



LEE COUNTY
SOUTHWEST FLORIDA
BOARD OF COUNTY COMMISSIONERS

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District Four

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District Five

Roger Desjarlais
County Manager

Andrea Fraser
Acting County Attorney

Laura Belflower
Acting County Hearing Examiner

(239) 533-5450

August 21, 2013

Ms. Nicole Atkins
Unique Management Services, Inc.
119 E Maple Street
Jeffersonville, IN 47130

SUBJECT: W-130199 COLLECTION SERVICES FOR THE LEE COUNTY LIBRARY
SYSTEM

Dear Ms. Atkins:

I am pleased to inform you that Lee County has awarded this waiver to your firm under the terms and conditions of the attached Purchasing Agreement. Please consider this as your "Notice to Proceed". The term of this agreement is for one (1) year (unless renewed) starting August 19, 2013.

If you should have any questions, please contact our office at the above number.

Sincerely,

PROCUREMENT MANAGEMENT

Diana Khan
Office Manager

C: Sue Lange

PURCHASING AGREEMENT

This Agreement, made and entered into this 19th day of August, in the year 2013, by and between LEE COUNTY, a political subdivision and chartered county of the STATE OF FLORIDA, acting by and through its BOARD OF COUNTY COMMISSIONERS, the governing body thereof, hereinafter referred to as "County", and **Unique Management Services, Inc.** hereinafter referred to as "Vendor".

WITNESSTH: That the parties hereto, for the consideration herein set forth mutually agree as follows:

Article 1. SCOPE OF WORK: The Vendor shall provide all labor, services, materials, and equipment and perform all the necessary work in the manner and form provided by the Contract Documents for the performance of:

W-130199 COLLECTION SERVICES FOR THE LEE COUNTY LIBRARY SYSTEM

Article 2. CONTRACT SUM: The County shall pay to the Vendor, for the faithful performance of the terms as specified in the Purchasing Agreement, in lawful money of the United States of America, and subject to the additions and deductions as provided in the Contract Documents, total sum as follows:

As per "Attachment A – Quote" (attached to this agreement)

Article 3. PAYMENTS: If during the progress of the work or furnishing of services it appears that the Vendor's bills for the materials and labor are not being paid, the County shall have the right to withhold from the Vendor's monthly payments sufficient sums to protect itself against all losses from possible liens, and to apply the said sums to the payment of such debts. Payments of monthly estimates are agreed not to be admission by the County that the work is done or that its quality or quantity is satisfactory; final acceptance shall occur only with final payment. Before the final payment is made, the Vendor shall show to the County satisfactory evidence that all just liens or claims for payment from all persons supplying the Vendor labor, material and supplies used directly or indirectly by the Vendor or any subcontractor or subcontractors of the Vendor in the prosecution of the work are fully satisfied, and that there are no liens, claims and demands resulting from the Vendor's performance. The County shall have the right to withhold up to ten (10%) percent of each progress payment which shall be due and payable to the Vendor upon final completion of the work.

Should the Vendor fail to complete the work within the time limit, no partial estimate will be rendered and no payments will be made after the date established for completion except as follows:

1. If a Surety Bond was furnished, the Vendor shall deliver to the County's Agent the written consent of the Vendor's Surety covering every such partial payment permitting such payment to be made without affecting the validity of the Bond.
2. If a Cash Bond was furnished, the County's Agent will examine the conditions relating to the delay, also the amount and nature of the work remaining to be completed and his decision will determine whether partial payments will continue to be made or withheld.

The validity of the Bond shall in no way be affected regardless of which course of action is taken.

Article 4. This Purchasing Agreement shall be in effect from the period commencing the 19th day of August, 2013 up to and including the 18th day of August, 2014

Article 5. FAILURE TO COMPLETE THE WORK ON TIME: The time limit for the completion of all work under this Purchasing Agreement shall be as set forth in the Proposal. The dates fixing this period upon the calendar shall be as established and stated in the "NOTICE TO PROCEED" from the Purchasing

Agent. After commencement of work for this Agreement, it shall be pushed with proper dispatch toward completion, to the satisfaction of the County and shall be fully completed within the time limit if so established. It is understood and agreed that the time limit for completion of said work is the essence of this Agreement and, should the party of the second part fail to complete the work within the time limit, it is agreed that for each calendar day that any work provided for in these plans or specifications shall remain incomplete after the time limit has expired, including any official extension of time limit, the sum per day given in the following schedule shall be deducted from monies due this Vendor, not as a penalty, but as liquidated damages and added expense for supervision.

