LIBRARY OF VIRGINIA

Sandra Gioia Treadway
Librarian of Virginia

STANDARD CONTRACT
LVA-MAT-22-007

This Contract entered by Ingram Library Services LLC., One Ingram Blvd., La Vergne, TN 37086 hereinafter called the "Contractor" and Commonwealth of Virginia (Commonwealth) through the Library of Virginia, 800 East Broad Street, Richmond, Virginia 23219 on behalf of Mid-Atlantic Library Alliance, Inc. hereinafter called the "Library or LVA" and "MALiA".

WITNESSETH that the Contractor and the Library, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide goods/services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: July 1, 2022 through June 30, 2025 with two one-year optional renewals.

The contract documents shall consist of the following and will be incorporated herein:

1. This signed form,

2. The following portions of the Request for Proposals dated February 1, 2022, and
   a. The Statement of Needs
   b. The General Terms and Conditions
   c. The Special Terms and Conditions
   d. Attachment B
   e. Attachment C
   f. Addendum #1
   g. Glossary of Terms

3. The Contractor's Proposal dated March 2, 2022 and negotiation points dated April 6, 2022.

STATUS OF PERSONNEL: **MALiA** has been designated as the Library administrator for this Agreement.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:	LIBRARY
Signature: Pamela G. Smith	Signature: David K Hindle
Title: Vice President and General Manger	Title: Deputy, FAS
Date: 4/12/22	Date: 4/13/22

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, sexual orientation, gender identity, political affiliation, or veteran status or any other basis prohibited by state law relating to discrimination in employment.

800 East Broad Street
Richmond, Virginia 23219

www.lva.virginia.gov

804.692.3500 *phone*
804.692.3976 *tyy*

Commonwealth of Virginia

Sconzo, Nancy <nancy.sconzo@lva.virginia.gov>

RE: [External] RFP: LVA-MAT-22-007

1 message

#ILS Bids <ilsbids@ingramcontent.com> Wed, Apr 6, 2022 at 1:57 PM
To: "Sconzo, Nancy" <nancy.sconzo@lva.virginia.gov>
Cc: #ILS Bids <ilsbids@ingramcontent.com>, "Shaw, Kathryn" <Kathryn.Shaw@ingramcontent.com>, "Dunlap, Regina" <Regina.Dunlap@ingramcontent.com>, "Spurlock, Tammy" <Tammy.Spurlock@ingramcontent.com>

Good Afternoon,

Ingram is grateful for the chance to clarify the bid response further. Below is a list of all of the items and our responses. Please let us know whether this information is acceptable or if Ingram should submit a revised response to include the information after you've reviewed it.

1. The panel has reviewed the request of ILS that the correct Virginia contracting party(ies) be referenced consistently throughout the resulting contract (e.g., is it "Library of Virginia", "LVA" / "Commonwealth of Virginia", "Commonwealth" and/or "MALiA"?). The contract will reference names as used throughout the contract.
   a. Ingram understands these various references will remain unchanged.

2. The panel will include a list of terms as requested by Ingram.
   a. Ingram appreciates Malia's agreement to supply of the definition of terms.

3. The panel would like Ingram to note the VI. Reports – B Use of Subcontractors – The report is only due if your Attachment E – Small Business Subcontracting Plan indicates you are subcontracting. If you have indicated that you will provide services in-house, no reporting is required.
   a. Ingram understands no change to VI. Reports section C. in necessary if work is going to be performed by subcontractors as noted in section B. Since Ingram will not be utilizing Subcontractors then no change will be necessary to section C.
   b. Please confirm this item expresses that no adjustments to section C are required because the stated subcontractors in section B are not being used.

4. Panel will remove language as indicated in regards to Q. Taxes.
   a. Ingram acknowledges and appreciates the requested language removal.

5. Attachment B – 1. Company Data - Page 30, question 8F – Panel would like clarification if Playaway devices may be required.
   a. Playaway devices include the supplier provided player device.

6. Attachment B – 1. Company Data - Page 32, Question 9A – Panel would like "Audiobook" replaced with Music CD.
   a. Ingram represents more than 127 Music publishers and over 315 imprints.
      i. Will Malia accept the change as noted here? If not, will revised submission of the relating page be accepted or is revision of the full RFP with this change required?

7. Attachment B – II. Orders and Fulfillment - Page 51, Question 2 – Panel would like clarification when discount will be applied to an order (e.g. at time of shipment/invoice/other)
    a. When you are ready to place your order, you can simply click the standard Order button for that list. ipage then prompts you to complete additional order details, such as shipping instructions, warehouse selection, backorder instructions, PO Number, etc. Discounts are applied at the time of order unless the title classification or publisher list price changes prior to shipping.

        Please note that publishers set list prices, these prices can change without notice in the interim between using the Price This List function, placing an order, and Ingram processing and invoicing that order. Therefore, to "lock in" the current title price and discount for up to 60 days, we recommend our Get a Quote functionality available on ipage®.

8. Attachment B – II. Orders and Fulfillment - Page 59, Question 11 – last paragraph: Panel would like "turn timer" to be changed to "turnaround"
    a. If the Library has a different definition for Rush Orders, such as items that receive cataloging and processing but that have a faster turnaround than your stated standard 30 days, we are happy to discuss how we can profile your account(s) to meet your requirements.

        i. Will Malia accept the change as noted here? If not, will revised submission of the relating page be accepted or is revision of the full RFP with this change required?

9. Attachment B – III. Invoices and Payment - Page 68, question 7 (Addendum #1 to All Bidders) and Discount Terms & Summary – payment terms (page 90 of your proposal) - Panel would like Ingram to commit to no late charges until 45 days from statement date (to give libraries approximately 60 days to get through payment process). Provide information on how late charges will be calculated.
    a. Ingram has recently removed the application of late fees to libraries.

        ~~i.~~ Remarks~~: Ingram reserves the right to assess a late charge on all past due invoices.~~

        ii. Will Malia accept the change as noted here? If not, will revised submission of the relating page be accepted or is revision of the full RFP with this change required?

10. Attachment B – IV. Overall Cost Consideration - Page 71, Question 2: Prices quoted in contract must remain in effect for the life of the contract. If full-text review fees are subject to change on an annual basis, do not quote prices.
    a. If a Library wishes to view full-text reviews, there is a nominal annual fee for that additional service. The Library also has the option of paying in monthly installments. Price of reviews is subject to change on an annual basis.

        i. Will Malia accept the change as noted here? If not, will revised submission of the relating page be accepted or is revision of the full RFP with this change required?

11. Attachment B – IV. Overall Cost Consideration – page 71 – Question 2 – Panel is requesting fuel charge to be removed.
    a. Ingram quoted the fuel surcharge at $2.00. The fuel surcharge will be increasing to $2.50 this month. Ingram will honor the quoted $2.00 for the duration of the initial contract period.

12. Attachment B – IV. Overall Cost Consideration - Page 73, question 6 Remarks – Panel would like removal of the flat $6 shipping fee for <15 units:

a. The freight terms offered in our RFP response are similar to the current terms Malia has with Ingram.

Our distribution centers have continued with no reduction in operations. They are hiring in all locations across the U.S. We continue to work with publishers in creative ways to make sure we can stock the books and other materials your patrons want. However, during this time, prices have risen on almost everything we need to keep our materials moving, especially fuel and shipping charges.

Freight carriers increase their published rates annually. The annual UPS Published rate increases from 2012 forward are included below.

UPS Published Annual Increase

Year	Increase
2012	4.90%
2013	5.90%
2014	4.90%
2015	4.90%
2016	4.90%
2017	4.90%
2018	4.90%
2019	4.90%
2020	4.90%
2021	4.90%
2022	5.90%

13. Attachment C, I. Print Books, page 35, question 4: Panel would like clarification on what Short and Net cover.
    a. Definitions are included on pages 86-87 of the response. We have updated the Net definition to reflect Audio, Music and Video.

        i. **Short Discount/Non-Trade:** Lower demand, small print-run books in various bindings, and includes legal, technical, reference, scientific, medical, and graphic novel titles as defined by Ingram subject categories. Titles are generally published by small or university presses. Also included are print and audiobook titles purchased at lower than full trade discount; titles with limited sales volume; and/or titles from publishers not in compliance with Ingram's purchasing requirements. Ingram is pleased to make this broad base of titles available to our customers with no service charges.

        ii. **Net:** Low demand, small print run books in various binds and categories including Audiobooks, Music and Video upon which Ingram receives minimal or no purchase discount. This category of materials will receive a 0% discount. Ingram is pleased to make this broad base of titles available to our customers with **no service charges**.

14. Attachment C, III. Audiobooks page 38, IV Music page 40, V. Video page 42, question 1(other – listed below) – Panel would like clarification on Net
    a. **Net:** Low demand, small print run books in various binds and categories including Audiobooks, Music and Video upon which Ingram receives minimal or no purchase discount. This category of materials will receive a 0% discount. Ingram is pleased to make this broad base of titles available to our customers with **no service charges**.

Regards;

Regina Dunlap

Contract Management Specialist

Ingram Library Services LLC

From: Sconzo, Nancy <nancy.sconzo@lva.virginia.gov>
Sent: Monday, April 4, 2022 7:22 AM
To: #ILS Bids <ilsbids@ingramcontent.com>
Subject: [External] RFP: LVA-MAT-22-007

Good Morning,

The purpose of this email is to negotiate a possible contract between the LVA/MALiA and your company Ingram .

LVA/MALiA has several negotiation/clarification points we would like to discuss. Please note that this is **not** an offer of award and these negotiation points have been selected by the panel.

The panel has reviewed the request of ILS that the correct Virginia contracting party(ies) be referenced consistently throughout the resulting contract (e.g., is it "Library of Virginia", "LVA" / "Commonwealth of Virginia", "Commonwealth" and/or "MALiA"?). The contract will reference names as used throughout the contract.

The panel will include a list of terms as requested by Ingram.

The panel would like Ingram to note the VI. Reports – B Use of Subcontractors – The report is only due if your Attachment E – Small Business Subcontracting Plan indicates you are subcontracting. If you have indicated that you will provide services in-house, no reporting is required.

Panel will remove language as indicated in regards to Q. Taxes.

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Attachment B – IV. Overall Cost Consideration - Page 71, Question 2: Prices quoted in contract must remain in effect for the life of the contract. If full-text review fees are subject to change on an annual basis, do not quote prices.

Attachment B – IV. Overall Cost Consideration – page 71 – Question 2 – Panel is requesting fuel charge to be removed.

Attachment B – IV. Overall Cost Consideration - Page 73, question 6 Remarks – Panel would like removal of the flat $6 shipping fee for <15 units:

Attachment C, I. Print Books, page 35, question 4: Panel would like clarification on what Short and Net cover.

Attachment C, III. Audiobooks page 38, IV Music page 40, V. Video page 42, question 1(other – listed below) – Panel would like clarification on Net

Please remember this process is **confidential** and we ask that you not share this information. We are requesting that you have your response returned by **9:00 a.m. on Thursday, April 7, 2022.**

Thank you.

Nancy Sconzo, VCO, VCA

Contract and Procurement Manager

Library of Virginia

804-692-3710

800 East Broad Street

Richmond, VA 23219

Nancy.Sconzo@lva.virginia.gov

Wise, Virginia

Library Books, Music, and Video
RFP# LVA-MAT-22-007

Due Date: Thursday, March 3, 2022
Time: 2:00 p.m. ET

Submitted By:

INGRAM®

One Ingram Blvd.
La Vergne, TN 37086-1986
www.ingramcontent.com
Federal ID # 62-1746696

March 2, 2022

Library of Virginia, on behalf of
Mid-Atlantic Library Alliance, Inc. (MALiA)
Attn: Nancy Sconzo, Office of Purchasing and Finance
800 East Broad Street
Richmond, VA 23219

Re: RFP# LVA-MAT-22-007, Library Books, Music, and Video
Due: March 3, 2022, 2:00 p.m. EST

Dear Ms. Sconzo:

Thank you for including Ingram Library Services LLC in your search for a vendor to fulfill the Purchase of Library Books, Music, and Video for the Mid-Atlantic Library Alliance, Inc. (MALiA). We welcome this opportunity to present our proposal to continue our partnership with your libraries.

As an **Ingram Content Group** company, we have the full range of content and value-added services to truly offer "one-stop shopping" for our library customers. With over five decades of experience in distribution, we serve libraries with a wide range of collection development, cataloging and processing services that are guaranteed to enhance your collections and please your staffs and patrons. Our goal is to continue to partner with the MALiA to help support your mission to your patrons.

Please provide a copy of the resulting bid tabulations to ilsbids@ingramcontent.com.

Ingram staff members are readily available to provide any additional information you may request, and to further discuss Ingram's current and developing strategy for content and service delivery. Should you have any questions regarding Ingram's proposal, please feel free to contact Kathryn Shaw, Contract Management Specialist at (800) 937-5300, extension 35546. She may also be reached by email at ilsbids@ingramcontent.com or by fax at (615) 213-5196.

Best Regards,

Pamela R. Smith
Vice President and General Manager

PRS/ks

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Addendum #1

Ingram understands the terms and conditions set forth in the Request for Proposal. Ingram has included an Exceptions section with our response.

ATTACHMENT B

I. COMPANY DATA

1. Describe the vendor's related work experiences that would demonstrate ability to fulfill the contract. Include the extent to which the vendor is actively engaged in supplying materials to libraries of the type listed in this RFP.

Ingram Content Group LLC is part of the long tradition of successful companies built by the Ingram family of Nashville, Tennessee. Dedicated to helping content reach its destination by providing a broad range of physical and digital services to the book industry, Ingram Content Group has been a partner to librarians, educators, publishers, and booksellers for over five decades.

Publishers rely on Ingram Content Group as a key provider of demand-driven print, digital, and marketing solutions. We provide reliable, cutting-edge responses to the questions our publisher partners have about the ever-changing opportunities in the book industry. No single source other than Ingram has the comparable experience, expertise, and connectivity in bringing supply chain management, and print and digital solutions to the market.

The Ingram Content Group is led by **John Ingram,** Chairman of Ingram Content Group LLC, and Chairman of the Board for Ingram Industries Inc. John joined Ingram Industries in 1986 and held several key positions with Tennessee Book Company and Ingram Book Company before being named Chairman & Chief Executive Officer of Ingram Content Group. John was named Chairman of the Ingram Industries Inc. Board of Directors in April 2008, after having served as Vice Chairman of the Board for nine years.

A tremendous advantage of being a family-owned company is the history and stability of ownership backing our long-term plans to remain the number one book vendor and service provider in the library market.

The Ingram vision is to be the premier services provider in and around the distribution, production, storage, creation, discovery, and assembly of content. To bring that vision into reality, Ingram Content Group has multiple operating units, each focused on a specific area of the book industry, including retailers, publishers, educators, and libraries. Those operating units are Ingram Book Group LLC including Ingram International and Spring Arbor Distributors®, Lightning Source LLC, Ingram Library Services LLC, Ingram Publisher Services LLC, and Tennessee Book Company LLC. All Ingram Content Group companies operate under a single mission of helping content reach its destination and follow the same 5 values: to be Credible, Performance Driven, Agile, Innovative, and most importantly, Customer Focused.

Ingram Library Services LLC
To better support the unique needs of libraries, Ingram Library Services grew from a specialized department of Ingram Book Company in 1970 to a full-service library vendor. Because of our growth and success, Ingram Library Services incorporated in 1998 as a subsidiary of Ingram Industries Inc. Today we offer "one-stop shopping" for our library customers. Ingram provides librarians with immediate access to the largest selection of books, spoken word audio, DVD/Blu-ray titles, music CDs

and other book-related products in the industry. Our full range of library value-added services includes comprehensive Collection Development support, Standing Order and Continuations programs, as well as shelf-ready cataloging and processing services customized to the library's specifications.

2. What is the vendor's total staff size and where are they located?

Ingram Library Services enjoys the benefit of being part of one of the largest wholesale distributors of book-related product in the world, including physical book distribution and print on demand solutions. As such, we have established publisher relationships, inventory, and the infrastructure in place to provide our customers with an unparalleled speed of delivery.

Ingram operates four regional distribution centers, totaling more than 1.7 million square feet and employing over **4,500** associates. We ship over **100,000,000+** units across the nation annually. Having multiple distribution centers allows us to maintain the on-hand inventory required to meet fill rates, and to provide fast turn times - as little as 24 hours from order placement to delivery.

Ingram Library Services LLC is headquartered in La Vergne, Tennessee, where our Inside Sales, Customer Care, Collection Development, Custom Cataloging and Processing, and Executive and Sales staffs are located.

Name and address of firm:
Ingram Library Services LLC
One Ingram Blvd.
P.O. Box 3006
La Vergne, TN 37086-1986
Telephone No.: (800) 937-5300
Fax: 615-213-5196
Email: ilsbids@ingramcontent.com

3. What is the approximate number of libraries the vendor serves in each of the following categories?
Public_18,168___ Academic__777____ School__25,743____ Special__6,713____

4. Describe the vendor's financial stability, available equipment, and other resources that will ensure the delivery of acceptable services to MALiA.

Ingram is a privately held, family-owned corporation operating under the same ownership since our inception. The Ingram family is actively involved in the day-to-day operations of our company and has a vested interest in our customers' satisfaction. A tremendous advantage of being a family-owned company is the history and stability of ownership backing our long-term plans to remain the number one book vendor and service provider in the library market.

Ingram has emerged as the one of the largest book distributors in the industry, shipping over **123,000 units** across the nation **each day** from our regional distribution centers.

5. What categories of materials will the vendor supply? (check all that apply):
_XX__ Books: Print
_____ Books: Electronic
_XX__ Books: Audio
_XX___ Music
_XX___ Video

6. IF VENDOR WILL BE SUPPLYING **PRINT BOOKS:**

a. Approximate number of print book publishers/distributors the vendor can supply:

Ingram represents more than 30,000 book publishers and over 57,000 imprints.

b. Approximate number of print book titles the vendor currently supplies:

Ingram leads the book industry in maintaining the largest **on-hand inventory of over 19,000,000 unique titles of print books.** In addition, our unmatched nationwide inventory of over **35,000,000 books** ensures the highest fill rates in the industry.

Ingram Publisher Services LLC
Ingram Publisher Services LLC, an Ingram Content Group company, represents more than **625** publisher clients from around the world, which agree to allow Ingram to be the exclusive distributor of their product. Built on a longstanding tradition of Ingram quality, IPS provides our customers with a wide variety of books and book related product from an outstanding roster of publishers, with easy ordering options, fast delivery, and excellent service. The advantage this brings to our library customers is the guaranteed availability of current titles from these publishers at Ingram distribution centers. **As the exclusive distributor of these publishers, even other vendors source these purchases from Ingram.**

Print on Demand through Lightning Source
With national and international facilities, Lightning Source LLC, an Ingram Content Group company, has a virtual inventory of over 17,000,000 titles representing more than 85,000 publishers. We print only what is needed to meet our customers' current demand-whether that's a single book order or

10,000. We make it possible for low-volume titles to stay in print and for new titles to be released, allowing you access to titles that would otherwise be unavailable. In addition, we offer print on demand for both paperback and hardcover titles. All this translates into wider title selection and better customer service for your patrons and your community.

Once an order is placed, we have all the electronic data necessary to print and deliver the book to its intended destination. The distance between bookmaker and book reader has never been shorter.

Lightning Source and Ingram Publisher Services titles are listed on ipage and are ordered through the same methods you usually use with Ingram - by telephone, fax, mail, or electronically. There is no need to use a separate account or purchase order. Lightning Source titles will be printed especially for you once the order is placed.

Spanish and World Language Titles

Ingram currently inventories over **400,000** Spanish titles in our distribution centers, including adult and children's titles.

Ingram offers over 4,000,000 titles in world languages ranging from Afrikaans to Yiddish. An additional benefit of our Lightning Source inventory of millions of print-on-demand titles is that many of these world language titles are available on an on-demand basis.

To view a list of all available international language materials in our database, the ipage Power Search option tab offers a language filter. From here, users can refine a search by using additional filters such as keyword(s), author, title, and age group. When looking at a list of titles in ipage, users also have filters for language available on the left of the screen.

The top 15 languages represented in our inventory as of February 25, 2022 are:

Language	Active Titles
German	1,440,880
French	1,310,602
Spanish	420,327
Italian	244,035
Latin	136,289
Russian	80,967
Portuguese	75,683
Dutch	58,962
Chinese	29,442
Danish	26,891
Swedish	17,418
Polish	13,298
Afrikaans	10,137
Hungarian	8,969
Hindi	7,605

c. Types of print books the vendor can supply (check all that apply):
   _XX___ Fiction
   _XX___ Nonfiction
   _XX___ Current/Popular
   _XX___ Reference
   _XX___ Large Print
   _XX___ Non-English Language
   _XX___ Graphic Novels
   _XX___ Other:____Out of Print, Backlist, Continuations_____

d. Types of audience the vendor can supply (check all that apply):
   _XX___ Children
   _XX___ Young Adult
   _XX___ Adult

e. Provide evidence that demonstrates that the vendor maintains sufficient inventory to supply up to 5 copies of most titles without backordering.

The following numbers reflect Ingram's copy per unit data of on-hand inventory. These are active titles with pub dates prior to March 2, 2022, which have had ILS demand in the last 12 months.

Average copies per title (CPT) - 3 DCs	Average CPT Chambersburg, PA Only	Average CPT Chambersburg & La Vergne, TN	Average CPT La Vergne, TN Only	Average CPT La Vergne, TN & Ft. Wayne, IN	Average CPT Ft. Wayne, IN Only
37.7	16.5	30.2	13.7	21.2	7.5

f. Describe print book acquisition options the vendor offers (e.g. firm order, standing order/continuations, demand-driven, approval plans, leasing, etc.).

iCurate® *Complimentary*: New Title Notification/Standing Order Programs
The Ingram Collection Development department curates, maintains, and manages 22 New Title Notification/Standing Order Programs that help libraries easily track and order forthcoming titles from bestselling authors for all ages: Easy Reader series, Fiction, Nonfiction, and Graphic Novel series for all ages; Nonfiction and Travel Continuations; ReviewALERT℠ Programs for Adult and Youth; hand-selected Programs for Board Books, Picture Books, Adult & Youth Nonfiction, paperback original Adult Fiction, and mass market genre Fiction; a popular video Program; an awards & state lists Program; and Ingram's proprietary build-your-own New Title Notification/Standing Order Programs, iSelect®.

Public library surveys have ranked Ingram's New Title Notification/Standing Order Programs have been ranked as the best because they offer several advantages unmatched in the library market:

- ✓ Convenient: You can manage your profiles online through ipage® 24/7, and changes to the enrollment profile take effect immediately with no waiting.
- ✓ Current: Ingram librarians and administrators' hand-select and maintain offerings to ensure that we include only active offerings. We know that libraries do not want to tie up their

budgets with titles that will never publish because they're associated with old offerings, so we meet and work with publishers constantly to stay on top of publishing news.

- ✓ Commitment-Free: With Ingram, you will not receive titles unexpectedly in your library. Customers can enroll in either Auto-ship, which delivers a list to ipage® and allows two weeks for editing before the order is automatically placed. Most titles are ordered 2-3 months prepublication (sometimes up to 6 months for the most popular authors), and you may also cancel backorders at any time before they arrive in our warehouses. Customers who enroll in Report Only receive lists and are free to edit and order on their own time schedule. In addition, Ingram does not alter the return policy on titles that are ordered through our New Title Notification/Standing Order or Continuation Programs—it is the same return policy no matter how you order or learn about the title.

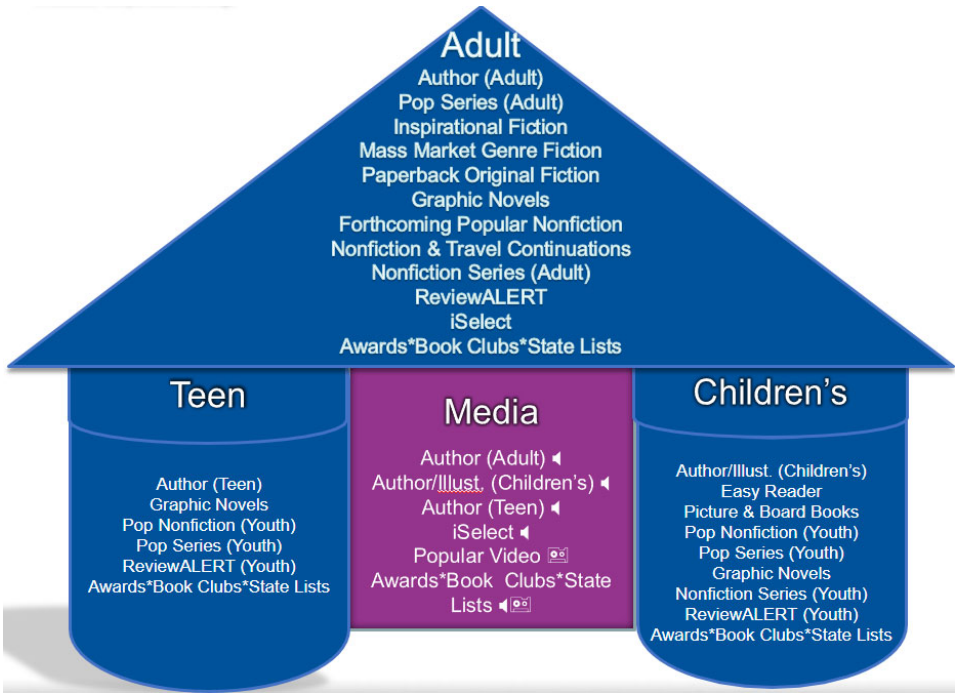
- ✓ Complimentary: Unlike some vendors, Ingram never reduces the discount or elevates the pricing on titles that run on a New Title Notification/Standing Order Programs. Our 22 New Title Notification/Standing Order Programs truly are complimentary with no hidden costs.

- ✓ Customizable: Customers can mix-and-match Program profiles an infinite number of ways to ease their workflow and ordering process. Each profile can be renamed to prevent confusion. For example, someone could enroll in the Author (Adult) Program, rename it *Adult Fiction Hardcover*, and select only the hardcover bindings on the authors they want. They could then create a separate profile, rename it *Adult Large Print*, and select only the large print formats on the authors they want.

Our Programs allow line-item grids, so if a library always wants specific branch allocations and funding codes on a specific author and different ones on another, they simply select the correct grid for each offering in the enrollment form. When the lists are delivered, the correct grids will be applied already. Although libraries are always encouraged to review their Program lists, many Author (Adult) and Nonfiction and Travel Continuations customers with line-item grids set up simply allow the lists to automatically order in the background.

- ✓ Customer Service: Two long-tenured Customer Service Administrators provide special customer service for New Title Notification/Standing Order Programs. Although our Programs are organized and automated enough that most libraries self-serve, our Administrators help libraries daily with everything from routine enrollment edits or cancelling or changing quantities on backorders to onboarding all the New Title Notification/Standing Order rograms enrollments from another vendor or answering specific questions about why a title did or did not run on a Program.

- ✓ Comprehensive: Ingram provides 22 New Title Notification/Standing Order Programs for Children, Teens, and Adults in multiple formats to cover the entire library:



Programs—Adult

Author Fiction (Adult)—Provides the latest hardcover (and large print & audiobook) releases from customer-selected bestselling adult Fiction authors—our most popular Program. Program runs twice a month and includes titles up to 6 months prepublication.

Forthcoming Popular Nonfiction (Adult)—Provides the best forthcoming Nonfiction titles (and simultaneously released CD audiobook & large print) each month, customizable by Dewey® Century and hand-selected by our expert librarians. Offers options for large, medium, and small libraries. Program runs monthly and includes titles up to three months prepublication.

Inspirational Fiction (Adult)—Includes the most in-demand trade paperback Fiction titles by customer-selected bestselling Inspirational Fiction authors. Program runs twice a month and includes titles up to six months prepublication.

Mass Market Genre Fiction (Adult)—Gives customers the top five new titles each month in the Fiction genres they select, including: *African American*; *General Fiction A & B*; *General Romance A, B, & C; Historical Romance A & B*; *Mystery A, B, & C*; *Speculative Fiction A, B, & C*; and *Westerns*. Program runs once a month and includes titles up to two months prepublication.

Nonfiction Continuations (Adult)—Provides timely notification of regularly updated Nonfiction titles in a variety of subject areas from atlases to writing handbooks. If you do not want to receive a title every time it updates, you can select a cycle. Program runs twice a month and includes titles up to four months prepublication.

Nonfiction Series (Adult)—Provides the latest series Nonfiction geared toward adults, including "For Dummies" and hundreds of others. Program runs twice a month and includes titles up to three months prepublication.

Paperback Original Fiction—Provides notification of the original mass market paperbacks (20/month) and original trade paperbacks (20/month or 40/month) that are forecasted to have the highest demand. Program runs once a month and includes titles up to two months prepublication,

Popular Series (Adult)—Sends customers list of the newest and hottest titles from the popular adult Fiction series that the customer selects. Program runs once a month and includes titles up to three months prepublication.

ReviewALERT℠ (Adult)—Notifies customers when titles receive a review in their selected journals (*Booklist*, *Kirkus*, *Library Journal*, *Publishers Weekly*); can be limited by Dewey® Century, Fiction, and Graphic Novels to save time, as well as starred reviews, unstarred reviews, and all reviews. Program runs twice a month.

Travel Continuations (Adult)—Offers a flexible method of receiving regularly updated travel guide titles. If you do not want to receive a title every time it updates, you can select a cycle. Program runs twice a month and includes titles up to four months prepublication.

Programs—Youth

Author/Illustrator (Children's)—Offers the newest titles by bestselling children's authors and illustrators (ages 0-12). Program runs twice a month and includes titles up to six months prepublication.

Author (Teen)—Offers the newest titles by bestselling YA authors (ages 12-17). Program runs twice a month and includes titles up to six months prepublication.

Easy Reader (Youth)—Sends notification of the newest titles from customer-selected leveled beginning reader series. Program runs twice a month and includes titles up to three months prepublication.

Nonfiction Series (Youth)—Provides the latest series Nonfiction geared toward youth, including DK Eyewitness Books and hundreds of others. Program runs twice a month and includes titles up to three months prepublication.

Picture and Board Books—Offers the best upcoming Picture Books and Board Books. Hand-selected by a children's librarian, this Program offers 25 or 50 Picture Books and 10 or 20 Board Books. Program runs once a month and includes titles up to three months prepublication.

Popular Nonfiction (Youth)—Offers the top hand-selected titles in Easy Nonfiction (10 titles), Juvenile Nonfiction (15 titles), and/or YA Nonfiction. Program runs once a month and includes titles up to three months prepublication.

Popular Series (Youth)—Sends customers lists of the newest titles from popular youth Fiction series. Program runs twice a month and includes titles up to three months prepublication.

ReviewALERT℠ (Youth)—Notifies customers when titles receive a review in their selected journals (*Booklist*, *Bulletin of the Center for Children's Books*, *Horn Book Magazine*, *Kirkus*, *Publisher's Weekly*, *School Library Journal*); can be limited by industry standard age ranges and Graphic Novels and starred reviews, unstarred reviews, and all reviews to save time. Program runs twice a month.

Programs—For All Ages

Awards* Book Clubs* State Lists—Offers new award winners and honor books, major book club picks, and state lists. Program runs the day after books are awarded/announced.

Graphic Novel (Adult & Youth)—Features expertly hand-selected and age-ranged Graphic Novel series. Program runs twice a month and includes titles up to three months prepublication.

iSelect®—Ingram's own build-your-own New Title Notification/Standing Order Programs includes BISAC subject categories and sub-categories selected by the customer and is based on Ingram buy level; can also be filtered to view or exclude titles from specific publishers. Program runs every Sunday.

Popular Video (Adult & Youth)—Provides weekly notification of the latest blockbusters, independent films, foreign films, classics debuting on DVD, TV series (Youth), TV series (Adult), TV movies/mini-series (Youth), TV movies/mini-series (Adult), documentaries, anime, and family film on DVD, Blu-ray, DVD/Blu-ray combo, and Blu-ray 3D. Program runs every Thursday.

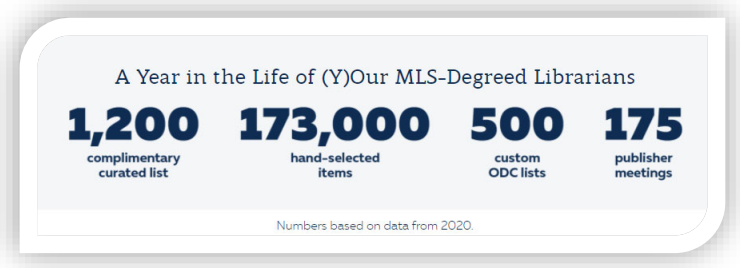
g. Describe any other print book value-added/enhanced services the vendor will offer.

Collection Development Services

Ingram's Collection Development team includes 11 MLS-degreed librarians and managers, 4 long-term publishing industry expert administrators, and 1 data manager partway through her library degree. Our 11 librarians each have at least five years of public library collection development experience, and the Collection Development team has almost 300 years of library and/or publishing experience combined. Team members have participated in local, state, and national library conferences at which they presented on collection development, forthcoming books, picture books, selection tools, library marketing, Dewey versus BISAC organizational schema, library technology, handling difficult patrons, library staff development, and more.

The Collection Development team is well-known for top quality selection lists for Opening Day Collections (ODCs) and ad hoc lists, and libraries have purchased Ingram's custom Collection Development services for projects when lists from other vendors were unsatisfactory. Ingram's MLS-degreed librarians and program administrators work with you to select materials and develop your collections. With their public library selector experience and ability to track trends that can impact reading behavior, they identify titles you need for a well-balanced, diverse, relevant, high-circulating collection.

Ingram offers a wide range of cutting-edge and comprehensive Collection Development services, branded as iCurate®. We group iCurate® into five overarching services reflecting the careful work of MLS-degreed librarians rather than canned lists and automated queries—No Robots Here!



Our Collection Development Librarians have built and daily maintain a proprietary database with value-added data such as diverse title distinctions, assigned genre, and state interest, along with more standard metadata. We meet with large and small publishers throughout the year to learn about forthcoming titles, publicity, and other important publisher news. We use data-driven reports to identify titles before they become popular in libraries, because Ingram is the main provider of books to bookstores, large retail stores, and online booksellers.

