



LIBRARY OF VIRGINIA

Sandra Gioia Treadway
Librarian of Virginia

STANDARD CONTRACT LVA-SER-21-003

This Contract entered by W.T. Cox Information Services, 201 Village Road, Shallotte, NC 28470 hereinafter called the "Contractor" and Commonwealth of Virginia through the Library of Virginia, 800 East Broad Street, Richmond, Virginia 23219 hereinafter called the "Library".

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, 2021 through June 30, 2024 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 March 9, 2021, and
 - a. The Statement of Needs
 - b. The General Terms and Conditions
 - c. The Special Terms and Conditions
 - d. Attachment B
 - e. Attachment C
3. The Contractor's Proposal dated March 10, 2021 and negotiation points dated May 4, 2021

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: <i>Debra M Knox</i>	Signature: <i>Cornie B. Warner</i>
Title: Director of Contract Administration	Title: <i>Deputy of Administration</i>
Date: May 6, 2021	Date: <i>5/6/2021</i>

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 tly



May 4, 2021

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

Good afternoon,

Thank you for the opportunity to clarify panel questions.

Panel would like to confirm that the web-based customer interface is available free-of-charge to customers.

CoxNet, our web-based customer interface is free of charge to all customers.

Panel would like credit card fees waived.

We are willing to waive credit card fees for any sale under \$2,500. We encourage payment by ACH or check to avoid fees.

Panel would like a discount for eStats for stats management for MALiA libraries.

We are willing to provide a 5% discount for any eStat purchase. Pricing is based on number of platforms. Additional discounts may be given for system-wide purchase.

Panel would like a discount for Reprints Desk doc delivery.

WT Cox Information Services already offers discounted pricing from Reprints Desk document delivery. We cannot offer additional discounts as they are partners with us. We do not own the product or service.

The panel is requesting that the vendor offers a call tag for returns.

WT Cox Information Services will offer a call tag for returns as part of basic service.

Panel would like to see an explanation on the return policy.

CANCELLATION/RETURN POLICY

Due to the nature of subscriptions provision, our return policy is also a cancellation policy.

Our cancellation policy is as follows:

WT Cox Information Services will process cancellations up to six (6) months of the start date with publisher approval. Cancellation notifications should be made as soon as possible. After six months from the start date, cancellations will not be accepted or will be cancelled without credit in accordance with the publisher's guidelines. Publishers who do not allow cancellations or assess a cancellation fee will be so indicated on your invoice.

Written cancellation notices shall be sent to publishers, with an acknowledgment sent to the Libraries.

WT Cox Information Services will credit your account with the amount equal to the return of monies by the publisher less the cancellation processing fee. The cancellation fee has recently been reduced. The new policy is **\$10 for items under \$100 and \$25 for items over \$100 (the latter used to be 10% and we are moving to flat rate).**

Credits can be applied to outstanding invoices or refunded when the invoice is paid in full. You would make your request directly to your customer service representative. Credits expire one year from date of issue.

Refunds of any unexpired portions of orders shall be requested for all timely (i.e., as specified by the publisher) cancellations, and refund credits for the full amounts refunded by the publishers shall be processed for the Libraries.

Canceled titles shall automatically be deleted from the next main renewal invoice list.

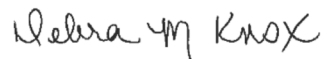
Refunds shall be requested from publisher for any unused portions of subscription based on timely cancellations. Refunds will be paid in full to Library and are based on refunds afforded by publisher. Customer service team will exhaust all administrative remedies to secure refund for cancellation. Billing errors and inaccurate orders become the sole responsibility of WT Cox Information Services.

All monies refunded by publishers will be refunded in full to libraries in cases where no replacement options are offered. In cases where titles have been discontinued and the option is offered by publisher, WT Cox Information Services will offer substitute materials for unexpired portions of subscriptions during remaining term of subscription upon approval.

WT Cox Information Services will provide written evidence of attempts to secure refunds from publishers on behalf of libraries when titles have been cancelled upon request in a timely fashion, based on publisher restriction. Libraries may receive refund as an actual reimbursement of funds via check or by accepting credit issued by WT Cox Information Services.

Please let me know if you have any additional questions.

Warm regards,

A handwritten signature in cursive script that reads "Debra M Knox".

Debra M. Knox (Deb)
Director of Contract Administration

REQUEST FOR PROPOSALS (RFP)

Issue Date: March 9, 2021 RFP# LVA-SER-21-003
Title: Library Serials/Subscriptions
Commodity Code: 71500, 71510
Issuing Agency: Library of Virginia, on behalf of
Mid-Atlantic Library Alliance, Inc. (MALiA)
Purchasing Department
800 East Broad Street
Richmond, VA 23219

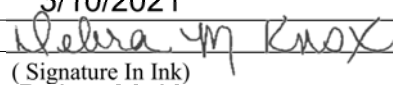
Period of Contract: July 1, 2021 through June 30, 2024 with two one-year optional renewals

Submission Of Electronic Proposals Via The eVA Website Will Be Received Until March 31, 2021 at 2:00 PM EST For Furnishing The Goods/Services 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 March 16, 2021**

In compliance with this Request For Proposals (RFP) and all conditions imposed in this RFP, the undersigned firm hereby offers and agrees to furnish all goods and services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation, and the undersigned firm hereby certifies that all information provided below and in any schedule attached hereto is true, correct, and complete.

* Virginia Contractor License No. N/A * DSBSD-certified Small Business No. N/A
Class: _____ Specialty Codes: _____

Name And Address Of Firm: W.T. Cox Information Services Date: 3/10/2021
201 Village Road By: 
Shallotte, NC (Signature In Ink)
Zip Code: 28470 Name: Debra M. Knox

eVA Vendor ID or DUNS #: 08-417-4804 (Please Print)
Fax Number: (877)-755-6274 Title: Director of Contract Administration
E-mail Address: dknox@wtcox.com Telephone Number: (800)-571-9554

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.e 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

TABLE OF CONTENTS FOR RFP# LVA-SER-21-003

I. PURPOSE3

II. BACKGROUND.....3

III. STATEMENT OF NEEDS3

IV. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:4

V. EVALUATION AND AWARD CRITERIA6

VI. REPORTS6

VII. GENERAL TERMS AND CONDITIONS7

VIII. SPECIAL TERMS AND CONDITIONS13

IX. ATTACHMENTS.....16

I. PURPOSE: The purpose of this Request for Proposal (RFP) is for the Library of Virginia on behalf of Mid-Atlantic Library Alliance (MALiA) to solicit sealed proposals from qualified sources and to establish contract(s) through competitive negotiations with one or more contractors to provide library serials/subscriptions to member libraries of the Mid-Atlantic Library Alliance, Inc. (MALiA).

This RFP outlines the terms, conditions, and all applicable information required for submitting a proposal. Proposal respondents should pay strict attention to the proposal submission date and time and follow the format and instructions in Section IV (Proposal Preparation and Submission) of this RFP.

II. BACKGROUND: MALiA is an organization of public library systems, academic, school systems, institutional, and special libraries established to provide cooperative information services and programs. Full membership shall be conveyed to applicant libraries upon payment of applicable fees to the corporation.

The Mid-Atlantic Library Alliance (MALiA) consortium represents 249 libraries throughout the mid-Atlantic region, including Virginia, Tennessee, North Carolina, West Virginia, Kentucky, Alabama, Florida. Membership includes 203 public, 33 academic, 8 school, and 5 special libraries. See **Attachment D:** MALiA Member Libraries as of February 1, 2021 for a list of participating institutions or consult the MALiA Web site (<http://www.malialibrary.org/>) for a current list of members.

The purpose of MALiA is to encourage the development and improvement of all types of library service and to promote the efficient use of finances, personnel, materials and properties by enabling governing authorities having library responsibilities to join together in a nonprofit library consortium.

Participation by MALiA members in this Contract is optional and is at the discretion of each participating member. It is understood and agreed between the parties to any agreement resulting from this RFP that any library that becomes a member of MALiA after the award of this Contract will be accepted at any time under the terms of this Contract.

The approximate, combined library serials/subscriptions budget per year is estimated at over \$3,000,000.00. The approximate stated dollar amount is not to be construed to represent any amount MALiA is obligated to purchase under the resulting contract or relieve the contractor of any obligation to provide service. Dollar amounts may change during the course of the contract and MALiA reserves the right to increase or decrease the amount as actual needs and funding determine.

III. STATEMENT OF NEEDS: The Contractor must be able to provide services necessary to fill orders for library serials/subscriptions placed by any MALiA member library on a consistent basis during the term of the contract.

Library serials/subscriptions are defined for the purpose of this RFP as:

Serials are defined the purpose of this RFP as stated in the 1983 edition of the *Glossary of Library and Information Science* edited by Heartsil Young:

"A publication in any medium issued in successive parts bearing numerical or chronological designations and intended to be continued indefinitely. Serials include periodicals; newspapers; annuals (reports, yearbooks, etc.); the journals, proceedings, transactions etc. of societies; and numbered monographic series. (AACR2)."

A number of MALiA member libraries have varying subscription dates. Consideration must be given to pick up subscriptions at varied times during the contract. Consideration must also be given to provide common expiration dates when requested.

Participating MALiA member libraries that become dissatisfied with the service received during the course of this contract may withdraw at any time with no penalty.

The vendor must be capable of supplying serials subscriptions from various types of publishers and must be able to provide geographical coverage for serials published worldwide.

The vendor must provide continuous, uninterrupted service of serials subscriptions currently being received by MALiA member libraries.

IV. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:

A. ESTIMATED TIMELINE

RFP Issue Date	March 9, 2021
Submit Questions by	March 16, 2021
Response to questions posted by	March 19, 2021
URFP Due Date	March 31, 2021
Award of URFP	To Be Determined

All questions pertaining to this Request for Proposal shall be submitted via email to nancy.sconzo@lva.virginia.gov. **No questions will be accepted after 5:00 p.m. on March 16, 2021.**

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.

The redacted version of the proposal must have all proprietary information deleted that has been marked as proprietary. Section numbers which are redacted should be identified as follows: Example: Section 3, paragraph B: “Redacted”. The redacted version of the proposal must be carefully edited, altered, and refined by the Offeror in order to protect and maintain complete confidentiality of protected information. LVA/MALiA will not accept responsibility for any public disclosure of proprietary information that is a result of improper redaction by the Offeror.

ONLY ELECTRONIC RESPONSES WILL BE ACCEPTED and shall be submitted through the eVA Procurement Portal. Proposals received via email and fax will not be accepted. If an Offeror requires assistance submitting an electronic response, the Offeror must contact eVA Customer Care at 866-289-7367 or email eVACustomerCare@dgs.virginia.gov. No other distribution of the proposal shall be made by the Offeror.

LATE RESPONSES WILL NOT BE ACCEPTED.