Amount of Liquidated Damages per day: NOT APPLICABLE TO THIS AGREEMENT

The Vendor shall take into account all contingent work which has to be done by other parties, arising from any cause whatsoever, and shall not plead his want or knowledge of said contingent work as an excuse for delay in his work, or for its nonperformance.

Article 6. PURCHASING AGREEMENT DOCUMENTS: The documents hereinafter listed shall form the Purchasing Agreement and they are as fully part of the Purchasing Agreement as if attached hereto:

1. Advertisement for quotes (If Advertising actually performed)
2. Proposal Quote Form
3. Quote Bond (if required)
4. Specifications
5. Insurance Certificate (if required)
6. Vendors Bond (if required)
7. Plans (if applicable)
8. Attachment A - Quote

Article 7. APPLICABLE LAW: This Purchasing Agreement shall be governed by the laws, rules, and regulations of the State of Florida, or the laws, rules and regulations of the United States which may be applicable to the product or services provided. The PROVIDER has attested to compliance with the applicable immigration laws of the United States. Violations of the immigration laws of the United States shall/may be grounds for unilateral termination of this agreement.

Article 8. ASSIGNMENT AND TRANSFER: The Vendor shall not assign or transfer any of its rights, benefits or obligations hereunder, except for transfer that result from transfer or consolidation with a third party, without the prior written approval of the county. The Vendor shall have the right to employ other persons and/or firms to serve as subcontractors in connection with the requirements of the Agreement.

Article 9. TERMINATION: This Agreement may be terminated by either party by giving thirty (30) calendar days advance written notice. The County reserves the right to accept or not accept a termination notice submitted by the Vendor, and no such termination notice submitted by the Vendor shall become effective unless and until the Vendor is notified in writing by the County of its acceptance.

However, if the Vendor is adjudged bankrupt or insolvent, if it makes a general assignment for the benefit of its creditors, if a trustee or receiver is appointed for the Vendor or for any of the property, if it files a petition to take advantage of any debtors act or to reorganize under the bankruptcy or similar laws, if it disregards the authority of the County's designated representatives, if it otherwise violates any provisions of this Agreement, or for any other just cause, the County may, without prejudice to any other right or remedy and after giving the Vendor seven (7) calendar days written notice, terminate this Agreement.

Where the Vendor's services have been terminated by the County, said termination shall not affect any rights of the County against the Vendor then existing or which may thereafter accrue. In the event of termination of this Agreement, not the fault of the Vendor, the County shall compensate the Vendor for: (1) all services completed prior to the effective date of termination; (2) reimbursable expenses then due; and (3) reasonable expenses incurred by the Vendor in effecting the termination of services and work, and

incurred by the submittal to the County of project drawings, plans, data, and other project documents which are the subject of this Agreement.

Article 10. SEVERABILITY: The provisions and scope of work included in this Agreement are severable. The excuse of nonperformance of a portion of this Agreement shall not excuse the Vendor from further performance or completion of the Agreement.

Article 11. CONFLICTING PROVISION: Should any provision of this Agreement conflict with any other specifications or provisions included or incorporated by reference, the provisions of this Agreement shall control.

Article 12. WAIVER: Any waiver by the County or the breach of any provision of this Agreement shall not be construed or deemed to be a modification of the terms of this Agreement.

Article 13. MODIFICATION: Modification to covenants, terms and provisions of the Agreement shall only be valid when issued in writing as an amendment or change order agreed to by both parties.

Article 14. ILLEGAL OR UNCONSTITUTIONAL PROVISIONS: Should a Court of Law determine any provision of this Agreement to be contrary to the law, such a ruling shall not relieve the Vendor from fulfilling other responsibilities under the Agreement.