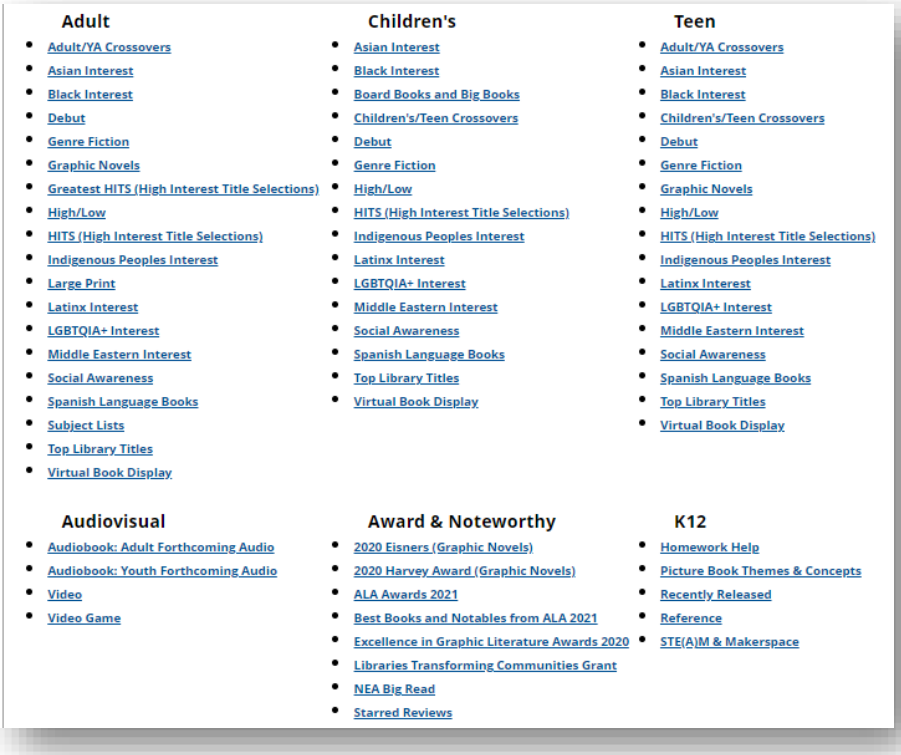
Ingram's Collection Development services include:

- iCurate *Complimentary Curated Lists*: The ipage catalog includes thousands of librarian-curated lists available without charge. We update these lists regularly and include forthcoming bestsellers, a wide variety of DEI title lists, current trending topics, top library titles, and much more.
- iCurate *Complimentary Standing Order Programs*: 22 commitment-free programs that you can manage online through ipage 24/7 and that are available either as Report Only or Auto-ship with no discount reductions. We diligently maintain the programs to ensure offerings are active and relevant.
- iCurate *Coming Soon*: Monthly list subscription service delivering hand-selected lists with no gaps or duplication, balanced toward the public library collection.
- iCurate *Core*: One-time gap analysis comparing print holdings to a public library core collection with the library's holdings marked, which allows the library to identify missing *Core* titles.
- iCurate *inClusive*: Our **award-winning** assessment of the diversity of a library's holdings, with eye-catching reporting and shopping lists of diverse titles missing from the library's collection, delivered within two weeks. *inClusive* saves years of tedious work and provides tools to quickly improve a collection's inclusiveness.
- iCurate *Custom Ad Hoc Lists*: Ingram's MLS-degreed Collection Development librarians create one-time targeted custom lists for libraries with grants, end-of-year spend budgets, and special projects.
- iCurate *Custom Opening Day Collections & Large Projects*: Ingram wrote the book on Opening Day Collections, for which our collection development librarians build hand-selected custom lists tailored to help you meet your community's unique needs.

– Complimentary Services

iCurate® *Complimentary*: Curated Lists

iCurate® *Complimentary* includes thousands of hand-selected lists available without charge to customers on ipage® in the Curated Lists tab. Major categories for Curated lists are Adult, Children's, Teen, Audiovisual, Award & Noteworthy, and K12, and we update lists weekly, monthly, quarterly, or annually, depending on type of list.



Adult

- Adult/YA Crossovers
- Asian Interest
- Black Interest
- Debut
- Genre Fiction
- Graphic Novels
- Greatest HITS (High Interest Title Selections)
- High/Low
- HITS (High Interest Title Selections)
- Indigenous Peoples Interest
- Large Print
- Latinx Interest
- LGBTQIA+ Interest
- Middle Eastern Interest
- Social Awareness
- Spanish Language Books
- Subject Lists
- Top Library Titles
- Virtual Book Display

Children's

- Asian Interest
- Black Interest
- Board Books and Big Books
- Children's/Teen Crossovers
- Debut
- Genre Fiction
- High/Low
- HITS (High Interest Title Selections)
- Indigenous Peoples Interest
- Latinx Interest
- LGBTQIA+ Interest
- Middle Eastern Interest
- Social Awareness
- Spanish Language Books
- Top Library Titles
- Virtual Book Display

Teen

- Adult/YA Crossovers
- Asian Interest
- Black Interest
- Children's/Teen Crossovers
- Debut
- Genre Fiction
- Graphic Novels
- High/Low
- HITS (High Interest Title Selections)
- Indigenous Peoples Interest
- Latinx Interest
- LGBTQIA+ Interest
- Middle Eastern Interest
- Social Awareness
- Spanish Language Books
- Top Library Titles
- Virtual Book Display

Audiovisual

- Audiobook: Adult Forthcoming Audio
- Audiobook: Youth Forthcoming Audio
- Video
- Video Game

Award & Noteworthy

- 2020 Eisners (Graphic Novels)
- 2020 Harvey Award (Graphic Novels)
- ALA Awards 2021
- Best Books and Notables from ALA 2021
- Excellence in Graphic Literature Awards 2020
- Libraries Transforming Communities Grant
- NEA Big Read
- Starred Reviews

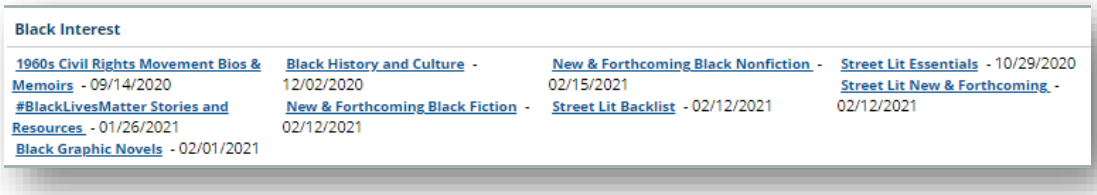
K12

- Homework Help
- Picture Book Themes & Concepts
- Recently Released
- Reference
- STE(A)M & Makerspace

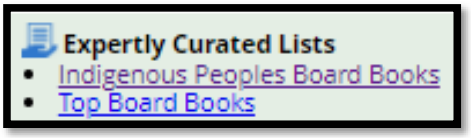
Our lists receive tens of thousands of views and downloads each month and include *High Interest Title Selections (HITS)* of the most anticipated forthcoming titles in each area, *Top Titles Lists* to help fill in gaps after weeding or during regular maintenance, and much more. Our *Virtual Book Display* sections feature trending and timely topics, such as *Baking for Any Mood*, *Girls' School Fiction*, and *Holiday Celebrations*, while our *Subject Lists* feature regularly updated topics always of interest, such as *English Language Learning*, *Nonfiction Classics & Essentials*, *Homeschooling, In the News*, *Movie/TV Adaptions*, and many more.

> *"I am LOVING these [ipage®] lists! Not only are they helpful with regular collection development work, they're making it easy to put together mini collections for display. LOVE THEM!"*
> — Katie J., Adult Collection Development Coordinator

Ingram recognizes the need for more diverse books and creates regularly updated lists of diverse titles, such as *Asian Interest*, *Black Interest*, *Diverse Families*, *Income Inequality*, *Indigenous Interest*, *Latinx Interest*, *LGBTQIA+ Interest*, *Mental Health*, *Middle Eastern Interest*, *#ownvoices*, *Serious Illness*, *Social Emotional Learning*, *Spanish Language Books*, and *Special Needs*. Our Collection Development librarians mark diverse title distinctions in our databases. They review title feeds received from publishers every day to identify as many quality diverse titles as possible, both when creating these diverse category lists and when creating all other lists and projects.



For customers who like to find titles serendipitously in ipage®, we created an "Expertly Curated" icon that appears under a title in your Search Results or Selection Lists and that indicates a title from one or more of our Curated Lists. Within the title detail page, you can view lists on which the title appears and click directly into any of those featured lists. So, for example, if interested in the book *Little You* because you are searching for Indigenous Peoples Board Books, you can click straight into the *Indigenous Peoples Board Books* Curated List and instantly find 18 other quality titles.



iCurate® *Coming Soon*: Forthcoming Monthly Title Subscription

Easily manage new and forthcoming titles with Ingram's suite of librarian-curated lists delivered on the first of every month within ipage®. Featuring far more than simply the bestsellers, this annual subscription offers three size options by category so you can efficiently maintain a relevant collection by allowing our librarians to do the heavy lifting.

Our collection development librarians stay on top of publishing and cultural trends and use their public library experience to tailor each list to include what they would want in their own public library collection to increase circulation. Lists are balanced according to the needs of a typical American public library—more Picture Books than Board Books, more YA Fiction than YA Nonfiction, and more Adult Nonfiction 600s than 400s, as examples. Lists also reflect publishing-industry schedules and the seasonality of different subjects throughout the year, and therefore, include more titles in October than in February.

You can subscribe to Adult, Children's, and/or Teen lists and mix-and-match small, medium, and large lists within each age category—there is no price difference between sizes, and you can change the size at any time. Get lists in the following subjects:

Adult Lists (15 lists)
Adult Fiction
Adult Graphic Novels
Adult Large Print Fiction & Nonfiction (2 lists)
Adult Nonfiction 000s – 900s & Biographies (11 lists)

Children's Lists (8 lists)
Board Books
Picture Books
Easy Nonfiction

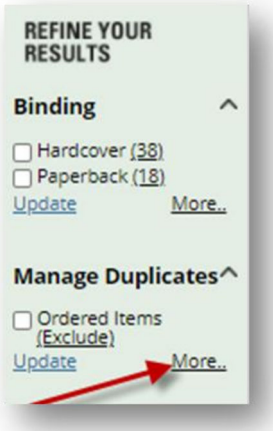
Easy Reader Fiction & Nonfiction (2 lists)
Juvenile Fiction
Juvenile Graphic Novels
Juvenile Nonfiction

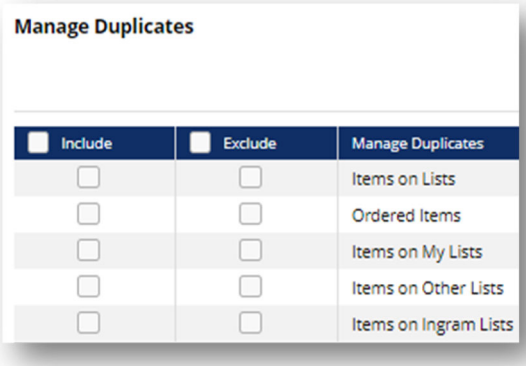
Teen Lists (3 lists)
Teen Fiction
Teen Graphic Novels
Teen Nonfiction

Ingram's iCurate® *Coming Soon* features an **Enhanced Duplication Management** tool in ipage®, available exclusively for *Coming Soon* subscribers. This tool allows libraries to manage duplicates on customer-created and Ingram-delivered Selection Lists, iCurate® *Complimentary* Curated Lists, and in Search Results quickly and easily. It allows users to filter Selection Lists and Search Results to include or exclude titles already on another Selection List(s), Ordered from Ingram, and/or in their Holdings (if submitting holdings to Ingram via Z39.50).

1. Search results and Ingram Curated Lists (hiding duplicates) – When the user searches and gets a list of results or views the iCurate® *Complimentary* Curated Lists in ipage®, *Coming Soon* customers see on the left side of the screen an additional set of options for filtering.

   Manage Duplicates:





   Under **Manage Duplicates**, users can *Exclude* from view titles on a Selection List, Ordered from Ingram, or in their library's Holdings (if participating). This is a quick, easy way to eliminate those titles from Search Results or from the Curated Lists so that you do not inadvertently add duplicates to a list you are creating.

2. Selection Lists (deleting duplicates) – In a Selection List (customer-created or Ingram-created, such as iCurate® *Coming Soon* or New Title Notification/Standing Order Programs lists), users can filter to *include* duplicates to make it easier to remove them from their Selection List. Once

your list displays only the duplicates, you can then choose with a simple click to delete all visible titles from your selection list or to review each one and hit the delete icon only where desired. The icons showing on which Lists each title is duplicated help you determine if duplication is merited.

Introduced at PLA 2020, iCurate® *Coming Soon* attracted the attention of busy librarians and has garnered praise for its quality and comprehensiveness: "I am already happy with the titles I wouldn't normally see in my review lists. Gathering these titles would require extra work and time I rarely have. A+!" (Jeremy Bloom, Lincoln Parish Library)

See Ingram's Cost Proposal for pricing.

Convenient:

- ✓ **Enhanced Duplication Management** feature for quick-click deduplication against your Holdings, On Order, or In a Selection List
- ✓ Allows you to quickly deduplicate *Coming Soon* lists, Selection Lists, iCurate® *Complimentary* Curated Lists, and Search Results across ipage®
- ✓ **Enhanced Duplication Management** available exclusively to ®*Coming Soon* subscribers

Customizable:

- ✓ Mix & match small, medium, and large lists by collection
- ✓ Select list size based on circulation, budget, or selector preference
- ✓ Have lists delivered to specific ipage® account users based on how you set up enrollments

Comprehensive:

- ✓ Forthcoming, new, and timely titles selected by MLS-degreed librarians
- ✓ Date ranges up to 120 days prepublication
- ✓ No gaps or duplication within the iCurate® *Coming Soon* service

Your iCurate® *Coming Soon* lists will never duplicate each other, so you will never see the same title run multiple times on a list or on multiple lists. To maintain affordability, *Coming Soon* lists reflect binding preferences of most of our customers:

1. Hardcover
2. Trade Paperback
3. Library Binding
4. Mass Market Paperback

Lists do not include reprints unless truly a new edition with updated content.

The iCurate® *Coming Soon* subscription ensures you don't miss big titles. At the same time, it balances the midlist and other parts of your collection, capturing titles that unexpectedly pop as they are being released. To that end, we create *Coming Soon* lists using a rolling set of publication dates (Last Month + Current Month + 3 Months). The bulk of the list comprises titles with the latest publication month available (for example, October titles in the July 1 lists); titles from other months in the date range may also be included based on predicted popularity and review coverage. Drop-in titles are included to be sure your library sees popular titles you will not want to miss. These are titles our librarians believe are necessary to build a balanced collection over the course of the year. They include bestsellers as well as standard titles and topics needed to round out a typical public library collection.

Want to keep your Author New Title Notification/Standing Order Programs with its line-item grids and other New Title Notification/Standing Order Programs that work well for your needs while still avoiding duplicates? The Enhanced Duplication Management feature makes that easy.

iCurate® *Core*: One-Time Gap Analysis
From time-to-time, our collections get out of balance or are missing key titles or even sections. At other times, we just want to know how healthy our collection is.

Ingram's Collection Development librarians have all worked in public libraries and have struggled with these issues first-hand. Thus, we created iCurate® *Core*: Essential Collection Gap Analysis for the public library. This service allows a library to rebalance their Adult, Teen, and/or Children's collections with a one-time list suite of essential titles currently missing.
The iCurate® *Core* service provides a one-time set of lists that include classics, standards, evergreen titles, and new, popular titles a public library should own, compared to an author/title match of your submitted holdings, to identify which titles missing from your collection. Our team of experienced, MLS-degreed librarians create these lists.

The lists come in an Excel list format with value-added information and estimated actual customer pricing to make it easier to budget. Besides standard fields such as title, author, publisher, EAN, Dewey, BISAC, pricing information, and more, iCurate *Core* lists include fiction genre category and public library ranking to help prioritize purchases. We mark your holdings so that you can determine if you want to purchase additional copies of a title or to replace a worn copy, and you can order via your usual means or by emailing the spreadsheet to Ingram's Customer Care team.

Adult Lists
Adult Fiction
Adult Graphic Novels
Adult Nonfiction 000s – 900s and Biographies (11 lists)

Children's Lists
Board Books
Picture Books
Easy Nonfiction
Easy Reader Fiction
Easy Reader Nonfiction
Juvenile Fiction
Juvenile Graphic Novels
Juvenile Nonfiction

Teen Lists
Teen Fiction
Teen Graphic Novels
Teen Nonfiction

We match your holdings by author/title, so that titles you already own in a different binding, such as hardcover versus paperback, show as held. Occasionally metadata may not match between bindings, or

an EAN in your catalog has been out of print long enough that it no longer exists in our database. In those cases, we will not be able to match different bindings, and the title on your list may appear as un-held.

You can purchase iCurate *Core* lists one time, every few years, or annually. They provide a starting point to show which essential and currently popular titles are missing so that you do not have to spend weeks or months analyzing the collection and searching for replacement titles. You can also use them annually to replace essential items weeded due to condition.

iCurate® *inClusive*: Diversity Audits Made Easy
Winner of the top award placement from LibraryWorks in its eighth annual Modern Library Awards (MLAs) for 2022.

Books offer children and adults mirrors to see themselves in what they are reading, and windows to see others in what the read (Rudine Bishop). According to *School Library Journal*, almost 95% of librarians agree that having a diverse collection is either important or very important.

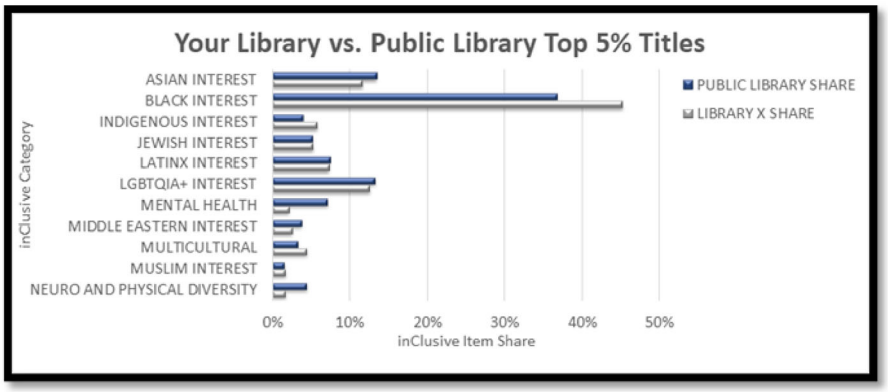
At the same time, the publishing industry acknowledges a lack of diverse voices, editors, and leaders, and standard metadata rarely helps identify diverse titles. As a result, diversity audits of a collection are typically manual, time-consuming, and tedious.

With iCurate® *inClusive*, a library purchases a one-time assessment of the diversity of their holdings. They email their holdings EANS to Ingram, and within two weeks, they receive eye-catching reporting on the diversity of their collection for their library board or funding agency. In addition, they receive lists of missing diverse titles most popular in public libraries.

Purchase options include Adult, Children's, Teen, or a bundle of All Ages and come with the following:

- More than 60 charts and graphs showing the diversity of your collection compared to the top 5% of titles sold into public libraries. These provide context in each subject area, age range, and overall collection, including the following diversity categories:
    - Asian Interest
    - Black Interest
    - Indigenous Interest
    - Jewish Interest
    - Latinx Interest
    - LGBTQIA+
    - Mental Health
    - Middle Eastern Interest
    - Multicultural
    - Muslim Interest
    - Neuro and Physical Diversity

We base diversity categories on interest and content rather than solely on author identification, which is not always readily available, accurate, or discernable.



- Excel spreadsheet that you can edit, filter, sort, and duplicate with 24 subject breakouts that include the number of diverse titles currently in your collection in each diversity category. This allows you to track and enter new purchases to create "after" reporting.

Audience	Collection	Asian Interest	Black Interest	Indigenous Interest	Jewish Interest	Latinx Interest	LGBT Interest	Mental Health	Middle Easte
Adult		8,898	18,050	3,169	4,542	5,296	9,451	3,217	
	Adult 000	32	88	33	10	26	4	0	
	Adult 100	181	224	27	59	34	50	510	
	Adult 200	470	651	128	1,110	110	176	95	
	Adult 300	1,520	3,178	571	410	1,186	1,125	314	
	Adult 400	114	36	33	23	5	8	3	
	Adult 500	35	58	21	5	16	3	2	
	Adult 600	664	452	70	118	363	84	1,061	
	Adult 700	892	1,176	164	118	398	228	13	
	Adult 800	614	1,421	173	155	443	703	35	
	Adult 900	1,270	1,185	745	656	677	61	10	
	Adult Biography	612	2,451	292	720	393	879	587	
	Adult Fiction	2,410	7,023	810	1,128	1,610	5,881	531	
	Adult Graphic Novel	84	107	102	30	35	249	56	
Children's		732	1,623	355	333	526	198	89	
	Board Book	9	30	5	20	2	6	0	
	Children's Fiction	273	396	111	104	219	43	56	
	Children's Graphic Novel	78	128	5	27	57	62	9	
	Children's Nonfiction	119	537	176	74	108	26	10	
	Easy Nonfiction	5	8	1	2	3	2	0	
	Easy Reader Fiction	64	34	3	0	18	0	0	
	Easy Reader Nonfiction	1	26	1	1	1	0	0	
	Picture Book	183	464	53	105	118	59	14	
Teen		494	887	272	208	392	1,360	434	
	Teen Fiction	354	543	148	154	320	826	348	
	Teen Graphic Novel	119	274	111	34	55	491	32	
	Teen Nonfiction	21	70	13	20	17	43	54	
Grand Total		10,124	20,560	3,796	5,083	6,214	11,009	3,740	

- Shoppable lists of the diverse titles most popular in public libraries, with your holdings (title/author match) and diversity codes marked, to facilitate filling in identified gaps. The lists enable you to take immediate action:

Adult Lists

Fiction
Graphic Novels

Children's Lists

Board Books
Easy Nonfiction

Nonfiction 000s
Nonfiction 100s
Nonfiction 200s
Nonfiction 300s
Nonfiction 400s
Nonfiction 500s
Nonfiction 600s
Nonfiction 700s
Nonfiction 800s
Nonfiction 900s
Nonfiction Biographies

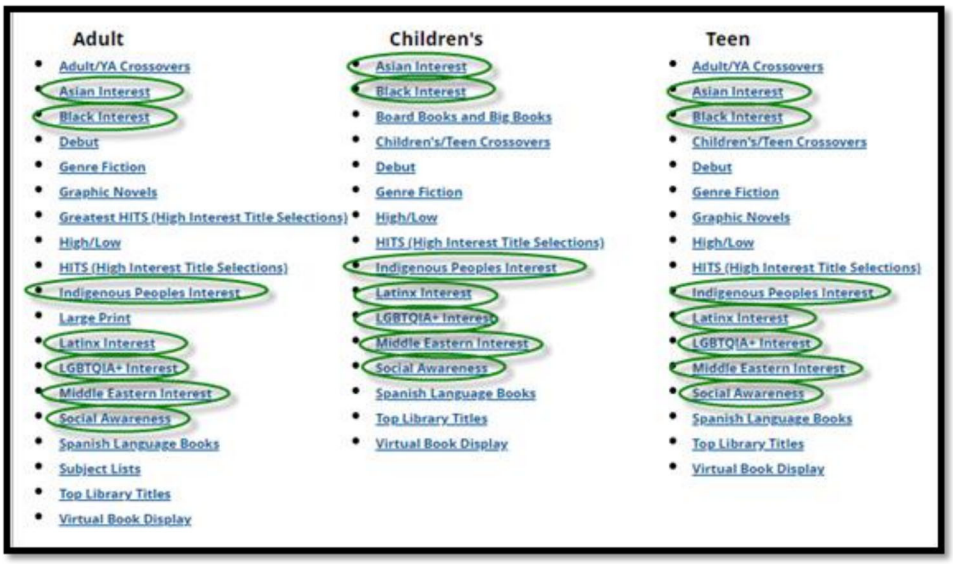
Easy Reader Fiction
Easy Reader Nonfiction
Juvenile Fiction
Juvenile Graphic Novels
Juvenile Nonfiction
Picture Books

Teen Lists

Fiction
Graphic Novels
Nonfiction

- Links to the iCurate® *Complimentary* Diverse Title Lists provided within ipage® for ongoing support:

The reporting and lists of diverse titles arrive in two weeks rather than over a period of months or years and saves possibly hundreds of hours of payroll time. It also allows libraries to fill in gaps quickly so that their communities benefit almost immediately.



Diversity is at the forefront of Collection Development and collection development policy in the US, but publishing is not diverse enough for things to "just work out." By purchasing *inClusive*, you can spend the bulk of your money on filling in diverse title gaps rather than on extravagant fees for other reporting and analysis services, or on extra payroll for a lengthy internal diversity audit process. Let Ingram do the work for you.

Ingram's Collection Development librarians have for years assigned value-added metadata in our applications. We have also ingested out-of-print holdings from the largest libraries in the country to make sure our reporting is as accurate and thorough as possible, even on older collections. This

groundwork makes future title/author matching more complete should these titles come back into print, since the value-added information already exists in our database.

See Ingram's Cost Proposal for pricing.

iCurate® *Custom*: Ad Hoc Lists
Ingram's MLS-degreed Collection Development librarians create one-time targeted custom lists for libraries with grants, end-of-year spend budgets, or unexpected funds, and who need lists of titles unavailable in ipage® Curated Lists that are also difficult to search for in ipage®.

Generally, we design custom lists around specific collection areas -- such as large Urban Fiction, African Diaspora Biographies, Parenting Collections, Job Searching & Interviewing, Immigration Assistance, etc.-- and involve a known purchasing commitment the customer plans to makes with Ingram.
To begin a complimentary ad hoc project, libraries can contact their sales representative, who then gathers pertinent information, such as subject(s), budget, project deadline, preferred publication date range, binding preference, and other pertinent information.

Ingram's Collection Development librarians have extensive experience creating custom lists and have create them for topics ranging from religious books for the Qatar National Library to a large librarian professional development collection for a public library in Florida, to a marijuana collection in a public library in Colorado shortly after cannabis legalization. With Ingram, it's easy. Custom lists are complimentary when customers purchase books solely from Ingram.

iCurate® *Custom*: Opening Day Collections (ODCs)
Undertaking a library expansion can be a massive endeavor. From selecting an architect to anticipating delivery dates, the magnitude of such a project can feel overwhelming.

Ingram Library Services created the **READY** program for ODCs to help simplify these large collection projects. When you get **READY** with Ingram, you can relax, knowing your collection development partner is an expert ODC management team.

With **READY**, we have combined **R**eliable Specialists, **E**xpert Collection Development Librarians, **A**ccurate Cataloging and Processing, and **D**etailed Delivery Arrangements into one seamless process. **Y**ou can rest easy.

- **Reliable Specialists**: Together, we complete a meticulously refined service success plan that helps us understand your distinct library needs every step of the way. Consistent communication and scheduled check-ins allow us to work as an extension of your staff. As partners on this project, we consider everything from building design to delivery.

- **Expert Collection Development**: Our collection development librarians' expertise is at your disposal throughout the collection process. We collaborate with your team to provide as much—or as little—guidance as you desire and work tirelessly to build hand-selected custom lists tailored to help you meet your community's unique needs.

- **Accurate Cataloging & Processing**: MLS-degreed librarians and veteran processors adhere to your thoroughly detailed specifications throughout a custom-made setup process so that all

titles match your classification requirements. This truly customized C&P means your titles arrive shelf-ready, exactly as needed, and circulate as soon as possible.

- **Detailed Delivery**: Ensuring accurate, efficient delivery is top priority. Once processed titles pass quality control inspection, we proceed with a fine-tuned operation for sorting, organizing, boxing, protecting, and scheduling transport of your collection materials. We ship at your discretion and coordinate delivery procedures that include options for shelving and unboxing.

- **You Rest Easy**: Whether you need 1,000 or 1,000,000 titles, our aim is that you be confident on Opening Day. We manage and ship your order, based on your specifications, with utmost care, but reliable service does not end at delivery. We also follow up to answer your questions and to continue to fulfill your needs.

Ingram wrote the book on Opening Day Collections – literally. When you begin a project with us, we provide a copy of our *ODC Handbook*, packed with helpful resources, such as shelving allocations, budget spreading tools, expert tips & tricks, Ingram's ODC process, delivery, and more. The ODC Handbook is a guide to every step of an ODC project. It includes:

Interactive Resources

- Library ODC Project Checklist
- Opening Day Collection Handbook
- Collection Development ODC Profile
- Interactive Budget Spread Tool
- Shelving Formulas
- Physical Processing Checklist

Planning & Project Management

- Define materials budget.
- Consider building and construction factors:
    - Is the shelving plan in place?
    - Will there be an existing collection integrated with new materials?
    - What is the possession date?
- Define the delivery schedule and receiving workflow.
- Discuss sorting options.

Budgeting & Space Allocation

- Build a shelving plan.
- Allocate funding for cataloging, processing, and shelving.
- Discuss contingency plans for skyrocketing circulation.

Cataloging & Processing

- Determine C&P requirements by collection.
- Test physical materials.

Selection & Ordering

- Complete Collection Development ODC Profile.
- Discuss requirements, answer questions, and confirm needs.
- Define a timeline for receiving lists, selecting materials, and ordering your collection.
- Receive lists from (y)our MLS-degreed librarians.
- Select the titles and quantities and return lists for ordering.

Account Management & Delivery

- Receive one complete shipment or multiple batched shipments.
- Discuss delivery date(s) and freight carrier details.
- Determine summary invoicing and timeframe.
- Assess project.

Ingram's proprietary *ODC Handbook* helps you manage each important step of the project, from budgeting, to allocating shelf space, to celebrating milestones. It's a guide that helps ensure a successful project as well as a reporting tool to keep your administration and funding partners informed. We know the collection is just one part of a building, renovation, or refresh project, but we want to make sure that you do not have to sweat the details alone.

At the beginning of the ODC process, we assign an Ingram Project Manager to serve as your dedicated partner throughout. The Project Manager brings together other Ingram staff members who are experts in their areas, such as Collection Development, Cataloging, and Logistics. Together, they execute the project on your timeline and within your budget. The Project Manager ensures that no detail is forgotten and no surprises appear along the way. We know your time will be stretched during this project because your day-to-day activities still demand your attention. Therefore, we ensure you can stay focused on your primary job while we make sure everything stays on track. We will notify you with any need to adjust expectations based on construction delays, funding changes, or other unscheduled events.

Behind your Project Manager is a team of Collection Development librarians, experienced catalogers, and processing professionals, we can serve as additional staffing so that your project goes smoothly from concept to opening day. We want you to consider our staff as an extension of your local team, eager to make your project successful.

We know that every ODC project is different, things often change mid-stream, and unforeseen events occur. We work with you through all contingencies.
The opening of a library is a complex process involving many moving parts, and Ingram Library Services strives to deliver the best ODC to each of our library customers.

- ✓ The selection lists (carts) generated will be the highest quality with the most relevant information presented. Our Collection Development librarians create the lists only after a complete and thorough understanding of the library community and patronage being served. Our goal is that 50% of the selected material circulates in the first 180 days after opening day.

- ✓ We process and catalog materials to your specifications for each material type and collection area. Ingram's Account Services team works to thoroughly understand all specifications and to address any anomalies. We strive for 100% accuracy of Cataloging & Processing for every ODC that we deliver.

- ✓ We deliver on the date and to the location you specify. Ingram ensures a professional delivery in compliance with your wishes. Ingram will have personnel on-site for delivery.

If we do not already catalog & process your materials, or if your ODC requires cataloging and/or processing services different from those you typically receive, we ask that you complete a C&P portal at the beginning of the project. Your Project Manager can assist you with completion of the portal and with

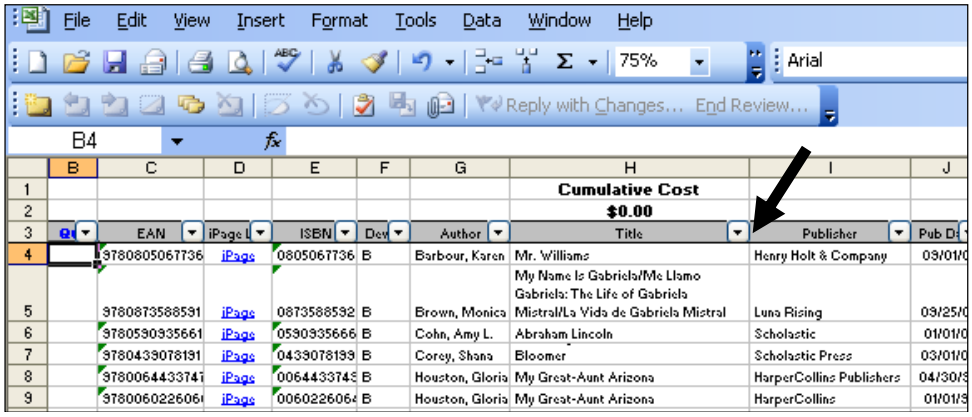
your accounts set up, both of which provide a detailed analysis of your project's C&P requirements. Before beginning the C&P process, we provide sample items to ensure accuracy and functionality.

Once we complete your C&P specifications, you then complete a Collection Development profile to establish parameters and details of your project.

After you complete your profile, Ingram's Collection Development team schedules a conference call with your staff to discuss your preferences for your lists. Lists are split according to C&P requirements and/or your preferences.
We help you create a timeline for each task while accommodating your needs and ensuring materials arrive by your target date.

Ingram's experienced librarians create selection lists based on a popular collection, unless otherwise directed by the customer. We are happy to consult with your selectors to discuss your library's collection development philosophy before deciding on an appropriate mix of titles for your lists.

To allow for purchasing flexibility, we create ODC selection lists with material costs approximately one and a half times your stated dollar amount or units.
We deliver lists via Excel spreadsheets with sorting and filtering capabilities. Spreadsheets contain standard metadata fields, Public Library sales ranking, and a running estimated total of items chosen. The Cumulative Cost dollar total along the top of the spreadsheet is an *approximate* dollar amount based on quantity ordered, discount, and any cataloging & processing charges:



	B	C	D	E	F	G	H	I	J
1							Cumulative Cost		
2							$0.00		
3	Qt	EAN	iPage L	ISBN	Dev	Author	Title	Publisher	Pub D
4		9780805067736	iPage	0805067736	B	Barbour, Karen	Mr. Williams	Henry Holt & Company	09/01/0
5		9780873588531	iPage	0873588532	B	Brown, Monica	My Name Is Gabriela/Me Llamo Gabriela: The Life of Gabriela Mistral/La Vida de Gabriela Mistral	Luna Rising	09/25/0
6		9780590935661	iPage	0590935666	B	Cohn, Amy L.	Abraham Lincoln	Scholastic	01/01/0
7		9780439078191	iPage	0439078199	B	Corey, Shana	Bloomer	Scholastic Press	03/01/0
8		9780064433747	iPage	0064433749	B	Houston, Gloria	My Great-Aunt Arizona	HarperCollins Publishers	04/30/9
9		9780060226064	iPage	0060226064	B	Houston, Gloria	My Great-Aunt Arizona	HarperCollins	01/01/9

Other columns include a hyperlink to the selected title's ipage® listing, two subject headings, and one citation (where available).