2. **PROPOSAL PREPARATION:**

- a. Proposals shall be signed by an authorized representative of the offeror. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals that are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
- c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents which cross-references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
- d. As used in this RFP, the terms "must", "shall", "should" and “may” identify the criticality of requirements. "Must" and "shall" identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as "should" or “may” are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" and "shall" items may not be fully satisfied, but it is the intent to satisfy most, if not all, "must" and "shall" requirements. The inability of an Offeror to satisfy a "must" or "shall" requirement does not

automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offerors' proposal.

- e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
- f. Ownership of all data, materials, and documentation originated and prepared for the State pursuant to the URFP shall belong exclusively to the State and be subject to public inspection in accordance with the Virginia Freedom of Information Act. 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 and state the reasons why protection is necessary. **The proprietary or trade secret material submitted 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.** The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal. If, after being given reasonable time the offeror refuses to withdraw an entire classification designation, the proposal will be rejected. (**Attachment G**)
- g. **LATE PROPOSALS WILL NOT BE ACCEPTED.**

B. ORAL PRESENTATION:

Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the agency. This provides an opportunity for the offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The issuing agency will schedule the time and location of these presentations. Oral presentations are **an option** of the purchasing agency and **may or may not** be conducted.

C. SPECIFIC PROPOSAL INSTRUCTIONS:

Proposals should be as thorough and detailed as possible so that LVA may properly evaluate your capabilities to provide the required goods/services. Offerors shall submit the following items as a complete proposal:

1. Return the RFP cover sheet and all addenda acknowledgments, if any, signed and filled out as required.
2. Completed Offeror Data Sheet (**Attachment A**)
3. Fill out Service Requirements Deemed Important in Consideration of Contractor Selection (**Attachment B**)
4. Offeror Discount Pricing Sheet (**Attachment C**)
5. Small Business Subcontracting Plan (**Attachment E**)
6. Fill out Virginia State Corporation Commission (SCC) Registration information (**Attachment F**)
7. Fill out Proprietary/Confidential Information Identification (**Attachment G**)
8. Must be eVA registered and SBSB certified prior to closing date.

V. EVALUATION AND AWARD CRITERIA:

Evaluation Criteria: Proposals shall be evaluated using the following criteria.

RFP Reference	Evaluation Criteria	Max Possible Score
Attachment A Offeror Data Sheet, Attachment B Service Requirements, I	Company Data	10
Attachment B Service Requirements, II	Orders and Cancellations	10
Attachment B Service Requirements, III	Claims	10
Attachment B Service Requirements, IV	Title Changes	10
Attachment B Service Requirements, V	Invoicing	10
Attachment B Service Requirements, VI	Overall Cost Considerations	15
Attachment B Service Requirements, VII	Customer Service	15
Attachment E Small Business Subcontracting Plan	SWaM	20
	TOTAL	100

B. AWARD OF CONTRACT - see Award Term in Special Terms and Conditions Section VIII –A

VI. REPORTS:

- A. Annual report for total usage, as described in Attachment B, VII. Customer Service, #9.
- B. Monthly summary of claims and status to member libraries as described in Attachment B, III. Claims, #5.
- C. Use of Subcontractors

If the Offeror intends to use subcontractors to perform any portion of the work described in the RFP, the Offeror must clearly state so. LVA/MALiA is placing increased emphasis on its SWaM (Small, Women and Minority Owned) business program and is interested in identifying any potential opportunities that may be available to engage vendors to be certified by the Virginia Department of Small Business and Supplier Diversity (DSBSD) through new or existing contracts. Identify and list any such opportunities that your firm would commit to if awarded this contract in Attachment E Participation in State Procurement Transactions Small Businesses and Businesses Owned by Women and Minority. The Offeror’s response must include a description of which portion(s) of the work will be sub-contracted out and the names and addresses of potential subcontractor under the Contract.

By submitting a proposal, Offerors certify that all information provided in response to the Request for Proposals is true and accurate. Failure to provide information required by this Request for Proposal will ultimately result in rejection of the Proposal.

- D. **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 Finance
Nancy.Sconzo@lva.virginia.gov

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

VII. GENERAL TERMS AND CONDITIONS:

- A. **VENDORS MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia *Vendors Manual* and any changes or revisions thereto, which are hereby incorporated into this contract in their entirety. The process for filing a complaint about this solicitation is in section 7.13 of the *Vendors Manual*. (Note section 7.13 does not apply to protests of awards or formal contractual claims.) The procedure for filing contractual claims is in section 7.19 of the *Vendors Manual*. A copy of the manual is normally available for review at the purchasing office and is accessible on the Internet at www.eva.virginia.gov under "I Sell To Virginia".
- B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia, without regard to its choice of law provisions, and any litigation with respect thereto shall be brought in the circuit courts of the Commonwealth. The agency and the contractor are encouraged to resolve any issues in controversy arising from the award of the contract or any contractual dispute using Alternative Dispute Resolution (ADR) procedures (*Code of Virginia*, § 2.2-4366). ADR procedures are described in Chapter 9 of the *Vendors Manual*. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- C. **ANTI-DISCRIMINATION:** By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the *Virginia Public Procurement Act (VPPA)*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender sexual orientation, gender identity, or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia*, § 2.2-4343.1E).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.

- c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
 - d. If the contractor employs more than five employees, the contractor shall (i) provide annual training on the contractor's sexual harassment policy to all supervisors and employees providing services in the Commonwealth, except such supervisors or employees that are required to complete sexual harassment training provided by the Department of Human Resource Management, and (ii) post the contractor's sexual harassment policy in (a) a conspicuous public place in each building located in the Commonwealth that the contractor owns or leases for business purposes and (b) the contractor's employee handbook.
 - e. The requirements of these provisions 1. and 2. are a material part of the contract. If the Contractor violates one of these provisions, the Commonwealth may terminate the affected part of this contract for breach, or at its option, the whole contract. Violation of one of these provisions may also result in debarment from State contracting regardless of whether the specific contract is terminated.
 - f. In accordance with Executive Order 61 (2017), a prohibition on discrimination by the contractor, in its employment practices, subcontracting practices, and delivery of goods or services, on the basis of race, sex, color, national origin, religion, sexual orientation, gender identity, age, political affiliation, disability, or veteran status, is hereby incorporated in this contract.
2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. **ETHICS IN PUBLIC CONTRACTING:** By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** Applicable for all contracts over \$10,000:
By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- F. **DEBARMENT STATUS:** By participating in this procurement, the vendor certifies that they are not currently debarred by the Commonwealth of Virginia from submitting a response for the type of goods and/or services covered by this solicitation. Vendor further certifies that they are not debarred from filling any order or accepting any resulting order, or that they are an agent of any person or entity that is currently debarred by the Commonwealth of Virginia.
- If a vendor is created or used for the purpose of circumventing a debarment decision against another vendor, the non-debarred vendor will be debarred for the same time period as the debarred vendor.
- G. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- H. **MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS:** Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.
- I. **CLARIFICATION OF TERMS:** If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.
- J. **PAYMENT:**

1. To Prime Contractor:

- a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
- b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
- c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
- d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e. **Unreasonable Charges.** Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be resolved in accordance with *Code of Virginia*, § 2.2-4363 and -4364. Upon determining that invoiced charges are not reasonable, the Commonwealth shall notify the contractor of defects or improprieties in invoices within fifteen (15) days as required in *Code of Virginia*, § 2.2-4351. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Code of Virginia*, § 2.2-4363).

2. To Subcontractors:

- a. Within seven (7) days of the contractor's receipt of payment from the Commonwealth, a contractor awarded a contract under this solicitation is hereby obligated:
 - (1) To pay the subcontractor(s) for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
 - (2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.
- b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.

3. Each prime contractor who wins an award in which provision of a SWaM procurement plan is a condition to the award, shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWaM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.

4. The Commonwealth of Virginia encourages contractors and subcontractors to accept electronic and credit card payments.

K. **PRECEDENCE OF TERMS:** The following General Terms and Conditions *VENDORS MANUAL*, APPLICABLE LAWS AND COURTS, ANTI-DISCRIMINATION, ETHICS IN PUBLIC CONTRACTING, IMMIGRATION REFORM AND CONTROL ACT OF 1986, DEBARMENT STATUS, ANTITRUST, MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS, CLARIFICATION OF TERMS, PAYMENT shall apply in all instances. In

the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

- L. **QUALIFICATIONS OF OFFERORS:** The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
- M. **TESTING AND INSPECTION:** The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- O. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
 - 1. The parties may agree in writing to modify the terms, conditions, or scope of the contract. Any additional goods or services to be provided shall be of a sort that is ancillary to the contract goods or services, or within the same broad product or service categories as were included in the contract award. Any increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 - 2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt, unless the contractor intends to claim an adjustment to compensation, schedule, or other contractual impact that would be caused by complying with such notice, in which case the contractor shall, in writing, promptly notify the Purchasing Agency of the adjustment to be sought, and before proceeding to comply with the notice, shall await the Purchasing Agency's written decision affirming, modifying, or revoking the prior written notice. If the Purchasing Agency decides to issue a notice that requires an adjustment to compensation, the contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a. By mutual agreement between the parties in writing; or
 - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia *Vendors Manual*. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.
- P. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible

for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

- 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.

- R. **USE OF BRAND NAMES:** Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict offerors to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article which the public body, in its sole discretion, determines to be the equivalent of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The offeror is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid nonresponsive. Unless the offeror clearly indicates in its (bid/proposal) that the product offered is an equivalent product, such (bid/proposal) will be considered to offer the brand name product referenced in the solicitation.

- S. **TRANSPORTATION AND PACKAGING:** By submitting their proposals, all offerors certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity.

- T. **INSURANCE:** By signing and submitting a bid or proposal under this solicitation, the bidder or offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the *Code of Virginia*. The bidder or offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

MINIMUM INSURANCE COVERAGES AND LIMITS:

1. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the *Code of Virginia* during the course of the contract shall be in noncompliance with the contract.
2. Employer's Liability - \$100,000.
3. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia shall be added as an additional insured to the policy by an endorsement.
4. Automobile Liability - \$1,000,000 combined single limit. (Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle.)

- U. **ANNOUNCEMENT OF AWARD:** Upon the award or the announcement of the decision to award a contract as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA VBO (www.eva.virginia.gov) for a minimum of 10 days.

- V. **DRUG-FREE WORKPLACE:** Applicable for all contracts over \$10,000:

During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, “*drug-free workplace*” means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- W. **NONDISCRIMINATION OF CONTRACTORS:** A bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.
- X. **eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS:** The eVA Internet electronic procurement solution, web site portal www.eVA.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution by completing the free eVA Vendor Registration. All bidders or offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected.