Article 15. DAMAGE TO PRIVATE PROPERTY: Should any private property not belonging to the Vendor be damaged through the fault of the Vendor, while carrying out this Agreement, such damage shall be repaired by the Vendor prior to the completion of the project. The County shall withhold final payment until such repairs have been made.

Article 16. INSURANCE: The Vendor will provide a certificate of insurance, meeting the requirements outlined in the specifications (if required).

Article 17. HOLD HARMLESS AND INDEMNITY: The Vendor agrees through the signing of this document by an authorized party or agent that he shall hold harmless and defend the County of Lee and its agents and employees from all suits and actions, including attorneys' fees and all costs of litigation and judgements of every name and description arising out of or incidental to the performance of this Agreement or work performed thereunder, whether or not due to or caused by negligence of the County excluding only the sole negligence of the County.

Article 18. EMPLOYEES: Persons employed by the Vendor in the performance of services pursuant to this Purchasing Agreement shall not be considered employees of the County, shall be independent thereof and shall have no claim against the County as to pension, worker compensation, unemployment compensation, insurance, salary, wages or other employee rights or privileges granted by operation of law or by the County to its officers and employees.

Article 19. LIABILITY FOR ACTS AND OMISSIONS: The County shall not be deemed to assume any liability for the acts, omissions or negligence of the Vendor, its agents or employees, and the Vendor shall indemnify, release and hold the county harmless from and shall defend the County and its officers and employees against any and all claims, demands, liabilities and suits arising from any act or omission of the Vendor, his agents or employees performing services and functions pursuant to this Agreement. This Agreement to indemnify shall not apply to any liability for personal injury, property damage, or breach of Agreement caused solely by the negligence of the County.

Article 20. This Agreement embodies the entire understanding of the parties and there are no other agreements or understandings, written or oral, in effect between parties, relating to the subject matter hereof. This instrument may be amended or modified only by an instrument of equal formality signed by the respective parties.

Article 21. ANTI-DISCRIMINATION CLAUSE: The Vendor hereby agrees to comply with all applicable provisions of Federal, State and local anti-discrimination laws. A list of all pertinent provisions are attached as an addendum, if applicable. The Vendor agrees to hold harmless, defend, and indemnify the County for any losses incurred as a result of its failure to abide by the applicable anti-discrimination laws.

Article 22. SALES AND USE TAX: The Contractor is responsible for complying with the Florida Sales and Use Tax Law as it may apply to any and all of the Services and Work to be provided and performed pursuant to this Contract. The amount(s) of Compensation set forth in the Contract or in any Change Orders or Work Orders authorized pursuant to this Contract shall be understood and agreed to include any and all Florida Sales and Use Tax payment obligations required by Florida Law of the Contractor and of any an all of the Sub-Contractors or material suppliers engaged by the Contractors pursuant thereto.

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IN WITNESS WHEREOF the said Lee County, Florida, has caused this Purchasing Agreement to be executed in its name by the Chair, attested by the Clerk of Courts to be hereto attached; and Unique Management Services has caused this Agreement to be executed in its name by Nicole Atkins President, attested by its Charles L Gary Secretary, and has caused the seal of said corporation to be hereunto attached, all on the day and year first above written.

ATTEST:
CLERK OF CIRCUIT COURT
Linda Doggett, Clerk

LEE COUNTY, FLORIDA
BOARD OF COUNTY COMMISSIONERS

By: Marcia Wilson
Deputy Clerk

By: [Signature]
Chair



APPROVED AS TO FORM

By: [Signature]
Office of the County Attorney

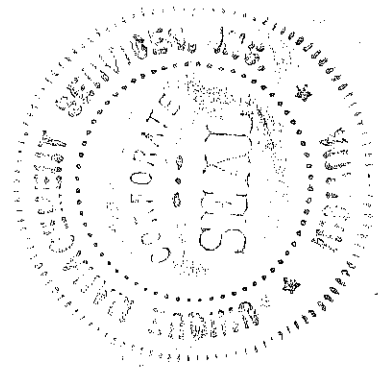
By: [Signature]
Secretary

Unique Management Services, Inc.
(Correct Name of Corporation)