We understand that with a brand-new building or a newly renovated one, your library has as many specific needs as do the books housed inside. With our years of ODC experience, we accommodate a variety of different delivery methods and work with you and your team to plan a streamlined receiving workflow conducive to setting up your new library as quickly and as painlessly as possible.

We charge no warehousing fees for ODC projects, but if you receive the entire project at one time, we can coordinate with your schedule to plan a specific delivery date.

If you find it easier to receive materials in smaller chunks, however, we offer the option of shipping your orders as we complete them.

We can also accommodate your individual library shelving needs:

- ☐ **Rough Sort—**This service is a standard feature we provide for each ODC project we undertake. You receive all your ODC materials organized by collection area. For example, you will not have to sort through a box that contains both Adult Nonfiction and Juvenile Fiction.
- ☐ **Strict Sort—**For a fee (See our Cost Proposal for pricing), we organize your orders by collection area AND by Dewey classification so that each book is strategically placed in a "shelf-ready" order. Simply open the boxes and place the books on your shelves!

Our pledge at Ingram Library Services is to make the selection and delivery of materials to your library the best and easiest part of an entire ODC project. Please note that Ingram's ODC lists are complimentary when customer agrees to purchase materials solely from Ingram.

"The task of choosing books for every section of the library and getting them processed seemed overwhelming to me, but after reaching out to Ingram, the different teams helped me navigate through the process and made it all very simple."

–Cecilia Hibdon, Barnsdall Public Library

iCurate® *Custom*: Ongoing Custom Lists

Ingram's Collection Development librarians create ongoing monthly custom lists for several libraries, including Free Library of Philadelphia, Chicago Public Library, and more. We build these lists according to each library's specifications and deliver them in ipage.

Often, we can save libraries money by identifying existing lists or programs that meet their needs. For libraries that do have custom needs, we create a proposal, which can offer a few options and price levels We also develop an agreement for a solution, based on requirements and estimate of time spent, matching customer specifications and detailed pricing.

Collection Development Services Pricing:

Complimentary Curation Services: Ingram offers a variety of curated selection lists and collection development tools through iCurate® *Complimentary* on ipage®. Our collection development librarians create and regularly update curated complimentary selection lists. We also provide New Title Notification/Standing Order Programs **free of charge.**

Custom Collection Development: We quote fees associated with uniquely customized lists on a list-by-list basis and based on the Library's specifications, which can include customization level, number of lists required annually, and whether it is for a special project or (part of) an ongoing list requiring regular updates. We will apply standard charges to any future services we develop and offer for customized collection development services.

iCurate® *Custom*:

Ad Hoc Lists

Complimentary when purchased solely from Ingram

Opening Day Collections

Complimentary if Ingram-created lists are purchased solely from Ingram.

Ongoing Curation

Based on requirements and estimate of time spent, Ingram develops an agreement, with specs and pricing detailed and partner with the customer to find the best solution.

iCurate® *inClusive*: Diversity Audits Made Easy

$1,500 each for Adult, Children's, or Teens, or $4,200 All Ages

iCurate® Core: One-Time Gap Analysis

$1,000 each for Adult, Children's, or Teen, or $2,800 for All Ages

iCurate® Coming Soon *

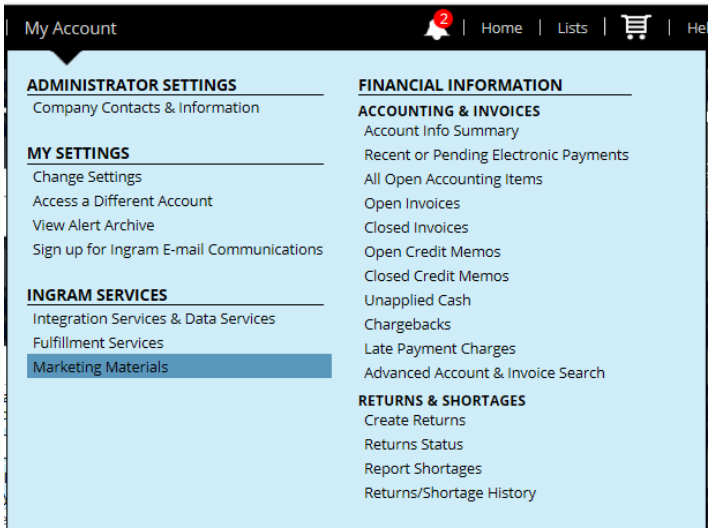
Annual Pricing: $775 Adult, $775 Children's, $775 Teen, or $2,100 for All Ages

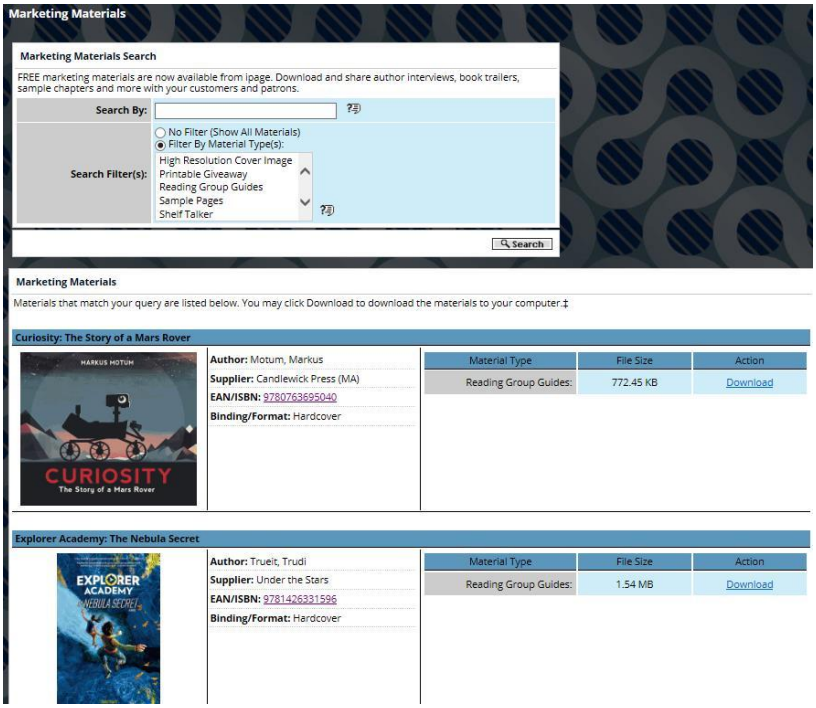
Marketing Materials on ipage®

Ingram ipage® is the Library's source for free publisher marketing materials. Available assets include shelf talkers, author photos, Q&As, book trailers, reading group guides, printable giveaways, teacher guides, and more. All content is cleared for use in newsletters and reading group materials, on websites and social media, and in other print and digital communications to customers and patrons.

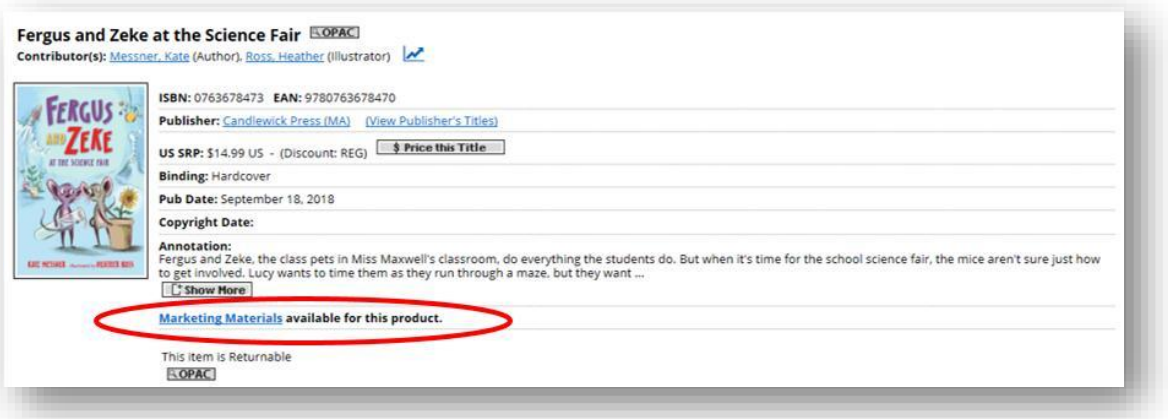
Searching and downloading materials is quick and easy. There are two ways to access these files:

1. From the ipage® homepage, hover over My Account and select Marketing Materials located under the Ingram Services section. From there you can search through the complete inventory of available assets.





2. When viewing an individual title, look for the Marketing Materials available for this product link on the Title Detail page.



Processing

Our expertly trained processing team provides the ultimate in flexibility with more than 100 different components and unlimited customized options for books, audiobooks, DVDs, and music CDs. All processing is done in accordance with the Library's specifications, and quality control measures are in place to ensure that Library expectations are met.

Processing options include, but are not limited to:

- AR/SRC Label
- Barcode
- Branch Label
- Date Due Slip
- Genre Label
- Label Protector
- Laminated Paperback Cover
- MARC Record
- Mylar Jacket
- Pocket
- Preprogrammed RFID/Barcode Set
- Property Stamp
- RFID Tag
- Spine Label
- Spine/Pocket Label
- Spine Tape
- Audiovisual Cases
- Theft

To add processing and cataloging services, Ingram offers online enrollment through our OnBoarding portal. Our Manager of Client Integration is available to guide the Library though the portal and to answer any questions throughout the process to ensure consistency of book appearance. Included in the OnBoarding portal are questions related to both physical processing and/or MARC record needs for both books and A/V materials. Included details are physical processing rules such as label location, taping requirements, and jacketing needs. Adult and Juvenile materials can have different processing profiles if the Library prefers.

We can further refine the Library's profiles based on binding of book. Using the Library's OnBoarding portal responses, our team will create a BookMARC profile for any account requiring certain kinds of labels, e.g., spine labels, or full cataloging records. Cataloging profiles can be refined by type - fiction or non-fiction - by collection - Adult, Young Adult, Juvenile, and Easy - and by genre – Graphic Novel, Fantasy, etc. – to ensure that the Library's materials are all cataloged in accordance with what is already in the Library's ILS system.

Processing and/or cataloging is profiled on an account level, and any item ordered on an individual account will receive the appropriate processing services. We are able to change your account profile upon written notification.

For this multi-year contract, Ingram reserves the right to re-evaluate discounts and terms at the end of the initial contract period and to review cataloging and processing pricing on an annual basis.

RFID

Our standard Ingram RFID tag is a "universal" tag meaning that we can program any type of encoding or programming into this tag (ex.: 3M, Bibliotecha, Tech Logic, ITG, Envisionware, etc.). The tags are ISO 15693 compliant. We can also encode customer supplied tags.

For audiovisual materials, we offer StingRay Full Disc Overlay RFID Tags for compact discs, DVD/Blu-rays, and video games.

Many customers prefer our pre-programmed RFID/Barcode sets for their projects. The fee for these includes application of both barcode and programmed RFID tags. We can also include the Library logo on the tags at no additional charge. Using these sets will ensure that all tags will arrive at the Library programmed. Should the Library be interested in this option, we would be happy to provide pricing.

Ingram is currently able to encode tags for most RFID systems. Should we need to obtain software or hardware for the system chosen by the Library, or if your required encoding includes customized data fields specific to your Library, we reserve the right to revise pricing.

BookMARC® Cataloging

Ingram provides access to full-level MARC records through BookMARC, the proprietary Ingram cataloging database. BookMARC includes the complete LC MARC database, as well as tens of thousands of entries created by Ingram's MLS-degreed catalogers.

Ingram is a trading partner with OCLC, wherein our CIP upgrades and MARC record originals are accepted by OCLC for inclusion in WorldCat.

Ingram cataloging is in accordance with the latest editions and versions of the Anglo-American Cataloging Rules/RDA, MARC21 Format, OCLC Bibliographic Formats and Standards, Library of Congress Classification Schedules, Dewey Decimal Classification, Sears List of Subject Headings, and Library of Congress Subject Headings. Ingram cataloging is consistent with LC rule interpretations and cataloging practices.

Ingram Catalogers are experienced in working with Library Technical Services and Cataloging staff to ensure that the cataloging services we perform accurately reflect the library's local standards and conventions. With Ingram, your project will be given top priority by our cataloging staff. A team of professional MLS-degreed catalogers and professionals experienced in working with multiple ILS systems will be assigned to your project.

Ingram Library Services will send and receive samples at the beginning of the project, plus continue discussion via conference calls and email between Ingram Cataloging specialists and library staff throughout the projects to assure compliance with specifications.

If standard BookMARC cataloging does not meet the Library's needs, Ingram offers a full array of custom cataloging options. Services include:

- Searching for added copy in the Library's ILS utilizing Z39.50 protocol.
- CIP, OCLC, or other Level 5/7 records can be brought up to FULL AACR2 / RDA / MARC 21 standards to correspond with book in hand by an MLS-degreed cataloger.
- Where existing or derived records are not available, an original cataloging record can be created with book in hand by an MLS-degreed cataloger.
- Should the Library require OCLC Holdings Updates, Ingram can provide this service at no charge, utilizing OCLC Batch Load Services. Please note that OCLC charges a one-time project set-up fee, which will be the responsibility of the Library.

In addition to standard MARC records, Ingram's MLS-degreed catalogers can review and update records to meet local practice requirements. Examples include applying local exceptions to LC or Dewey classification; adding contents, summary, target audience, or local notes; and applying local subject headings or local exceptions to standard subject headings lists.

Pricing for these customized services can be provided upon receipt of the Library's technical services specifications and will be reflective of the complexity of the Library's requirements.

7. IF VENDOR WILL BE SUPPLYING **ELECTRONIC BOOKS**:

Ingram is entering a No Bid for this category.

a. Approximate number of e-book publishers/distributors the vendor can supply:
b. Approximate number of e-book titles the vendor currently supplies:
c. Types of e-books you can supply (check all that apply):
_____ Fiction
_____ Nonfiction
_____ Current/Popular
_____ Reference
_____ Non-English Language
_____ Graphic Novels
_____ University Press
_____ Other:_____

d. Types of audience the vendor can supply (check all that apply):
_____ Children
_____ Young Adult
_____ Adult

e. What e-book file formats can the vendor supply? (check all that apply):
_____ EPUB
_____ PDF
_____ Other:_____

f. Do vendor e-books require specific software or e-readers?
_____ Yes
_____ No

If Yes, describe:

g. Do vendor e-books have accessibility features that enable them to be read as audio, Braille, or large print by library patrons with sight disabilities?
_____ Yes
_____ No

If Yes, describe:

h. Describe any license, download, print, or other e-book usage/access restrictions that apply. Specify the limit on the number of users that can access an e-book at the same time, if applicable, and the authentication methods available to restrict access to library patrons.

i. Are copies of vendor e-books maintained on a dark archive that can be accessed if the hosting platform ceases to exist?
_____ Yes
_____ No
If No, describe how a library will access its purchased e-books if the platform ceases.

j. Describe e-book acquisition options the vendor offers (e.g. firm order, standing order/continuations, demand-driven, approval plans, leasing, etc.):

k. Describe any other e-book value-added/enhanced services the vendor will offer:

8. IF VENDOR WILL BE SUPPLYING **AUDIOBOOKS:**

a. Approximate number of audiobook publishers/distributors the vendor can supply:

Ingram represents more than 355 Audiobook publishers and over 1,228 imprints.

b. Approximate number of audiobook titles the vendor currently supplies:

Our spoken word audio inventory includes **270,000+ titles**, including abridged and unabridged editions including CD, MP3, and pre-recorded audio player formats.

c. Types of audiobooks the vendor can supply (check all that apply):
_XX____ CD
_XX____ Downloadable audio
_____Streaming audio
_XX____ Fiction
_XX____ Nonfiction
_XX____ Current/Popular
_XX____ Non-English Language
_____ Other:_____

d. Types of audience the vendor can supply (check all that apply):
_XX____ Children
_XX____ Young Adult
_XX____ Adult

e. What audiobook file formats can the vendor supply? (check all that apply):
_XX____ MP3
_XX____ Other:_____Pre-recorded audio player formats (Playaway)___

f. Do vendor audiobooks require specific software or listening devices?
_XX____ Yes
_____ No

If Yes, describe:

Audio materials require common, standard player/listening devices.

g. Describe any license, download, or other digital audiobook usage/access restrictions that apply. Specify the limit on the number of users that can access a digital/streaming audiobook at the same time, if applicable, and the authentication methods available to restrict access to library patrons.

Not applicable

h. Are copies of vendor digital audiobooks maintained on a dark archive that can be accessed if the hosting platform ceases to exist?
_____ Yes
_____ No

If No, describe how a library will access its purchased digital audiobooks if the platform ceases.

Not applicable

i. Describe audiobook acquisition options the vendor offers (e.g. firm order, standing order/continuations, demand-driven, approval plans, leasing, etc.):

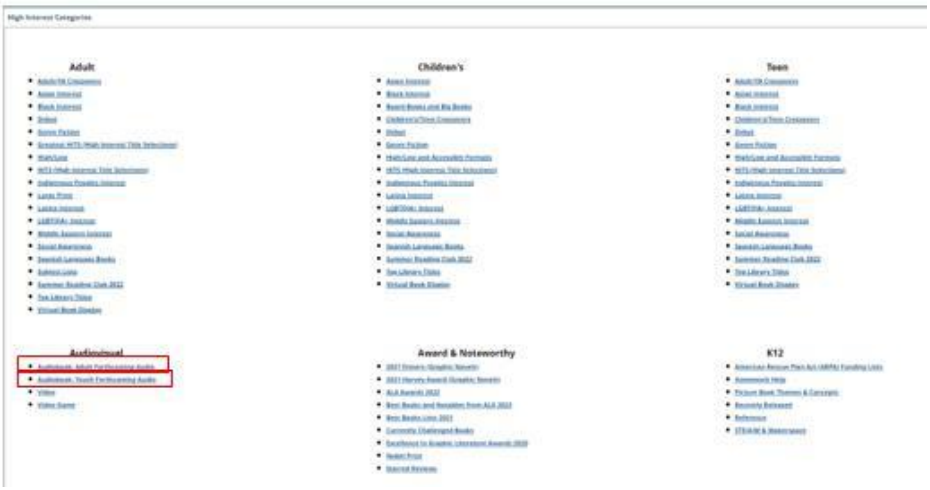
Several of our New Title Notification/Standing Order Programs include options for audiobooks. These programs include:

- ✓ Author (Adult)
- ✓ Forthcoming Popular Nonfiction
- ✓ Popular Series (Adult)
- ✓ iSelect
- ✓ Author/Illustrator (Children's)
- ✓ Author (Teen)

j. Describe any other audiobook value-added/enhanced services the vendor will offer:

iCurate® *Complimentary*: Curated Lists

iCurate® *Complimentary* includes thousands of hand-selected lists available without charge to customers on ipage® in the Curated Lists tab. Among these are our regularly updated Audiobook: Adult Forthcoming Titles and Audiobook: Youth Forthcoming Titles lists our MLS-degreed librarians regularly curate.



Digital Processing for Audiovisual

Ingram makes digital processing easier with our exclusive one surface printing that combines all customizable labels on a single reformatted reprint. Options include library logo, spine label, barcode, branch name, special alert, contents label, and platform to name a few. This accommodating printing stimulates patrons' interest and increases circulation by featuring your library's logo and brand identity. We print to the exact size of the designated casing then trim and insert the single printed piece to match your custom profile.

9. IF VENDOR WILL BE SUPPLYING **MUSIC**:

a. Approximate number of music publishers/distributors the vendor can supply:

Ingram represents more than 127 Audiobook publishers and over 315 imprints.

b. Approximate number of music titles the vendor currently supplies:

Ingram inventories more than **700,000 music titles** on Compact Disc, from classical to popular titles.

c. Types of music materials the vendor can supply (check all that apply):
_XX____ CD
_____ Downloadable music
_____ Streaming music
_XX____ Print music (e.g. scores, sheet music)
_XX____ Current/Popular
_XX____ Classical
_XX____ International
_____ Other:_____

d. Types of audience the vendor can supply (check all that apply):
_XX____ Children
_XX____ Young Adult
_XX____ Adult

e. What digital music file formats can the vendor supply (check all that apply)?
_XX____ MP3
_____ Other:_____

f. Does the vendor's digital music require specific software or listening devices?
_____ Yes
_____ No
If Yes, describe:

Not applicable

g. Describe any license, download, or other digital music usage/access restrictions that apply. Specify the limit on the number of users that can access a digital/streaming music title at the same time, if applicable, and the authentication methods available to restrict access to library patrons.

Not applicable

h. Are copies of vendor digital music files maintained on a dark archive that can be accessed if the hosting platform ceases to exist?
_____ Yes
_____ No
If No, describe how a library will access its purchased digital music if the platform ceases.

Not applicable

i. Describe music acquisition options the vendor offers (e.g. firm order, standing order/continuations, demand-driven, approval plans, leasing, etc.):

Not applicable

j. Describe any other music value-added/enhanced services the vendor will offer:

Our expertly trained processing team provides the ultimate in flexibility with more than 100 different components and unlimited customized options for books, audiobooks, DVDs, and music CDs. All processing is done in accordance with the Library's specifications, and quality control measures are in place to ensure that Library expectations are met.

10. IF VENDOR WILL BE SUPPLYING **VIDEO:**

a. Approximate number of video publishers/distributors the vendor can supply:

Ingram represents more than 500 video suppliers with titles in categories such as popular box office, foreign and independent films, and family films.

Ingram represents more than 2,003 Game Titles and 1,094 Volumes.

b. Approximate number of video titles the vendor currently supplies:

With 70,000+ DVD and 18,000+ Blu-ray titles, Ingram offers one of the most comprehensive inventories of DVDs in the country. We also provide an extensive line of nonfiction and children's titles. Through our supplier, Ingram Entertainment, we provide access to nearly 1,000,000 DVD volumes.

c. Types of video materials the vendor can supply (check all that apply):

_XX____ DVD
_XX____ Blu-ray
_____ Streaming video
_XX____ Feature/Entertainment
_XX____ Educational/Instruction
_XX____ TV Shows
_XX____ Animated
_XX____ Foreign
_XX____ Video Games: Platforms supported:_____
_____ Other:_____

As of February 2022, our video game inventory comprises over **2,000 titles** from the following platforms: PlayStation®2 (PS2), PlayStation 3 (PS3), PlayStation 4 (PS4), PlayStation Vita, Xbox 360®, Xbox One, Nintendo® Wii™, Nintendo Wii Universe, Nintendo Dual Screen™ (Nintendo DS), Nintendo 3DS, and PlayStation®Portable (PSP).

d. Types of audience the vendor can supply (check all that apply):

_XX____ Children
_XX____ Young Adult
_XX____ Adult

e. Do your video materials have accessibility features such as captioning for library patrons with disabilities?

_XX____ Yes
_____ No

If Yes, describe:

Ingram orders AV materials from the publisher. Accessibility features are determined at the publisher level.

f. Describe any license, download, or other digital video usage/access restrictions that apply. Specify the limit on the number of users that can access a digital/streaming video title at the same time, if applicable, and the authentication methods available to restrict access to library patrons.

Not applicable

g. Are copies vendor digital video files maintained on a dark archive that can be accessed if the hosting platform ceases to exist?
_____ Yes
_____ No

If No, describe how a library will access its purchased digital video if the platform ceases.

Not applicable

h. Describe video acquisition options the vendor offers (e.g. firm order, standing order/continuations, demand-driven, approval plans, leasing, etc.):

Popular Video (Adult & Youth)

Popular Video is a New Title Notification/Standing Order Programs designed to provide libraries with the newest videos debuting on DVD, Blu-ray, DVD/Blu-ray Combo, and 3D DVD. This program is based on the library's enrollment for popular box office titles, independent films, foreign films, classic titles debuting on DVD, TV Series (Youth), TV Series (Adult), TV Movies/Mini-series (Youth), TV Movies/Mini-series (Adult), Family Films, and Documentaries. Titles are shipped to arrive on their national street date.

The Popular Video Program runs every Thursday, and lists should be ordered as soon as possible to ensure delivery by street date.

Ingram offers Complimentary High Interest Category Lists for Video products. Our in-house librarians regularly update these lists.

Audiovisual

- Audiobook: Adult Forthcoming Audio
- Audiobook: Youth Forthcoming Audio
- Video
- Video Game

i. Describe any other video value-added/enhanced services the vendor will offer:

Our expertly trained processing team provides the ultimate in flexibility with more than 100 different components and unlimited customized options for books, audiobooks, DVDs, and music CDs. All processing is done in accordance with the Library's specifications, and quality control measures are in place to ensure that Library expectations are met.

11. What distinguishes the vendor from other vendors of its kind? Specify whether you are a sole-source provider of any material offered.

Helping Content Reach its Destination. For more than fifty years, Ingram Content Group has provided books, in all their formats, to customers and readers around the globe, including more than 21,000 valued library customers and more than 17 million library patrons. Ingram Library is the preferred materials and services source supplier, with 25 offices and distribution centers globally.

As an Ingram Content Group company, Ingram Library offers a full range of content and services. With over fifty-five years of experience in distributing library materials, we serve libraries like Malia with a wide range of collection development, processing, and cataloging services guaranteed to enhance your collections.

There are three simple reasons why Ingram Library Services is the best partner for Malia on this project:

1. **The Breadth and Depth of our Inventory**
   We have the industry's largest inventory, bar none. With an unmatched on-hand stock of over **19,000,000 unique titles** and **35,000,000 books**, representing over **30,000+ book publishers** and **57,000 imprints**, we ensure the highest fill rates in the business.

   You need the hottest new releases on shelves for your patrons wanting them yesterday? Ingram's got you covered. We also carry millions of post-publication and deep backlist titles to fulfill patron requests and to delight those readers looking for classics, for reissues or movie tie-ins, or for indie and other small press titles.

2. **Our Unmatched High Level of Customer Service**
   We have dedicated teams in and across each Ingram department to give Malia direct, thorough, ongoing assistance for the continued success of its collection development strategy.
   - ✓ Your Ingram sales representatives are your account managers. They share their knowledge – and learn from yours -- to help you always get the most out of Ingram products and services.
   - ✓ Ingram's Collection Development team includes 11 MLS-degreed librarians with years of frontline experience in collection development for public libraries. They work diligently to bring you timely, relevant, quality resources, many of which, such as **iCurate® Complimentary** -- our hand-selected High Interest Category Lists and 22 Standing Order Programs -- are free of charge. Our competitively priced services include our **award-winning iCurate® inClusive diversity audit**.
   - ✓ Ingram offers ipage®, a web-based collection development, ordering, and account management tool our library customers can use 24 hours a day, 7 days a week at no cost. ipage provides rich metadata, such as annotations, cover images, reading levels, subject classifications such as LC, Dewey and BISAC, powerful search capabilities, and much more.
   - ✓ Ingram Library Services' Marketing team offers a variety of free information tools for librarians. These include our monthly Collection Development newsletter, *iCurate Connection*; a monthly blog related to #TheLibraryLife; scheduling of ipage® demos; podcasts; and our popular webinar series, *Wednesdays with Ingram*.

3. **Our Speed, Accuracy, and Fill Rate of Order Fulfillment**
   We have distribution centers in every major region of the country, and Ingram's DC serving Malia is conveniently located in Chambersburg, Pennsylvania.

- ✓ Ingram's proximity to Malia enables Ingram to ensure fast turnaround times on delivery. You will have all the high demand titles you need when you need them.
- ✓ Orders placed before noon for high demand, book in a box titles typically ship the same day.
- ✓ Ingram fully supports EDI, including orders, purchase order acknowledgments, and electronic invoices. Ingram systems support all major integrated library systems.

Our vision at Ingram is to be the premier services provider in and around the distribution, production, storage, creation, discovery, and assembly of content. To bring that vision into reality, Ingram Content Group has multiple operating units, each focused on a specific area of the book industry, including retailers, publishers, educators, and libraries. All Ingram Content Group companies follow the same 5 values: to be Credible, Performance Driven, Agile, Innovative, and most importantly, Customer Focused.

12. Are there other aspects of company data the vendor would like to comment on that have not been covered in this section?

Ingram has provided a comprehensive response reflecting our abilities. We welcome feedback from the Library as we continue to meet the ever-changing needs of our industry.

II. ORDERS AND FULFILLMENT

1. Describe the methods available to member libraries for placing and tracking orders.

Ingram accepts orders electronically (via email attachment and/or EDI – Electronic Data Interchange) or via ipage. Please send emails with attached orders to: ILS.orders@ingramcontent.com.

EDI

Ingram supports EDI Transaction types and formats based on your automation system's capabilities. Ingram EDI offerings include:

- Electronic ordering using the X12 format and FTP for communications.
- Enriched EDI ordering.
- Text format full order confirmation via email from Ingram email to user-specified email address.

EDIFACT Order, Order Response, and Invoice

- Purchase orders are created in your Acquisitions department and sent to Ingram via FTP.
- Ingram processes orders and places electronic confirmation files on the Ingram FTP server for customer retrieval.
- For customers opting to receive electronic invoices, Ingram places electronic invoice files on the Ingram FTP for customer retrieval. E-invoices streamline workflow and increase efficiency. Ingram can provide paper invoices to e-invoice users *if requested*.

Enriched Edifact Order

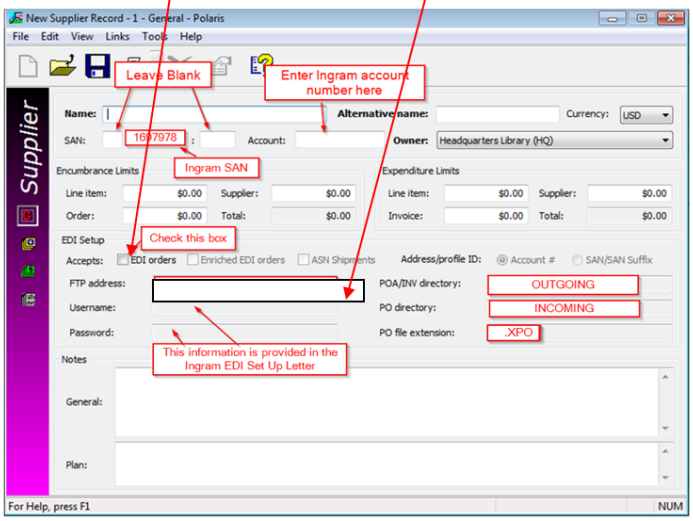
This enhanced order transaction allows users to send additional distribution information in the EDI order record providing Ingram with information necessary to create complete holdings records to match items shipped. The holdings records are loaded with MARC bibliographic records and overlay the on-order items. When Ingram sends materials to your location, they are shelf and circulating ready. Also, with Enriched EDI, we offer the ability to drop ship to branches as well as simplify account management

through ordering on a single account and having Ingram separate orders based upon the enriched data that allows us to process orders per the library's specifications and route them to the correct branch.

9XX

This custom MARC feature allows the user to create a list in ipage and then add local data (such as fund, location, collection code, requestor, etc.) in 9xx tags and subfields, per specifications of their ILS, for each title to be exported in a brief MARC record. The list is then exported in brief MARC format, and the ILS system loader is used to load the records to the ILS. Upon loading to the ILS, an order record and a brief cataloging record are created. These records can be overlaid with the full MARC records in your ILS system.

For Production Order – FTP address is: ftp.ingramcontent.com
EDI Setup – check EDI orders



ipage Selection Lists

ipage selection lists, like the shopping cart functionality found on other Internet sites, are among the most versatile features on ipage and the starting points for ipage ordering. Once you create a list, you can add products, delete products, move products to other selection lists, or send it as an online order.

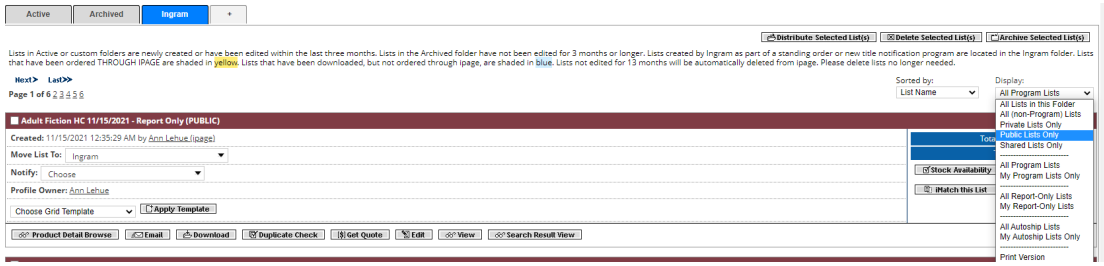
By ordering online using our selection list functionality, you can create multiple title lists. You can then download these lists in a variety of formats such as BISAC, FlashBack®, or brief MARC order records for import into your ordering or library automation system, provided that one or more of these formats is compatible.

Users can create a selection list by uploading a file of EAN's and, optionally, quantities, including using an upload source document (.xls, .xlxs, .csv) where EAN's are stored as text.

You can easily access your selection lists in ipage in two ways: via the **Lists** drop down menu, or via the **Selection Lists** link under the **Order** drop down menu.

The Active Selection List(s) page is the starting point for creating and managing your selection lists or orders. You can:

- create a new list
- merge up to ten different lists into one new list
- recover deleted lists (within a specified timeframe)
- view or edit lists
- check stock availability
- utilize the *Price this List* feature
- E-mail lists
- download lists
- check for duplicates
- delete or archive selected list



Clicking the **View** button displays all titles on a selection list. To change the sort order, click the arrow in the **Sorted By** box and select your desired sort option. Users can sort by title, author, ISBN or product code, binding, publisher, pub date, or US SRP (U.S. suggested retail price).

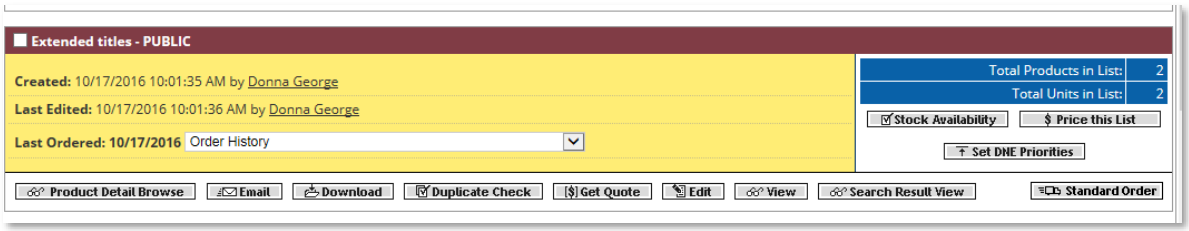
ipage allows you to create the following types of selection lists:

- **Private List** - only the list creator and the user's ipage Administrator can view or edit.
- **Public List** - only users in the same ipage account as the list creator can view or edit.
- **Shared List**, only users within the same Ship-to account as the user who created the list can view or edit.
- **List Lock** – A list creator can lock the list to prevent others in the account from making changes.