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

- a. For orders issued July 1, 2014, and after, the Vendor Transaction Fee is:
- (i) DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
 - (ii) Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.
- b. Refer to Special Term and Condition “eVA Orders and Contracts” to identify the number of purchase orders that will be issued as a result of this solicitation/contract with the eVA transaction fee specified above assessed for each order.

For orders issued prior to July 1, 2014, the vendor transaction fees can be found at www.eVA.virginia.gov.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, typically within 60 days of the order issue date. Any adjustments (increases/decreases) will be handled through purchase order changes.

- Y. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent that the legislature has appropriated funds that are legally available or may hereafter become legally available for the purpose of this agreement.
- Z. **BID PRICE CURRENCY:** Unless stated otherwise in the solicitation, offerors shall state offer prices in US dollars.
- AA. **AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH:** A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the *Code of Virginia* or as otherwise required by law. Any

business entity described above that enters into a contract with a public body pursuant to the *Virginia Public Procurement Act* shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

- BB. **CIVILITY IN STATE WORKPLACES:** The contractor shall take all reasonable steps to ensure that no individual, while performing work on behalf of the contractor or any subcontractor in connection with this agreement (each, a “Contract Worker”), shall engage in 1) harassment (including sexual harassment), bullying, cyber-bullying, or threatening or violent conduct, or 2) discriminatory behavior on the basis of race, sex, color, national origin, religious belief, sexual orientation, gender identity or expression, age, political affiliation, veteran status, or disability.

The contractor shall provide each Contract Worker with a copy of this Section and will require Contract Workers to participate in agency training on civility in the State workplace if contractor’s (and any subcontractor’s) regular mandatory training programs do not already encompass equivalent or greater expectations. Upon request, the contractor shall provide documentation that each Contract Worker has received such training.

For purposes of this Section, “State workplace” includes any location, permanent or temporary, where a Commonwealth employee performs any work-related duty or is representing his or her agency, as well as surrounding perimeters, parking lots, outside meeting locations, and means of travel to and from these locations. Communications are deemed to occur in a State workplace if the Contract Worker reasonably should know that the phone number, email, or other method of communication is associated with a State workplace or is associated with a person who is a State employee.

The Commonwealth of Virginia may require, at its sole discretion, the removal and replacement of any Contract Worker who the Commonwealth reasonably believes to have violated this Section.

This Section creates obligations solely on the part of the contractor. Employees or other third parties may benefit incidentally from this Section and from training materials or other communications distributed on this topic, but the Parties to this agreement intend this Section to be enforceable solely by the Commonwealth and not by employees or other third parties.

VIII. SPECIAL TERMS AND CONDITIONS:

- A. **AWARD:** Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. The Commonwealth reserves the right to make multiple awards as a result of this solicitation. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Code of Virginia*, § 2.2-4359D). Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor’s proposal as negotiated.
- B. **AUDIT:** The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
- C. **ADDITIONAL USERS:** This procurement is being conducted on behalf of state agencies, institutions and other public bodies who may be added or deleted at any time during the period of the contract. The addition or deletion of authorized users not specifically named in the solicitation shall be made only by written contract modification issued by this agency or institution and upon mutual agreement of the contractor. Such modification shall name the specific agency added or deleted and the effective date. The contractor shall not honor an order citing the resulting contract unless the ordering entity has been added by written contract modification.
- D. **CANCELLATION OF CONTRACT:** The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may also be terminated by the contractor, without

penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

- E. **RENEWAL OF CONTRAC**: This contract may be renewed by the Commonwealth upon written agreement of both parties for two (2) successive one year periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration.
- F. **EXTRA CHARGES NOT ALLOWED**: The bid price shall be for complete installation ready for the Commonwealth's use, and shall include all applicable freight and installation charges; extra charges will not be allowed.
- G. **eVA ORDERS AND CONTRACTS**: The solicitation/contract will result in multiple purchase order(s) with the applicable eVA transaction fee assessed for each order.

Vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution and agree to comply with the following: If this solicitation is for a term contract, failure to provide an electronic catalog (price list) or index page catalog for items awarded will be just cause for the Commonwealth to reject your bid/offer or terminate this contract for default. The format of this electronic catalog shall conform to the eVA Catalog Interchange Format (CIF) Specification that can be accessed and downloaded from www.eVA.virginia.gov. Contractors should email Catalog or Index Page information to 15TUEVA-catalog-manager@dgs.virginia.gov

- H. **PROPOSAL ACCEPTANCE PERIOD**: Any proposal in response to this solicitation shall be valid for 120 days. At the end of the days the proposal may be withdrawn at the written request of the offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.
- I. **SPECIAL EDUCATIONAL OR PROMOTIONAL DISCOUNTS**: The contractor shall extend any special educational or promotional sale prices or discounts immediately to the Commonwealth during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.
- J. **CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION**: The contractor assures that information and data obtained as to personal facts and circumstances related to patients or clients will be collected and held confidential, during and following the term of this agreement, and unless disclosure is required pursuant to court order, subpoena or other regulatory authority, will not be divulged without the individual's and the agency's written consent and only in accordance with federal law or the Code of Virginia. Contractors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the agency of any breach or suspected breach in the security of such information. Contractors shall allow the agency to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.
- K. **CONTINUITY OF SERVICES**:
 - a.) The Contractor recognizes that the services under this contract are vital to the Agency and must be continued without interruption and that, upon contract expiration, a successor, either the Agency or another contractor, may continue them. The Contractor agrees:
 - (i) To exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor;
 - (ii) To make all Agency owned facilities, equipment, and data available to any successor at an appropriate time prior to the expiration of the contract to facilitate transition to successor; and
 - (iii) That the Agency Contracting Officer shall have final authority to resolve disputes related to the transition of the contract from the Contractor to its successor.
 - b) The Contractor shall, upon written notice from the Contract Officer, furnish phase-in/phase-out services for up to ninety (90) days after this contract expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the Contract Officer's approval.
 - c) The Contractor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract. All phase-in/phase-out work fees must be approved by the Contract Officer in writing prior to commencement of said work.

- L. STATE CORPORATION COMMISSION IDENTIFICATION NUMBER:** Pursuant to Code of Virginia, §2.2-4311.2 subsection B, a offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 is required to include in its bid or proposal the identification number issued to it by the State Corporation Commission (SCC). Any offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law is required to include in its bid or proposal a statement describing why the offeror is not required to be so authorized. Indicate the above information on the SCC Form provided. Contractor agrees that the process by which compliance with Titles 13.1 and 50 is checked during the solicitation stage (including without limitation the SCC Form provided) is streamlined and not definitive, and the Commonwealth's use and acceptance of such form, or its acceptance of Contractor's statement describing why the offeror was not legally required to be authorized to transact business in the Commonwealth, shall not be conclusive of the issue and shall not be relied upon by the Contractor as demonstrating compliance.
- M. E-VERIFY PROGRAM:** EFFECTIVE 12/1/13. Pursuant to *Code of Virginia*, §2.2-4308.2., any employer with more than an average of 50 employees for the previous 12 months entering into a contract in excess of \$50,000 with any agency of the Commonwealth to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to such public contract. Any such employer who fails to comply with these provisions shall be debarred from contracting with any agency of the Commonwealth for a period up to one year. Such debarment shall cease upon the employer's registration and participation in the E-Verify program. If requested, the employer shall present a copy of their Maintain Company page from E-Verify to prove that they are enrolled in E-Verify.
- N. SUBCONTRACTS:** No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the contractor desires to subcontract some part of the work specified herein, the contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
- O. SUBMISSION OF SMALL BUSINESS SUBCONTRACTING PLAN, EVIDENCE OF COMPLIANCE WITH SMALL BUSINESS SUBCONTRACTING PLAN, AND SUBCONTRACTOR REPORTING :**
- A. Submission of Small Business Subcontracting Plan: It is the statewide goal of the Commonwealth that 42% of its purchases be made from small businesses certified by DSBSD. This includes discretionary spending in prime contracts and subcontracts. All offerors are required to submit a Small Business Subcontracting Plan. The contractor is encouraged to offer such subcontracting opportunities to DSBSD-certified small businesses. This shall include DSBSD-certified women-owned and minority-owned businesses and businesses with DSBSD service disabled veteran-owned status when they have also received DSBSD small business certification. Where it is not practicable for any portion of the goods/services to be subcontracted to other suppliers, the offeror shall note such on the Small Business Subcontracting Plan. No offeror or subcontractor shall be considered a small business unless certified as such by the Department of Small Business and Supplier Diversity (DSBSD) by the due date for receipt of bids or proposals.
- B. Evidence of Compliance with Small Business Subcontracting Plan: Each prime contractor who wins an award in which provision of a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution annual reports substantiating compliance in accordance with the small business subcontracting plan. If a variance exists, the contractor shall provide a written explanation. A subcontractor shall be considered a Small Business for purposes of a contract if and only if the subcontractor holds a certification as such by the DSBSD. Payment(s) may be withheld until the purchasing agency confirms that the contractor has certified compliance with the contractor's submitted Small Business Subcontracting Plan or is in receipt of a written explanation of the variance. The agency or institution reserves the right to pursue other appropriate remedies for non-compliance to include, but not be limited to, termination for default.
- C. Prime Contractor Subcontractor Reporting:
1. Each prime contractor who wins an award greater than \$100,000, shall deliver to the contracting agency or institution on annual basis, all applicable information for each subcontractor listed on the Small Business Subcontracting Plan that are DSBSD-certified businesses or Employment Services Organizations (ESOs). The contractor shall furnish the applicable information to the purchasing office via the Subcontractor Payment Reporting tool accessible within the contractor's eVA account.
 2. In addition each prime contractor who wins an award greater than \$200,000 shall deliver to the contracting agency or institution on annual basis, all applicable information on use of subcontractors that are **not** DSBSD-certified businesses or Employment Services Organizations. The contractor shall furnish the all applicable information to the purchasing office via the Subcontractor Payment Reporting tool accessible within the contractor's eVA account.

- P. PRIME CONTRACTOR RESPONSIBILITIES:** The contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime contractor. The contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
- Q. CONFIDENTIALITY (Contractor):** The contractor assures that information and data obtained as to personal facts and circumstances related to patients or clients will be collected and held confidential, during and following the term of this agreement, and will not be divulged without the individual's and the agency's written consent. Any information to be disclosed, except to the agency and its designees, must be in summary, statistical, or other form which does not identify particular individuals. Contractors and their employees working on this project will be required to sign the Confidentiality statement in this solicitation.