By: Nicole Atkins
Nicole Atkins
President

(Corporate Seal)

Revised: December 10, 2008



UNIQUE Management
Services, Inc.
Library Division

Quote

Date: January 31, 2013
Valid Until: May 1, 2013
Customer ID: 1080

Library:

Lee County Library System
2345 Union Street
Fort Myers, FL 33901-3917
(239) 533-4820

Quote/Project Description

Material Recovery Service Price Quote

Description	Price
Cost per Account - LCLS Using Current Credit Reporting Process (Only Accounts \$250 and Higher)	\$ 8.45
Cost per Account - LCLS Using Expanded Credit Reporting Process	\$ 8.95
Cost per Account - Small Balance Program	\$ 2.95

Special Notes and Instructions

Small Balance Program is only available for accounts with balances from \$10 - \$24.99.

For Standard Balance accounts (those submitted based on a balance of \$25 and higher), LCLS is charged based on patrons still with a balance remaining 21 days after submission date. Patrons who respond in full within the first 21 days after submission will not be charged the per account fee.

Once agreed upon, this pricing will remain firm for a period of five (5) years from the date the agreement is executed.

If you have any questions concerning this quote, contact UMS at 1-800-879-5453

Thank you for your business!

119 E Maple St, Jeffersonville, IN 47130
(800) 879-5453 / cluckert@unique-mgmt.com

CONTRACT REVIEW CHECKLIST**CONTRACT TYPE:** PURCHASING AGREEMENT**SUBJECT:** Project known as: W-130199 COLLECTION SERVICES FOR THE LEE COUNTY LIBRARY SYSTEMbetween Lee County and Unique Management Services (V#349037)**Reference:** Department Director approval:
County Administrator approval:

(2 orig's)

Reference: Board action approving contract/agreement

June 4,
May 21, 2013 Agenda Item No. A7A

The subject contract is forwarded herewith for review and/or endorsements:

(1) By the Director of Routed by Procurement Management

Project Sponsoring Department

- ☐ Recommending execution
☐ Not recommending execution for the following reason(s)

Date received _____ Date returned/forwarded _____
Signed _____

(2) By Procurement Management

- ☒ Recommending execution
☐ Not recommending execution for the following reason(s)

Date received 8-16-13 Date returned/forwarded 8-16-13
Signed DM

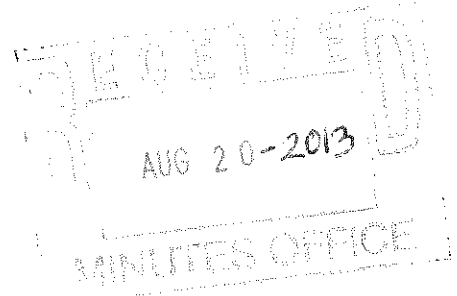
(3) By the Risk Management

- ☐ Recommending execution
☐ Not recommending execution for the following reason(s)

Date received _____ Date returned/forwarded _____
Signed _____

(4) By the County Attorney

- ☐ Recommending execution
☐ Not recommending execution for the following reason(s)

Date received _____ Date returned/forwarded _____
Signed DM 8-19-13(5) **BOARD**(6) Clerks Office, Minutes Department 8-20-13 MW(7) **PROCUREMENT MGMT.** Diana Khan

Lee County Board Of County Commissioners
Agenda Item Summary

Blue Sheet No. 20130434

1. ACTION REQUESTED/PURPOSE:

(A) Approve Bid Waiver # W-130199 to waive the formal quotation procedure, and allow the Lee County Library System (LCLS) to establish Unique Management Services, Inc. (UMS) as a sole source provider for the following services: collection of library patron overdue fines and fees; and recovery of lost library materials.

(B) Approve and authorize the Chair to execute on behalf of the Board the attached Purchasing Agreement, which provides for one year of service with the option to renew for four additional one year periods. Total term of contract with renewals: April 29, 2013 through April 28, 2018.