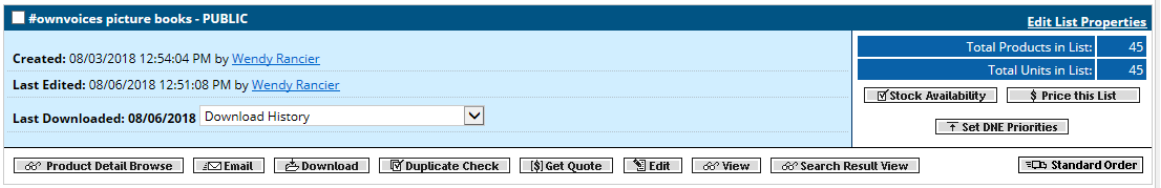
Placing Orders Through ipage

When you are ready to place your order, you can simply click the Standard Order button for that list. ipage then prompts you to complete additional order details, such as shipping instructions, warehouse selection, backorder instructions, PO Number, etc.

Lists you order through ipage are shaded in yellow.



Lists you download (but not order) through ipage are shaded in blue.



Folders

ipage allows users to sort selection lists into pre-built folders. By default, your selection lists will go into the folders as follows:

- **Active** - active selection lists, regardless of Public/Shared/Private status
- **Archived** - any lists you choose to archive or that ipage archives automatically due to lack of activity, regardless of Public/Shared/Private status.
- **Ingram Lists** - the default destination for any selection lists you receive tied to a New Title Notification/Standing Order Programs enrollment (either Report Only or Auto Ship).

In addition to these default folders, users can create up to 25 custom folders.

As you create a new selection list in ipage, you can specify a folder, rather than the default Active folder, into which you would like to place the list. Other account users cannot see or affect those custom folders and cannot place a selection list into another user's folders. Other account users can, however, view and "folder" a Public selection list.

ipage®

ipage is Ingram's online collection development and ordering tool for librarians, combining the industry's largest inventory with complete title information, including pre-pub metadata, collection development resources, reviews, and real-time stock check. Customers with a current, active Ingram account are eligible for a free subscription to ipage, which offers libraries easy-to-use ordering capabilities and other features **at no cost for unlimited concurrent users**.

You can access ipage at https://ipage.ingramcontent.com. Via ipage, you can access and manage your library's account (s) specific information, at your convenience, **24 hours a day, 7 days a week**.

As a web-based tool, ipage offers 24/7 real-time inventory information, the ability to search by thousands of categories, as well as a wide array of publicity and product news sources. ipage features include:

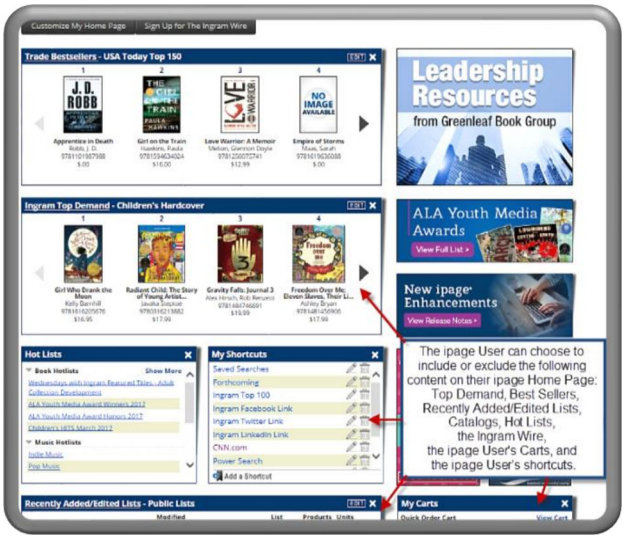
- Simple search by Title, ISBN, Author, Keyword, Series, Dewey®, and more
- Ingram stock information and real-time stock check
- Title descriptions
- Physical Information, LC Subjects, LCCN, Dewey
- Ability to create, edit, download, and/or order lists by clicking titles within ipage, importing a document to ipage, or pasting EANs into ipage.
- Ability to sort by Author, Title, Binding, Dewey, ISBN, Price, Pub Date, Publisher, Standard Retail Price, Ingram Demand, and more
- For video product: additional Information such as Features, View, Number of Units in Package, Awards, Dewey, Based on the Book
- For video product: Advanced search by Directed By, MPAA Rating, and Featuring/Title
- For video product: Sort by Title, Featuring, Product Code, Format, Studio, Release Date, US SRP
- For music: Simple search by Title, Product Code/EAN, Artist, Song Keyword, and more
- For music: Sort by Album Title, Artist, EAN, Media, Label, Release Date, Suggested Retail Price.
- List sharing options
- Option to download brief MARC order records
- Ordering and order status information
- Account management and reports
- ipage selection lists created by Ingram staff librarians
- Current publicity information
- Online catalogs
- Annotations and citations
- Cover images for selected titles
- Power search
- Boolean search
- Saved search
- Access to search all titles in our Extended database
- Excerpts for selected titles
- Journal review citations
- Full text reviews from selected journals for a nominal annual fee

Your ipage accounts are created so that a library-designated administrator has oversight capabilities to aggregate lists and manage users. The Administrator can add additional ipage users as required by the Library. Each user will be assigned a unique login and users can set their own password.

We want ipage to be customer-driven and to **allow users to individually customize their ipage experience**. Users have tools to assist in prioritizing critical information they need to search, order, and deliver more content to more patrons. Because ipage focuses on personalization and intuitive functionality, customizable widgets allow users to design their own homepage with tools they use most. Users can easily track bestsellers, access online catalogs, view custom lists, and bookmark favorite destinations in and outside of ipage.

Benefits of ipage home page include:

- A simplified menu structure allowing our customers to quickly find what they are looking for.
- Roll-over drop-down menu options for each functional area of ipage, which enable users to reach content with less effort.
- Suggestions from Ingram product experts in our Ingram Lists & Picks column on the Browse menu.
- Ability to customize the homepage, including option to remove widgets and to select a background theme.
- Enhanced Simple Search options, including the ability to search across multiple product types.



ipage Searching

- ipage displays **Simple Search** at the top of every page, allowing fast, efficient search for titles. Simple Search options for print books include Title Keyword, Start of, Phrase, or Exact Title; Author; ISBN/EAN; Keyword(s); Series; Dewey.

- **Power Search** allows ipage users to isolate their search to a narrower list of titles, by using some or all a specific set of search criteria. Through Power Search, ipage users can look for titles by publisher, subject heading, format, language, and other filters not listed on the Simple Search feature. You can input search criteria for up to 25 data points. The more search criteria added, however, the fewer results the search returns.
- **Boolean searching** is like power searching but uses Boolean terms and focuses mainly on criteria in the Title, Contributor, Publisher, BISAC, Ingram Theme, and Series fields. You can also add search criteria on Language, Age Group, Binding, Publication Date, etc. Under "further criteria," Boolean searching allows users to select multiple attributes.
- **Predictive Search** is an optional functionality on ipage that allows for more accurate and efficient searches across our entire database. This technology uses our top-demanded product data to offer suggested completions of the search term(s) you type into the search bar, including Title (Start of) and Author.
- **Street Smart Titles** list under the Browse tab on ipage enables you to view a list of titles with a hard street date from the publisher. This Street-Smart list focuses on titles up to 18 months pre-publication.
- **Search results** allows sorting by Title, Author, EAN/ISBN, Binding, Publisher, Pub Date, or SRP, and users can quickly jump to specific places in the result set by letter. The Search Result View also includes options at the item level. For example, for each item, you can select Duplicate Check, Add or Edit Grid Information, or Edit other information about the item. ipage combines the robust functionality of Selection Lists with filter options currently available for Search Results. This means you can filter items in your selection list by all refinement options already available for Search Results.
- **Saved Searches.** This time-saving feature is a great way to organize searches a user might perform on a regular basis. Users can save searches as a new search or as a replacement for an existing search. ipage automatically purges saved searches from the user's account 13 months after the last accessed date shown on ipage.

ipage Search Refinements

ipage provides multiple criteria for refining title lists from search results or selection lists:

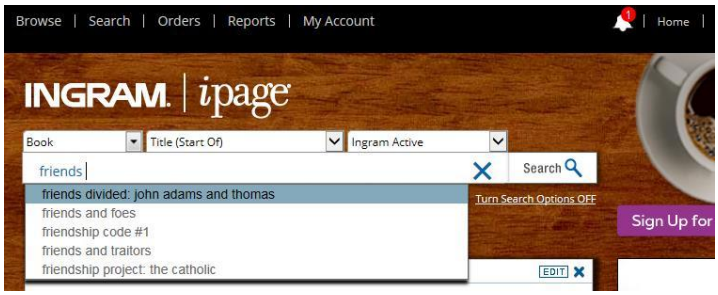
- **Search within Results:** To the left of your results is a box for searching within your results. Enter your search words and click the **Search** button. You can further refine your results as needed using the options and search feature located on the left.
- **Search Filters:** Search Filters provide a better search experience for customers who do not purchase compilations, collections of public information, or reproductions of previously published public domain titles. This filter allows you to hide these product types from your search results.
- **Refine Search Results:** Depending on the list, search refinements might include Age Group, Binding, Publication Date, which may also include Forthcoming Titles, Contributor, Price, Format, Awards, Citation Source, BISAC Categories, Dewey Categories, Ingram Categories, Language, and Features. You can collapse and expand a field to better meet your search needs by clicking on the up/down arrow to the right of each field. The next time you search, ipage remembers those fields you have collapsed or expanded.
- **Quick Limit -** If refinement terms you use in your search are in the top three displayed under the refinement field, check them off and click 'Update' to quickly limit your results. You can now select multiple terms to drill into your results.
- **Search the Full List -** If your search terms do not appear among the top three under your refinement option or if you want to exclude terms from your results, click the "More..." link next to any field.

- **Including and Excluding Search Terms.** After clicking the "More" link under the search refinements, you can further refine your results by selecting or excluding as many terms as you like. Scroll the list of terms by dragging the scrollbar up and down.
- Search for terms by entering letters, and a text filter will quickly reveal matches.
- Select as many terms as you would like to include in your results by checking them off in the 'Include' column.
- Exclude as many terms as you want by checking them off in the 'Exclude' column.
- Verify your selection with the intuitive green (include) and red (exclude) bubbles.
- Remove anything you do not want by clicking on the 'x' on the right side of the bubble or by unchecking it in the 'Include' and 'Exclude' columns.
- Click the 'Update' button to apply your refinements or 'Cancel' to return to your results.
- For each refinement you apply, a breadcrumb appears at the top of your search results, making it easy to later remove any limiters you applied.

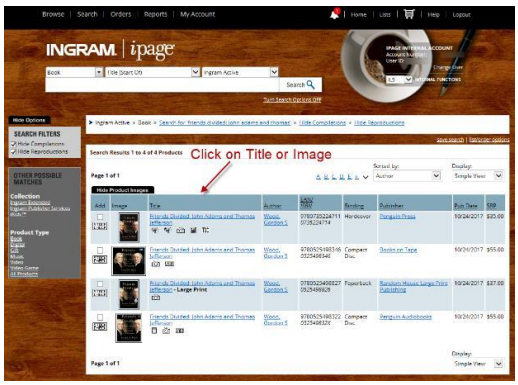
A Title Detail page on ipage includes title, contributor (author, illustrator, editor, etc.), ISBN/EAN, publisher or studio, suggested retail price, binding or format, pub date or release date, and copyright date. Details may also include any of the following as provided in the publisher metadata: cover image, BISAC categories, LC subjects, themes, OCLC number, Dewey, LC subjects, series, awards, features (Index, Price on Product, Excerpt, Illustrated, Maps), initial print run, target age group, physical information (dimensions, weight, number of pages), carton quantity, annotation, description, publisher marketing, review citations, review quotes, biographical notes, and full text reviews. Children's titles may include Accelerated Reader®, Scholastic Reading Counts! ™, and Guided Reading Level information. ipage Title Detail screen shows alternate bindings/formats for a title, when available. ipage title details update daily, providing customers the most current publisher-provided information available.

Finding title details on ipage is as easy as 1, 2, 3:

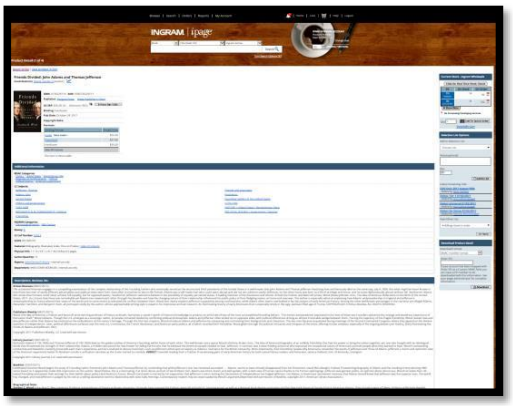
Step 1: Enter Search Terms:

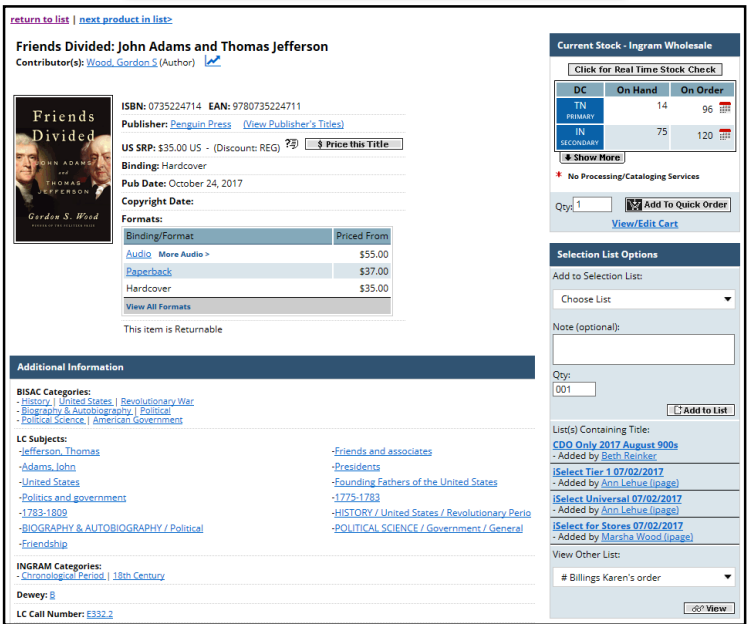


Step 2: Choose Title from Search Results:



Step 3: Title Details:





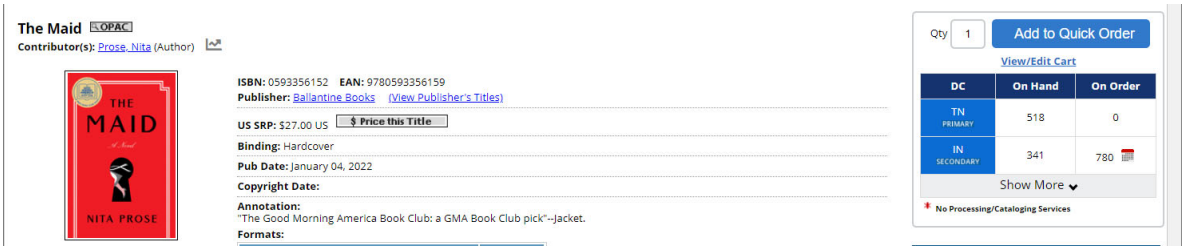
Enhanced View of Title Detail Page

Real Time Stock Check

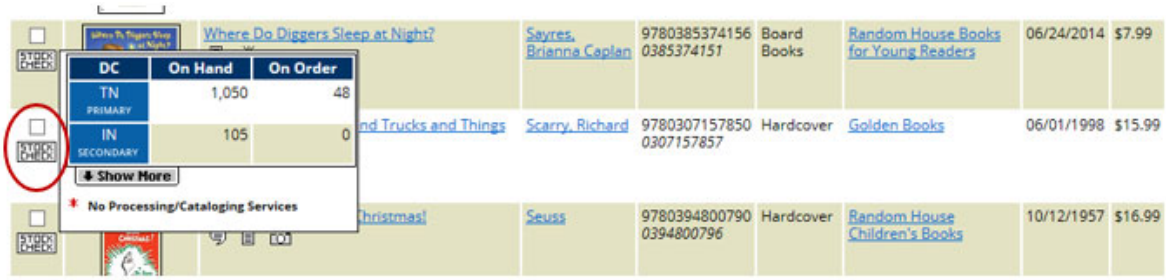
ipage provides a real time stock check of Ingram inventory directly on the Title Detail screen. The Library's assigned primary and secondary distribution centers will be displayed. ipage shows both on hand

inventory and number of copies on order with the publisher, and for titles on order, may include the estimated arrival date at Ingram.

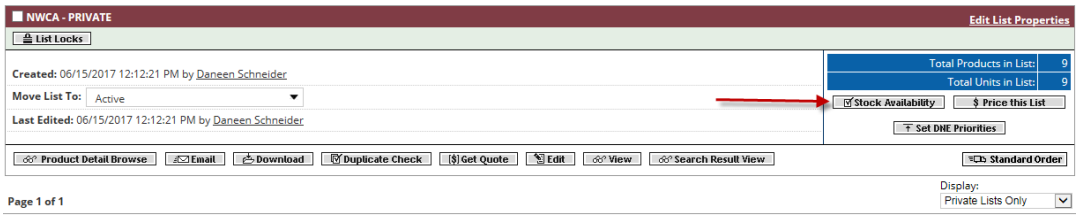
Note that "On Order" stock for DVD titles shown on ipage reflects the inventory level in the Ingram Entertainment distribution center. Upon order, they are received in our distribution center in 24 hours.



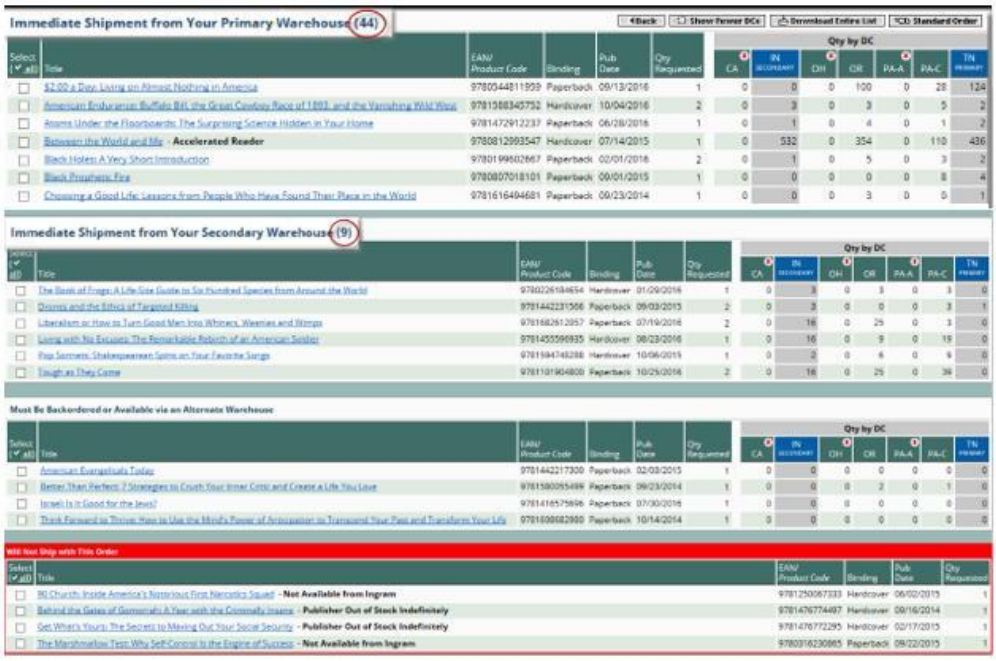
In addition, stock check is available when looking at lists of titles either through search results or on selection lists, without having to go to the detail page for individual titles.



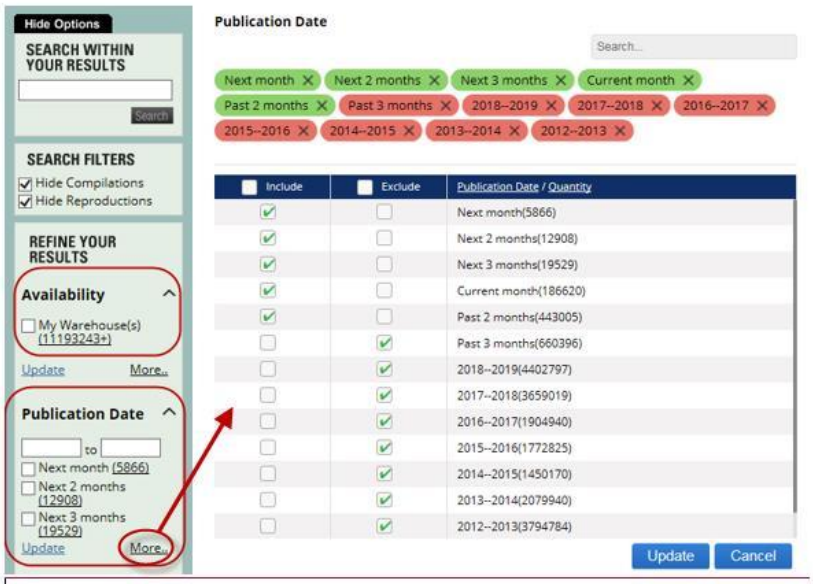
The Library can view stock levels in each distribution center for each item in your selection list by clicking on the *Stock Availability* link.



This gives a snapshot of current availability of titles from the designated Primary and Secondary distribution centers and indicates if titles are not currently in stock and must be backordered, or if the title is not available from Ingram. The resulting report has been updated to include a total number of units available for immediate shipment from both the primary and secondary warehouses.



ipage allows you to limit your search results to only those titles currently available through your designated Ingram distribution centers. You can also limit your search to only forthcoming titles:



Reviews on ipage

ipage currently includes review citations and full text reviews from the following journals:

- *Booklist*
- *The Bulletin of the Center for Children's Books*
- *Foreword Magazine*
- *Hornbook Guide*
- *Hornbook Magazine*

- *Library Journal*
- *Kirkus*
- *School Library Journal*
- *Publishers Weekly*
- *Shelf Awareness*
- *BookPage*
- *BlueInk Review*

**Please note the above list of journal titles is subject to change at any time.*

Descriptions, Reviews, Etc.

Publishers Weekly (04/28/2014):
Bestseller Cussler's electrifying 12th NUMA Files adventure (after 2013's "Zero Hour" also coauthored by Brown) takes Kurt Austin, director of special projects at the National Underwater Marine Agency, across the globe in search of Sienna Westgate, the long-lost love of his life, and the world's preeminent expert in cybersecurity. Pronounced dead after he family's yacht sunk in the Indian Ocean, a revived Sienna may have surfaced in the shadows of the Iranian black market. Notorious smuggler Rene Acosta is eager to trade her talents to any number of foreign governments for a huge sum, but the nefarious Brevard clan is also vying for control over the brilliant Sienna. Trusty colleague Joe Zavala and Dirk Pitt, NUMA's director, provide assistance as Kurt uses a range of advanced technology in the hunt for the woman whose disappearance haunts him day and night. Cussler delivers all the usual twists and turns on the way to the explosive climax. Agent: Peter Lampack, Peter Lampack Agency. (May 27) Copyright 2014 Publishers Weekly Used with permission.

Kirkus Reviews (05/15/2014):
Kurt Austin and his National Underwater Marine Agency team save the world yet again, this time from a criminal family that's been hijacking the innocent and taking hostages for fou generations.Commandeered off the coast of South Africa by Gavin Brevard and a gang of criminals who'd booked passage with counterfeit currency, the SS Waratah vanished without a trace in 1909. A century later, the Brevard family is still at it. Brothers Sebastian, Egan and Laurent, along with their kid sister, Calista, have kidnapped Sienna Westgate and her two children and intend to sell her services to the highest bidder-assuming they can recover her from Rene Acosta, their double-crossing former client. The Brevards' racket is much more high-end than sexual slavery, for Sienna, architect of the legendary Phalanx security software, is one of the most sought-after computer experts in the world. Nothing could stop their nefarious scheme save for the fact that Sienna is the one-time fiancee of Kurt Austin, who lost her to Internet billionaire Brian Westgate. Sienna and her kids were supposedly lost at sea when Westgate's yacht, Ethernet, sank, but mounting evidence shows that she's no more dead than the SS Waratah, which never sank at all. Kurt's initial encounter with fire-breathing Calista Brevard as they battle over Sienna, who's being held on Acosta's yacht, ends inconclusively. So Acosta packs Sienna off to Korean street criminal-turned-industrialist Than Rang, head of the DaeShan Group, and the action-there's plenty of action-shifts from the African coast to the Korean peninsula, where Kurt, his buddy Joe Zavala and their NUMA stalwarts dodge everything the Brevards can throw at them as they struggle to free Sienna before the world's computer systems all go kablooey.Once more, Cussler and Brown (Zero Hour, 2013, etc.) paint with such broad strokes that Kurt's adventures aren't so much written as whitewashed. COPYRIGHT(2014) Kirkus Reviews, ALL RIGHTS RESERVED.

Biographical Note:
Clive Cussler is the author of dozens of "New York Times" bestsellers, most recently "The Mayan Secrets," " Mirage," and "The Bootlegger." He lives in Arizona and Colorado.
Graham Brown is the author of "Black Rain "and "Black Sun," and the coauthor, with Cussler, of "Devil's Gate," " The Storm," and "Zero Hour." A pilot and an attorney, he lives in Arizona

Review Quotes:
Praise for the NUMA Files novels of Clive Cussler and Graham Brown

""Devil's Gate" is a breathtakingly suspenseful, wildly inventive, enjoyable thriller. Hard-core fans will snap it up." "-Library Journal"

"Cussler and Brown deliver nonstop action in "Zero Hour". The most exciting NUMA Files novel in the series!" -Associated Press

Review Quotes:
Praise for "Ghost Ship"

"Electrifying...Cussler delivers all the usual twists and turns on the way to an explosive climax."--"Publishers Weekly"

Praise for the NUMA Files novels of Clive Cussler and Graham Brown

""Devil's Gate" is a breathtakingly suspenseful, wildly inventive, enjoyable thriller. Hard-core fans will snap it up." "-Library Journal"

"Cussler and Brown deliver nonstop action in "Zero Hour". The most exciting NUMA Files novel in the series!" -Associated Press

Review Citations:

- *Library Journal Prepub Alert* 12/01/2013 pg. 66 (EAN 9780399167317, Hardcover)
- *Publishers Weekly* 04/28/2014 (EAN 9780399167317, Hardcover)
- *Kirkus Reviews* 05/15/2014 (EAN 9780399167317, Hardcover)

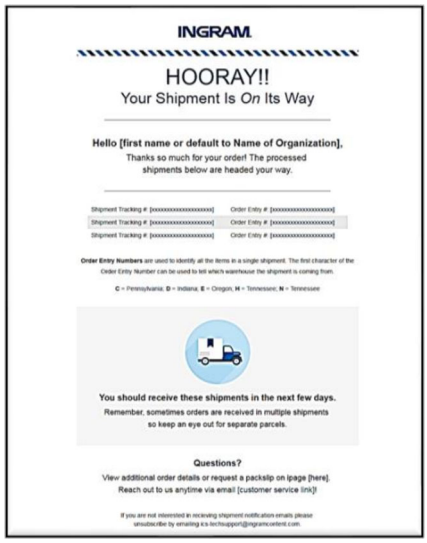
Contributor Bio: Cussler, Clive
Clive Cussler is the author of numerous New York Times bestsellers. He splits his time between Telluride, Colorado and Paradise Valley, Arizona.

Contributor Bio: Brown, Graham
Graham Brown is the author of Black Rain, Black Sun and The Eden Prophecy. Since 2010 he's been lucky enough to work with Clive Cussler on the NUMA FILES: Devil's Gate, The Storm and Zero Hour were all NYT bestsellers. His latest project is a supernatural thriller entitled Shadows of the Midnight Sun, co-written with Spencer J. Andrews. Spencer J. Andrews is a screenwriter and independent filmmaker. Shadows of the Midnight Sun is his first novel. And the first in the Shadows Trilogy. -

While not all titles on ipage have reviews, we display all published reviews for print titles. If you wish to view full-text reviews, we charge a nominal fee of $350.00 per year for that additional service, for which you can choose to pay monthly installments of $35.00. Price of reviews is subject to change on an annual basis.

"What Shipped Yesterday" Email Alert

ipage® users can now receive a personalized email alerting them when a shipment is on its way! We send a "What Shipped Yesterday" electronic notification the morning after we ship your order so you know your shipment left the Ingram warehouse(s), and you can expect delivery soon. The email includes the shipment tracking number, the items included in the shipment, and an order entry number to identify the warehouse the shipment is coming from. This service works regardless of the method used for placing orders, e.g., phone, ipage®, EDI.


INGRAM

HOORAY!!
Your Shipment Is *On* Its Way

Hello [first name or default to Name of Organization],
Thanks so much for your order! The processed shipments below are headed your way.

Shipment Tracking # [xxxxxxxxxxxxxxxxxx]	Order Entry # [xxxxxxxxxxxxxxxxxx]
Shipment Tracking # [xxxxxxxxxxxxxxxxxx]	Order Entry # [xxxxxxxxxxxxxxxxxx]
Shipment Tracking # [xxxxxxxxxxxxxxxxxx]	Order Entry # [xxxxxxxxxxxxxxxxxx]

Order Entry Numbers are used to identify all the items in a single shipment. The first character of the Order Entry Number can be used to tell which warehouse the shipment is coming from.

C = Pennsylvania; **D** = Indiana; **E** = Oregon; **H** = Tennessee; **N** = Tennessee

You should receive these shipments in the next few days.
Remember, sometimes orders are received in multiple shipments so keep an eye out for separate parcels.

Questions?
View additional order details or request a packslip on ipage [here].
Reach out to us anytime via email [customer service link]!

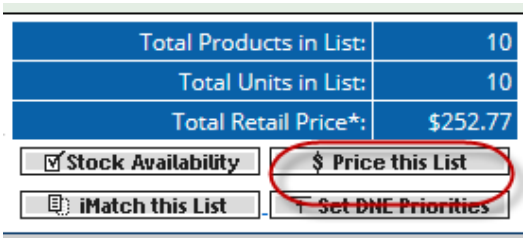
If you are not interested in receiving shipment notification emails please unsubscribe by emailing ics-techsupport@ingramcontent.com.

The "What Shipped Yesterday" notification is an opt-in service for the Library's Primary ipage® Administrator(s.) The Administrator can: 1) enable this feature for one, some, or all the shipping accounts on the Library's ipage® account; 2) assign access rights to additional users in the account; and 3) limit access only to specific Library shipping accounts. This is especially helpful if the Library's ipage® account contains multiple shipping accounts for different branches and if the specific user is interested in receiving notification of shipments only to their branch. Please note that the desired email address must exist in ipage® to enable this feature (i.e., the person assigned to receive notifications must be set up as an ipage® user under the Library's account).

Price This List Feature

ipage® shows current list price. Libraries can submit selection lists for product pricing based on the library's specific discount structure. Attached to every selection list is a button labeled *Price this List*. Clicking on it displays the total estimated price, with discounts (not C&P or shipping costs) included. This pricing disappears from the site if the list creator changes the selection list in any way.

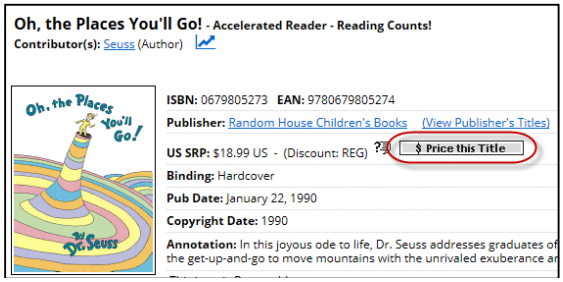
Please note that publishers set list prices, which they can change without notice in the interim between using the Price This List function, placing an order, and Ingram processing and invoicing that order. Therefore, to "lock in" the current title pricing (including C&P and shipping) for up to 60 days, we recommend our Get a Quote functionality available on ipage®.



Price This Title

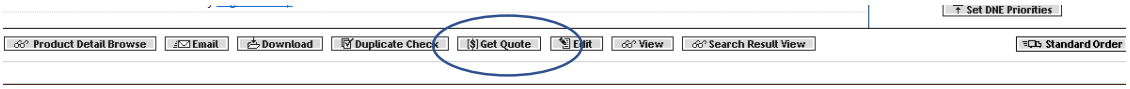
Every ipage® user has the option to include a *Price This Title* button on the title detail page. The estimated product price per unit, with discount (but not C&P and/or shipping costs) then displays. Please note that

prices reflect one copy of a title. If the customer has different discounts based on quantity, we recommend they use Price This List.

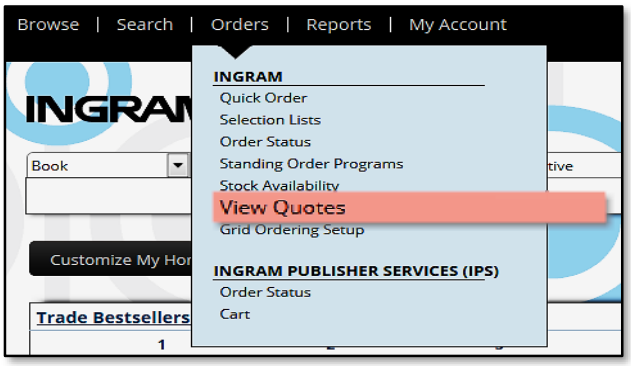


Online Quotations

ipage® subscribers can establish a selection list of titles and then request a price quotation for that list using the *Get Quote* function. Pricing remains firm for up to 60 days if the customer places a quoted order through ipage. Note: Customers cannot place Get Quote orders via EDI.



ipage will display the quote within the *Order* section under a function labeled *View Quotes*.



From the *View Quotes* area, all ipage® users on an account can review existing quotes and print them. Those users who have ordering capability on ipage can delete the quote if desired or release it as an order. Quotes are valid for 60 days. To revise a list (including changing quantities) and request that it be re-quoted, simply return to the *Selection List* function, edit the list you would like quoted, and resubmit it for quotation.

Tracking Orders

ipage® allows users to track shipments under the Order tab. To track a standard shipment, click Order Status>Recently Shipped Orders. This opens a table displaying all recent shipments. Click the shipping tracking number for the status of the shipment.