IX. ATTACHMENTS:

- A. Offeror Data Sheet
- B. Service Requirements Deemed Important in Consideration of Contractor Selection
- C. Offeror Discount Pricing List
- D. MALiA Member Listing
- E. Small Business Subcontracting Plan
- F. Virginia State Corporation Commission (SCC) Registration information
- G. Proprietary/Confidential Information Identification

Attachment A

OFFEROR DATA SHEET

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.
- 2. Vendor's Primary Contact:
Name: Debra M. Knox Phone: 800-571-9554 ext. 215
- 3. Years in Business: Indicate the length of time you have been in business providing this type of good or service:
46 Years 11 Months
- 4. Vendor Information: eVA Vendor ID or DUNS Number: 08-417-4804

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: Rice University Contact: David Bynog
Phone: (713) 348-4811 email: dbynog@rice.edu
Project: Periodical Subscription Service
Dates of Service: 2018-current \$ Value: \$3,943,896.00
- B. Company: Southern CT State University Contact: Hayley Battaglia
Phone: (203) 392-5731 email: battagliah1@southernct.edu
Project: Periodical Subscription Service
Dates of Service: 2010-current \$ Value: \$418,200.00
- C. Company: Fairfax County Library Syatem Contact: Dan Chen
Phone: (703) 222-3140 email: Dan.Chen@fairfaxcounty.gov
Project: 4400008071 Public Library Serial Publications
Dates of Service: 2012-current \$ Value: \$70,174.00
- D. Company: Maricopa County Library District Contact: Laura Jamison
Phone: (602) 652-3039 email: LauraJamison@mcladaz.org
Project: PQ170008 Magazine Subscription Service
Dates of Service: 2008-current \$ Value: \$59,116.00

I certify the accuracy of this information.

Signed: Debra M Knox Title: Director of Contract Administration Date: 3/10/2021

Attachment B

Service Requirements Deemed Important in Consideration of Vendor Selection

Offerors shall return a completed copy of this attachment with their proposals, fully addressing each requirement/question. Additional documents may be attached only if necessary.

I. COMPANY DATA

1. How long has the vendor offered serials to libraries?

WT Cox Information Services doing business as WT Cox Information Services was established in 1974 and formally incorporated in 1982.

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

We have 57 full time employees located in our corporate offices in coastal NC, Shallotte, NC adjusted seasonally as needed and an additional 4 additional sales offices in the United States.

3. Specify the general qualifications and training of the staff who would be working with MALiA libraries on serials services.

General Personnel. WT Cox Information Services is staffed by a team of experienced and knowledgeable senior personnel. . Production and delivery of serials subscriptions and services offered under this solicitation response will be satisfied with a full time permanent staff of team oriented support employees in addition to key contact and administrative personnel. Additional clerical personnel are contracted during peak service times. WT Cox Information Services shall be responsible for furnishing all material, labor, facilities, equipment and supplies necessary to perform the services detailed herein. An organization chart is included. All key personnel shall be committed to the project at the appropriate time level.

4. What is the approximate number of libraries the vendor serves in each of the following categories?

Academic_513__ Public_497__ Special_1040__ School_10968

5. Describe the scope, coverage, and format of the vendor's serials offerings (annuals, standing orders, periodicals, newspapers, memberships, etc.).

WT Cox Information Services will provide periodicals, serials, publishers' series, standing orders and continuing titles (continuations), both domestic and foreign. We offer a full range of print, digital delivery, print plus online and online only titles. Basic service will include the acquisition and delivery of all new orders, renewals, late renewals, back issues, transfer renewals, added copy subscriptions, special orders, membership and associated publications. Publications shall include, but not be limited to journals, periodicals, newspapers, annuals, yearbooks, government publications, microforms, monographic series, society proceedings and Congresses. We also offer publisher package management for your complete suite of services. WT Cox Information Services provides, as part of basic service, claiming and final problem resolution.

6. What is the approximate number of serials titles the vendor can supply? If the title list is available online, please provide the URL.

We have approximately 300,000 titles in our database. Our website is <http://www.wtcox.com>. Click on drop down Library for lists of popular titles. Access can be granted during evaluation process on request.

7. Approximately what percentage of serials titles supplied by the vendor are available in the following format categories: 1) print-only, 2) both print and electronic, and 3) electronic-only? Please describe any changes to this mix that the vendor anticipates over the next couple of years.

Our online catalog contains about 300,000 titles. Approximately 25% are print titles, 40% are print and online title combinations and the electronic only titles account for 35%. We anticipate that number of titles available electronically will continue to increase as demand for virtual libraries in the post-COVID era require. Consequently the number of print titles will likely decline.

8. What is the approximate number of serials publishers the vendor can supply?

We have long term relationships with approximately 9,000 publishers worldwide.

9. Describe electronic journal package options available to member libraries.

We can supply any journal packages available through subscription agents. Typically these journal packages are available through the top ten scientific, technical and medical publishers. Most journal packages are preset by publisher but some customized packages are available based on your requirements.

10. For electronic serials supplied by the vendor, describe any license/use/access restrictions that would apply. Please specify limits on the number of users that can access an e-resource at the same time, and the authentication methods used to restrict access to member library patrons.

Each license/use/access relationship is dependent on publisher. WT Cox Information Services does not dictate nor restrict licenses and access. In general, no limits are imposed on number of users although pricing may

be variable based on publisher parameters. Authentication methods can be user id and password protection, both personal and/or organizational, IP range, Proxy Server or geographical location.

11. Include a statement regarding the financial condition of the vendor. This statement could be a financial investment prospectus, a statement of financial solvency from the vendor major lender, or an internal auditor's report. A letter of credit from a financial institution would also be relevant.

An internal auditor's report and a Letter of Credit is attached and is proprietary.

12. What distinguishes the vendor from other vendors of its kind?

WT Cox Information Services provides the best customer service in the industry. WT Cox Information Services works closely with personnel to form solid working relationships to ensure a successful partnership. Consistent communication is the key to the most efficient management of library collections. We work as a team with library staff. Free and open communication and information needed willingly provided in a timely fashion will enhance our most effective relationship.

Because we are flexible and without all the layers of bureaucracy in some larger agencies, we are able to react quickly to changes desired by our customers. Our employees are empowered to work on your behalf. Your customer service team reacts quickly to problems and has the knowledge and the authority to act on issues for clear, quick and consistent remedies. We recognize the industry standards embraced by the former Association of Subscription Agents, a worldwide membership agency and constantly evaluate and then update our processes and procedures to reflect current best practice.

WT Cox Information Services recognizes that the fast-paced and ever-changing world of electronic subscriptions provides a significant challenge for both libraries and serials vendors. We are dedicated to staying at the forefront of these changes by adapting our internal systems to meet the needs of our customers. Our newly designed backend system and knowledge base has been specifically structured to capture the additional data elements that are and will be required to support the acquisition, access and management of electronic resources.

Our internal database has also been designed to automatically exchange data between libraries, publishers and hosts to gather the necessary metadata to integrate with our business partners and customers. Our company has dedicated itself to being a resource by becoming partners in the electronic environment and offer electronic journal management solutions that include management modules, license agreement facilitation, usage statistics reports and open access capabilities within our system. Our primary customer portal, CoxNet, has been designed specifically to provide an efficient and effective web interface to manage serials. Enhancements are absorbed into the existing system seamlessly. System errors and downtimes are practically nonexistent thus reducing problems of day-to-day collection management tasks.

Finally, we have enhanced and increased our staff with industry recognized professionals who are both experienced and knowledgeable in the electronic environment. We continue to develop internal systems to accommodate library technology needs. In recognition of major standards being developed for distributing relevant journal data to libraries; WT Cox Information Services is continually developing systems and applications for integration with these varied and ever changing standard formats. WT Cox Information Services has ongoing research and development personnel working towards compatibility with emerging systems. Our systems are enhanced on a daily basis to meet the demands of the changing landscape. Future enhancements are focused on our customer interface and the ongoing development of these enhancements.

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

We are fully staffed with a team of professionals available to work in close conjunction with you and your library staff to coordinate package deals with publishers as necessary, assist in electronic accessing issues and manage serials collections from beginning to end. Our agency employs senior management personnel with extensive expertise in this area from both responsibilities at WT Cox Information Services and prior experience with large agencies.

WT Cox Information Services is a financially sound corporation with a strong management team and competent employees. With a successful history in the subscription marketplace of forty years, we have a solid record of providing excellent service and pricing options. Our Agency offers an unheard level of service and flexibility to assist in transition of service and will tailor our systems to meet your needs.

OUR PROMISE TO YOU

We promise to exhaust all administrative remedies in the pursuit of service to you. We pride ourselves on the high level of customer service we provide to our customers. Our goal is to achieve 100% satisfaction. While serials tend to be a problematic arena, our staff is totally committed to quality of services and on-time delivery. We understand the importance of libraries ability to provide service to their patrons and work in the background to help you serve your clients. We will become your extra clerical support for issues of collection management. WT Cox Information Services provides the most cost-efficient process in the industry and will help you to streamline delivery of library product and drive down the cost of doing business. WT Cox Information Services provides transition services by knowledgeable industry professionals. Finally, education and training will be the key to successful interaction between your vendor and your staff. We are committed to being the vendor you come to trust and rely on in your library.

II. ORDERS AND CANCELLATIONS

1. What methods are available to member libraries for placing and tracking orders?

WT Cox Information Services provides a web-based customer interface at charge to member libraries.

WT Cox Information Services provides, as part of your basic service, our exclusive interactive web-based system. CoxNet is a "real time" system that allows customers to review their most current account information. Database access is available 24 hours a day, 7 days a week.

Our system gives all customers the ability to administer and manage their account via the Internet. This innovative program allows customers to order (with administrative approval capabilities), file claims, review and alter renewals and retrieve various details of their accounts.

This "real time" system allows the user to see up to the minute information on orders, renewals, invoices, titles, claims, changes and a variety of reports. Systems are updated continuously in real time.

2. Is the vendor able to process and confirm new orders within ten (10) working days after receipt of orders from member libraries?

Yes, orders are processed and transmitted weekly.

3. How many days should member libraries generally allow before expecting receipt of the first issue of a new order?

Fulfillment varies by publisher, publication dates and media type but most orders are received or accessed is provided within 30-45 days.

4. Member libraries reserve the right to obtain titles from another source if the vendor is not able to supply them in a timely manner. Is the vendor able to notify member libraries within thirty (30) days if unable to supply a title and state the reason for nonfulfillment?

Yes, member libraries are notified via our online system, email, Customer Service Representative communication and/or documentation when titles are not available and why they are not available.

5. Will the vendor accept rush orders for serials? How does the vendor define "rush"?

Rush orders are accepted via any method. Rush orders are placed immediately with careful attention to expiration dates if order currently exists. New orders are accepted. Orders are placed electronically where permissible to reduce the time necessary to process at publisher point of order. Payment is provided via credit card with order to guarantee delivery. WT Cox Information Services will cause orders to begin at expiration of current subscription periods to ensure that your library pays for entitlement only once. In the event that the rush order is not available, staff shall be notified within 24 hours. We define rush orders as any order that needs to be expedited as member library dictates, i.e., outside routine renewals or routine new orders.