(C) Authorize estimated annual expenditures for existing and expanded services of \$126,000 for FY 12-13 and \$110,000 for the subsequent four year periods. [The average annual expenditure for existing service (UMS Standard Balance Program) over the past four years is \$87,500. The anticipated increase stems from implementing a UMS Small Balance Program to target small patron account balances (less than \$25) and industry standard more expansive credit reporting services. The higher cost for FY 12-13 of \$126,000 additionally stems from the start up of the Small Balance Program to retroactively pick up all eligible accounts starting January 1, 2012. As with the existing service agreement, UMS charges will be budget neutral.]

2. FUNDING SOURCE:

Fund - Library Fund, Program – Library Services, Other Contracted Services (included in the FY 12-13 Operating Budget for UMS's existing services) plus FY 12-13 lapse salary dollars to cover the unanticipated retroactive accounts for Small Balance Program start up.

3. WHAT ACTION ACCOMPLISHES:

Authorizes a sole source provider to continue handling the collection of library patron overdue fines and fees and recovery of lost library materials.

4. MANAGEMENT RECOMMENDATION: Approve

5. Departmental Category: A7A

6. Meeting Date: 6/4/2013

7. Agenda:

Administrative

8. Requirement/Purpose: (specify)

☐ Statute

☐ Ordinance

☒ Admin Code AC-4-1

☐ Other

9. Request Initiated

Commissioner:

Department: LIBRARY

Division: No Divisions

By: Sheldon Kaye

10. Background:

On March 26, 2013, the Division of Procurement Management received a request from the Lee County Library System to waive the formal quotation procedure and establish Unique Management Services, Inc. as the sole source for the following services: collection of library patron overdue fines and fees; and recovery of lost library materials. This waiver is requested because the vendor offers the only collection service specifically designed to interface with the Polaris integrated library system (LCLS' system provider.)

The Lee County Library System (LCLS) purchased the Polaris Integrated Library System (ILS) software in 2008 at a base price of \$475,012.

This system supports library materials acquisitions and cataloging; provides a catalog for customers to view and select library materials for their use; manages the circulation of library materials (check in and out); houses the

11. Required Review:

<i>Sheldon Kaye</i>	<i>David Harris</i>	<i>Dawn Perry-Lehnert</i>	<i>Holly Schwartz</i>		
LIBRARY	Budget Services	County Attorney	County Manager		

12. Commission Action:

patron registration database; and, manages patron accounts including the ability to track patron overdue fines and fees. The software is vitally important for library processing center operations, the branches, fiscal operations, and the public.

In 2008, LCLS formally sought the services of a recovery agency through Procurement. A formal quote was posted with a response from a sole quoter --Unique Management Services. On April 29, 2008, (Blue Sheet #20080433) the Board authorized Procurement and LCLS to negotiate with this firm for service. A five year contract was negotiated.

UMS services strictly library accounts. Library accounts are different in that recovery includes not only patron fines and fees but also lost materials. UMS is the only nationwide, library specific material and fine recovery agency. What makes the service even more noteworthy to the County is the fact that ILS software provider Polaris specifically designed a software interface with UMS to facilitate UMS recovery's efforts. The Polaris/UMS partnership has been in place for more than ten years. (See attached letter from Polaris Library Systems.)

UMS's efforts have been very successful and time efficient for the LCLS using this interface and further provides the ability to produce a variety of reports from the LCLS patron database. The Library System has no intention in changing to a different ILS software provider in the foreseeable future.

UMS actually began providing service to LCLS in 2007 prior to going out to bid in 2008. To date, their efforts have resulted in the recovery of \$2,962,000 in the value of materials returned and \$918,000 in cash received for a total value of \$3,880,000. This represents an asset return ratio of nearly 7:1 for both materials and cash recovery; a return ratio of 1.6:1 for cash recovery; and a return ratio of 5:1 for materials recovery.

The current UMS contract expires in April 2013. The current UMS charge to the Library System per patron account is \$8.45; for the following five years, the proposed cost will be \$8.95 per account. The increase stems from the Library's request to include more expansive credit report servicing. The Library System assesses a \$10 fee to the patron (for accounts reaching \$25 in fines and fees) at the time the account is submitted to UMS to cover UMS's \$8.95 fee.