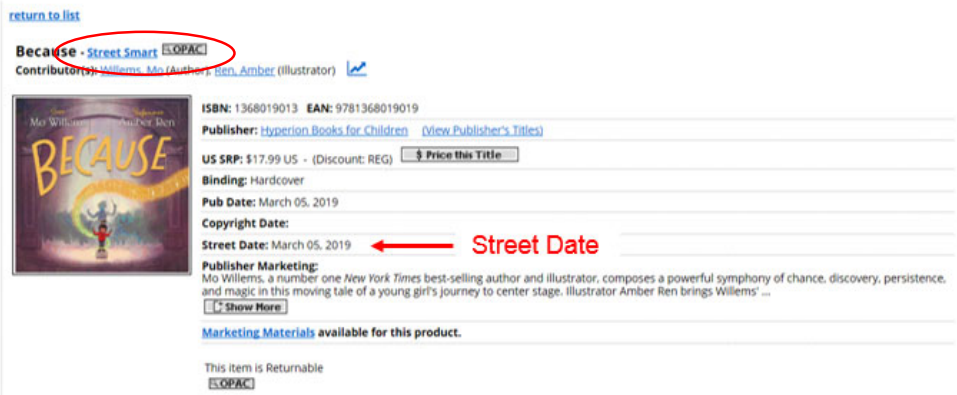
Street Smart

Ingram understands the importance of getting high-visibility titles in the hands of Library patrons as soon those titles appear in local bookstores. Titles designated as part of our **Street-Smart** program include any

upcoming new releases with publisher-assigned release dates. Working within publishers' parameters, Ingram configures the Library's account so the Library receives Street Smart titles on or before their release dates.

To receive Street Smart designated titles on or before the release date, the Library should complete a signed affidavit agreeing not to display, circulate, or sell for advanced reading a title before its publisher-assigned release date. Without this agreement, Ingram cannot ship Street Smart titles until one day prior to the publisher's release date, in accordance with our own agreements with publishers.

Occasionally, publishers assign stricter release date parameters to certain forthcoming titles. These titles are part of our **Street Smart Select program and, typically,** are major releases with large print runs and significant publicity campaigns. Like for Street Smart titles, we ask the library to sign an affidavit in order to receive Street Smart Select titles in advance of their release dates. Ingram provides advance notification of Street Smart Select titles, including any order deadlines or minimum order quantities required to participate in the early delivery program. Per the publisher specific guidelines, without a signed affidavit, distributors may not be permitted to deliver Street Smart Select titles until one day before the on-sale date.

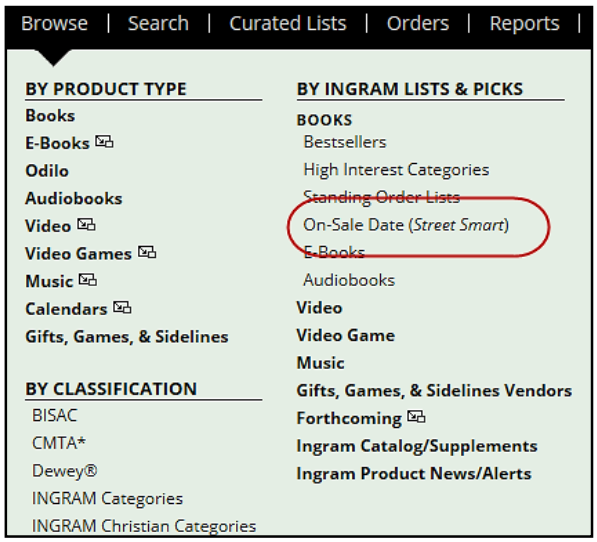


We do not control publishers' street dates or their specialized parameters. We do, however, work closely with publishers for news of publishing date changes or unexpected releases. We provide updated information via ipage® as soon as publishers make such information available, which enables library staff to check the status of any title as its scheduled street date approaches.

We strive to deliver titles before their street dates to libraries with a Street-Smart affidavit on file. However, because our ability to deliver titles in time for release date is contingent on the publisher providing those titles to us, we cannot guarantee arrival on or before release date. Occasionally, factors such as supply or transportation issues can compromise our ability to deliver by release date. In such instances, the level of custom processing or cataloging profiled on a Library account may, in addition, cause the title to be delivered after street date.

Searching for Street Smart Titles in ipage®

The Street-Smart list under the Browse tab on ipage® enables libraries to view a list of titles that have a hard street date from the publisher. This Street-Smart list focuses on titles up to 18 months' pre-publication.



The Street-Smart list page includes a drop-down box with sort options, including On Sale Date. When you select **Initial Buy** in the drop-down box, ipage® re-sorts the titles in the Street-Smart list by largest quantities initially purchased by our buyers. This helps you see immediately what items Ingram professionals believe will be in national demand. The list sorts in descending order, with largest quantities at the top of the list.

2. What process will MALiA libraries follow to receive the vendor's discount rate(s), and when will the discount rate(s) be applied?

Upon notification of award, Ingram's Bids and Contracts Department will immediately write and issue in-house documentation for internal Contract staff, detailing the contract's specifications. This provides for automated criteria that will apply to new accounts as they are established, including discounts, payment terms and freight terms.

3. Vendor shall process and confirm new orders within 10 days of order receipt.

_XX____ Yes
_____No

Remarks: ipage sends immediate order confirmation, which you can print. The ipage order confirmation includes title, author, EAN, whether the item shipping status, discount, and retail price.

For orders placed via most ILS systems, Ingram sends full order acknowledgements in text format via email to user-specified email address. The order acknowledgement includes ISBN/EAN; Title; Author; Publisher; List Price Line Item; Order Units; Ship Units; B/O or Cancelled Binding; Status Code; and Shipping DC. You receive an order acknowledgement within two to four hours.

4. What is your average order fulfillment time?

Turnaround Time

In-stock, non-processed and non-cataloged book orders are shipped within 24 hours or on the same business day if placed before local cut-off time at your designated Ingram distribution center. In-stock processed books not requiring custom cataloging services will ship within two to five days of receipt of order. No other vendor can attain this level of service. Our turnaround time for in-stock, shelf-ready, custom cataloging orders is 7-10 working days from receipt of order to shipment.

Continuations and New Title Notification/Standing Order Programs require a backorder period, as titles are ordered on a pre-publication basis to allow Program customers to be the first to get these titles. Items that do not require cataloging services will ship within 24 – 48 hours after the title is received into the designated Ingram distribution center.

For titles inventoried by Ingram that are temporarily not in stock, Ingram will attempt to place an order with the publishers within three (3) business days of receipt of order. Our ability to obtain out of stock titles is based upon the item's continued availability from the publisher with whom Ingram buyers have an established relationship.

Ingram does not substitute titles unless the ISBN/EAN has been forwarded to a new edition. Only those items ordered will be shipped.

Should the Library order books not currently inventoried by Ingram, we will attempt to order the book if available on the open market through normal U.S. wholesale channels. Turnaround time will be dependent upon publisher availability, however, due to our long-standing relationships with publishers, we estimate one to three weeks on available items and sixty to ninety days on special order items not currently in stock at the publisher.

Ingram can provide titles that are in print and available from the publisher. Some publishers choose to sell only directly to end users such as schools or libraries. These direct-only publishers are defined as those publishers whose titles are not available on the open market to distributors.

Fill Rate

Ingram's senior and executive leadership continually monitors fill rate reports across all market segments. Ingram Library Services is proud that our initial fill rates are typically 85-90%, with a fill rate of 95 to 100% shipped or reported within 90 days, on items listed in Ingram's database. We periodically monitor fill rates for specific libraries, and we have programming in place to accurately calculate fill rate for any customer upon request. Note that our fill rate includes over 19,000,000 available titles.

Specific Numbers for Print
91.78 % shipped at time of initial order
98.92 % shipped in 60 days
99.02 % shipped in 90 days

Specific Numbers for Spoken Word
92.53 % shipped at time of initial order
99.30 % shipped in 60 days
99.44 % shipped in 90 days

Specific Numbers for DVD/Blu-ray
77.85 % shipped at time of initial order*
97.25 % shipped in 60 days
97.60 % shipped in 90 days

Ingram's average fulfillment rates listed above are for in-print library material. We calculate fill rates for Ingram public library customers and for items available through Ingram at the time of order, excluding items unavailable from the publisher at the time of order.

5. If unable to supply a title, vendor shall notify MALiA libraries within thirty (30) days and provide the reason for nonfulfillment.

_XX____ Yes
_____No

Remarks: **Status Reports**
Status Reports provided by Ingram include our Packing Slip and our Title Status Report.

The packing slip will supply you with the status of any book shipped, backordered, or is out of print. The packing slip will be alphabetized by title. Titles that were not included in the initial shipment will have a "B" in the "BO" column if they have been backordered. An "S/W" will identify those titles that will be shipped from your secondary distribution center.

Company Name
Chattanooga, TN

INGRAM

1210 INGRAM DRIVE
CHAMBERSBURG, PA. 17202

20D3261

BILL TO
Company Name
Chattanooga, TN

20D3261-
SHIP TO NUMBER

756	81.15#
PL RUN #	WEIGHT

2/28/2014	N 91G1Z	EO	1
DATE	OE #	OT	PAGE

LIBRARY PROC CUSTOMER SERVICE # 800-937-5300 OPT 1

LINE NO	QTY SHIP	QTY ORDER	B O	TITLE \SORTED BY TITLE / TITLE CODE	PROD I.D.	DEPT	P.O. NUMBER	DISC PCT.	BASE RETAIL	EXT. BASE
0001	5	5	B	ASHEN SWARM 012983286	1463772653	Q	14Ipage0224	25.0	1399	5245
0002	2	2	B	BUILDING AN AQUAPONICS SYSTEM 017152794	1481148516	Q	14Ipage0224	25.0	1695	2542
0003	9	9	B	CATCH & RELEASE 018720101	1492811785	Q	14Ipage0224	25.0	1499	10116
0004	6	6	B	CHOOSING AMER NEXT SUPERSTAR 016397960	1613727593	Q	14Ipage0224	5.0	1499	8544
0005	4	4	B	COLOR OF HEAVEN 012428080	0986842222	Q	14Ipage0224	25.0	1299	3896
0006	2	2	B	FANCY NANCY & THE LATE LATE LA 006051001	0606123121	R	14Ipage0224	40.0	1355	1626
0007	4	4	B	HANDMADE 013998318	061561583X	Q	14Ipage0224	25.0	889	2668
0008	5	5	B	HE WAS HER BROTHER (PART ONE) 020027636	1475006543	Q	14Ipage0224	25.0	1497	5615
0009	5	5	B	HE WAS HER BROTHER (PART TWO) 020027634	1475006624	Q	14Ipage0224	25.0	1497	5615
0023	4	4	B	HT EXPECT WHAT YOURE NOT EXPEC 017893139	1771510218	Q	14IPAGE0128	41.0	1995	4708
0010	3	3	B	IT SHOULD HAVE BEEN YOU 018244310	1623805872	Q	14Ipage0224	5.0	1499	4272
0011	4	4	B	KALISH METHOD 015544407	1477612726	Q	14Ipage0224	25.0	1495	4484
0012	2	2	B	LAZARUS TRAP 002489535	0849944856	Q	14Ipage0224	30.0	1499	2098
0013	5	5	B	NEW TAKE ON ABCS S IS FOR SMIL				41.0	1695	5000

The Title Status Report is sent to customers monthly. This report will provide you with current backorder status information as well as indicate which titles could not be supplied within your normal backorder period. Listed below are the most frequently used stock abbreviations that will appear on the Title Status Report:

B/O	=	Out of stock at this time and on backorder for you
NLS	=	Title is no longer stocked by Ingram
NYR	=	Title is not yet received by Ingram into the distribution center
OSI	=	Out of stock indefinitely by the publisher
PPD	=	Title has been postponed by the publisher
OP	=	Title is now out of print at the publisher
CANC	=	Title has been cancelled at this time by the publisher

Sample Ingram Title Status Report

INGRAM
INGRAM LIBRARY SERVICES INC.

TITLE STATUS REPORT

Anywhere Library
123 Your Street
Happy Town, TN 12345

Date 02/01/2019 ****
Page 1

BILLTO/SHIPTO 20v1234 / 20u5678

This monthly report advises on the status of items that are backordered. Backordered items listed below will remain backordered until the cancellation date, or shown as cancelled. NYR (Not Yet Received) items will remain on backorder for the period of the account's established backordered period beyond the date of first receipt by Ingram.

QTY ORD	Title	Author	ISBN	Publisher	Customer PO Number	Line Item PO Number	List Price	Prod Type	Whse Location	Status	Cancel Date
	THE FOLLOWING ITEMS HAVE BEEN CANCELLED:										
1	BRAVE LEARNER	BOGART JULIE	0143133225	PUTNAM	ING181018-LF-1	ING181018-LF-1	17.00	TPAP	IN	NYR	01/21/2019
1	DARWIN DEVOLVES	BEHE MICHAEL J	0062842617	HARPER C	ING181018-LF-1	ING181018-LF-1	28.99	HARD	IN	NYR	01/21/2019
1	LIQUID RULES	MIODOWNIK MARK	054485019X	HOUGHTON	ING181018-LF-1	ING181018-LF-1	26.00	HARD	IN	NYR	01/21/2019
1	RED STAR OVER THE PACIFIC 2ND	YOSHIHARA TOSHI	1682472183	U S NAVA	ING181018-LF-1	ING181018-LF-1	36.95	HARD	IN	NYR	01/21/2019
	THE FOLLOWING ITEMS WILL REMAIN ON BACKORDER UNTIL CANCELLATION DATE:										
1	LEGEND OF ZELDA BREATH OF THE	PIGGYBACK	1911015486	SIMON DI	ING181204-LM-1	ING181204-LM-1	39.99	HARD	IN	OS	03/12/2019
1	I THINK YOURE WRONG (BUT IM LI	HOLLAND SARAH S	1400208416	THOMAS N	ING181228-RR-1	ING181228-RR-1	24.99	HARD	IN	NYR	
1	PAULA DEENS AIR FRYER CKBK	DEEN PAULA H	1943016070	PAULA DE	ING190110-LM-1	ING190110-LM-1	24.95	HARD	IN	BO	04/15/2019
1	WELDING COMP 2ND /E REV/E 2/E	REESER MICHAEL	159186491X	MOTORBOO	ING190110-LM-1	ING190110-LM-1	30.00	HARD	IN	BO	04/15/2019
1	WHAT TO EAT WHEN	ROIZEN MICHAEL	1426220111	NATL GEO	ING190110-LM-1	ING190110-LM-1	28.00	HARD	IN	BO	04/15/2019

Reverse side of Title Status Report:

PRODUCT TYPE LEGEND:

TPAP - Trade paper
MPAP - Mass market paper
HARD - Hardcover
AUD - Audio
MUS - Music
MULT - Multimedia
MAPS - Maps, Calendars, Board Games

STATUS CODE LEGEND:

BO - Backordered
CANC - Cancelled
CAN1 - Cancelled: ISBN incorrect/unknown
CAN2 - Cancelled: Publisher cancelled
CAN3 - Cancelled: Out of stock
CAN4 - Cancelled: Out of stock indefinitely
CAN5 - Cancelled: Out of print
CAN6 - Cancelled: Not yet available
CAN7 - Cancelled: Not our publication
CAN8 - Cancelled: Delay in publication
CAN9 - Cancelled: Apply direct - Not available
CAN10 - Cancelled: Publisher did not respond
CAN11 - Cancelled: Via OE60 screen
IR - In research
NAI - Product unavailable through Ingram
NOP - Publisher has indicated "not our publication"
NYR - Not yet received
OS - Out of stock; Backordered
OSI - Publisher and Ingram out of stock indefinitely
OP - Cancelled; Out of print
PPD - Publisher postponed publication
PEND - Pending Alibris availability

6. Describe the vendor's order cancellation policy, including any restrictions that apply.

Ingram currently accepts cancellations through phone, mail, or fax request. The Library can also cancel individual open line items through ipage. If an entire purchase order is open (i.e., no line items have been fulfilled), the Library may request that Customer Care cancel the entire purchase order, at no charge to the library, rather than the library having to cancel each title individually.

7. 99% of materials supplied shall be the correct title, edition, and number of copies.

_XX____ Yes
_____No

Remarks: Ingram does not substitute titles unless the ISBN/EAN has been forwarded to a new edition. Only those items ordered will be shipped.

After receiving an order, Ingram will ship all titles currently in stock. Any remaining titles normally available through Ingram will then be placed on backorder for a period specified by you. At the end of the backorder period, all unfilled titles will automatically cancel, except for titles Not Yet Received from the publisher.

8. Multiple copies of a physical item shall be shipped together.

_XX____ Yes
_____No

Remarks: After receiving an order, we ship all titles currently in stock. We then place on backorder (for a length of time you specify) any remaining titles we typically carry. At the end of the backorder period, all unfilled titles automatically cancel, except for titles Not Yet Received from the publisher.

9. A packing slip shall accompany each physical shipment.

_XX____ Yes
_____No

Remarks: If you do not require invoice in the box, Ingram includes with each shipment a packing slip which you can cross-reference to the invoice. We typically enclose the packing slip in the last box of a multi-carton shipment that crosses the shipping manifest, and we mark that box for easy identification.

Ingram's Packing Slip contains the following information:

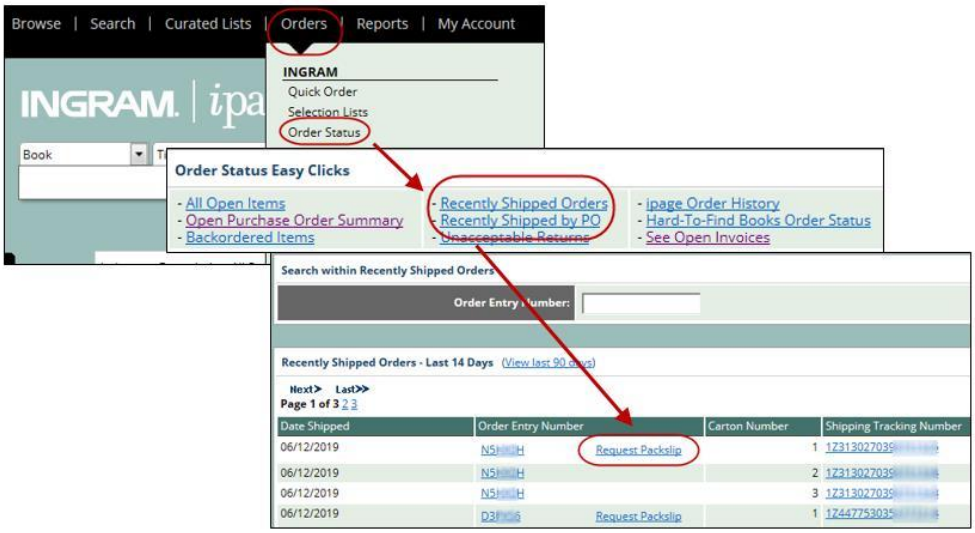
- Library shipping and billing address
- Date
- Quantity ordered
- Quantity shipped
- Title
- ISBN
- Binding Code
- Purchase Order Number
- Discount Percentage
- Unit List Price
- Extended Price after Discount

Packing slips can be sorted by title or purchase order number.

ipage® Request Packing Slip

Libraries that receive a packing slip with their shipments can now request a copy of a packing slip through ipage®. This service is applicable for shipments from the previous 30 days. The packing slip will be emailed to the address sent with the request.

To request a packing slip, the Library can open the Orders tab on ipage®, choose Order Status, and then either the link for Recently Shipped Orders or Recently Shipped by PO.



We also plainly mark each box in a shipment with the number of boxes included, the library address, and a Control Number (including Order Entry number) which can be used to cross reference the invoice when you receive it. We also mark the carton containing the packing slip.

The shipping label on the carton includes the customer's name, address, and customer purchase order number.

10. The vendor shall supply multiple accounts for a MALiA library as needed, and ship materials for these accounts separately.

_XX____ Yes
_____No

Remarks: Upon award of contract, any eligible Library can request an account. New accounts may be set up and existing accounts updated by contacting Account Services Coordinator at 800-937-5300 ext. 35764 or via email at requirements@ingramcontent.com. They will ask for basic account information such as account name and shipping address, contact person, and processing requirements. Please inform them that you are a contract customer, and they will verify the contract information and ensure your accounts receive the correct discounts and terms.

Libraries wishing to establish a new account will be asked to complete an Ingram New Account Application and Terms of Sale form. When setting up a new account under the terms of the contract, the Library will be asked to provide a copy of their tax-exempt certificate.

Each library should inform Ingram's Account Services Department that they wish to set up a new account or maintenance an existing account under the terms of this contract. Standard discounts and terms will apply until such time. Ingram cannot issue credits for accounts failing to follow the proper notification and account set up procedures.

Any item ordered prior to the contract start date will not receive the discounts offered in this proposal. This includes both standing orders and previous backorders. Should the library receive a previously ordered item after the contract is in effect, previous discounts will apply.

We do not sell to individuals but can establish staff accounts that ship and bill to the Library. We cannot accept personal checks from staff as payment but can accept payment from the Library. The Library would be responsible for seeking reimbursement from staff members for their individual orders. Staff accounts will not receive Ingram-paid freight.

Schools and Special Libraries - Ingram will set up your accounts to receive two shipments per purchase order. Any in-stock, non-processed book will ship within 24 hours of order entry. Any remaining titles normally available through Ingram will then be placed on backorder for a period of time specified by you. At the end of the backorder period, all books that have come into stock will ship, and all unfilled titles will automatically cancel, except for titles Not Yet Received from the publisher. The second invoice will be marked as final. Ingram has found that this two shipment shipping method is especially helpful to schools. By keeping shipments down to one initial shipment and one final shipment per distribution center and by giving you a final invoice, it is easier to track and close purchase orders.

11. Will the vendor accept rush orders? If Yes, specify how the vendor defines "rush."

_XX____ Yes
_____No

Remarks: Ingram defines a "rush" order as one requiring immediate turnaround and special shipping. These orders differ from a regular order in that they do not receive processing or cataloging services, are generally very small orders, and are placed with no backorders accepted.

Ingram can accept "rush" orders via toll-free telephone. All orders receive immediate online order entry, as well as instant title and stock verification. Rush orders will be shipped via UPS or other Ingram selected freight method.

Ingram does not charge additional freight for orders that ship with your regularly scheduled shipments via standard transportation. Only rush orders that require next day delivery will incur a freight charge.

It is our experience that the need for next day delivery is extremely rare with our customers. Should the Library require expedited services for an account, such as minimal processing and no cataloging on titles that require a faster turn time, we are happy to discuss your requirements and work to profile accounts as needed.

Items placed on a separate Rush account will be invoiced as shipped. If the Library profiles the account to receive no backorders, then the items in stock would ship and all other items cancel. The Library would then receive one invoice for the purchase order. Rush orders would ship from a single distribution center exclusively.

If the Library has a different definition for Rush Orders, such as items that receive cataloging and processing but that have a faster turn timer than your stated standard 30 days, we are happy to discuss how we can profile your account(s) to meet your requirements.

12. Which of the following will the vendor accept? Select all that apply and attach copies of existing policies that include any restrictions or conditions. If there are associated costs or limits on the amount refunded/credited, complete question 7 in section IV Overall Cost Considerations.

    _XX____ Order returns
    _XX____ Order exchanges
    _XX____ Order credits

Remarks: **Returns Policy**
Ingram's Returns Policies provide for prompt and efficient resolution for reporting and returning materials that are received damaged, defective, or shipped in error.

- Ingram Customer Service associates are happy to assist with issues including shortages, damages, or defects, and to provide returns authorizations as required.
- Customer Service hours of operation are Monday through Friday, 7:00 a.m. – 6:00 p.m. (Central Time.) Hours are subject to change.
- Through ipage, the Library may create Hassle-Free returns, report shortages, track status of a return, and view credit memos. ipage is available 24 hours a day, 7 days a week.

Unprocessed Print Material
Any unprocessed book ordered in good faith and found to be damaged or unsuitable, whether due to Ingram's error or the Library's error, may be returned under the Hassle-Free Returns Policy.

- Unprocessed materials may be returned up to **60 days** after the invoice date.
- A copy of the Hassle-Free Returns form (the back of your packing slip or printed from ipage) should be included in each carton shipped to Ingram.
- **A return authorization number is not required for unprocessed print material.**
- Ingram will not charge a restocking fee for items returned in accordance with our Hassle-Free Returns Policy.

Product with Defects
Ingram understands that defects inside a book may not be detected until it has circulated, so there is **no timeframe for returning product with publisher defects,** including the following:

- Missing pages
- Contents out of sequence
- Book bound upside down
- Contents different than the cover/title
- Ink or printing issues
- Crooked pages
- Blank pages
- Disc does not play
- Item is received with missing or incorrect disc(s)

Please note that due to the wear and tear caused by circulation, we will only accept defective books where the binding is falling apart up to 60 days after the invoice date.

Processed Materials

Items that have received cataloging or processing per the Library's specifications are no longer in resalable condition, and therefore can only be returned due to an Ingram error or if defective or damaged.

- The Library is asked to report any cataloging and processing errors as soon as they are noticed, so that Ingram can research and resolve the issue in a timely manner.
- Processed material returns require return authorization from our Customer Care Department. To request authorization, please call **(800) 937-5300 Ext.27665**

Audiovisual Materials

Unprocessed audiovisual materials that are damaged, defective, or shipped due to Ingram error may be returned up to **60 days** after the invoice date.

- Audiovisual returns require return authorization from our Customer Care Department. To report defective or damaged product and request authorization, please call (**800) 937-5300 Ext.27665.**
- Playaway® accepts return of defective products within one year of the invoice date. The Library should contact Playaway directly.

Ingram will issue a credit for audiovisual titles received damaged or defective, including damage or defects to individual discs in a multi-disc set. If the title is currently in stock, we also offer the option to replace the entire product, rather than just the damaged discs, as Ingram does not stock individual replacement discs in our inventory.

Ingram recognizes that individual discs in a multi-disc title may be lost or damaged once the title is in circulation. Replacements for discs lost or damaged after receipt from Ingram may be available directly from the title's publisher. For example, Brilliance Audio Library Edition audiobooks have a guarantee of free disc and vinyl case replacements. Publisher contact information for every title is easily obtained on ipage at the Library' convenience, 24/7.

Non-Returnable Materials

Each publisher decides if their product is non-returnable. This may be on a product-by-product or binding-by-binding basis, or as items go out of print. Therefore, Ingram does not assign a non-returnable status to a publisher.

- Non-returnable items are indicated as such on ipage.
- Ingram cannot accept return of any product that we do not stock or items that were not originally purchased from Ingram.

Items Damaged in Shipping

For materials damaged in transit, the Library is asked to always accept delivery of materials. Damage should be noted on the carrier delivery receipt, and the Library should call our Customer Care Department for instructions on making a return.

Overstock Returns

Return of unprocessed materials sent after the 60-day window will be handled as Overstock Returns.

- Overstock returns for libraries may not exceed 10% of purchases made during the preceding 12 months.
- Overstock returns will have a 10% restocking fee applied.
- All product returned to Ingram must be in a condition that it could be resold. Therefore, we cannot accept return of processed items as overstock returns.
- Ingram reserves the right to send back, at the Library's expense, all products returned to us that is not in resalable condition.

Hard to Find Books Alibris Returns Policy

If the Library is dissatisfied for any reason with a book purchased through our Hard-to-Find Book program, you may return your purchase to the Alibris distribution center within 30 days for a full refund of purchase. Ingram reimburses shipping costs for returns only if the condition of the book is not as described on ipage.

Credit Memo

When returns meet the Hassle-free requirements and upon proper notification and receipt of the returned titles in our distribution center (if required by Ingram), the Library will be credited for the full invoiced amount for the item(s). Overstock returns will be credited at 50.0% credit. A credit memo can be emailed listing the item(s), dollar amount, and purchase order number credited. Open credits will also be reflected on the monthly statement with reference to the purchase order number.

Additional terms for credits for items with an Ingram error or that were received damaged or defective:

- Customer Care will advise the Library whether the physical product should be disposed of or returned to Ingram.
- If Ingram requires the Library to return product to our distribution center, a Call Tag will be issued to cover the freight charges for the return.
- If the Library was invoiced for freight on the original order, we will also credit freight charges, calculated at the standard UPS rate for the weight of the items returned.
- The Library is responsible for shipping and carrying charges for returned items that are not damaged, defective, or shipped with Ingram error.

Items, including EDI purchases, which are credited through our hassle-free, or overstock return process are posted as credit memos to the account. Credits can be applied on your payment, or you may reach out to your Credit Representative and have it applied directly to a specific invoice.

Claims

Please notify Ingram if you have not received an anticipated publication or if an order is short shipped. If an order is shipped but not delivered, claims will be directed to Customer Care to ensure tracking and credit, or replacements are handled as quickly as possible. Anticipated publications may have a delayed release; is so, it will be reflected on ipage.

Cancellations

Ingram can currently accept cancelations through phone, mail, or fax request. The Library can also cancel individual open line items through ipage. If an entire purchase order is open and no line items have been filled, the Library may request that Customer Care cancel the purchase order in its entirety rather than the Library cancelling each title individually. This will be done at no charge to the Library.

Returns Reporting

ipage features the following returns reporting options. You can:

- Report shortages.
- Determine the date your return was received.
- See whether a return is in process.
- View credit memo information.

Returns Status Results

Product Sales		Total Overstock Returns (13 month)	Current Return Percentage as of 04/22/2010
MTD	Last 12 Months		
14,145.06	193,421.12	0.00	0.00

Returns Status For Items at Ingram

Ingram Ref.No	Date Received	Customer Ref. No	Cartons Received	Return Type	Status	Credit Memo No.	Date Credited	Units Credited	Amount Credited
03854237	04/08/2010	04/08/10	1	HASSLEFREE	In Process			0	0.00
00906269	04/02/2010	50465959	0	HASSLEFREE	Credited	50639457 50639457	04/02/2010	1	21.89

13. Describe how MALiA libraries will submit claims and find out status.

Claims

Please notify Ingram if you have not received an anticipated publication or if an order is short shipped. If an order is shipped but not delivered, claims will be directed to Customer Care to ensure tracking and credit, or replacements are handled as quickly as possible. Anticipated publications may have a delayed release; is so, it will be reflected on ipage.

14. Within how many days of receipt will claims be processed by the vendor, and what is the vendor's average turn-around time for resolution?

We make every attempt to respond within 24 hours (during normal working hours) from phone call or receipt of correspondence. However, some issues may necessitate additional research in order to provide the best service and most complete response to the Library.

15. Does the vendor support online order transfer from the local library's acquisition system? If Yes, specify requirements for MALiA libraries to participate, including any restrictions on the types of materials that can be transferred.

_XX____ Yes

_____No

Remarks: Ingram accepts orders electronically (via email attachment and/or EDI – Electronic Data Interchange) or via ipage. Please send emails with attached orders to: ILS.orders@ingramcontent.com.

EDI

Ingram supports EDI Transaction types and formats based on your automation system's capabilities. Ingram EDI offerings include:

- Electronic ordering using the X12 format and FTP for communications
- Enriched EDI ordering.
- Text format full order confirmation via email from Ingram email to user-specified email address.

EDIFACT Order, Order Response, and Invoice

- Purchase orders are created in your Acquisitions department and sent to Ingram via FTP.
- Ingram processes orders and places electronic confirmation files on the Ingram FTP server for customer retrieval.
- For customers opting to receive electronic invoices, Ingram places electronic invoice files on the Ingram FTP for customer retrieval. E-invoices streamline workflow and increase efficiency. Ingram can provide paper invoices to e-invoice users *if requested*.

Enriched Edifact Order

This enhanced order transaction allows users to send additional distribution information in the EDI order record providing Ingram with information necessary to create complete holdings records to match items shipped. The holdings records are loaded with MARC bibliographic records and overlay the on-order items. When Ingram sends materials to your location, they are shelf and circulation ready. With Enriched EDI, we can drop-ship to branches. We also simplify account management through ordering on a single account and having Ingram separate orders based upon the enriched data. This allows us to process orders per the library's specifications and route them to the correct branch.

The interface between Ingram and SirsiDynix allows the exchange of X12 transactions. This includes PO, POA, and Electronic Invoices. FTP is supported, but Ingram cannot accept electronic transmissions via EDIFACT for SirsiDynix. Ingram does not require the Library to use specialized software to interface with Polaris.

1. Ingram can accept EDI orders from the Polaris System in the X12 format. Our order management system processes orders sent via this method.
2. Ingram accepts ISBNs; however, we do not process ISSNs as we do not process orders for magazine material.
3. If you use the Polaris system, you can send branch, collection, call number and POLI line number. We use this data to drive cataloging and processing outputs.
4. Ingram can accept call numbers.
5. Ingram accepts the line-item PO number – POLI line number. Once received it is used as a match point for acknowledgment, ASN and invoice transactions.
6. Ingram can also receive bib numbers.
7. Customers using the Polaris System can grid the notes field in ipage to download in their order records, but the Polaris System cannot send the notes field in an EDI order.

16. Are there other aspects of orders and fulfillment the vendor would like to comment on that have not been covered in this section?

_XX____ Yes
_____No

Remarks: **Online Account Management**

ipage has many online account management tools. Through ipage, you can:

- Review your current account information, such as standard backorder settings, primary distribution center, and more.
- Keep your contacts up to date with Ingram and make sure the right people receive the information they need to help you manage your account.

- Cancel backorders.
- View cancellations.
- Print invoices and credit memos.

III. INVOICES AND PAYMENT

1. Within how many days after the vendor receives an order should a MALiA library expect an invoice?

Ingram does not invoice for items until they have been shipped.

"Invoice in the Box"
Ingram has the option available to libraries to have their invoice put inside the box of shipped items. This invoice is in a modified, easy to read format. With "Invoice in the Box", libraries can check in items against the invoice and do not have to wait for the invoice to arrive in the mail. The library still has the option to have multiple copies of the invoice. Please note that if invoices are included with the shipment, they cannot be mailed separately.

EDI Invoicing
EDI invoicing is available. We support daily or weekly summary invoices. For customers opting to receive electronic invoices, Ingram places electronic invoice files on the Ingram FTP for customer retrieval. E-invoices streamline workflow and greatly reduce the amount of effort used in the manual posting of invoices. Ingram continues to provide paper invoices to electronic invoice users.

ipage Invoices
Ingram offers the convenience of having invoices available to our customers online via ipage our web-based selection, ordering, and account management tool. With ipage, invoices are available to view and print on demand the moment they become available.

2. Describe the vendor's standard invoicing practices in detail, including whether the vendor invoices partial orders or only when an order is complete.