6. Will the vendor seek to establish a common start date and common expiration date for subscriptions as instructed by member libraries?

Yes, based on publisher restriction we will establish common start dates. Our goal is to provide continuous service.

7. Will the vendor supply information about "comes with" titles, and notify member libraries of options to buy titles in combinations, when available?

Materials available at no charge as part of subscriptions shall be provided automatically to requesting subscriber. "Comes with" titles are identified as part of subscription documentation.

8. Is the vendor able to accept orders for back issues of periodicals for past years, for any previous year, for single- purchase issues, and other?

WT Cox Information Services maintains a separate building to house our Replacement Issue Library along with a clerical staff responsible for inventory and organization of issues. We maintain an inventory of the most commonly ordered magazines and journals. There are approximately 5,000 titles on any given day. Additionally, all administrative remedies are utilized to secure missing issues or volumes from a variety of sources. If available within our Replacement Issue Library the missing issues are provided at no charge. Charges when needed are issued on an item by item basis. Additionally, all administrative remedies are utilized to secure missing issues or volumes from a variety of sources. If available within our Replacement Issue Library the missing issues are provided at no

charge. Charges when needed are issued on an item by item basis. Member library will be notified before order. We have available to us many fulfillment agencies to assist in obtaining replacements. Customer service representatives will exhaust all available remedies to secure missing issues for the library from outside sources to include publishers and distributors specializing in acquisition of back issue collections.

9. Will the vendor accept library supplied identification numbers (such as OCLC numbers) or other data and request that publishers include such numbers or data as part of the address label for each subscription?

Yes, we accept library supplied identification numbers and will provide that information at time of order to publishers.

10. Is the vendor able to place all orders directly with publishers and not through other vendors, jobbers, or fulfillment houses?

Yes, all orders are placed directly to publishers and prepaid to guarantee delivery unless publisher requests payment after invoice.

11. Will the vendor request publishers to send replacement copies for serials found to be defective, mutilated, damaged, or lost in shipment, provided the loss is reported within the publishers' announced time frame?

We provide service to obtain replacement copies for defective, mutilated, or lost in transit issues. We have available to us many fulfillment agencies to assist in obtaining replacements. We also maintain an in-house Replacement Issue Library. This library is available to customers as part of basic service. Customer service representatives will exhaust all available remedies to secure missing issues for the library from outside sources to include publishers and distributors specializing in acquisition of back issue collections.

12. When can a serials title be canceled? Are there restrictions? If so specify.

Our cancellation policy is as follows:

WT Cox Information Services will process cancellations up to six (6) months of the start date with publisher approval. Cancellation notifications should be made as soon as possible. After six months from the start date, cancellations will not be accepted or will be cancelled without credit in accordance with the publisher's guidelines. Publishers who do not allow cancellations or assess a cancellation fee will be so indicated on your invoice.

Written cancellation notices shall be sent to publishers, with an acknowledgment sent to the Libraries.

WT Cox Information Services will credit your account with the amount equal to the return of monies by the publisher less the cancellation processing fee. The cancellation fee is 10% of the amount paid with a minimum of \$10. Credits can be applied to outstanding invoices or refunded when the invoice is paid in full. You would make your request directly to your customer service representative. Credits expire one year from date of issue.

Refunds of any unexpired portions of orders shall be requested for all timely (i.e., as specified by the publisher) cancellations, and refund credits for the full amounts refunded by the publishers shall be processed for the Libraries.

Canceled titles shall automatically be deleted from the next main renewal invoice list.

Refunds shall be requested from publisher for any unused portions of subscription based on timely cancellations. Refunds will be paid in full to Library and are based on refunds afforded by publisher. Customer service team will exhaust all administrative remedies to secure refund for cancellation. Billing errors and inaccurate orders become the sole responsibility of WT Cox Information Services.

All monies refunded by publishers will be refunded in full to libraries in cases where no replacement options are offered. In cases where titles have been discontinued and the option is offered by publisher, WT Cox Information Services will offer substitute materials for unexpired portions of subscriptions during remaining term of subscription upon approval.

WT Cox Information Services will provide written evidence of attempts to secure refunds from publishers on behalf of libraries when titles have been cancelled upon request in a timely fashion, based on publisher restriction. Libraries may receive refund as an actual reimbursement of funds via check or by accepting credit issued by WT Cox Information Services.

13. In the event of a cancellation, will the vendor notify the library of exactly what the last piece to be received will be (e.g. volume, number, year, month)?

The information will be made available to member libraries.

14. In the event a member library transfers its account away from the vendor, how would the vendor handle the cancellations of all titles for the library?

Process will be dependent on timing of transfer. If cancellation occurs within publisher timeframes, we will issue cancellation notices for all titles and issue available refunds or credits. If member transfers accounts past cancellation times then generally the terms will complete and new orders through next vendor will follow after term expires through our agency. Alternatively cancellation notices can be issued but no refunds or credits may be provided.

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

WT Cox Information Services accepts new orders at any time during the year. Orders shall start as designated unless publisher restriction exists. New orders shall be merged automatically into the next year's main renewal invoice so that all titles will be listed in a single updated list to maintain the integrity of Library list.

Orders shall be placed to begin as specified to include quantities, volume designation and start dates unless publisher restrictions exist.

III. CLAIMS

1. How are claims for serials processed by the vendor?

Claims for all problem resolutions are accepted in a variety of ways. We encourage use of our web-based customer interface for ease of claiming but claims are accepted by phone, fax or e-mail as well. Library staff may use any or all options.

Full claim and problem resolution service shall be provided to "ship-to" addresses. Claims to publishers include, at a minimum, the following information:

- (a) Subject title of claim
- (b) Problem identification

- (c) Order date
- (d) Term of subscription
- (e) Payment amount
- (f) Proof of payment
- (g) Change of address, name, etc.

Claims are filed electronically as they are received. Online access issues and newspaper delivery issues are responded to immediately and by phone. Routine claims that cannot be accepted electronically based on publisher restrictions are transmitted daily by mail.

- 2. Within how many days of receipt are serials claims processed, and what is the average turn-around time for processing claims?

High priority claims are processed within 48 hours. If you are likely to be impacted by additional loss of access or additional missed issues, if publisher does not respond, then customer service contacts publisher by phone. Claim resolution for normal problems can take 4 to 6 weeks. Real time claim information is available via Coxnet, our web-based customer interface.

- 3. Under what circumstances, if any, are serials claims ever held and batched by the vendor?

Claims are never held and batched unless publishers require this process and it is very rare.

- 4. How and within how many days will the vendor notify a member library regarding the status of a claim?

Claim status is provided in real time via our web-based customer interface, Coxnet.

- 5. Will the vendor provide a monthly summary of claims and their status to member libraries?

Yes, we can provide this report and it also downloadable via Coxnet, our web-based customer interface on demand.

- 6. Provide a sample of the vendor's serials claims reports.

The sample is provided as part of this Response.

- 7. If a serials claim submitted to the vendor is within the time period designated by the publisher, will the vendor supply the missing issue(s) free of charge or secure an extension to the subscription at the request of a member library?

Yes. It is part of our basic service.

- 8. Will the vendor supply all bibliographic and financial information needed to place a claim for missing issues either through the vendor or directly with the publisher?

Yes, all pertinent information is provided with claim information to the publisher.

- 9. Will the vendor provide preprinted claim forms and/or electronic claims for use in claiming missing issues?

Yes, claim forms are available. We do encourage use of our online systems to expedite claims and provide real time information.

10. Will the vendor submit claims to the publisher within five (5) working days of receipt from member libraries?

Yes. Claims are processed daily.

11. How will the vendor deal with a pattern of receipt of duplicate serials issues?

Our system provides a reclaim process. After two claims of the same nature, publisher is contacted by phone to resolve issue and claim is escalated.

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

Customer service representatives and teams exhaust all administrative remedies to resolve issues for member libraries.

IV. TITLE CHANGES

1. In the event of a title change, will the vendor notify the library of exactly what the last piece to be received will be (e.g. volume, number, year, month)?

Yes, notification is provided via our title change module.

2. When a title changes, will the library be given a choice of not subscribing to the new title, or will the vendor automatically enter a subscription to the new title for the library?

Yes, member libraries will be provided with all information necessary to make a decision. We do not automatically enter the subscription without approval.

3. Will the vendor agree to not make title substitutions or additions without advance written approval of member libraries on a title-by-title, library-by-library basis?

We do not, and will not make title substitutions or additions without written approval of member libraries. Requests are processed on a title by title basis unless otherwise directed by member library.

4. When a title ceases, what efforts will the vendor make to secure a refund for the library?

WT Cox Information Services will make a refund in full of all amounts refunded by the publisher in the form of a refund check or credit memorandum when a title is discontinued, ceased or cancelled. The credit memorandum will be emailed to the Library with a follow up paper copy by mail. The document will display "Credit Memorandum" prominently and shall include the following:

Invoice number
Account number
Subscriber code Title
Title code Dollar amount

Credit memos shall be accepted as payment towards invoices or a refund check shall be issued to LIBRARY if issuance occurs after order placement. Credit memos shall be included as part of LIBRARY Monthly Summary.

5. Will the vendor notify the library of suspended titles? If yes, at what point is the title considered "dead" and procedures for a refund initiated?

Yes, member libraries will be notified of suspended titles via our title change module or via our member documents. Member library can determine at what point they wish to stop waiting.

6. Are there other aspects of title changes the vendor would like to comment on that have not been thoroughly covered in this section?

Our database is updated daily to provide member libraries with the most up to date information available. Coxnet, our web-based customer interface provides both a title change feature as well as on demand reports.

V. INVOICING

1. Within how many days after the vendor's receipt of a serials order should a library expect an invoice?

Invoices are processed weekly each time orders are placed.

2. Describe the vendor's invoicing practices in detail.

Our invoice shall be the bill or written request for payment under the delivery order for supplies delivered or services performed. Invoices shall be submitted in a timely fashion for review and approval.

WT Cox Information Services shall invoice only for the amount of supplies delivered or services performed as authorized by proper delivery order.

Fiscal Year of the Invoice. WT Cox Information Services shall generate an invoice reflecting individual items/services ordered by the customer in accordance with an authorized delivery order. The fiscal year to which an invoice must be charged is governed by the delivery order number, not by the vendor's invoice date. Thus, items ordered on September 30th against a current delivery order will be charged to the current fiscal year, even though they may not be delivered and invoiced until after the next fiscal year has begun. We understand that it is therefore extremely important that the delivery order number and order date be clearly identified on the invoice and that it correctly reflect the fiscal year with which the particular item orders are associated. Invoices for subscriptions shall be clearly distinguishable from reports of usage under the subscription (for which no additional payment is due.) WT Cox Information Services shall not combine charges from separate fiscal years on a single invoice. Invoices are electronic subscriptions shall be clearly distinguishable from usage reports.

