invoiced. Contractor shall reimburse County of Orange for any monies paid to Contractor for goods or services not provided or when goods or services do not meet Contract requirements.

Payments made by the County shall not preclude the right of the County from thereafter disputing any items or services involved or billed under this Contract and shall not be construed as acceptance of any part of the goods or services.

7. Taxpayer ID Number:

Contractor shall include its taxpayer ID number on all invoices submitted to County for payment to ensure compliance with IRS requirements and to expedite payment processing.

8. Payment – Invoicing Instructions:

Payment – Invoicing Instructions: The Contractor will provide an invoice on the Contractor's letterhead for goods delivered and/or services rendered. In the case of goods, the Contractor will leave an invoice with each delivery. Each invoice will have a number and will include the following information:

- a. Contractor's name and address
- b. Contractor's remittance address, if different from "A" above
- c. Contractor's Taxpayer ID Number
- d. Name of County Agency/Department
- e. Delivery/Service address
- f. Contract MA-012-25011062
- g. Requisition 1709649
- h. Agency/Department's Account Number
- i. Date of order
- j. Product/Service description, quantity, and prices
- k. Sales tax, if applicable
- l. Freight/Delivery Charges, if applicable
- m. Total

Invoices and support documentation are to be forwarded to:

OC Community Resources

Attn: Accounts Payable

601 N Ross St, 6th Fl

Santa Ana, CA 92701

Email: invoice@occr.ocgov.com

9. Payment (Electronic Funds Transfer (EFT)):

County of Orange offers contractors the option of receiving payment directly to their bank account via an Electronic Fund Transfer (EFT) process in lieu of a check payment. Payment made via EFT will also receive an Electronic Remittance Advice with the payment details via e-mail. An e-mail address will need to be provided to The County of Orange via an EFT Authorization Form. To request a form, please contact the agency/department Procurement Buyer listed in Contract. Upon completion of the form, please mail, fax or email to the address or phone listed on the form.