Invoices
Ingram can provide multiple copies of invoices. Invoices can be e-mailed or included with the shipment. Ingram can mail invoices is requested. As part of Ingram's Green Initiative our preference is an electronic transmission.
Title data on invoices is listed in the following order: (1) quantity ordered and shipped, (2) author, (3) title, (4) publisher, (5) ISBN/EAN, (6) unit list price, (7) discount, (8) unit net price, and (9) extended price. Items on invoices are listed alphabetically by either the author or the title per the Library's request.

All invoices have an invoice number and date, order entry number, and Ingram's Federal ID number. Library name, ship to and billing account addresses and numbers, and purchase order number (can be up to 22 characters in length) are all listed on the invoice. Order data includes shipping warehouse and location, carrier, ship date, number of cartons, and total weight of order.

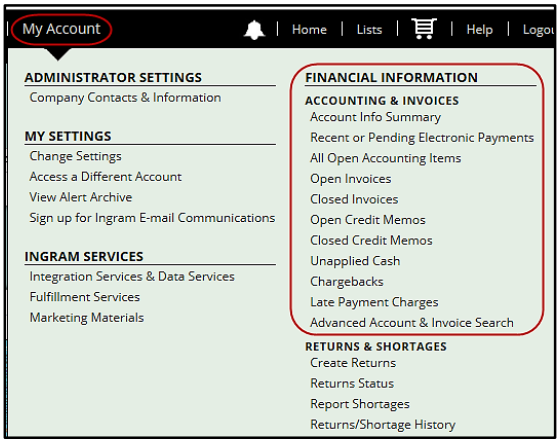
Also included on the invoice is a code for each binding type. If a title is a Library Binding, it may be designated as such by the notation LIB after the title.

Ingram can invoice for cataloging and processing on the same invoice as materials or on a separate invoice, per request of the Library. Processing and cataloging charges appear as separate line items when billed on the same invoice as materials. Processing and cataloging are invoiced as accumulated charges, not individual line items per each title.

Financial Information on ipage

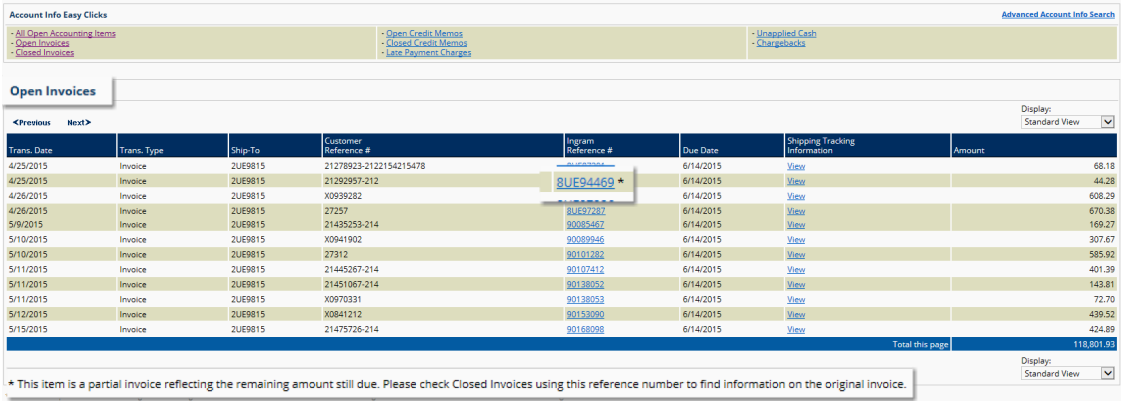
The Library's ipage Administrator can designate which staff members have access to view account-specific accounting items such All Open Accounting Items, Open Invoices, and Open Credit Memos. Using the Advanced Search feature, the Library can further refine their search results for these accounting items by entering one or a combination of Customer or Ingram Reference Number, Purchase Order, Product Code, and Transaction or Due Date Ranges. Closed invoices and credit memos are available for viewing for 90 days.

Through ipage, the Library can also look at its last statement and view the last six payments received by Ingram plus review recent and pending electronic payments.



Partial Invoices

Partial invoices are indicated on ipage by an asterisk after the Ingram Reference Number. The remaining amount still due is listed under Open Invoices. The original invoice is accessible under Closed Invoices by searching using the same reference number.



Trans. Date	Trans. Type	Ship-To	Customer Reference #	Ingram Reference #	Due Date	Shipping Tracking Information	Amount
4/25/2015	Invoice	2UE9815	21278923-2122154215478	[illegible]	6/14/2015	View	68.18
4/25/2015	Invoice	2UE9815	21292957-212	8UE94469 *	6/14/2015	View	44.28
4/26/2015	Invoice	2UE9815	X0939282	[illegible]	6/14/2015	View	608.29
4/26/2015	Invoice	2UE9815	27257	8UE97287	6/14/2015	View	670.38
5/9/2015	Invoice	2UE9815	21435253-214	90085467	6/14/2015	View	169.27
5/10/2015	Invoice	2UE9815	X0941902	90089946	6/14/2015	View	307.67
5/10/2015	Invoice	2UE9815	27312	90101282	6/14/2015	View	585.92
5/11/2015	Invoice	2UE9815	21445267-214	90107412	6/14/2015	View	401.39
5/11/2015	Invoice	2UE9815	21451067-214	90138052	6/14/2015	View	143.81
5/11/2015	Invoice	2UE9815	X0970331	90138053	6/14/2015	View	72.70
5/12/2015	Invoice	2UE9815	X0841212	90153090	6/14/2015	View	439.52
5/15/2015	Invoice	2UE9815	21475726-214	90168098	6/14/2015	View	424.89
						Total this page	118,801.93

Closed Invoices

<Previous Next>

Display: Standard View

Trans. Date	Trans. Type	Ship-To	Customer Reference #	Ingram Reference #	Due Date	Shipping Tracking Information	Amount
4/25/2015	Invoice	2UE9815	21278923-212	8UE87391	6/14/2015	View	68.18
4/25/2015	Invoice	2UE9815	21292957-212	8UE94469	6/14/2015	View	44.28
4/26/2015	Invoice	2UE9815	X0939282	[illegible]	6/14/2015	View	608.29
4/26/2015	Invoice	2UE9815	27257	8UE97287	6/14/2015	View	670.38
4/26/2015	Invoice	2UE9815	21290865-212	8UE04491	6/14/2015	View	428.18
4/28/2015	Invoice	2UE9815	21316219-213	8UE48656	6/14/2015	View	118.70
4/29/2015	Invoice	2UE9815	X0961122	8UE67954	6/14/2015	View	752.04
						Total this page	2,301.93

3. Describe invoice customizations available to MALiA libraries.

Ingram can provide multiple copies of invoices; they can be e-mailed or included with the shipment. Ingram offers EDI Invoicing, Invoice in the Box and Online Invoices. Invoices for each library will reflect their individual billing and shipping location account information.

4. Which of the following invoice types does the vendor provide?

_XX____ Print-only

_XX____ Electronic-only

_XX____ Both print and electronic

Remarks: Ingram can provide multiple copies of invoices; they can be e-mailed or included with the shipment. Ingram offers EDI Invoicing, Invoice in the Box and Online Invoices.

5. Provide a sample invoice that shows how discounts, credits, and service charges appear. If special invoice codes are used, provide a code translation reference.

Status Code Legend:

```
PRODUCT TYPE LEGEND:

TPAP - Trade paper
MPAP - Mass market paper
HARD - Hardcover
AUD  - Audio
MUS  - Music
MULT - Multimedia
MAPS - Maps, Calendars, Board Games


STATUS CODE LEGEND:

BO   - Backordered
CANC - Cancelled
CAN1 - Cancelled: ISBN incorrect/unknown
CAN2 - Cancelled: Publisher cancelled
CAN3 - Cancelled: Out of stock
CAN4 - Cancelled: Out of stock indefinitely
CAN5 - Cancelled: Out of print
CAN6 - Cancelled: Not yet available
CAN7 - Cancelled: Not our publication
CAN8 - Cancelled: Delay in publication
CAN9 - Cancelled: Apply direct - Not available
CAN10 - Cancelled: Publisher did not respond
CAN11 - Cancelled: Via OE60 screen
IR   - In research
NAI  - Product unavailable through Ingram
NOP  - Publisher has indicated "not our publication"
NYR  - Not yet received
OS   - Out of stock; Backordered
OSI  - Publisher and Ingram out of stock indefinitely
OP   - Cancelled; Out of print
PPD - Publisher postponed publication
PEND - Pending Alibris availability
```

Sample Credit Memo

INGRAM

CREDIT MEMO

REMIT TO
INGRAM LIBRARY SERVICES
P. O. BOX 277616
ATLANTA, GA 30384-7616
1-800-937-5300 OPTION 1

CREDIT	MO.	DAY	YEAR	BATCH	
42434091	10	21	2019	381	LB

ORDER ENTRY	ACCOUNT	PAGE	TAX
N1VGZ0EH	2001967	1	

FED ID 62-1746696

DUNS 12-159-9042

SOLD TO 2001967 L
ALLEGHANY HIGHLANDS REGIONAL
LIBRARY
406 W RIVERSIDE ST
COVINGTON VA 24426-1221

SHIP TO 2001967 L
ALLEGHANY HIGHLANDS REGIONAL
LIBRARY
406 W RIVERSIDE ST
COVINGTON VA 24426-1221

YOUR CLAIM #		CODE	
2001967	CR05997852L	35	381-

QTY	PUB NBR	ITEM ID	TITLE	REPROC PCT			UNIT PRICE	% DISC.	UNIT PRICE (AFTER DISC)	EXTENSION
			FOLLOWING APPLIES TO INVOICE/OE NUMBER 41901198							
			FOLLOWING ITEMS FOR CREDIT CODE 35 HASSLEFREE RETURN							
1	7200	0503133316	JUNGLE		Q	9789353363758	12.00	.100	10.80	10.80-
			TITLE CODE ERROR							
			SUB TOTAL							10.80-

Sample Invoice

INGRAM

INVOICE

FED-ID 62-1746696
REMIT TO
INGRAM LIBRARY SERVICES
P. O. BOX 277616
ATLANTA, GA 30384-7616
1-800-937-5300 OPTION 1

INVOICE	MO.	DAY	YEAR	BATCH	
57792444	02	14	2022	310	LB

ORDER ENTRY	ACCOUNT	PAGE	TAX
C7K5HGEH	2001967	1	6

DUNS 12-159-9042

SOLD TO 2001967 013M N
ALLEGHANY HIGHLANDS REGIONAL
LIBRARY
406 W RIVERSIDE ST
COVINGTON VA 24426-1221

SHIP TO 2001967-0000000 002
ALLEGHANY HIGHLANDS REGIONAL
LIBRARY CD 1.94
406 W RIVERSIDE ST
COVINGTON VA 24426-1221

TERMS: NET 30 EOM
WE APPLY 1.5% SERVICE CHARGE TO PAST DUE INVOICES

QUANTITY ORDERED	QUANTITY SHIPPED	T/C AUTHOR	TITLE				UNIT PRICE	% DISC	UNIT PRICE (AFTER DISC)	EXTENSION
	ITEMS	BELOW FROM P.O. OD02112022				IBCOE 7K5HG	Y0KWK ORD	DT:	02/11/22	
1	1	TAYLOR B	END OF DAYS	0394	R	006288610X	28.99	45.8	15.71	15.71
1	1	SAPKOWSK	LAST WISH	0517	Q	0316438960	16.99	38.0	10.53	10.53
	2		RETAIL 45.98 AVG DISC 42.9%			SUBTOTAL	45.98			26.24
			CHAMBER VIA UPS-GROUND PREPAIDX			SHIPPING/HANDLING				3.46
			SHIP DATE 02/14 #008976741	#CTNS		1 WT 3 LBS				
						** TOTAL **				29.70

Cut Along Broken Line

INGRAM

INGRAM LIBRARY SERVICES
P. O. BOX 277616
ATLANTA, GA 30384-7616
1-800-937-5300 OPTION 1

IF PREPAID, PLEASE DISREGARD

IF PAYING BY INVOICE
PLEASE RETURN THIS PORTION WITH PAYMENT

INVOICE DATE 02/14/2022

OE # C7K5HGEH
ACCOUNT # 2001967
INVOICE # 57792444
AMOUNT DUE 29.70

6. The vendor is able to separately invoice multiple accounts for a MALiA library.

_XX____ Yes
_____No

Remarks: Each library should inform Ingram's Account Services Department that they wish to set up a new account or maintenance an existing account under the terms of this contract. During account set up the library will establish the billing location for invoicing. Standard discounts and terms will apply until such time. Ingram cannot issue credits for accounts failing to follow the proper notification and account set up procedures.

Any item ordered prior to the contract start date will not receive the discounts offered in this proposal. This includes both standing orders and previous backorders. Should the library receive a previously ordered item after the contract is in effect, previous discounts will apply.

We do not sell to individuals but can establish staff accounts that ship and bill to the Library. We cannot accept personal checks from staff as payment but can accept payment from the Library. The Library would be responsible for seeking reimbursement from staff members for their individual orders. Staff accounts will not receive Ingram-paid freight.

~~7. The vendor is able to accommodate Net 60 payment terms without imposing an extra charge.~~

~~_____Yes~~
~~_____No~~

~~Remarks:~~

7. Is a penalty imposed for late payment of an invoice? If yes, indicate the time period and amount of the penalty.

Remarks: Ingram reserves the right to assess a late charge on all past due invoices.

8. Will the vendor provide discounts or credits for early payment of invoices? If Yes, describe and enumerate any early payment percentage schedules.

_XX____ Yes
_____No

Remarks: Ingram does not currently offer an early pay discount

9. Will the vendor impose a penalty for late payment of an invoice? If Yes, indicate the time period and the penalty fee/rate.

_XX____ Yes
_____No

Remarks: Payment terms under this contract shall be Net 30 EOM. Payment is required for invoices within these terms even when a purchase order has not been completed. Ingram does not invoice for items until they have been shipped.

While other vendors demand payment from invoice date, Ingram's terms are calculated on statement date at the end of each month. With payment due 30 days from statement date, the customer's payment is due an average of 45 days from invoice (30-59 days). Ingram reserves the right to assess a late charge on all past due invoices.

Invoice discrepancies must be reported to Ingram within 30 days of the invoice date. All discrepancy reports must include an invoice number and date of invoice. Discrepancies reported after 30 days from invoice date will not be adjusted.
For opening day collections, Ingram can store product and ship to you at an agreed upon date under the following terms. Items will be invoiced when they are moved to storage in an Ingram facility after receiving processing and cataloging services and are payable within 30 days EOM. Ownership and title of said product passes to the Library upon invoice.

10. Does the vendor accept credit card payment (American Express, VISA, MasterCard) without imposing an extra charge?

    _XX____ Yes
    _____No

Remarks: Ingram can profile your account to receive payment via your MasterCard, VISA, American Express or Discover credit card. You must first establish an account specifically for credit card purchases and provide your credit card information at the time of account set-up. Orders placed on these accounts will be automatically charged to the credit card. The Library may also establish an additional non-credit card billing account with Ingram's standard 30-day billing/payment terms.

11. Are there other aspects of invoicing/payment the vendor would like to comment on that have not been covered in this section?

    _XX____ Yes
    _____No

Remarks: Electronic Funds Transfer - EFT is a method by which ipage® customers can pay invoices online by direct bank draft. All data transferred to your browser is encrypted using the Internet protocol, Secure Socket Lay (SSL.) SSL is a protocol designed to provide privacy between a Web client and a Web server by encrypting all data sent between your Web Browser and the ipage® server.

EFT allows you to pay your entire statement online, or you can pay specific, individual items. You can view information on any electronic payment detail for the last 45 days.

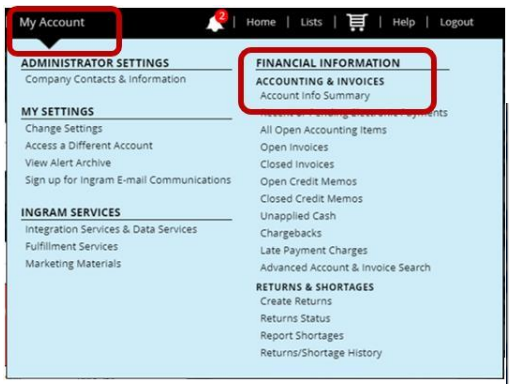
Only the ipage® Administrator and the Accounts Payable designate have access to this function. Note that EFT is set up to allow only one Library staff member at a time to use the function. When one user leaves the EFT function, another Library-designated staff will be able to use EFT.

Pay Online - Payments can be made electronically on ipage® through a bank account(s) profiled on the account. Pay Online Easy Clicks include: Pay Amount Due, Pay Total Balance, Pay Individual Items Only, Recent or Pending Electronic Payments, and Change Bank Account. All financial transactions processed on ipage® utilize SSL encryption.

Check – Ingram accepts payments by check. To ensure proper credit to your account, please indicate on the check your Ingram account number and invoice number(s) you wish to pay. Send payment checks to the Post Office Box listed on your invoice. This is a remittance-only address, and no other correspondence should be sent to this P.O. Box.

Monthly Statement

Ingram emails a monthly statement, which serves as an open item register and monthly summary report. The statement contains, among other information, the transaction type, date of transaction, due date, account number, total amount due, total account balance. You can also view your last statement online through ipage® by clicking on the My Account tab, then the Account Info Summary link under Financial Information:



All Open Accounting Items through 03/15/2021	
Future Due	7,765.86
Current Due	5,029.58
Past Due 1-30	1,870.60
Past Due 31-60	0.00
Past Due 61+	0.00
Future Credits	-60.15
Total Account Balance	14,605.89

IV. OVERALL COST CONSIDERATIONS

1. On Attachment C, "Offeror Discount Pricing Sheet," list the discounts the vendor will provide to MALiA libraries during the contract period.

Ingram has completed and returned Attachment C with our response.

2. Describe the vendor's service charges, and how they are calculated or vary depending on type of service.

If a Library wishes to view full-text reviews, there is a nominal fee of **$350.00** per year for that additional service. The Library also has the option of paying in installments of **$35.00** per month. Price of reviews is subject to change on an annual basis.

Titles ordered under our optional Hard to Find Books Service ship from Alibris's distribution facility, and not an Ingram warehouse. They will not combine with your Ingram orders for shipping and may have different turn times and shipping methods. These titles are sold at the net price shown, plus a $3.95 per book shipping and handling fee if shipped within the United States.

Due to the impact of rising oil prices, Ingram has instituted a $2.00 fuel surcharge.

3. The vendor shall not charge MALiA libraries for replacement copies of order items found to be defective, damaged, or lost in shipment, provided the loss is reported to the vendor by libraries within the publishers' designated time frame.

_XX____ Yes
_____No

Remarks: Ingram has included our full return policy under Orders and Fulfillment, item 12.

Product with Defects

Ingram understands that defects inside a book may not be detected until after circulation, so there is no timeframe for returning product received with publisher defects. These defects include the following:

- ✓ Missing pages
- ✓ Contents out of sequence
- ✓ Books bound upside down
- ✓ Contents different from that indicated on the cover/title
- ✓ Ink or printing issues
- ✓ Crooked pages
- ✓ Blank pages
- ✓ Malfunctioning disc
- ✓ Item received with missing or incorrect disc(s)

Please note that due to wear and tear that circulation can create, we accept books with broken bindings for up to 60 days after the invoice date.

Ingram issues **credit for audiovisual titles received damaged or defective**, including damage or defects to individual discs in a multi-disc set. If the title is currently in stock, we also offer the option to replace the entire product, rather than only the damaged discs, as Ingram does not stock individual replacement discs in our inventory.

Ingram recognizes that individual discs in a multi-disc title may be lost or damaged once the title is in circulation. Replacements for discs lost or damaged after receipt from Ingram may be available directly from the title's publisher. For example, Brilliance Audio Library Edition audiobooks offers a guarantee of free disc and vinyl case replacements. You can obtain publisher contact information for every title in ipage at your convenience, 24 hours a day, 7 days a week.

Items Damaged in Shipping

We ask the Library to always accept delivery of materials damaged in transit. Library staff should note product impairment on the carrier delivery receipt and call our Customer Care Department for return instructions.

4. If the publisher is unable to provide a replacement copy of an item found to be defective, damaged, or lost in shipment, the vendor shall seek to obtain a credit on behalf of the library.

_XX____ Yes
_____No

Remarks: Ingram has included our full return policy under Orders and Fulfillment, item 12.

Credit Memo

When returns meet the Hassle-free requirements and upon proper notification and receipt of the returned titles in our distribution center (if required by Ingram), the Library will be credited for the full invoiced amount for the item(s). Overstock returns will be credited at 50.0% credit. A credit memo can be emailed listing the item(s), dollar amount, and purchase order number credited. Open credits will also be reflected on the monthly statement with reference to the purchase order number.

Additional terms for credits for items with an Ingram error or that were received damaged or defective:

- Customer Care will advise the Library whether the physical product should be disposed of or returned to Ingram.
- If Ingram requires the Library to return product to our distribution center, a Call Tag will be issued to cover the freight charges for the return.
- If the Library was invoiced for freight on the original order, we will also credit freight charges, calculated at the standard UPS rate for the weight of the items returned.
- The Library is responsible for shipping and carrying charges for returned items that are not damaged, defective, or shipped with Ingram error.

Items, including EDI purchases, which are credited through our hassle-free, or overstock return process are posted as credit memos to the account. Credits can be applied on your payment, or you may reach out to your Credit Representative and have it applied directly to a specific invoice.

5. The vendor shall cover the cost of returning defective or damaged physical items and arrange for pick-up.

_XX____ Yes
_____No

Remarks: **Items Damaged in Shipping**

For materials damaged in transit, the Library is asked to always accept delivery of materials. Damage should be noted on the carrier delivery receipt, and the Library should call our Customer Care Department for instructions on making a return.

6. Will the vendor provide free shipping/handling for physical materials? If No, describe exceptions (e.g. rush orders) and how shipping charges will be calculated.

_XX____ Yes
_____No

Remarks:

Public Libraries - For libraries with **a minimum of $150,000** in annual expenditures with Ingram or a commitment to meet this annual expenditure level, orders will ship with Ingram-paid freight from your primary and secondary distribution centers.

For libraries with **less than $150,000** in annual expenditures, Orders of 15 or more units from both your primary and secondary distribution center will ship with Ingram Paid Freight. Shipments of fewer than 15 units will be charged a flat $6.00 shipping fee. This flat fee amount or qualifying unit quantity is subject to change with notice. Items picked, packed, and shipped together count as an individual shipment.

Due to the impact of rising oil prices, Ingram has instituted a $2.00 fuel surcharge. This fee is subject to change with notice.

Orders will ship FOB Destination. Ingram defines FOB Destination as Ingram being responsible for the products until they are delivered to the library. Once the items have been delivered, liability lies with the receiving agency. Ingram normally ships items via UPS ground transportation. Shipping will be via best method, which may include order or account consolidation, shipping schedules or other account setting adjustments to maintain freight costs below 2% of invoice.

Schools and Special Libraries - Ingram is pleased to offer an Ingram-paid freight option from your primary and secondary distribution centers. Orders of 15 or more units from both your primary and secondary distribution center will ship with Ingram Paid Freight. Shipments of fewer than 15 units will be charged a flat $6.00 shipping fee. This flat fee amount or qualifying unit quantity is subject to change with notice. Items picked, packed, and shipped together count as an individual shipment.

Due to the impact of rising oil prices, Ingram has instituted a $2.00 fuel surcharge. This fee is subject to change with notice.

Orders will ship FOB Destination. Ingram defines FOB Destination as Ingram being responsible for the products until they are delivered to the library. Once the items have been delivered, liability lies with the receiving agency. Ingram normally ships items via UPS ground transportation. Shipping will be via best method, which may include order or account consolidation, shipping schedules or other account setting adjustments to maintain freight costs below 2% of invoice.

Ingram will set up your accounts to receive two shipments per purchase order. Any in-stock, non-processed book will ship within 24 hours of order entry. Any remaining titles normally available through Ingram will then be placed on backorder for a period of time specified by you. At the end of the backorder period, all books that have come into stock will ship, and all unfilled titles will automatically cancel, except for titles Not Yet Received from the publisher. The second invoice will be marked as final. Ingram has found that this two-shipment shipping method is especially helpful to schools. By keeping shipments down to one initial shipment and one final shipment per distribution center and by giving you a final invoice, it is easier to track and close purchase orders.

7. For order returns, exchanges, or credits, what extra charges or limits on the amount refunded/credited will be applied, if any?

Ingram has included our full return policy under Orders and Fulfillment, item 12.

Overstock Returns

We handle returns of unprocessed materials sent after the 60-day window as Overstock Returns:

- ✓ Overstock returns from libraries cannot exceed 10% of purchases made during the preceding 12 months.
- ✓ Overstock returns are subject to a 10% restocking fee.
- ✓ All product returned to Ingram must be in a marketable condition. Therefore, we cannot accept return of processed items as overstock returns.
- ✓ Ingram reserves the right to send back, at the Library's expense, all products returned to Ingram not in resalable condition.

8. Describe the vendor's credit practices in detail, including under what circumstances the vendor will provide credits to MALiA libraries.

Unprocessed Print Material

Under the Hassle-Free Returns Policy, libraries can return any unprocessed book received damaged or unsuitable, whether due to Ingram or customer error.

- ✓ The Library can return unprocessed materials for up to 60 days after invoice date.
- ✓ Ingram will not charge a restocking fee for items returned in accordance with our Hassle-Free Returns Policy.
- ✓ The library should include a copy of the Hassle-Free Returns form (found on the back of packing slip or printed from ipage) in each carton shipped to Ingram.
- ✓ A return authorization number is not required for unprocessed print material.

Product with Defects

Ingram understands that defects inside a book may not be detected until after circulation, so there is no timeframe for returning product received with publisher defects. These defects include the following:

- ✓ Missing pages
- ✓ Contents out of sequence
- ✓ Books bound upside down
- ✓ Contents different from that indicated on the cover/title
- ✓ Ink or printing issues
- ✓ Crooked pages
- ✓ Blank pages
- ✓ Malfunctioning disc
- ✓ Item received with missing or incorrect disc(s)

Please note that due to wear and tear that circulation can create, we accept books with broken bindings for up to 60 days after the invoice date.

Processed Materials

Items with cataloging or processing per Library's specifications are no longer in resalable condition and therefore can only be returned due to Ingram error or if defective or damaged.

- ✓ We ask the Library to report cataloging and processing errors as soon as they are noticed, so that we can investigate and resolve the issue in a timely manner.
- ✓ Processed material returns require return authorization from our Customer Care Department. To request authorization, please call (800) 937-5300 Ext.27665

Audiovisual Materials

Customers can return unprocessed audiovisual materials received damaged or defective, or shipped due to Ingram error up to 60 days after invoice date.

- ✓ Audiovisual returns require return authorization from our Customer Care Department. To report defective or damaged product and request authorization, please call (800) 937-5300 Ext.27665.
- ✓ Playaway® accepts return of defective products within one year of invoice date. The Library must contact Playaway directly for return information.

Ingram issues credit for audiovisual titles received damaged or defective, including damage or defects to individual discs in a multi-disc set. If the title is currently in stock, we also offer the option to replace the

entire product, rather than only the damaged discs, as Ingram does not stock individual replacement discs in our inventory.

Ingram recognizes that individual discs in a multi-disc title may be lost or damaged once the title is in circulation. Replacements for discs lost or damaged after receipt from Ingram may be available directly from the title's publisher. For example, Brilliance Audio Library Edition audiobooks offers a guarantee of free disc and vinyl case replacements. You can obtain publisher contact information for every title in ipage at your convenience, 24 hours a day, 7 days a week.

Non-Returnable Materials

- ✓ Each publisher decides whether a product is non-returnable. Publishers may make this determination on a product-by-product or binding-by-binding basis, or as items go out of print.
- ✓ Non-returnable items are indicated on ipage.
- ✓ Ingram cannot accept return of any product we do not stock or did not provide.

Items Damaged in Shipping

We ask that the Library always accept delivery of materials damaged in transit. Library staff should note product impairment on the carrier delivery receipt and call our Customer Care Department for return instructions.

Hard to Find Books Alibris Returns Policy

If dissatisfied for any reason with a book purchased through our Hard-to-Find Book program, you may return your purchase to the Alibris distribution center within 30 days for a full refund of purchase. Ingram reimburses shipping costs for returns when the book's condition is not as described on ipage.

Credit Memo

Upon proper notification and receipt of returned titles in our distribution center (if required by Ingram), we credit the customer for the full invoiced amount of the item(s.) We email a credit memo listing the item(s), dollar amount, and purchase order number credited. Credits appear on the monthly statement with reference to the purchase order number and credit memos are visible on ipage.

Additional terms for credits of items received damaged or defective or due to Ingram error:

- ✓ Customer Care advises the Library whether to discard physical product or return to Ingram.
- ✓ If Ingram requests the Library return product to our distribution center, we issue a Call Tag to cover return freight charges.
- ✓ We issue credit for any freight charges from the original order. We calculate freight at the standard UPS rate for the weight of items returned.
- ✓ The Library assumes responsibility for shipping and carrying charges for returned items not damaged, defective, or shipped due to Ingram error.

No Charge Replacement

Alternatively, the library may call our Customer Care Department to request a No Charge Replacement (NCR) in lieu of credit for an item damaged, defective, or shipped due to Ingram error

- ✓ If a replacement title is in stock, the Customer Care Representative will either email or fax a No Charge Replacement Return Authorization form to your library.
- ✓ The Library must mail this form along with the returned item and the original packing slip for a replacement copy.

- ✓ If the library requests a No Charge Replacement for a Backorder Only or Print-to-Order title, but there is insufficient stock to replace all discrepancies, we issue credit for product.
- ✓ Important: For Libraries that provide enriched data with their orders (i.e., data that guides cataloging and processing), Ingram issues a credit. The Library must then submit the reorder via whatever method used to place the original order, such as EDI or ipage grids.

9. Specify any one-time or recurring charges for electronic/digital hosting, access, setup, or ongoing support.

Ingram charges a $350 annual fee for full text journal reviews accessible via ipage®.

10. Describe any other one-time or recurring fees the vendor will charge MALiA libraries.

iCurate® *inClusive*: Diversity Audits Made Easy
$1,500 each for Adult, Children's, or Teens, or $4,200 All Ages

iCurate® Core: One-Time Gap Analysis
$1,000 each for Adult, Children's, or Teen, or $2,800 for All Ages

iCurate® Coming Soon *
Annual Pricing: $775 Adult, $775 Children's, $775 Teen, or $2,100 for All Ages

11. Are there other aspects of overall cost considerations the vendor would like to comment on that have not been covered in this section?

_____ Yes
_XX____ No

Remarks:

V. CUSTOMER SERVICE

1. What are the vendor's customer service days and hours of availability? Include time zone.

Customer Care's hours of operation are Monday through Friday, 7:00 AM – 6:00 PM (Central Time.)

Customer Care is based in our Tennessee headquarters, where representatives have immediate access to all Executive Staff for any service issues requiring escalation or further research and discussion. By combining our Library Customer Care team under the overall Ingram Content Group umbrella, we can best apply our systems, training, and experience. From a Customer Service perspective, the team has a full support infrastructure in which Customer Service Representatives within the team assist one another as required.

2. What is the size of the vendor's customer service staff?

As of February 2022, there are 49 Ingram associates working in the Customer Care center.

The Collection Development department also has staff dedicated to assisting customers with any issue related to Ingram's Collection Development services. Please send questions and concerns to the following email addresses:

fiction.standingorders@ingramcontent.com for fiction, video, and iSelect programs.
nonfiction.standingorders@ingramcontent.com for nonfiction and ReviewALERT programs.
icurate@ingramcontent.com for iCurate Coming Soon and iCurate Core questions.
colldevhelp@ingramcontent.com for general Collection Development questions, including ODCs and custom lists.

3. Specify the forms of vendor communication available to MALiA libraries. Select all that apply and provide the contact number/address.

The Library has toll-free telephone access to any Ingram point of contact. To reach Ingram Library Services dial (800) 937-5300. An automated voice system will assist you in reaching the correct department. To contact Customer Care:

_____Toll-free phone#: (800) 937-5300; Press option 1, then 1.
_____Fax#: (615) 213-6004
_____Email address: ILSCustomer.service@ingramcontent.com
_____Mail address: Ingram Content Group, 1 Ingram Blvd., La Vergne, TN 37086
_____Website address: https://www.ingramcontent.com/contact
_____Chat:

For swift resolution to cataloging and processing issues, please direct correspondence to our Account Services team at requirements@ingramcontent.com.

4. The vendor shall respond to inquiries from MALiA libraries within 24 business hours.

_____ Yes
_XX____ No

Remarks: Ingram's team of Customer Care Support Specialists trained specifically on the requirements of library contracts are available five days a week. Every attempt will be made to respond within 24 hours (during normal working hours) from phone call or receipt of correspondence. However, some issues may necessitate additional research in order to provide the best service and most complete response to the Library.

5. Describe any other customer service guarantees the vendor will offer.

Ingram has both a Senior Sales Representative and Inside Sales Representative assigned to the Malia Libraries.

6. Provide a copy of the vendor's return policy.

Ingram has included our full return policy under Orders and Fulfillment, item 12.

7. How will the vendor notify MALiA libraries about new titles available for purchase?

E-Communications: free electronic newsletters designed to inform, entertain, and offer ideas and resources for collection development. Examples of these newsletters are Adult Librarian News & Reviews, News and Reviews for the Youth Librarian, and our Collection Development newsletter including important information on Ingram's New Title Notification/Standing Order Programs.

8. What activities will MALiA libraries be able to do on the vendor's website? Select all that apply.

_XX____ Manage account profile
_XX____ View billing/payment activity
_XX____ Place and track orders
_XX____ Cancel orders
_XX____ Request quotes
_XX____ Submit claims
_XX____ Request/review invoices
_XX____ Look up titles
_XX____ Look up prices of materials and services
_XX____ Report problems/issues
_XX____ Run user reports
_XX____ Other:_____

9. Describe the standard and customizable fiscal, management, and other reports the vendor will provide to 31 MALiA libraries. Specify whether the libraries will be able to generate the reports themselves from the vendor's website, or if they will need to request the reports from the vendor. Include costs if applicable.

Online Account Management

ipage has many online account management tools. Through ipage, you can:

- Review your current account information, such as standard backorder settings, primary distribution center, and more.
- Keep your contacts up to date with Ingram and make sure the right people receive the information they need to help you manage your account.
- Cancel backorders.
- View cancellations.
- Print invoices and credit memos.