Individual invoices shall have unique numbers. No invoice (including credit invoices) shall have a number which duplicates another invoice's number.

WT Cox Information Services shall maintain complete records of all transactions between LIBRARY and WT Cox Information Services for the contract in its entirety and for a minimum of three years after contract closure. WT Cox Information Services retains all records of orders, renewals, historical pricing and details of customer relationships for a minimum of seven years. Any and all records are available to customer when requested.

WT Cox Information Services shall be responsible for order completion and invoices issued and paid within the prescribed three years of each fiscal year. Three year period shall follow fiscal year of order placement. Records are archived online indefinitely.

All invoicing shall be presented in US dollars.

All invoices shall contain:

1. Contractor's name;
2. Unique invoice number;
3. Date; remittance address;
4. Purchase order/delivery order number
5. Contract number;
6. Federal tax ID number; and
7. Name, title, phone number of official authorized to submit invoice.

Cox Subscriptions shall bill each subscription title as a single line item. Each line item shall state:

1. LIBRARY order number,
2. Serial title,
3. ISSN (if available),
4. Quantity of copies
5. Subscription term/period and the volume and issue or edition covered by the charge
6. Price in U.S. dollars.

Detailed invoices shall be provided in PDF (Portable Document Format) for download from the web- based customer interface provided as part of basic service. Downloads are available to determined authorized staff members.

3. How are discounts, credits, and service charges shown on invoices? Provide a sample itemized invoice with these items.

Discounts, credits and services are generally shown at end of invoice as additional charges or subtractions. We can provide invoices with line item charges if desirable by library. Sample invoice provided.

4. Does the vendor provide discounts or credits for early payment of invoices? Describe and enumerate any early payment percentage schedules.

We do provide a prepayment discount schedule. The document is attached.

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

At this time, due to COVID all late fees have been waived. Normally they are 1% per month.

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

We do accept all major credit cards. Generally, there is a 2.75% service charge however, our previous contract waived credit card fees.

7. Will the vendor automatically create and send an invoice for any unscheduled, additional, or supplemental volumes that are a numbered part of the current year subscription?

Yes, additional invoices (supplemental) invoices will be created and sent.

8. Will the vendor automatically merge additional titles ordered throughout the year alphabetically into the following annual renewal invoice so that all titles being handled by the vendor will be listed on a single, updated annual renewal invoice?

New orders shall be merged automatically into the next year's main renewal invoice so that all titles will be listed in a single updated list to maintain the integrity of Library list.

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

Invoices are available for download via our web-based customer interface on demand. They are also available in numbered sets on paper on request.

VI. OVERALL COST CONSIDERATIONS

1. What pricing model and discount options does the vendor offer for serials? Enumerate and describe available options in detail (e.g. purchase vs. lease, discounts for prepayment/volume purchasing/title bundling/titles purchased in both print and electronic format, etc.).

Based on collection composition we offer three options. Collections may warrant a discount per line item, no discount or service charge per line item or a modest service charge per line item. We do offer a prepayment discount and the schedule is included in this Response. Publisher pricing is provided. We offer publisher bundling of titles, both print and electronic or electronic only, if it is made available by publisher.

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

Information provided in Attachment C.

3. Describe the vendor's service charges (flat-fee and other) for serials, and how they are calculated or vary depending on type of service. Specify and give examples of how service charge options would work.

If a service charge is levied on the collection, it is assigned per line item. The service charge is constant across the collection. We can display the service charge per line item or as a bottom line addition based on member library preference. Service charges are assigned based on entire collection.

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

WT Cox Information Services will make a refund in full of all amounts refunded by the publisher in the form of a credit memorandum when a title is lost; discontinued/cancelled; publication date delayed; replacement copy is unavailable; or quoted cost less than actual cost. The credit memorandum will be emailed to the Library with a follow up paper copy by mail. The document will display "Credit Memorandum" prominently and shall include the following:

Invoice number
Account number
Subscriber code
Title

Title code
Dollar amount

Credit memos shall be accepted as payment towards invoices or a refund check shall be issued to LIBRARY if issuance occurs after order placement. Credit memos shall be included as part of LIBRARY Monthly Summary.

5. Will the vendor provide at no charge to member libraries priority handling and delivery of rush orders within fifteen (15) days? Describe additional special handling charges for expedited rush materials (e.g. overnight, two-day, etc.).

Rush orders are accepted via any method. Rush orders are placed immediately with careful attention to expiration dates if order currently exists. New orders are accepted. Orders are placed electronically where permissible to reduce the time necessary to process at publisher point of order. Payment is provided via credit card with order to guarantee delivery. There are no special handling charges by Agency. Regular commercial delivery rates may be charged where/if applicable.

6. Describe any additional fees charged by the vendor (e.g. special/blanket fees per title(s), annual subscription/access fees, other).

Not applicable. No additional fees are levied.

7. Does the vendor charge member libraries for delivery/postal fees? If yes, please explain.

We do not charge delivery/postal fees unless rush delivery warrants. Member library will be advised of any charges before order placement.

8. Describe the vendor's return policy.

Our return/cancellation policy is as follows:

WT Cox Information Services will process cancellations up to six (6) months of the start date with publisher approval. Cancellation notifications should be made as soon as possible. After six months from the start date, cancellations will not be accepted or will be cancelled without credit in accordance with the publisher's guidelines. Publishers who do not allow cancellations or assess a cancellation fee will be so indicated on your invoice.

Written cancellation notices shall be sent to publishers, with an acknowledgment sent to the Libraries.

Refunds of any unexpired portions of orders shall be requested for all timely (i.e., as specified by the publisher) cancellations, and refund credits for the full amounts refunded by the publishers shall be processed for the Libraries.

Canceled and/or returned titles shall automatically be deleted from the next main renewal invoice list.

Refunds shall be requested from publisher for any unused portions of subscription based on timely cancellations. Refunds will be paid in full to Library and are based on refunds afforded by publisher. Customer service team will exhaust all administrative remedies to secure refund for cancellation. Billing errors and inaccurate orders become the sole responsibility of WT Cox Information Services

If no refunds or credits are forthcoming due to cancellation, LIBRARY shall be notified in a written communication. Any funds recovered shall immediately be credited to LIBRARY with no administrative charge.

9. Will the vendor provide sample issues of periodicals at a member library's request? If yes, is there a fee for this service?

WT Cox Information Services will provide sample issues on request. In most cases there is no fee associated with sample issues. Member library will be advised if there is a charge and order will be placed on approval if there is an associated fee.

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

As part of basic service our Agency will seek and provide the best possible pricing for member libraries. We will honor package deals negotiated by member libraries as well, based on publisher invoice.

VII. CUSTOMER SERVICE

1. Is the vendor able to respond to inquiries from member libraries within three (3) working hours?

Typically, return calls can take up to 24 hours and email responses up to 48 hours. If inquiries are emergency in nature it should be noted so that the call can be prioritized.

2. What form(s) of vendor communication are available to member libraries (e.g. toll free number, email, chat, etc.)?

WT Cox Information Services has a toll free number, email availability to your team and we also provide a web-based customer interface that provides modules with links directly to your personal customer service team leader.

3. What electronic/online systems are available at the vendor's website to facilitate member library activities such as placing orders/claims/cancellations, invoice requests/review, title/price lookup, on-demand reports, other?

COXNET....OUR SERIALS MANAGEMENT SYSTEM

WT Cox Information Services provides, as part of your basic service, our exclusive interactive web-based system. CoxNet is a "real time" system that allows customers to review their most current account information. Database access is available 24 hours a day, 7 days a week.

Our system gives all customers the ability to administer and manage their account via the Internet. This innovative program allows customers to order (with administrative approval capabilities), file claims, review and alter renewals and retrieve various details of their accounts.

This "real time" system allows the user to see up to the minute information on orders, renewals, invoices, titles, claims, changes and a variety of reports. Systems are updated continuously in real time.

All modules of CoxNet are interactive and web based. The online system includes the following modules:

Subscription Module that includes A-Z title listing, media type and package information, order, bibliographic and account details, publisher policies, claim/change/edit link on main screen, keyword search, title and title access links.

Claim Details Module includes claim details, message forum and resolve/resubmit functions.

Orders Module includes details on order groups, capability to download order list into CSV or excel format, order, bibliographic and account details

Renewals Module allows online renewal function, 24/7 access and downloadable list to PDF or excel. Includes a feature that calculates costs as you move through renewal process to assist with budgetary concerns

Reports Module includes one stop location for reports, multi-file options, customized reports are also available. 24/7 access

Title Module includes online access to catalog, search by feature, media types, language search, bibliographic information and is available in real time. Online catalog includes all titles available.

Title Notification includes up to date key title changes which relate specifically to your order including price increase notifications set to your specific percentage ceiling.

Online Subscriptions includes titles with an online component in your collection. Individual title detail pages allow you to track the progress for license, registration, activation and confirmation of access. Note fields are available as you track progress.

Check In Module includes capability to check in subscriptions, add titles that are not ordered through WT Cox Information Services and also acts as another claim portal.

Our featured enhancements to our proprietary system include:

Notifications has been designed to keep you up to date with key title changes which relate specifically to your orders. This feature has been designed to allow you to view all changes or specify the start date range for the orders you wish to review.

The results will be viewable as a web page rather than a series of reports that will be out of date as soon as they are produced.

Types of changes that will be reported are:

- Delays
- Frequency
- ISSN
- Issues
- Media Type
- Name
- New Title
- Publication Resumed
- Publisher

You will be able to view the previous value and the new value of any change as well as the effective date/volume that this change took place.

You will be able to search for any of the types of changes above or return all changes and then use the sort arrow on the search results page to sequence a particular column.

All results can be exported to excel. No need to store multiple reports of notifications or emails advising of individual changes. In summary, it is your view of your changes when you want it

A customer filter enhancement enables multi-customer organizations to more easily management subscription activity by specific locations within the organization.

Online Subscriptions allows you to view any title that has an online component. This will show all online titles and by selecting an individual title, a detail page will be displayed to allow you to track the progress for registration and activation of that title.

There are three steps that you can record your progress in setting up access:

1. License
2. Registration
3. Confirmation of Access

Notes can be entered for each of these steps. An excel option is available to export the summary of the status for each title.

Additional enhancements include:

- Customized view of subscriptions
- Direct access to Library of Congress records
- Ability to search by Dewey Decimal Classification (DDC)
- Ability to search by LC subject classification codes
- Ability to search/filter subscriptions by Invoice Number in Subscriptions Tab
- Simplified License Detail View
- Volume/Issue information available in subscription detail screen

Each of these enhancements has been added as a part of continuing development based on customer feedback. Enhancements are ongoing at all times.