Additionally, the Library plans to implement UMS's Small Balance Program in the near future at a cost of \$2.95 per account to more aggressively attempt to recover small balances under \$25. The Library System plans to assess a \$3 fee to the patron at the time the account is submitted to UMS to cover UMS's \$2.95 fee. It is anticipated this program will help spur balances to be paid off sooner than later at more financially manageable levels, resulting in a reduction of total expenditures to UMS in the future.

Annual estimated expenditures for extending the existing Standard Balance Program service for future accounts will be \$80,000. The annual cost will be based on the number of patron accounts submitted to UMS for recovery. Over the past four fiscal years the average annual cost has been \$87,500. A new proposed service (Small Balance Program) to target accounts with balances under \$25 is proposed to be added to the existing service at an estimated annual cost of \$25,000 (based on the number of projected patron accounts to be submitted to UMS for small balance recovery.) A one-time additional \$21,000 expenditure (for FY 12-13 only) will service qualified existing small balance accounts for the period of 1/1/12 through 9/30/12 (from FY 11-12) which would be the starting point for servicing small balance accounts.

Total estimated annual expenditure is \$126,000 for FY 12-13 and \$110,000 annually for the subsequent four years.

Please note UMS guarantees budget neutrality. This means that UMS guarantees not to charge in collection fees more than the amount of money recovered. UMS will make adjustments to invoices to ensure service is budget neutral based on billings to date and cumulative cash recovered. UMS makes this guarantee to clients (such as the Lee County Library System) which UMS determines have an acceptable fine structure.

Therefore, it is requested that (1) UMS be considered a sole source based on the dual purpose of its services and the interface for UMS specifically designed by the ILS provider; and, (2) approval of a new Purchasing Agreement with

UMS to continue service and expand service at the stated new rate and term.

Account String: KG5710114800.503490.162 Library Admin--Other Contracted Services

Attachments:

- (1) Request for Bid Waiver
- (2) Justification for Waiver Purchase
- (3) Sample Purchasing Agreement
- (4) Quote from Unique Management Services (UMS)
- (5) Letter from Polaris Library Systems

**FLORIDA DEPARTMENT OF STATE
DIVISION OF CORPORATIONS****Detail by Entity Name****Foreign Profit Corporation**

UNIQUE MANAGEMENT SERVICES, INC.

Filing Information

Document Number	F01000005624
FEI/EIN Number	611267077
Date Filed	10/29/2001
State	KY
Status	ACTIVE

Principal Address119 EAST MAPLE STREET
JEFFERSONVILLE, IN 47130

Changed: 04/28/2003

Mailing Address119 EAST MAPLE STREET
JEFFERSONVILLE, IN 47130

Changed: 04/28/2003

Registered Agent Name & AddressC T CORPORATION SYSTEM
1200 SOUTH PINE ISLAND ROAD
PLANTATION, FL 33324

Name Changed: 06/18/2012

Address Changed: 06/18/2012

Officer/Director Detail**Name & Address**

Title D

STUCKI, LYLE J
4007 LACOSTA CT.
LOUISVILLE, KY 40299

Title TSD

GARY, CHARLES L

10805 CASA DRIVE
RIVERVIEW, FL 33569

Title PD

ATKINS, NICOLE
3022 LAKE VISTA E
JEFFERSONVILLE, IN 47130

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2012	02/24/2012
2013	01/07/2013

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01/14/2009 -- ANNUAL REPORT	View image in PDF format
01/30/2008 -- ANNUAL REPORT	View image in PDF format
01/10/2007 -- ANNUAL REPORT	View image in PDF format
01/26/2006 -- ANNUAL REPORT	View image in PDF format
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03/24/2004 -- ANNUAL REPORT	View image in PDF format
04/28/2003 -- ANNUAL REPORT	View image in PDF format
03/04/2002 -- ANNUAL REPORT	View image in PDF format
10/29/2001 -- Foreign Profit	View image in PDF format

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State of Florida, Department of State

ATTACHMENT A

UNIQUE Management
Services, Inc.
Library Division

Quote

Date: January 31, 2013
Valid Until: May 1, 2013
Customer ID: 1080

Library:
Lee County Library System
2345 Union Street
Fort Myers, FL 33901-3917
(239) 533-4820

Quote/Project Description
Material Recovery Service Price Quote

Description	Price
Cost per Account - LCLS Using Current Credit Reporting Process (Only Accounts \$250 and Higher)	\$ 8.45
Cost per Account - LCLS Using Expanded Credit Reporting Process	\$ 8.95
Cost per Account - Small Balance Program	\$ 2.95

Special Notes and Instructions

Small Balance Program is only available for accounts with balances from \$10 - \$24.99.