Order Status Information on ipage

Order Status information is available on ipage. Under the Order drop down menu, simply click Order Status for a listing of Order Easy Clicks:

- **All Open Items -** This report shows the line items that are currently backordered or being processed and therefore have not yet been invoiced.
- **Open Purchase Order Summary -** This report shows a summary by PO Number that includes the date ordered, total units open, units in process, and units backordered. The PO Number can be clicked on to receive title-specific information.
- **Backordered Items -** This report includes the titles currently on backorder with the date ordered, the backorder cancel date, EAN, title, format, publication date, PO number, quantity, and the distribution center. You can also cancel a backordered item.

- **Recently Shipped Orders -** This report shows orders shipped within the last 14 days, with the option to view the last 90 days, including the date shipped, order entry number, and shipping tracking number. Order details can be viewed by clicking the order entry number, and delivery status can be viewed by clicking the shipping tracking number.
- **Recently Shipped by PO -** like the Recently Shipped Orders, this report shows orders shipped within the last 14 or 90 days. It is sorted by PO Number and includes the date shipped, order entry number, and shipping tracking number. Order details can be viewed by clicking the order entry number, and delivery status can be viewed by clicking the shipping tracking number.
- **Unacceptable Returns -** This report shows returns sent that were outside of Ingram's return policies.
- **ipage Order History -** This feature shows the order date and time, PO number, and the name of the person whose account login placed the order. It also provides a link to an Order Confirmation which gives a detailed summary of the order, including title, author, ISBN, whether the item is shipped or backordered, and retail price.
- **Hard-To-Find Books Order Status -** This report shows the status of any books ordered through the optional Hard-To-Find Books function on ipage.

Note: The Shipped/Invoiced Items under Order Status Search will only appear in ipage for 90 days, UNLESS the Purchase Order is still open, e.g., there are still titles on backorder or in processing. Then you may be able to search for older invoiced items.

Order Status Search
Using Order Status Search, customers can refine their search for the status of an open Purchase Order by order date range, product code, control number, invoice number, order entry number, PO number, title, or warehouse code.

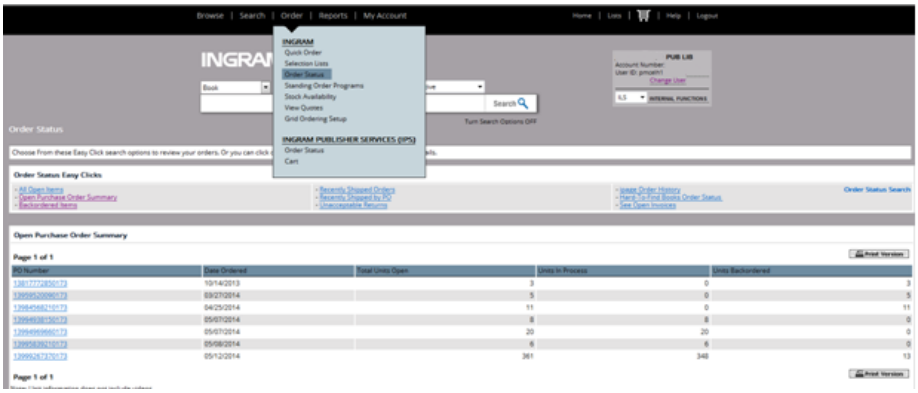
Excel Reports in ipage (Not Available for Schools)
ipage offers three headquarters-level reports, downloadable in Excel format for easy searching and sorting. The reports cover:

- Cancelled Items (items cancelled during the previous month)
- Invoiced Items (items invoiced during the previous month)
- Open Items (all items, refreshed nightly)

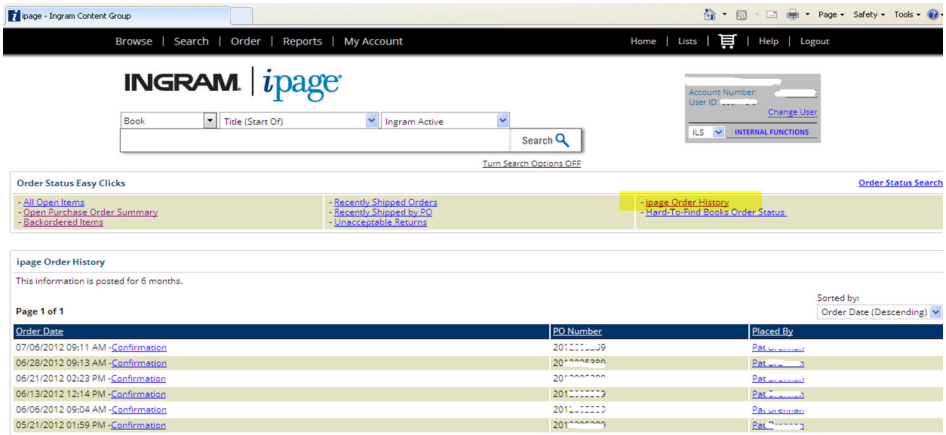
The Excel reports may include columns for the following information, as appropriate to each specific report: Account numbers; Library name and address; Order Date; PO; EAN; Author; Title; Pub Date; Units Ordered; Committed Units; Backordered Units; Backorder Cancel Date; Invoice Date; Invoice Number; Units Invoiced; List Price; Customer Discount; Unit Discount Amount; and Extended Discount Amount.

These reports can be accessed from the main Reports menu tab on ipage. Simply click on any of these three links, and report will automatically generate. This Excel-format report can be opened or saved and is easily searched and sorted.

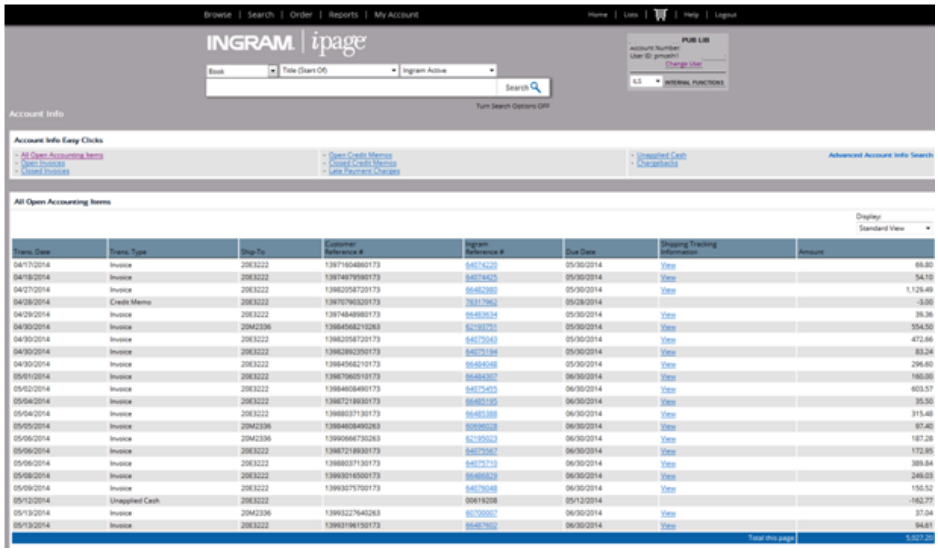
Closed order status, including Recently Shipped Orders, is available on ipage for 90 days.



ipage Order History is posted for 6 months, and can be sorted by order date, PO number, or "placed by."



Financial Information available on ipage includes open and closed invoices and credit memos. Accounting items are posted for 90 days.



Reports are also available for printing by clicking on the “print version” button.

INGRAM | ipage

PUB LIB
Account Number:
User ID: pmcelh1
Change User

ILS INTERNAL FUNCTIONS

Statement Date - 05/01/2014

If for any reason you wish to dispute an item on this statement, please notify us within thirty (30) days of the transaction date. Failure to notify us on a timely basis may result in the waiver of your right to dispute the document or any part thereof.

Page 1 of 1 Display: Print View

Trans Date	Ingram Ref. #	Trans Type	IPS Ind	Due Date	Customer Ref. #	Ship To Store #	Amount	Discount
04/15/2014	66479309		INVOICE	05/30/2014	1397079032017 3	20E3222	224.37	2.24
04/16/2014	64074126		INVOICE	05/30/2014	1397079032017 3	20E3222	20.82	0.21
04/16/2014	66479843		INVOICE	05/30/2014	1397484898017 3	20E3222	233.47	2.33
04/17/2014	64074220		INVOICE	05/30/2014	1397160486017 3	20E3222	69.80	0.70
04/18/2014	64074425		INVOICE	05/30/2014	1397497959017 3	20E3222	54.10	0.54
04/27/2014	66482980		INVOICE	05/30/2014	1398205872017 3	20E3222	1,129.49	11.29
04/28/2014	78317962		CREDIT MEMO	05/28/2014	1397079032017 3	20E3222	-3.00	0.00
04/29/2014	66483634		INVOICE	05/30/2014	1397484898017 3	20E3222	39.36	0.39
04/30/2014	62193751		INVOICE	05/30/2014	1398456821026 3	20M2336	554.50	5.55
04/30/2014	64075043		INVOICE	05/30/2014	1398205872017 3	20E3222	472.66	4.73
04/30/2014	64075194		INVOICE	05/30/2014	1398289235017 3	20E3222	83.24	0.83
04/30/2014	66484048		INVOICE	05/30/2014	1398456821017 3	20E3222	296.60	2.97

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Total Future	Total Current	Total 1-30	Total 31-60	Total 61+	Total Credits	Total Account Balance	Current Available Discount	Total Amount Due*
0.00	3,178.41	0.00	0.00	0.00	-3.00	3,175.41	31.78	3,175.41

*Total Amount Due = (Total Current + Total Past Due - Total Credits)

All financial transactions processed on ipage utilize SSL encryption. To improve security, be sure to use the latest version of your browser.

Sample ipage Order Status Report – Backorders:

INGRAM | ipage

Backordered Items

Standard Version

Date Ordered	Backorder Cancel Date	EAN/ *Product Code*	Product Name	Format	Pub Date	PO Number	Qty	DC
07/29/2015	02/28/2016	9780307930590 *0307930599*	SKINK--NO SURRENDER	Paperback	12/01/2015	WENDE COR FAC 7/15/15	2	PA
07/29/2015	03/31/2016	9780316079433 *031607943X*	STRANGER	Paperback	01/19/2016	WENDE COR FAC 7/15/15	1	PA
07/29/2015	06/30/2016	9780764213304 *076421330X*	ANGELS	Hardcover	06/21/2016	WENDE COR FAC 7/15/15	1	PA
07/29/2015	01/25/2016	9781627389839 *1627389830*	SONIC BOOM V01	Paperback	11/24/2015	WENDE COR FAC 7/15/15	1	PA
07/27/2015	03/31/2016	9781455515936 *1455515930*	PRIVATE PRIVATE VEGAS	Mass Market Paperbound	01/26/2016	COR/HLD 7/21/2015	4	PA

Standard Version

Sample ipage Order Status Report – Cancelled Items:

INGRAM | ipage

Order Status Search Results

Standard Version

Date Ordered	Status	EAN/ *Product Code*	Product Name	Format	Pub Date	PO Number	OE Number	Qty	Unit List Price	Invoice Number	DC
09/15/2015	Cancelled	9781783251483 *1783251484*	SHARK WARS	Hardcover	03/03/2015	2015-PO-34128	0PS9Z	18	$12.99		PA
09/10/2015	Cancelled	9781501307171 *1501307177*	JONATHAN FRANZEN	Hardcover	10/22/2015	2015-PO-34074	8MPH3	3	$24.95		TN
09/01/2015	Cancelled	9780823268849 *0823268845*	CHASING GHOSTS	Paperback	10/01/2015	2015-PO-34006	63CX3	1	$24.95		TN
08/27/2015	Cancelled	9780606365468 *060636546X*	OLD FARMERS ALMANAC 2016 BOUND	Prebound-Sewn	09/01/2015	2015-PO-33961	6JHG7	27	$18.40		TN
08/24/2015	Cancelled	9780804846141 *0804846146*	COMP MARTIAL ARTS TRAINING MAN	Paperback	08/04/2015	2015-PO-33925	99SVB	1	$17.95		PA
08/24/2015	Cancelled	9781471102301 *1471102300*	EVERYDAY BRITISH	Hardcover	01/01/2013	2015-PO-33925	5WKDS	1	$16.00		TN
08/24/2015	Cancelled	9781615190850 *1615190856*	VEDGE	Hardcover	09/03/2013	2015-PO-33925	0TGHS	1	$24.95		PA
08/12/2015	Cancelled	9781440590597 *1440590591*	EVERYTHING PARENTS GT COMMON C	Paperback	11/06/2015	2015-PO-33814	4NH3B	37	$16.99		TN
08/11/2015	Cancelled	9781482429787 *1482429780*	LONGBOARD SKATEBOARDING	Hardcover	08/01/2015	2015-PO-33800	96H73	10	$25.25		PA
06/19/2015	Cancelled	9781939629722 *1939629721*	COCONUT KITCHEN	Paperback	06/09/2015	2015-PO-33323	88KP0	6	$19.95		PA
06/12/2015	Cancelled	9781477759349 *1477759344*	CREATING SUPERHERO COMICS	Hardcover	01/01/2015	2015-PO-33214	1ZL9G	1	$27.50		TN
04/23/2015	Cancelled	9780062363466 *0062363468*	FACING EAST	Hardcover	03/01/2016	2015-PO-32749	1QZNT	1	$25.99		TN
07/17/2014	Cancelled	9780062356291 *0062356291*	HT BE HERE	Hardcover	03/08/2016	2014-PO-30137	2PTJW	8	$25.99		TN

Standard Version

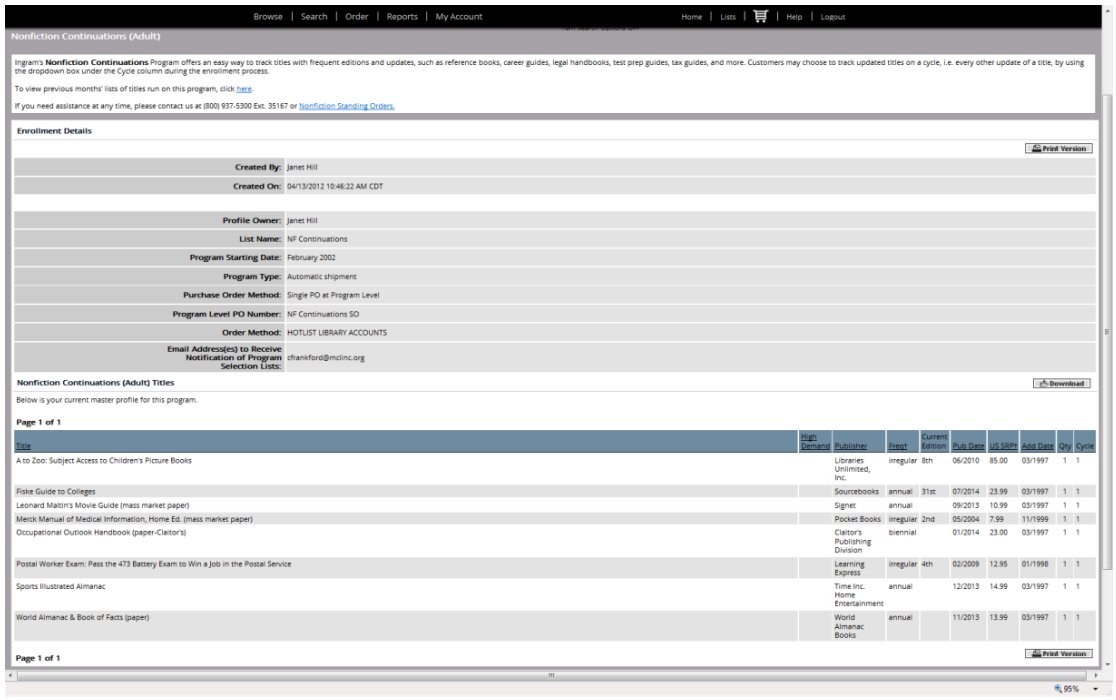
Returns Reporting

ipage features the following returns reporting options. You can:

- Report shortages.
- Determine the date your return was received.
- See whether a return is in process.
- View credit memo information.

Collection Development Reports

Libraries can view master profile reports of ongoing standing orders on ipage. The reports contain item information including title, author, publisher, quantity, PO number, etc. Some reports also have program-specific information like frequency, cycle, and series title. Note: These reports are only available to those accounts that subscribe to the corresponding New Title Notification/Standing Order Programs and to those users who have been given access to reports by their ipage administrators.



Title News: This report advises of title changes and revised publication schedules as well as cessations and other pertinent factors needed to manage your profile. This information arrives as part of our electronic newsletter, *Collection Development*.

10. The vendor agrees to submit to the MALiA Contract Administrator an annual report of total usage of this agreement according to the following requirements:

    a. At the start of this contract, the vendor will email to contracts@malialibrary.org the contact info of the person who will submit the annual usage report, and notify the same email address if the contact information changes during the contract period.

    b. Row information on the report will include MALiA library name, address, PO #, PO Date, PO Item #, PO Item Description, and PO Item Amount in U.S. dollars.

c. The report will provide subtotals that show the total amount purchased in U.S. dollars for each MALiA library customer.

d. The report will show the grand total amount purchased in U.S. dollars across all MALiA library customers.

e. The report will cover the period from July 1st of the preceding year to June 30th of the current year.

f. The vendor will email the report to the MALiA Contract Administrator no later than September 1st of the current year.

g. The MALiA Contract Administrator will share the report with the Library of Virginia procurement officer upon request.

_XX____ Yes
_____ No

Remarks:

11. Are there other aspects of customer service the vendor would like to comment on that have not been thoroughly covered in this section?

_____ Yes
_XX____ No

Remarks:

ADDITIONAL INFORMATION

Packaging

In preparing books for shipment, our standard procedure is to stack the books on a cardboard base as a tight cube shape. The books are then wrapped in plastic and placed in a high test-weight box. Ingram is known for using the best boxes in the industry with the highest test weights. Paper and/or air pillows as dunnage are placed as needed in the carton before the box is closed and sealed. The shipping cartons Ingram uses have the highest recycled content allowed to maintain burst strength.

Inside Delivery

When requested by a customer, and if the carrier's operating conditions permit, the carrier may perform inside delivery. Please note that the carrier's only obligation is to get the freight inside the door or onto a dock. It is the Library's responsibility to transfer the material to other desired destinations. If inside delivery is desired, the Library must specify this when establishing/updating their account(s). Where inside delivery is not provided, the carrier's only obligation is to move the freight to the back of the truck. Inside delivery will be clearly designated on the shipper's bill of lading but not on the Ingram shipping label.

Training

ipage training will be provided **free of charge** for library staff who are unfamiliar with ipage or who would like a review of ipage functions.

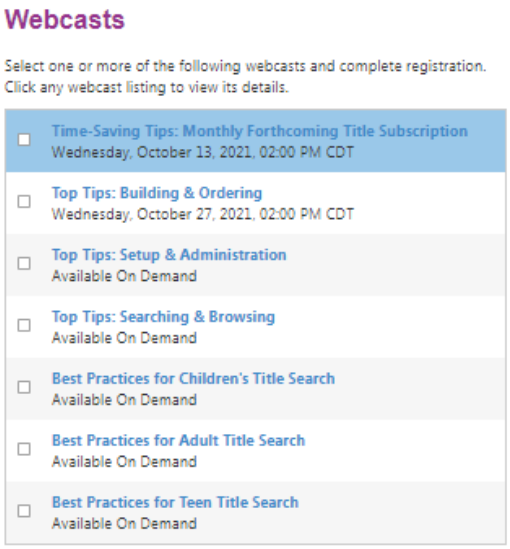
This training is available for as many staff as the library specifies. Your Ingram Senior Sales Representative will provide the onsite ipage training.

Excellent, remote delivery "WebEx" training can be provided for refresher and update training and is also **free of charge**. WebEx provides very flexible, user-friendly training, allowing libraries to request training sessions for individual library staff or for groups. Your Inside Sales Representative will provide remote training.

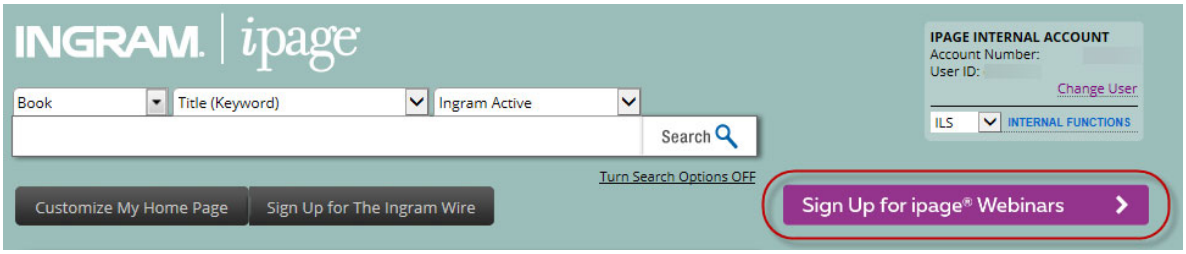
Wednesdays with Ingram Webinar Series

Ingram has a regular, ongoing webinar series called *Wednesdays with Ingram*. These one-hour webinars are held most Wednesdays throughout the year, from 1:00 p.m. – 2:00 p.m. CST. The Inside Sales Team hosts these ipage tutorials, which cover topics from basic functionality to high-level navigation.

Recent sessions included:



You can find registration information on ipage Home page:

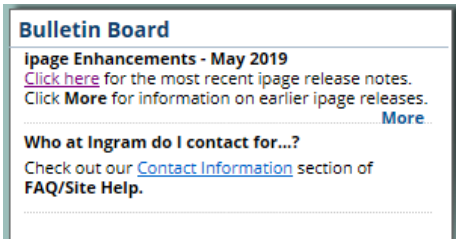


If library staff cannot participate in the live sessions, by registering they will receive an email reminder post-live event when the webcast is archived and available for on-demand viewing at their convenience.

ipage New Releases and Upgrades

With each ipage update, we attempt to strike a balance between updating and perfecting the features most utilized by our customers, while at the same time adding new functionality.

The ipage Bulletin Board widget provides access to ipage release notes, giving information about new functionalities. Clicking on the "More" link will bring you to a list of the most recent release notes.



Additional Collection Development Tools offered at no charge:

- E-Communications: free electronic newsletters designed to inform, entertain, and offer ideas and resources for collection development. Examples of these newsletters are Adult Librarian News & Reviews, News and Reviews for the Youth Librarian, and our Collection Development newsletter including important information on Ingram's New Title Notification/Standing Order Programs.
- E-Catalogs: trade catalogs that showcase forthcoming and recently published titles, editorial content including author interviews, merchandising tips, and product news to help librarians stay abreast of trends in the book world.
- Marketing Materials on ipage: free publisher marketing materials including shelf talkers, author photos, Q&As, book trailers, reading group guides, printable giveaways, teacher guides, and more.

Definitions of Binding Types and Presses

Discounts are applied to the publisher's current list price. Prior to placing an order, the Library can determine estimated discounted pricing for an entire list by utilizing the *Price this List* feature on ipage.

In determining which titles receive less than full trade discounts, Ingram has utilized its best efforts to categorize books for pricing purposes by considering the binding, cost of acquisition, general marketing categories, publisher's discount, and other factors as defined by the Definitions of Binding Types and Presses provided. Ingram reserves the right to be the sole and final determinant of the pricing category.

Trade Hardcover: High demand fiction and nonfiction books published with a glued binding and a hardcover. These titles are typically for the general consumer and produced by widely distributed publishers. Trade bindings may also be referred to as retail trade editions, trade books, hardbound books, hardback books, cloth bound books or cloth cover books. Publishers normally produce these titles in larger print runs. *

Quality Paperback: High demand fiction and nonfiction books with paper covers and generally no size restriction. Any illustrations or graphics may be placed throughout the book; both paper and printing are high quality. These titles are typically for the general consumer and produced by widely distributed publishers. This binding may also be referred to as trade paper or trade paperback. *

Mass Market Paperback: High demand books with paper covers that are produced in a size to fit a standard retail store display and generally deal with subjects of mass appeal. Any illustrations are grouped together in one section of the book. *

Library Bindings: Books of higher quality publisher bindings, usually fanned and glued, and may also be sewn. Books may be identified as Library Bindings on ipage.

University Press: The binding types may vary for these titles (i.e., Hardcover and/or Paperback), but all are published by a University Press.

Short Discount/Non-Trade: Lower demand, small print-run books in various bindings, and includes legal, technical, reference, scientific, medical, and graphic novel titles as defined by Ingram subject categories. Titles are generally published by small or university presses. Also included are print and audiobook titles purchased at lower than full trade discount; titles with limited sales volume; and/or titles from publishers not in compliance with Ingram's purchasing requirements. Ingram is pleased to make this broad base of titles available to our customers with no service charges.

Large Print: Ingram does not recognize the large print title as a separate binding type for discount purposes. Large print titles will receive discounts according to the binding/press assigned to the ISBN ordered as outlined above.

Graphic Novels: A narrative work in which the story is conveyed to the reader using comic form. The term is employed in a broad manner, encompassing nonfiction works and thematically linked short stories as well as fictional stories across a number of genres.

Picture Books, Board Books, Easy Readers, and Big Books: These juvenile genre categories are not discounting categories used by Ingram. These books will receive the discount appropriate to the specific binding/press ordered as outlined above. We estimate that at least 80% would receive the full trade discount.

Prebound Books: Paperback books bound into a hardback edition. Our inventory also includes over 17,500 prebound titles from Perfection Learning and San Val (Turtleback Books), and are identified on ipage as Prebound-Sewn or Prebound-Glued

World Language Materials: Ingram does not recognize Spanish language (or any world languages) as a discounting category. These books will receive the discount appropriate to the specific binding/press ordered as outlined above.

Spoken Word Audio: Audiobooks produced for the general consumer and dealing with subjects of mass appeal. Spoken Word audio may be abridged or unabridged and are generally sold by publishers at full trade discounts, however some titles may be short discounted by the publisher. Ingram does not differentiate between MP3 CD and Audio CD formats for discounting purposes.

Book and spoken word audio kits will receive discounts based upon classification of the title, typically by the publisher, as a book or as a spoken word audio. If classified as a book, it will receive the discount appropriate to the specific binding/press assigned to the ISBN ordered.

DVD and Blu-ray: Currently, Ingram provides pre-recorded titles in these categories under a single discount. However, should a new format of DVD emerge in the industry for which studios apply different purchasing terms, Ingram will notify the Library of the discount applicable to that new format.

Net: Low demand, small print run books in various binds and categories upon which Ingram receives minimal or no purchase discount. This category of book will receive a 0% discount. Ingram is pleased to make this broad base of titles available to our customers with **no service charges**.

**See Short Discount for explanation on titles that may fall outside of this discount category.*

DISCOUNTS AND TERMS SUMMARY

For this multi-year contract, Ingram reserves the right to re-evaluate discounts and terms at the end of the initial contract period and to review cataloging and processing pricing on an annual basis.

Public Libraries, Academic Libraries and State agency members

Discounts:

Adult and Juvenile Trade Hardcover:
- 1 copy per title 45.8%
- 2-4 copies per title 46.0%
- 5-9 copies per title 46.2%
- 10+ copies per title..... 46.5%

Quality Paperbacks and Mass Market Paperbacks:
- 1 copy per title 38.0%
- 2-4 copies per title 40.0%
- 5-9 copies per title 41.0%
- 10+ copies per title..... 42.0%

Library Bindings 15.0%
Prebound Books..... 35.0%
University Press 18.0%
Legal, Medical, Reference,
Scientific, and Technical Titles 6.0%
* Spoken Word Audio 0-45.0%
** DVD/Blu-ray *(Discount based on List Price of item)*:
- < $14.99..... 35.0%
- $15.00-$19.99 ..... 30.0%
- $20.00 +..... 25.0%

Music CDs 5-45.0%
Video Games..... 5.0%
Net Titles..... 0.0%

Up to $149,999
Short Discounted/Non-Trade Titles ..... 6.0 – 25.0%

$150K+
Short Discounted/Non-Trade Titles ..... 6.0 – 28.0%

K-12 school and Specialty Library Members

Discounts:

Adult and Juvenile Trade Hardcover..... 38.0%
Quality Paperbacks 36.0%
Mass Market Paperbacks 36.0%
Library Bindings 15.0%
Prebound Books 35.0%
University Press 10.0%
Short Discounted/Non-Trade Titles .... 6.0 – 25.0%
Spoken Word Audio 0-45.0%
Music CDs 20.0%
Video Games 5.0%
Net Titles 0.0%

Short Discount/Non-Trade: Lower demand, small print-run books in various bindings, and includes medical titles, legal, technical, reference, scientific, and graphic novels as defined by Ingram subject categories. Titles are generally published by small or university presses. Also included are print and audiobook titles purchased at lower than full trade discount; titles with limited sales volume; and/or titles from publishers not in compliance with Ingram's purchasing requirements. Ingram is pleased to make this broad base of titles available to our customers with no service charges.

Print

Catalog Card Package Per Book..... not available
(pocket, spine label, circulation card, catalog card set)

Circulation Card Package Per Book $0.85/Bk
(pocket, spine label, circulation card, no catalog cards) – ILS Supplied Materials

Automation Processing Package Per Book..... $1.00/Bk
(bar code, spine label, standard MARC record) – ILS Supplied Materials

Automation Shelf Ready Standard Package Per Book - ... $1.69/Bk
(bar code, spine label, standard MARC record, theft detection) – ILS Supplied Materials

Automation Shelf Ready RFID Package Per Book -..... $1.09/Bk
(spine label, RFID tag) – ILS Supplied Materials

AudioBooks

Media Processing Package Per Item..... $1.78/unit
(removal of shrink wrap and security devices, insertion of scanned publisher artwork, label)
** case priced separately

Music

Media Processing Package Per Item..... $1.78/unit
(removal of shrink wrap and security devices, insertion of scanned publisher artwork, label)
** case priced separately

Video

Media Processing Package Per Item..... $1.78/unit
(removal of shrink wrap and security devices, insertion of scanned publisher artwork, label)
** case priced separately

MARC Record – Standard - $0.45/ea
Best Locally Available MARC-Formatted Record
MARC Record – Custom ..... Pricing based on customization
Date Due Slip (Partial) $0.20/ea
Pocket (Paper) $0.35/ea
Catalog Card Set ..... not available
Circulation Card $0.20/ea
Theft Detection..... $0.69/ea
RFID Tag (Unprogrammed/Applied)..... $0.79/ea
Other Paperback Laminate (Specify thickness)
Colibri Cover ..... not available
Kapco Cover..... 5mil $1.99/ea
..... 15mil $1.85/ea
Mylar - Applied Over Dust Cover..... $0.86/ea
Bar Code Label..... $0.25/ea
Custom Label (Customer Supplied) ..... application not available

Spine Label..... $0.30/ea
Colored Dots..... application not available
Label Protector..... $0.25/ea
Property Stamping..... $0.25/impression
Property Label $0.25/ea

DVD Case (Single) $1.99
One Time Single DVD Case $2.59
One Time Multi DVD Case $4.25
One Time Single Music CD Case $3.00
One Time Double Music CD Case $3.50
Spoken Audio CD Clam Case (12 CD's) $3.80
Spoken Audio CD Clam Case (20 CD's) $4.75
Spoken Audio CD Clam Case (30 CD's) $6.00
MediaSAFE Audio Case Small (14 CD's)..... $6.59
MediaSAFE Audio Case Large (26 CD's)..... $7.25

Other - List Below (if package, specify components included):
- **Value-Added Price Sheet included**

Payment terms under this contract shall be Net 30 EOM. Payment is required for invoices within these terms even when a purchase order has not been completed. Ingram does not invoice for items until they have been shipped.

While other vendors demand payment from invoice date, Ingram's terms are calculated on statement date at the end of each month. With payment due 30 days from statement date, the customer's payment is due an average of 45 days from invoice (30-59 days). Ingram reserves the right to assess a late charge on all past due invoices.

Invoice discrepancies must be reported to Ingram within 30 days of the invoice date. All discrepancy reports must include an invoice number and date of invoice. Discrepancies reported after 30 days from invoice date will not be adjusted.

For opening day collections, Ingram can store product and ship to you at an agreed upon date under the following terms. Items will be invoiced when they are moved to storage in an Ingram facility after receiving processing and cataloging services and are payable within 30 days EOM. Ownership and title of said product passes to the Library upon invoice.

Freight Terms
Public Libraries - For libraries with **a minimum of $150,000** in annual expenditures with Ingram or a commitment to meet this annual expenditure level, orders will ship with Ingram-paid freight from your primary and secondary distribution centers.

For libraries with **less than $150,000** in annual expenditures, Orders of 15 or more units from both your primary and secondary distribution center will ship with Ingram Paid Freight. Shipments of fewer than 15 units will be charged a flat $6.00 shipping fee. This flat fee amount or qualifying unit quantity is subject to change with notice. Items picked, packed, and shipped together count as an individual shipment.

Due to the impact of rising oil prices, Ingram has instituted a $2.00 fuel surcharge. This fee is subject to change with notice.

Orders will ship FOB Destination. Ingram defines FOB Destination as Ingram being responsible for the products until they are delivered to the library. Once the items have been delivered, liability lies with the receiving agency. Ingram normally ships items via UPS ground transportation. Shipping will be via best method, which may include order or account consolidation, shipping schedules or other account setting adjustments to maintain freight costs below 2% of invoice.

Schools and Special Libraries - Ingram is pleased to offer an Ingram-paid freight option from your primary and secondary distribution centers. Orders of 15 or more units from both your primary and secondary distribution center will ship with Ingram Paid Freight. Shipments of fewer than 15 units will be charged a flat $6.00 shipping fee. This flat fee amount or qualifying unit quantity is subject to change with notice. Items picked, packed, and shipped together count as an individual shipment.

Due to the impact of rising oil prices, Ingram has instituted a $2.00 fuel surcharge. This fee is subject to change with notice.

Orders will ship FOB Destination. Ingram defines FOB Destination as Ingram being responsible for the products until they are delivered to the library. Once the items have been delivered, liability lies with the receiving agency. Ingram normally ships items via UPS ground transportation. Shipping will be via best method, which may include order or account consolidation, shipping schedules or other account setting adjustments to maintain freight costs below 2% of invoice.

Ingram will set up your accounts to receive two shipments per purchase order. Any in-stock, non-processed book will ship within 24 hours of order entry. Any remaining titles normally available through Ingram will then be placed on backorder for a period of time specified by you. At the end of the backorder period, all books that have come into stock will ship, and all unfilled titles will automatically cancel, except for titles Not Yet Received from the publisher. The second invoice will be marked as final. Ingram has found that this two-shipment shipping method is especially helpful to schools. By keeping shipments down to one initial shipment and one final shipment per distribution center and by giving you a final invoice, it is easier to track and close purchase orders.

EXCEPTIONS | MODIFICATION REQUESTS

Ingram Library Services LLC ("Contractor") understands the Terms and Conditions and respectfully submits the following modifications as part of its proposal ("Exceptions"):

1.