CoxNet also provides a user management module or “administrator” console to control user access. In general, an organizational account will be set up with administrative capabilities. All subaccounts will be viewable via one “Master” account and also viewable as individual subaccounts. Subaccounts and any special packages necessary are assigned a unique identifying number and may be further identified by ship to addresses, billing addresses, funding codes and a variety of other parameters. Subaccounts will be identified to your specifications. Administrative capabilities can be provided or restricted as dictated by your library’s approval processes. Librarians can be given the capability to renew, order and claim (or any combination) or can be restricted from doing so. All orders from the Library will fall under the

administrative account. One master administrator should be identified. Subaccounts can be separated by ship-to, HEGIS, cost codes or internal reference codes. Reports can be generated by any common denominator.

Database records available include title, publisher, ISSN, available formats and also includes a separate title information database which is searchable in a variety of formats. Within the title database, memberships, membership titles and packages are clearly identified. The internal title information within your collection can be customized with publisher ID numbers, account numbers, invoicing information and any number of information the Library deems necessary.

Online titles include registration and access information. Additionally, a customized online access report is available to Library as part of basic service.

CoxNet records are updated daily in real time. Enhancements to the system are incorporated automatically as they occur.

4. What technical support does the vendor provide for electronic serials and related services? Please describe the type of tech support available (e.g. chat, email, phone, onsite), hours of availability (e.g. 24/7), and associated charges.

WT Cox Information Services will assist in electronic journal access management as follows:

- Assist library by working closely with Library personnel and publishers to gain approval for electronic access, ensure that pre-payment is made for access and further, follow up to ensure that links are provided to Library
- Provide real time and customized reports to identify changes in electronic journal packages. Cox Subscriptions will act as a liaison between publishers, servers and the library to make a smooth transition for electronic access and to assist the library to achieve continuous access.
- Identify and verify range of access for electronic publications and provide information to library
- Order access in a timely fashion to ensure sustained and continuous access
- Identify on an ongoing basis, any titles that become available as electronic only options and notify library to begin transition to electronic only access.

Coxnet allows view of permanent archival access, perpetual rights information, and coverage data for all titles regardless of source. This view is available at the publisher, title and rate level within your collection.

Online access instructions are provided directly to you by the publisher at the email addressed specified as part of order placement. Representatives stand ready to assist as necessary.

5. For electronic serials, how are usage statistics provided?

Usage statistics may be harvested directly from publisher by member library at no charge. We offer a standalone product called Journal Finder for sale by each member library. We are happy to provide a demo and a price quote on request. Here are the main features of our system:

Our electronic journal management system, Journal Finder is an A-Z title list, Link Resolver and ERM solution designed and developed by The University of North Carolina Greensboro in 2000 and purchased by WT Cox Subscriptions in 2008. It provides user access to a library's electronic content with a clean and simple interface. It was designed by librarians for library users - making it one of the most robust e-access products currently on the market. Journal Finder plays an important role in collection development and management services for WT Cox Subscriptions customers.

Journal Finder allows library users to determine if the library carries a journal title through all electronic access options (databases, publisher direct) and/or print versions. If the library does not provide access there are links to your interlibrary loan/document delivery as well as links to other library holdings. In other words, there is always an option for finding the article that your users need, 24 hours a day, 7 days a week. Journal Finder provides library patrons easy access to all the full-text periodical resources the library subscribes to.

Product Information

- All of your journals at one single access point
- Multiple means of accessing journal titles (electronic, print, document delivery, etc.)
- Automatically updated list content
- Hosted by WT Cox — no server headaches at your site
- Completely customizable
- Management Reports
- Easy to use administration for maintaining content

Advanced Features

- Sophisticated database administration interface, for use in maintaining data and generating reports.
- OPAC integration, allowing libraries to use their catalogs to find all electronic and print journal titles, while eliminating the need to ever populate or maintain MARC 856 fields for any serials in the catalog.
- Direct links to the journal title level for over 90% of knowledge base of approximately 100,000 e-titles, including most major aggregators and 17,000+ open access titles.
- The ability to link from a citation in one commercial database to the library catalog or to the full text article in another database.

Journal Finder contains an A-Z list module. Librarians have the capability to enter electronic journal subscriptions that come free with a print subscription into the A-Z list via the Journal Finder administration interface or use the alternative service available by providing Journal Finder support with an excel spreadsheet for upload by staff at WT Cox Subscriptions.

Standardized subscription packages are part of the Journal Finder knowledge base and are added to and constantly updated by the Journal Finder staff. Custom subscription packages are not part of the knowledge base and must be maintained by the customer. We are also able to provide aggregator database access in this convenient web-based interface.

Journal Finder is searchable by both title and subject. Librarians have the flexibility to customize the subject categories in Journal Finder to enhance the subject browsing experience for patrons. The ability to customize the subject categories enables the library to control the granularity of subjects in Journal Finder.

Journal Finder supports OpenURL linking. All Open Access journals are available for upload into your Journal Finder database at no charge. Journal Finder also includes an Article Finder, which utilizes the link resolver to locate the full-text article if available in the library collection when citation information is provided.

Access statistics are collected and stored for viewing and exporting. Access statistics at the title and article level are provided via Journal Finder. Customized management reports are always available.

A subscription to Journal Finder also includes an Electronic Resource Manager (ERM) at no additional cost to help with the daily administration and management of your electronic titles. The ERM provides a librarian-friendly service that will

save you time and money while helping organize license data and management, acquisitions, and other related requirements for electronic titles. The ERM is integrated into the same easy to use administration interface as the other components of Journal Finder.

6. Describe the standard and customizable fiscal and management reports the vendor can provide to member libraries. Include associated costs where applicable, and whether there is a limit on the number of different reports or the number of times a library can receive a single report annually at no cost.

WT Cox Information Services supplies as regular reports the following: Active Orders; Active Orders by Language; Irregular Titles; Online Electronic Journals; Standing Orders; Active Claims; Resolved Claims; Claiming Restrictions; Master List of Title Changes; Customer Specific List of Title Changes; Price Change Report; User Management and Permissions. All title information personnel, customer service personnel and IT personnel are involved in ensuring that data fields populate completely and accurately. System checks occur regularly and on demand if deficiencies are reported.

Customized reports are as variable as staff requesting them but are generally specific historical price analysis; invoice and payment reporting; code reports, i.e., funding as it relates to titles purchased; statement of accounts; membership titles; title recaps by location or fund code. There is no limitation on the type of report that can be provided including all reports detailed above. Please allow up to 7 working days for customized reports. Rush reports are available. Our reporting system is continually enhanced and many of these "custom" reports shall become regular reports available based on your specific data points.

Some examples include:

Financial Summary Report. Report detailing all credit or debit invoices designated by ship-to address and fiscal year. This report shall contain, at a minimum, the invoice number, dollar amount of invoice, dollar amount of credit or debit invoices, subscriber identification including account number and service charge levied.

Claims List. Report summarizing claims activities each month. Report includes claims filed, outstanding claim and resolution as indicated by publisher and shall be cumulative, by title, for all claims retaining unresolved. This report is also available for download on demand from CoxNet, our web-based customer interface.

Subscription Status Information. Report detailing any title irregularities or changes to title for each library. Estimated price increases or actual price increases will be provided as part of this monthly status report which is available monthly or on demand.

Consolidated Reports. WT Cox Information Services acknowledges that library administration may consider the monitoring of deliverables. As part of basic service in this endeavor, WT Cox Information Services can and will supply the following cumulative reports on request:

Consolidated Monthly Claims Reports. Report detailing claims filed categorized by ship-to address, sorted by title that provides claim history

Historical Price Analysis. A five-year report that details past pricing trends based on your collection. This report shall be provided by subscriber agency and alphabetically by title or by subject identification as Library requests.

Forecast of Pricing. A report detailing economic factors affecting coming year prices, i.e., publisher price increases. This report can also include industry standard forecasts.

Ship-to List: Report detailing all subscriber agencies and addresses.

Courtesy Invoice Data: Separate itemized invoices for each subscriber, arranged alphabetically by title. An unlimited number of paper invoices shall be supplied. Electronic and paper invoices shall be supplied one month after renewals and/or after new order placement.

Missing Issues. Titles most commonly stored in our Replacement Issue Library.

Additional customized management reports are available on demand and at no charge to Library as part of basic service. Reports can be provided based on your specific data points.

Requested information can be sorted, subtotaled and re-totaled by all or any combination of fields indicated by library. Our system is open architecturally and can accommodate requests of multiple information fields delivered in presentation of choice with your specific data points. Management reports format. Reports will be made available on CD ROM, spreadsheet or software programs commonly available as part of standard office operations. WT Cox Information Services will provide access to data and programs are delivered on request as part of basic service at no charge.

WT Cox Information Services will supply reports in electronic formats including PDF, ASCII comma delimited format or MS Excel. Printed reports are also available for delivery. Library may request reports in any necessary format for report production.

7. What kinds of electronic cataloging records does the vendor provide (e.g. MARC, authority, serials holding, etc.), and are there any extra costs involved?

We provide MARC records at 32 cents each.

8. Describe any additional value-added serials services (e.g. shelf-ready processing, enhanced bibliographic records, other) the vendor can provide. Enumerate and describe in detail the costs associated with each service.

WT Cox Information Services provides a journal management system called Journal Finder, document delivery in partnership with Reprints Desk. These services are priced separately by member library. We encourage individual libraries to request demonstrations and pricing if interested.

9. Does the vendor agree to submit to the MALiA Contract Administrator an annual report of total usage of this agreement according to the following requirements?
 - A. 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.
 - B. The report will provide subtotals that show the total amount purchased in U.S. dollars for each MALiA library customer.
 - C. The report will show the grand total amount purchased in U.S. dollars across all MALiA library customers.
 - D. The report will cover the period from July 1st of the preceding year to June 30th of the current year.

- E. The vendor will email the report to the MALiA Contract Administrator no later than September 1st of the current year.
- F. The MALiA Contract Administrator will share the report with the Library of Virginia procurement officer upon request.

WT Cox Information Services agrees to provide report(s) as described in Line Items A through F.

10.

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

Our management philosophy is company-wide. Every team member involved in your service is committed to excellence.

A customer service team leader specializing in federal libraries shall be assigned to the account. Your representative shall be familiar with the requirements of the contract. You may contact your representative via toll-free phone, local number, email or via CoxNet, our web-based customer interface. Acknowledgement of communication and preliminary response shall be provided within 24 business hours. Email inquiries are answered within 48 hours. Regular status updates shall be available via CoxNet and/or via contact with Customer Service Team Leader. Customer service team leaders are fully supported by a clerical staff working in the background.

Customer service representatives are available 8:00 am to 6:00 pm Eastern Standard Time by phone. Our online customer interface is available 24/7.

WT Cox Information Services works closely with personnel to form solid working relationships to ensure a successful partnership. Consistent communication is the key to the most efficient management of library collections. We work as a team with library staff. Free and open communication and information needed willingly provided in a timely fashion will enhance our most effective relationship. Your customer service team leader as well as her supporting staff will become educated in LIBRARY policies and will embrace LIBRARY's culture, strategic initiatives and program requirements. WT Cox Information Services offers unparalleled and customized services to our clients.