For Standard Balance accounts (those submitted based on a balance of \$25 and higher), LCLS is charged based on patrons still with a balance remaining 21 days after submission date. Patrons who respond in full within the first 21 days after submission will not be charged the per account fee.

Once agreed upon, this pricing will remain firm for a period of five (5) years from the date the agreement is executed.

If you have any questions concerning this quote, contact UMS at 1-800-879-5453

Thank you for your business!

119 E Maple St, Jeffersonville, IN 47130
(800) 879-5453 / cluckert@unique-mgmt.com

UNIQUE Management
Services, Inc.
Library Division

January 31, 2013

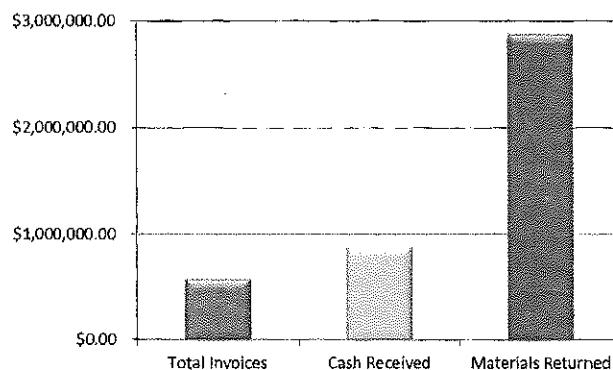
Lee County Library System
Ms. Sue Lange
2345 Union Street
Fort Myers, FL 33901-3917

Ms. Lange:

Please see the attached Material Recovery Service Price Quote for Lee County Library System (LCLS) from Unique Management Services, Inc., Library Division (UMS). This is a firm offer that shall remain valid for ninety (90) calendar days subsequent to date of this offer. Once agreed upon, this pricing will valid for a period of five (5) years from the date the agreement is executed.

UMS offers a comprehensive service designed to help libraries maximize their recovery of overdue materials. This service includes letters, telephone calls, skip tracing, and credit reporting. UMS offers a completely automated material recovery service designed solely for libraries and has provided this quality material recovery service for the LCLS since May 2007. As of January 2013, the library has submitted 75,251 accounts for collection.

The financial result for your library has been the recovery of **\$2,880,145.80 in value of materials returned and \$879,713.26 in cash received for a total asset value of \$3,759,859.06**. This does not include amounts still to be recovered from patrons who will respond to our continued contacts.



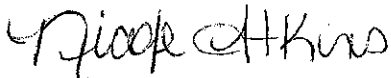
When considering the value of our recoveries described above compared to the amount UMS has billed the library, our service **has given the library an asset return of \$6.57 for each \$1.00 invested. This nearly 7:1 ratio shows a powerful return on the library's investment**, one that we are pleased to report.

UMS is able to provide these results because we work exclusively with libraries and understand their needs. UMS has intimate knowledge of the Polaris Library System Debt Collection Modules that can only be obtained by a Strategic Partnership with the vendor. With this, UMS can ensure all data is transferred and processed electronically to eliminate paperwork and minimize library staff time.

UMS also understands the importance of protecting patron goodwill and it should also be noted that we have demonstrated that we can maintain patron goodwill while producing these results.

If you have any questions regarding our proposal, please contact me at 800-879-5453 or nicole@unique-mgmt.com. We appreciate the opportunity to serve the Lee County Library System and its patrons.

Sincerely,

A handwritten signature in black ink that reads "Nicole Atkins". The signature is written in a cursive, flowing style.

Nicole Atkins
President/CEO

Attached: Material Recovery Service Price Quote