Issuing Agency: Library of Virginia, on behalf of
Mid-Atlantic Library Alliance, Inc. (MALiA)
Purchasing Department
800 East Broad Street
Richmond, VA 23219

Ingram Legal Department's Requests/Suggested Change:

ILS requests that the correct Virginia contracting party(ies) be referenced consistently throughout the resulting contract (e.g., is it "Library of Virginia", "LVA" / "Commonwealth of Virginia", "Commonwealth" and/or "MALiA"?).

2.

IV. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS

1. RFP RESPONSE: In order to be considered for selection, Offerors must submit a complete response contained in one single PDF to this RFP via the Commonwealth of Virginia's e-procurement website, eVa. Offerors that submit a proposal which contains **Proprietary** and/or **Confidential** information must also submit one additional electronic copy in which Proprietary and/or Confidential information is **REDACTED.** Redacted proposals shall be labeled as such.

Ingram Legal Department's Comment/Suggested Change:

The terms "Offeror", "contractor", "Contractor", "bidder", and "vendor" are used interchangeably throughout this document. ILS requests that the terms be distinguished by definitions or made consistent.

3.

VI. REPORTS

C. Report on the Participation of Small Businesses and Businesses Owned by Women and Minorities
Unless the Contractor is a DSBSD certified small business, the Contractor shall submit annual reports on the direct involvement of DSBSD certified SWaM Businesses in the performance of the contract. The report shall specify the actual dollars spent to date with Small Businesses based on the Contractor's commitment for utilization of SDBSD SWaM business.

The Contractor shall provide this information electronically to:
Nancy Sconzo
Office of Purchasing and Finance
Nancy.Sconzo@lva.virginia.gov

Failure to submit the required information will be considered a contract compliance issue and will be addressed accordingly.

Ingram Legal Department's Comment/Suggested Change:

~~C. Report on the Participation of Small Businesses and Businesses Owned by Women and Minorities~~

~~Unless the Contractor is a DSBSD certified small business, the Contractor shall submit annual reports on the direct involvement of DSBSD certified SWaM Businesses in the performance of the contract. The report shall specify the actual dollars spent to date with Small Businesses based on the Contractor's commitment for utilization of SDBSD SWaM business.~~

~~The Contractor shall provide this information electronically to:~~

~~Nancy Seonzo~~
~~Office of Purchasing and Finance~~
~~Nancy.Seonzo@lva.virginia.gov~~
~~[AK3][DR4]~~

~~Failure to submit the required information will be considered a contract compliance issue and will be addressed accordingly.~~

4.

Q. **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

If sales or deliveries against the contract are not exempt, the contractor shall be responsible for the payment of such taxes unless the tax law specifically imposes the tax upon the buying entity and prohibits the contractor from offering a tax included price.

Ingram Legal Department's Comments/Suggested Changes

~~Q.~~ **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73- 0076K.

~~If sales or deliveries against the contract are not exempt, the contractor shall be responsible for the payment of such taxes unless the tax law specifically imposes the tax upon the buying entity and prohibits the contractor from offering a tax-included price.~~

FORMS

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REQUEST FOR PROPOSAL (RFP)

Issue Date: February 1, 2022 RFP# LVA-MAT-22-007

Title: Library Books, Music, and Video

Commodity Code: 71510 – Books, Curriculum Guides, Directories, Magazines, Pamphlets, Periodicals, Publications, Reprints, etc.
71512 – Books, Reference (incl. CD versions) Dictionaries, Encyclopedias, etc.
71535 – Electronic Publications: Directories, Dictionaries, Encyclopedia, etc.
71505 – Audio Cassettes, Tapes and Compact Disks (prerecorded)
71590 – Video Cassettes, Disks, Tapes, etc. (For Computer and TV, Prerecorded)

Issuing Agency: Library of Virginia, on behalf of
Mid-Atlantic Library Alliance, Inc. (MALiA)
Purchasing Department
800 East Broad Street
Richmond, VA 23219

Period of Contract: July 1, 2022 through June 30, 2025 with two-one year optional renewals

Submission of Electronic Proposals via the eVA Website will be received until **March 3, 2022 at 2:00 p.m.EST** For Furnishing The Goods Described Herein.

All Inquiries For Information Should Be Directed To: Nancy Sconzo nancy.sconzo@lva.virginia.gov. **No questions will be answered by phone or verbally. No questions will be accepted after 5:00 p.m. on February 15, 2022.**

In compliance with this Request for Proposals and to all the conditions imposed herein and hereby incorporated by reference, the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

DSBSD-certified Small Business No. _____

Name And Address Of Firm:
Ingram Library Services LLC
One Ingram Blvd.
La Vergne, TN Zip Code: 37086

eVA Vendor ID or DUNS #: 12-159-9042
Fax Number: (615) 213-6004
E-mail Address: ilsbids@ingramcontent.com

Date: 3-2-22
By: Pamela R. Smith
(Signature In Ink)
Name: Pamela R. Smith
(Please Print)
Title: Vice President and General Manager
Telephone Number: (800) 937-5300

NOTE: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, sexual orientation, gender identity, political affiliation, or veteran status or any other basis prohibited by state law relating to discrimination in employment. Faith-based organizations may request that the issuing agency not include subparagraph 1.f in General Terms and Condition C. Such a request shall be in writing and explain why an exception should be made in that invitation to bid or request for proposal.

ATTACHMENT A

OFFEROR DATA SHEET - MUST BE FILLED OUT

Note: The following information is required as part of your response to this solicitation. Failure to complete and provide this sheet may result in finding your bid nonresponsive. (In the case of a two-step IFB, it may cause the proposal portion to be determined to be not acceptable.)

1. Qualification: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements. Ingram has included our Qualifications statement in Attachment B below.

2. Vendor's Primary Contact:

   Name: Senior Sales Respesentative Phone: (800) 937-5300

3. Years in Business: Indicate the length of time you have been in business providing this type of good or service:

   58 Years _____ Months

   Ingram Library Services grew from a specialized department of Ingram Book Company in 1970 to a full-service library vendor.

4. Vendor Information: eVA Vendor ID or DUNS Number: 12-159-9042

   Indicate below a listing of at least four (4) current or recent accounts, either commercial or governmental, that your company is serving, has serviced, or has provided similar good. Include the length of service and the name, address and telephone number of the point of contact.

A. Company: Allen County Public Library Contact: Vasilka Todorinova
   Email: vtodorinova@acpl.info
   Project: Supply Library Materials
   Dates of Service: 1978 - current $ Value: $600,000.00

B. Company: Kent District Library Contact: Elizabeth Guarino-Kozlowicz
   Email: eguarino@kdl.org
   Project: Supply Library Materials – Books and Audio Visual
   Dates of Service: 1984 - current $ Value: $580,000.00

C. Company: Wake County Public Library Contact: Theresa Lynch
   Email: theresa.lynch@wakegov.com
   Project: Supply Library Materials – Books and Audio Visual
   Dates of Service: 1968 - current $ Value: $3,900,000.00

D. Company: Queens Borough Public Library Contact: Hong Yao
   Email: hong.yao@queenslibrary.org
   Project: Supply Library Materials – Books and Audio Visual
   Dates of Service: 1997 - current $ Value: $2,000,000.00

I certify the accuracy of this information.

Signed: Pamela R. Smith Title: Vice President and General Manager Date: 3/2/22

Pamela R. Smith

ATTACHMENT C

OFFEROR DISCOUNT PRICING SHEET

Offerors shall return a completed copy of this attachment with their proposals. If pricing differs by type of library (public, academic, school, special), the offeror shall submit a separate copy of this attachment and specify the type of library for which pricing is proposed.

All discounts quoted will be applied to the publishers' lowest list price in effect at the time of shipment and exclude freight-pass-through pricing.

Participating libraries reserve the right to request supporting documentation (including copies of the publishers' invoices) on discount or service charge decisions of the contractor at any time during the contract period.

The written statement of the offeror's proposed discount structure must be firm for the entire period of the contract.

I. PRINT BOOKS

1. Specify the print book discount rates the vendor will offer. In Comments, specify discount conditions/restrictions/other, if applicable.

Type	Discount Rate %		Minimum Order Amount, if any, for Discount Rate to Apply	Comments
	1 Copy	2+ Copy		
Trade Hardcover	45.8%	46.0 - 46.5%		2-4 copies per title 46.0% 5-9 copies per title 46.2% 10+ copies per title 46.5%
Trade/Quality Paperback	38.0%	40.0 - 42.0%		2-4 copies per title 40.0% 5-9 copies per title 41.0% 10+ copies per title 42.0%
Mass Market Paperback	38.0%	40.0 - 42.0%		
Prebound	35.0%	n/a		
Publishers' Binding	15.0%	n/a		
Special Edition Binding	15.0%	n/a		
Reinforced Binding				Ingram offers multiple options for the purchase of reinforced books.
Current/Popular				discount based on bind type
Reference	6.0%	n/a		
Large Print				discount based on bind type
Non-English Language				discount based on bind type
Graphic Novels				< $150k: 25% > $150k+: 28%
University Press	18.0%	n/a		
Other - List Below:				
Net Titles 0%, with no service charges				
Short 6.0%				

For this multi-year contract, Ingram reserves the right to re-evaluate discounts and terms at the end of the initial contract period and to review cataloging and processing pricing on an annual basis.

2. Specify the print book cataloging/processing pricing the vendor will offer. In Comments, specify pricing conditions/restrictions/other, if applicable.

Type	Discount / Pricing		Minimum Order Amount, if any, for Discount/Pricing to Apply	Comments
	Attached	Unattached		
Catalog Card Package Per Book *(pocket, spine label, circulation card, catalog card set)*				not available
Circulation Card Package Per Book *(pocket, spine label, circulation card, no catalog cards)*	$0.85/Bk			
Automation Processing Package Per Book *(bar code, spine label, standard MARC record)*	$1.00/Bk			
Automation Shelf Ready Standard Package Per Book - *(bar code, spine label, standard MARC record, theft detection)*	$1.69/Bk			
Automation Shelf Ready RFID Package Per Book - *(spine label, RFID tag)*	$1.09/Bk			
MARC Record - Standard	$0.45	$0.45		
MARC Record - Custom				Pricing based on customization
Date Due Slip	$0.20	$0.20		
Pocket	$0.35	$0.35		paper
Catalog Card Set				Not available
Circulation Card	$0.20	$0.20		
Theft Detection	$0.69	$0.69		3M or Checkpoint
RFID Tag	$0.79	$0.79		Unprogrammed/Applied
Colibri Cover				Not available
Kapco Cover	$1.99 $1.85	$1.99 $1.85		5mil 15mil

Type	Discount / Pricing		Minimum Order Amount, if any, for Discount/Pricing to Apply	Comments
	Attached	Unattached		
Mylar - Applied Over Dust Cover	$0.86	$0.86		
Other Paperback Laminate (Specify thickness)				not available
Bar Code Label	$0.25	$0.25		
Custom Label				Application not available
Spine Label	$0.30	$0.30		
Colored Dots				Application not available
Label Protector	$0.25	$0.25		
Property Stamping	$0.25	$0.25		per impression
Property Label	$0.25	$0.25		
Other - List Below *(if package, specify components included):*				
Ingram has included our Value-Added Price Sheet with our response. It is not an all inclusive list of available options.				
Quoted pricing is based on the use of Ingram supplied standard materials.				

3. Will the vendor offer print book volume purchasing discounts?

   XX Yes
   _____No

   If Yes, describe:

   Discounts for Trade Hardcover, Quality Paperback and Mass Market Paperback are based on number of copies per title for Malia member libraries.

4. Describe other discounts for print books and/or related services that the vendor will offer in addition to those specified in questions 1 through 3 above.

   Short: 6.0%
   Net: 0.0%, no service charge

II. ELECTRONIC BOOKS

1. Specify the electronic book discount rates the vendor will offer. In Comments, specify discount conditions/restrictions/other, if applicable.

Type	Discount Rate %		Minimum Order Amount, if any, for Discount Rate to Apply	Comments
	1 Copy	2+ Copy		
Fiction				
Nonfiction				
Other - List Below: Ingram is entering a No Bid for this category				

2. Specify the electronic book cataloging/processing pricing the vendor will offer. In Comments, specify pricing conditions/restrictions/other, if applicable.

Type	Discount / Pricing		Minimum Order Amount, if any, for Discount/Pricing to Apply	Comments
	Attached	Unattached		
MARC Record - Standard				
MARC Record - Custom				
Other - List Below *(if package, specify components included)*:				

3. Will the vendor offer electronic book volume purchasing discounts?

   _____Yes
   _____No

   If Yes, describe:

4. Describe other discounts for electronic books and/or related services that the vendor will offer in addition to those specified in questions 1 through 3 above.

III. AUDIOBOOKS

1. Specify the audiobook discount rates the vendor will offer. In Comments, specify discount conditions/restrictions/other, if applicable.

Type	Discount Rate %		Minimum Order Amount, if any, for Discount Rate to Apply	Comments
	1 Copy	2+ Copy		
Audiobook CD	0-45.0%			
Downloadable audio				Ingram is entering a No Bid for this category
Streaming audio				Ingram is entering a No Bid for this category
Fiction	0-45.0%			
Nonfiction	0-45.0%			
Current/Popular	0-45.0%			
Non-English Language	0-45.0%			
Other - List Below:				
Net Titles 0.00% , no service charge				

2. Specify the audiobook cataloging/processing pricing the vendor will offer. In Comments, specify pricing conditions/restrictions/other, if applicable.

Type	Discount / Pricing		Minimum Order Amount, if any, for Discount/Pricing to Apply	Comments
	Attached	Unattached		
Media Processing Package Per Item *(removal of shrink wrap and security devices, re-package in standard case, insertion of scanned publisher artwork, label)*	$1.78/unit			Cases are quoted separately and not included in the bundle pricing
MARC Record - Standard	$0.45	$0.45		
MARC Record - Custom				Pricing based on customization

Type	Discount / Pricing		Minimum Order Amount, if any, for Discount/Pricing to Apply	Comments
	Attached	Unattached		
Date Due Slip	$0.20	$0.20		
Pocket	$0.35	$0.35		paper
Catalog Card Set				Not available
Circulation Card	$0.20	$0.20		
Theft Detection	$0.69	$0.69		3M or Checkpoint
RFID Tag	$0.79	$0.79		Unprogrammed/Applied
Bar Code Label	$0.25	$0.25		
Custom Label				Application not available
Spine Label	$0.30	$0.30		
Label Protector	$0.25	$0.25		
Property Stamping	$0.25	$0.25		per impression
Property Label	$0.25	$0.25		
Other - List Below *(if package, specify components included)*:				
Quoted pricing is based on the use of Ingram supplied standard materials.				

3. Will the vendor offer audiobook volume purchasing discounts?

_____Yes
_XX__No

If Yes, describe:

4. Describe other discounts for audiobooks and/or related services that the vendor will offer in addition to those specified in questions 1 through 3 above.

DVD Case (Single)..... $1.99
One Time Single DVD Case..... $2.59
One Time Multi DVD Case..... $4.25
One Time Single Music CD Case $3.00
One Time Double Music CD Case $3.50
Spoken Audio CD Clam Case (12 CD's)..... $3.80
Spoken Audio CD Clam Case (20 CD's).....$4.75
Spoken Audio CD Clam Case (30 CD's).....$6.00
MediaSAFE Audio Case Small (14 CD's).....$6.59
MediaSAFE Audio Case Large (26 CD's).....$7.25

IV. MUSIC

1. Specify the music discount rates the vendor will offer. In Comments, specify discount conditions/restrictions/other, if applicable.

Type	Discount Rate %		Minimum Order Amount, if any, for Discount Rate to Apply	Comments
	1 Copy	2+ Copy		
Music CD	5.0 - 45.0%			
Downloadable music				Ingram is entering a No Bid for this category
Streaming music				Ingram is entering a No Bid for this category
Print music (e.g. scores, sheet music)				discount based on bind type
Current/Popular	5.0 - 45.0%			
Classical	5.0 - 45.0%			
International	5.0 - 45.0%			
Other - List Below:				
Net Titles 0.00% , no service charge				

2. Specify the music cataloging/processing pricing the vendor will offer. In Comments, specify pricing conditions/restrictions/other, if applicable.

Type	Discount / Pricing		Minimum Order Amount, if any, for Discount/Pricing to Apply	Comments
	Attached	Unattached		
Media Processing Package Per Item *(removal of shrink wrap and security devices, re-package in standard case, insertion of scanned publisher artwork, label)*	$1.78/unit			Cases are quoted separately and not included in the bundle pricing
MARC Record - Standard	$0.45	$0.45		
MARC Record - Custom				Pricing based on customization

Type	Discount / Pricing		Minimum Order Amount, if any, for Discount/Pricing to Apply	Comments
	Attached	Unattached		
Date Due Slip	$0.20	$0.20		
Pocket	$0.35	$0.35		Paper
Catalog Card Set				Not available
Circulation Card	$0.20	$0.20		
Theft Detection	$0.69	$0.69		3M or Checkpoint
RFID Tag	$0.79	$0.79		Unprogrammed/Applied
Bar Code Label	$0.25	$0.25		
Custom Label				Application not available
Spine Label	$0.30	$0.30		
Label Protector	$0.25	$0.25		
Property Stamping	$0.25	$0.25		per impression
Property Label	$0.25	$0.25		
Other - List Below *(if package, specify components included)*:				
Quoted pricing is based on the use of Ingram supplied standard materials				

3. Will the vendor offer music volume purchasing discounts?

   _____Yes
   __XX__No

   If Yes, describe:

4. Describe other discounts for music and/or related services that the vendor will offer in addition to those specified in questions 1 through 3 above.

   Case pricing is included below.

V. VIDEO

1. Specify the video discount rates the vendor will offer. In Comments, specify discount

conditions/restrictions/other, if applicable.

Type	Discount Rate %		Minimum Order Amount, if any, for Discount Rate to Apply	Comments
	1 Copy	2+ Copy		
DVD	DVD/Blu-ray (Discount based on List Price of item): < $14.99 35.0%			
Blu-ray		$15.00-$19.99 30.0% $20.00 + 25.0%		
Streaming video				Ingram is entering a No Bid for this category
Feature/Entertainment				See above
Educational/Instruction				See above
TV Shows				See above
Animated				See above
Foreign				See above
Video games	5.0%	5.0%		
Other - List Below:				
Net Titles 0.00% , no service charge				

2. Specify the video cataloging/processing pricing the vendor will offer. In Comments, specify pricing conditions/restrictions/other, if applicable.

Type	Discount / Pricing		Minimum Order Amount, if any, for Discount/Pricing to Apply	Comments
	Attached	Unattached		
Media Processing Package Per Item *(removal of shrink wrap and security devices, re-package in standard case, insertion of scanned publisher artwork, label)*	$1.78/unit			Cases are quoted separately and not included in the bundle pricing
MARC Record - Standard	$0.45	$0.45		
MARC Record - Custom				Price based on customization

Type	Discount / Pricing	Minimum Order Amount, if any, for	Comments

	Attached	Unattached	Discount/Pricing to Apply	
Date Due Slip	$0.20	$0.20		
Pocket	$0.35	$0.35		Paper
Catalog Card Set				Not available
Circulation Card	$0.20	$0.20		
Theft Detection	$0.69	$0.69		3M or Checkpoint
RFID Tag	$0.79	$0.79		Unprogrammed/Applied
Bar Code Label	$0.25	$0.25		
Custom Label				Application not available
Spine Label	$0.30	$0.30		
Label Protector	$0.25	$0.25		
Property Stamping	$0.25	$0.25		per impression
Property Label	$0.25	$0.25		
Other - List Below *(if package, specify components included)*:				
Quoted pricing is based on the use of Ingram supplied standard materials				

3. Will the vendor offer video volume purchasing discounts?

_____Yes
__XX__No

If Yes, describe:

4. Describe other discounts for video and/or related services that the vendor will offer in addition to those specified in questions 1 through 3 above.

DVD Case (Single)..... $1.99
One Time Single DVD Case..... $2.59
One Time Multi DVD Case..... $4.25
One Time Single Music CD Case $3.00
One Time Double Music CD Case $3.50
Spoken Audio CD Clam Case (12 CD's)..... $3.80
Spoken Audio CD Clam Case (20 CD's).....$4.75
Spoken Audio CD Clam Case (30 CD's).....$6.00
MediaSAFE Audio Case Small (14 CD's).....$6.59
MediaSAFE Audio Case Large (26 CD's).....$7.25

ATTACHMENT E – MUST BE COMPLETED

Small Business Subcontracting Plan

It is the goal of the Commonwealth that over 42% of its purchases be made from small businesses. All potential bidders are required to include this document with their bid response in order to be considered responsive.

Small Business: "Small business (including micro)" means a business which holds a certification as such by the Virginia Department of Small Business and Supplier Diversity (DSBSD) on the due date for bids. This shall also include DSBSD-certified women- owned and minority-owned businesses and businesses with DSBSD service disabled veteran owned status when they also hold a DSBSD certification as a small business on the bid due date. Currently, DSBSD offers small business certification and micro business designation to firms that qualify.

Certification applications are available through DSBSD online at www.SBSD.virginia.gov (Customer Service).

Bidder Name: Ingram Library Services LLC

Preparer Name: Kathryn Shaw/Regina Dunlap **Date:** 3/2/22

Who will be doing the work: ☐ **I plan to use subcontractors** ☒ **I plan to complete all work**

Instructions

A. If you are certified by the DSBSD as a micro/small business, complete only Section A of this form.
B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business for the initial contract period in relation to the bidder's total price for the initial contract period in Section B.

Section A

If your firm is certified by the DSBSD provide your certification number and the date of certification.

Certification number:_____ Certification Date:_____

Section B

If the "I plan to use subcontractors box is checked," populate the requested information below, per subcontractor to show your firm's plans for utilization of DSBSD-certified small businesses in the performance of this contract for the initial contract period in relation to the bidder's total price for the initial contract period. Certified small businesses include but are not limited to DSBSD-certified women-owned and minority-owned businesses and businesses with DSBSD service disabled veteran-owned status that have also received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc. It is important to note that these proposed participation will be incorporated into the subsequent contract and will be a requirement of the contract. Failure to obtain the proposed participation dollar value or percentages may result in breach of the contract.

B. Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Subcontract #1

Company Name: N/A SBSD Cert #: _____

Contact Name: _____ SBSD Certification: _____

Contact Phone: _____ Contact Email: _____

Value % or $ (Initial Term): _____ Contact Address: _____

Description of Work: _____

Subcontract #2

Company Name: _____ SBSD Cert #: _____

Contact Name: _____ SBSD Certification: _____

Contact Phone: _____ Contact Email: _____

Value % or $ (Initial Term): _____ Contact Address: _____

Description of Work: _____

Subcontract #3

Company Name: _____ SBSD Cert #: _____

Contact Name: _____ SBSD Certification: _____

Contact Phone: _____ Contact Email: _____

Value % or $ (Initial Term): _____ Contact Address: _____

Description of Work: _____

Subcontract #4

Company Name: _____ SBSD Cert #: _____

Contact Name: _____ SBSD Certification: _____

Contact Phone: _____ Contact Email: _____

Value % or $ (Initial Term): _____ Contact Address: _____

Description of Work: _____

Subcontract #5

Company Name: _____ SBSD Cert #: _____

Contact Name: _____ SBSD Certification: _____

Contact Phone: _____ Contact Email: _____

Value % or $ (Initial Term): _____ Contact Address: _____

Description of Work: _____

ATTACHMENT F - MUST BE COMPLETED

Virginia State Corporation Commission (SCC) registration information.

The offeror: Ingram Library Services LLC

☐ is a corporation or other business entity with the following SCC identification number: _____ **-OR-**

☐ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

☒ is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offeror's out-of-state location) **-OR-**

☐ is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

****NOTE** >>** Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver): ☐

ATTACHMENT G - MUST BE COMPLETED

Proprietary/Confidential Information Identification

Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the *Virginia Freedom of Information Act*; however, the Offeror must invoke the protections of § 2.2-4342F of the *Code of Virginia*, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected including the section of the proposal in which it is contained and the page numbers, and state the reasons why protection is necessary. The proprietary or trade secret material submitted in the original and all copies of the proposal must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. In addition, a summary of proprietary information submitted shall be submitted on this form. The classification of an entire proposal document, **line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw such a classification designation, the proposal will be rejected.**

Name of Offeror (Firm): Ingram Library Services LLC invokes the protections of § 2.2-4342F of the *Code of Virginia* for the following portions of my proposal submitted on 3/7/22.

Date

Signature: Pamela R. Smith

Title: Vice President and General Manager

☐ No portion of this bid / proposal is to be considered confidential and/or proprietary.

DATA/MATERIAL TO BE PROTECTED	SECTION NO., & PAGE NO.	REASON WHY PROTECTION IS NECESSARY
n/a		

ATTACHMENT H - URFP Checklist

Be sure to complete and/or submit the following information with your completed proposal package.

✓ 1.) Cover Sheet

✓ 2.) Offeror Data Sheet (Attachment A)

✓ 3.) Service Requirements Deemed Important in Consideration of Vendor Selection (Attachment B)

✓ 4.) Offeror Discount Pricing Sheet (Attachment C)

✓ 5.) Small Business Subcontracting Plan (Attachment E)

✓ 6.) Virginia SCC Registration Information (Attachment F)

✓ 7.) Proprietary/Confidential Information Identification (Attachment G)

LIBRARY OF VIRGINIA

Sandra Gioia Treadway
Librarian of Virginia

ADDENDUM NO. 1 TO ALL BIDDERS

Reference: Request for Proposal: LVA-MAT-22-007

71510 – Books, Curriculum Guides, Directories, Magazines, Pamphlets, Periodicals, Publications, Reprints, etc.
71512 – Books, Reference (incl. CD versions) Dictionaries, Encyclopedias, etc.
71535 – Electronic Publications: Directories, Dictionaries, Encyclopedia, etc.
71505 – Audio Cassettes, Tapes and Compact Disks (prerecorded)
71590 – Video Cassettes, Disks, Tapes, etc. (For Computer and TV, Prerecorded)

Date: February 1, 2022

The above proposal is hereby changed to read or clarified by the following:

Reference, Attachment B: Service requirements Deemed Important in Consideration of Contractor Selections - Section III. Invoices and payment #7 change:

7. The vendor is able to accommodate Net 60 payment terms without imposing an extra charge.

_____Yes
_____No

Remarks:

To read:

7. Is a penalty imposed for late payment of an invoice? If yes, indicate the time period and amount of the penalty.

Remarks:

Library of Virginia
Purchasing Office
800 East Broad Street
Richmond, Virginia 23219

Buyer: Nancy Sconzo
RFP #: LVA-MAT-22-007
RFP Due Date: March 3, 2022

Offeror's Name:
Offeror's Address:

Sincerely,
Nancy Sconzo

Nancy Sconzo

Ingram Library Services LLC

Name of Firm

Signature/Title Pamela R. Smith, Vice President and General Manager

3/2/22

Date

MUST BE RETURNED WITH YOUR PROPOSAL

PUBLIC LIBRARY

Value-Added Services

Fulfill Your Library Mission. Our Comprehensive Suite of Services.

No matter the size, location, or niche, Ingram's tailor-made treatment helps all kinds of libraries get the right books fast so they can get back to what matters most – their communities.

Meet Your Patrons' Needs. Our Top-Shelf Service.

Combining unparalleled inventory, reliable resources, and one easy-to-use ordering platform, librarians can confidently search, select, and shelve for circulation success.

- 19+ million books, music, movies, & more
- 2-day delivery to 91% of the country*
- Cost-effective, reliable shipping**
- Free ordering access through ipage®
- No platform fees; Unlimited users
- $350 full text reviews

TAKE ADVANTAGE getstarted.ingramcontent.com

* In-stock, non-processed, and non-cataloged book orders ship within 24 hours at your designated Ingram distribution center. For more information, visit **ingramcontent.com/delivery**.

** Shipping terms may vary by customer and are based on state contracts or local agreements. All shipments are based on the most efficient method for damage-free delivery. Libraries can easily manage their order status, shipping notifications, and more in ipage®.

MEET YOUR REP ilssalessupport@ingramcontent.com | 800.937.5300 x 23182

Reclaim Your Time. Our Shelf-Ready Services.

Remove backroom stress and go from box to stacks with reliable cataloging and precise processing, tailored to your specific collection needs.

Customizable Cataloging & Processing Packages

$ Basic

Simplified Setup • Two-Week Timeline*
Restricted Customization

Offering limited but common configurations and filtered encoding preferences, **Basic** allows libraries to quickly and inexpensively receive shelf-ready materials to meet patron demand.

$$ Enhanced

Personalized Setup • Contingent Timeline*
Expanded Customization

Meet local practice requirements with an **Enhanced** setup that expands configuration and encoding preferences to personalize call numbers, circulation item data, local MARC-formatted records, and more.

$$$ Custom

Tailor-Made Setup • Six-Month Timeline*
Cataloger Customization

Receive patron-ready materials that are **Customized** to meet collection, budget, and timeline needs with Ingram's Portal Profile, experienced integration team, and MLS-degreed Catalogers.

**Timeline and pricing are contingent on the Library's response, requirements, and onboarding queue.*

Automated Cataloging & Processing Package

Book Jacket or Label Protector, Spine Label, Barcode, & Best Locally Available MARC-Formatted Record ..... **$ 1.19**

GET SHELF READY requirements@ingramcontent.com | 800.937.5300 x 24820

GET STARTED **getstarted.ingramcontent.com**
Effective **December 1, 2021**. Pricing subject to Change.

INGRAM Library Services

Circulation-Ready Materials

Cataloging	Unit Price
Brief On-Order Record	FREE
Best Locally Available MARC-Formatted Record	$ 0.35
Upgrades & Customizations	contingent on specs
Original	contingent on specs

Book Processing	Unit Price
Book Cover Hardcover: Dust Jacket, attached	$ 0.86
Book Cover Hardcover: Dust Jacket, unattached	$ 0.86
Book Cover Paperback: Prebinding	$ 5.70
Book Cover Paperback: Laminate, 5 mil	$ 1.99
Book Cover Paperback: Laminate, 15 mil	$ 1.85
Label Barcode	$ 0.25
Label Bibliographic	$ 0.45
Label Reading: AR, Scholastic, & Lexile	$ 0.25
Label Spine	$ 0.20
Label Other, per application	$ 0.25
Label Protector	$ 0.25
Pocket Paper	$ 0.35
Pocket Vinyl	$ 0.65
Spine Tape: Outside	$ 0.99
Spine Tape: Inside	$ 1.69
Stamp Ownership, per impression	$ 0.20

Audiovisual Processing	Unit Price
Bundle Digital Media, up to 6 labels	$ 2.95
Audio Case ClamShell: Small, up to 12 discs	$ 3.80
Audio Case ClamShell: Medium, up to 20 discs	$ 4.75
Audio Case ClamShell: Large, up to 30 discs	$ 6.00
Audio Case MediaSAFE: Small, up to 14 discs	$ 4.95
Audio Case MediaSAFE: Large, up to 26 discs	$ 5.30
DVD Case Poly-Box: Single	$ 1.99
DVD Case Locking: Single	$ 2.59
DVD Case Locking: Multi, up to 6 discs	$ 3.50
Music Case Locking: Single	$ 3.00
Music Case Locking: Double	$ 3.50
Label Hub, per application	$ 0.30
Cellophane Wrap, removal	$ 0.55

Inventory Control	Unit Price
RFID Linkage: Pre-Programmed, 1 barcode	$ 0.80
RFID Linkage: Pre-Programmed, 2 barcodes	$ 0.85
RFID Universal: Programmed, applied	$ 0.99
RFID StingRay: Full Disc Overlay	$ 1.29

Customer Supplied Items, per application ..... **$ 0.05**

Don't see what you're looking? Contact our **customer integration team** to explore other options available.

GET SHELF READY requirements@ingramcontent.com | 800.937.5300 x 24820

Build Your Best Collection. Our Reliable Resources.

From complimentary lists to customized special projects, our comprehensive suite of collection development services gives you time-saving curation you need from experts you can trust.

iCurate *Complimentary*

Hand-Selected Lists & Programs

- Creative, curated, and consistently updated lists; accessible in ipage®
- 22 ready-made new title alert programs

Ongoing List Price:

Unlimited ipage® Users	$ 0.00
Unlimited Categories	$ 0.00

iCurate *Coming Soon*

Monthly Forthcoming Title Subscription

- Delivered monthly in ipage®; enhanced deduplication feature
- Mix and match list size by category

12-Month List Price:

Adult, Teen, OR Children's	$ 775 each
Adult, Teen, AND Children's	$ 2,100 ~~$2,325~~

iCurate *Core*

Essential Collection Gap Analysis

- One-time set of essential titles missing from your collection
- Author/Title match with your holdings to identify gaps

One-Time List Price:

Adult, Teen, OR Children's	$ 1,000 each
Adult, Teen, AND Children's	$ 2,800 ~~$3,000~~

iCurate *Custom*

Tailor-made Special Project Curation

- High-quality curation for time-consuming projects
- ODCs, Grants, Year-End Spend, Ongoing Custom Lists, and More

List Price:

One-Time Projects	contingent on specs
Ongoing Projects	contingent on specs

iCURATE – SO YOU DON'T HAVE TO colldevhelp@ingramcontent.com | 800.937.5300 x 35748

Your Mission. Our Purpose. **#TheLibraryLife**

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Effective **December 1, 2021**. Pricing subject to change.

INGRAM Library Services

ATTACHMENT G - MUST BE COMPLETED

Proprietary/Confidential Information Identification

Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the *Virginia Freedom of Information Act*; however, the Offeror must invoke the protections of § 2.2-4342F of the *Code of Virginia*, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected including the section of the proposal in which it is contained and the page numbers, and state the reasons why protection is necessary. The proprietary or trade secret material submitted in the original and all copies of the proposal must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. In addition, a summary of proprietary information submitted shall be submitted on this form. The classification of an entire proposal document, **line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw such a classification designation, the proposal will be rejected.**

Name of Offeror (Firm): Ingram Library Services LLC invokes the protections of § 2.2-4342F of the *Code of Virginia* for the following portions of my proposal submitted on 3/7/22.

Date

Signature: Pamela R. Smith

Title: Vice President and General Manager

☐ No portion of this bid / proposal is to be considered confidential and/or proprietary.

DATA/MATERIAL TO BE PROTECTED	SECTION NO., & PAGE NO.	REASON WHY PROTECTION IS NECESSARY
n/a		

Glossary of Terms

Offeror: A person who makes an offer in response to a Request for Proposals.

Contractor: An individual or firm that has entered into an agreement to provide goods or services to the Commonwealth.

Bidder: One who submits a competitively priced offer in response to an Invitation for Bids (IFB).

Vendor - One who sells goods or services.