Your assigned Customer Service Team Leader shall be available to you to meet review requirements and shall conduct them on-site, via webinar interface or by telephone as you prefer. The customer service team will address all matters pertaining to implementation and ongoing needs of your library. Your WT Cox Information Services representative will act as your one point of contact liaison with publishers on behalf of your library. Your representative will provide accurate and timely responses to you. Customer service representatives work directly with publisher to resolve start up, claim and problems as they occur. A Senior Customer Service Team Leader shall be assigned to your account. Each Customer Service Team Leader is supported by a clerical staff working in the background.

WT Cox Information Services shall be responsible for furnishing all material, labor, facilities, equipment and supplies necessary to perform the tasks detailed herein.

WT Cox Information Services works closely with personnel to form solid working relationships to ensure a successful partnership. Consistent communication is the key to the most efficient management of library collections. We work as a team with library staff. Free and open communication and information needed willingly provided in a timely fashion will enhance our most effective relationship.

We value our relationships with our customers but also our publisher partners. WT Cox Information Services openly communicates with all members of the team to coordinate and provide the best service possible to our mutual client.

WT Cox Information Services prides itself on the level of service provided to all libraries in our family of clients. We provide service that exceeds expectations. Every single employee is committed to customer service and empowered to act on library's behalf.

Well established and long term processes and procedures are firmly placed and followed by all team members in order to maintain quality control, scheduling of timely deliveries, tracking charges and satisfaction of reporting requirements. At all stages of order processing, invoicing, renewals and customer service, we conduct strict quality assurance measures such as employing a positive pay system for all checks issued prepaying publishers to guarantee delivery. Order submission to publishers is accomplished utilizing state of the art methods and delivered electronically wherever possible to ensure timely delivery of subscriptions. We assist customers with day to day management needs by providing customized reports and variable methods of accessing order records.

Routine quality control reports are generated and analyzed by our management team, at a minimum of weekly. Any problems are quickly discovered and corrected. Quality is measured by order accuracy and claim levels as well as degree of problems in our customer service department. Due to the flexibility of our organization, we are able to quickly adjust procedures as necessary when a problem is identified. Our executive management team is consistently informed of any anomalies or deviations from normal operating procedures, whether it is due to systems or process. Our IT department is constantly monitoring our hardware and software for discrepancies or shortcomings. We enjoy an excellent reputation in the library community. It is the company-wide goal to be accurate, friendly and responsive.

ATTACHMENT C

OFFEROR DISCOUNT PRICING SHEET

Offerors shall return a completed copy of this attachment with their proposals.

The written statement of the offeror's proposed discount structure must be firm for the entire period of the contract.

1. Specify the discount rate(s) from publisher list price that the offeror will provide. Complete 1a if the discount rate applies to all libraries. Complete 1b if the discount rate will vary based on type of library.

a). Discount rate for all libraries: _____

b). Discount rate by type of library:

Discount rate for public libraries: Range of 7 % to 15% discount

Discount rate for academic libraries: Range of 6% discount to 1% service charge

Discount rate for school Libraries: Range of 11% to 22% discount

Discount rate for special Libraries: Range of 6% discount to 1% service charge

Discount ranges are based on member library mix of titles

2. Outside of the discounts above, please list any other serials-related discounts the offeror will provide. Specify each discount as a percentage or dollar amount, along with a brief description of the serials item or service it covers. The offeror may list the discounts by type of library if these vary.

We offer eStats, a usage and statistic generator, Journal Finder, our A-Z journal management system and a partnership with Reprints Desk for document delivery. Journal Finder is offered a 5% discount if member libraries choose the service. All services must be quoted individually and will be quoted on request.

ATTACHMENT D

MALIA MEMBER LIBRARIES AS OF FEBRUARY 1, 2021

<u>Library Name</u>	<u>Member #</u>	<u>City, State</u>
Alexander County Library	1103	Taylorsville, NC
Alleghany Highlands Regional Library	1197	Covington, VA
Amherst County Public Library	1001	Amherst, VA
Anne Arundel County Public Library	1293	Annapolis, MD
Appalachian Regional Library	1252	West Jefferson, NC
Appomattox Regional Library System	1002	Hopewell, VA
Arlington Public Library	1288	Arlington, VA
Augusta County Public Library	1089	Fishersville, VA
Bedford Public Library System	1003	Bedford, VA
Bell County Public Library District	1319	Middlesboro, KY
Benton County Library	1220	Camden, TN
BHM Regional Library	1258	Washington, NC
Blackwater Regional Library	1004	Courtland, VA
Bland County Public Library	1297	Bland, VA
Blount County Public Library	1323	Maryville, TN
Blowing Rock Community Library	1307	Blowing Rock, NC
Blue Ridge Community College	1006	Weyers Cave, VA
Blue Ridge Regional Library	1007	Martinsville, VA
Bluefield College/ Easley Library	1008	Bluefield, VA
Boone County Public Library	1263	Burlington, KY
Boone Madison Public Libraries	1239	Madison, WV
Botetourt County Public Library	1009	Roanoke, VA
Boynton Beach City Library	1265	Boynton Beach, FL
Bracken County Public Library	1289	Brooksville, KY
Braswell Memorial Library	1155	Rocky Mount, NC
Brevard College, J.A Jones Library	1116	Brevard, NC
Bridgewater College/Alexander Mack Memorial Library	1085	Bridgewater, VA
Bristol Public Library	1010	Bristol, VA
Buchanan County Public Library	1011	Grundy, VA
Buncombe County Public Libraries	1144	Asheville, NC
Cabarrus County Public Library	1167	Concord, NC
Cabell County Public Library	1311	Huntington, WV
Caldwell County Public Library	1101	Lenoir, NC
Campbell County Public Library	1012	Rustburg, VA
Cape Fear Community College/Learning Resource	1188	Wilmington, NC
Caroline Library, Inc.	1112	Bowling Green, VA
Carroll County Public Schools	1015	Hillsville, VA
Carteret County Public Library System	1326	Beaufort, NC
Caswell County/Gunn Memorial Public Library	1200	Yanceyville, NC

Central Rappahannock Regional Library	1016	Fredericksburg, VA
Central Virginia Community College	1094	Lynchburg, VA
Central Virginia Regional Library	1314	Farmville, VA
Chapel Hill Public Library	1141	Chapel Hill, NC
Charlotte County Library	1194	Charlotte Court House, VA
Charlotte Mecklenburg Library	1130	Charlotte, NC
Chatham County Public Library System	1271	Pittsboro, NC
Chesapeake Public Library System	1107	Chesapeake, VA
Chesterfield County Public Library	1084	Chesterfield, VA
Chesterfield County Public Schools	1189	Midlothian, Virginia
Christopher Newport University/Tribble Library	1213	Newport News, VA
Clarksburg-Harrison Library	1234	Clarksburg, WV
Clarksburg-Harrison Public Library	1234	Clarksburg, WV
Clarksville-Montgomery County Public Library	1241	Clarksville, TN
Clearwater Public Library System	1303	Clearwater, FL
Cleveland County Memorial Library	1123	Shelby, NC
Clifton Forge Public Library	1145	Clifton Forge, VA
Colonial Heights Public Library	1017	Colonial Heights, VA
Craft Memorial Library	1190	Bluefield, West Virginia
Craig County Public Library	1115	New Castle, Virginia
Craven-Pamlico Regional Library	1327	New Bern, NC
Culpeper County Library	1114	Culpeper, VA
Cumberland County Public Library	1111	Cumberland, VA
Cumberland County Public Library	1275	Burkesville, KY
Cynthiana-Harrison County Public Library	1240	Cynthiana, KY
Danville Community College	1019	Danville, VA
Davidson County Public Library	1152	Lexington, NC
Davie County Public Library	1212	Mocksville, NC
Doddridge County Public Library	1320	West Union, WV
Duplin County Library	1139	Kenansville, NC
Durham Technical Community College	1191	Durham, NC
East Albemarle Regional Library System	1186	Elizabeth City, NC
Eastern Shore Public Library	1022	Accomack, VA
ECPI University	1268	Virginia Beach, VA
Emory & Henry College/Kelly Library	1023	Emory, VA
Essex Public Library	1113	Tappahannock, VA
Fairfax County Public Schools	1328	Fairfax, VA
Farmville Public Library	1224	Farmville, NC
Fauquier County Public Library	1024	Warrenton, VA
Fauquier County Public Schools	1185	Warrenton, VA
Ferrum College/Stanley Library	1025	Ferrum, VA
Floyd County Public Library	1238	Prestonsburg, KY
Fontana Regional Library	1173	Bryson City, NC
Forsyth County Public Library	1306	Winston Salem, NC
Franklin County Library	1171	Louisburg, NC
Franklin County Public Library	1026	Rocky Mount, VA

Galax-Carroll Regional Library	1027	Galax, VA
Garrard County Public Library	1250	Lancaster, KY
Gassaway Public Library	1317	Gassaway, WV
Gaston County Public Library	1147	Gastonia, NC
Germanna Community College	1118	Fredericksburg, VA
Gibsonville Public Library	1255	Gibsonville, NC
Gloucester County Library	1087	Gloucester, VA
Grant County Public Library	1254	Williamstown, KY
Graves County Public Library	1233	Mayfield, KY
Greensboro Public Library	1143	Greensboro, NC
Greenup County Public Library	1285	Greenup, KY
Halifax County South Boston Public Library System	1028	Halifax, VA
Hampshire County Public Library	1243	Romney, WV
Hampton Public Library	1092	Hampton, VA
Handley Regional Library	1099	Winchester, VA
Hanover County Public Schools	1136	Ashland, VA
Hardin County Public Library	1279	Elizabethtown, KY
Hardy County Public Library	1196	Moorefield, WV
Harold D. Cooley Library	1300	Nashville, NC
Haywood County Public Library	1170	Waynesville, NC
Heartland Library Cooperative	1264	Okeechobee, FL
Henderson County Public Library	1153	Hendersonville, NC
Henrico County Public Library	1018	Henrico, VA
Henrico County Public Schools	1135	Henrico, VA
Henry County Public Library	1276	Eminence, KY
Heritage Public Library	1029	New Kent, VA
Hickory Public Library	1256	Hickory, NC
Hocutt-Ellington Memorial Library	1214	Clayton, NC
Hopkinsville-Christian County Public Library	1287	Hopkinsville, KY
J. Sargeant Reynolds Community College	1030	Richmond, VA
James I. Hamner Public Library/Amelia County	1083	Amelia Court House, VA
Jefferson-Madison Regional Library	1031	Charlottesville, VA
Jessamine County Public Library	1210	Nicholasville, KY
John Tyler Community College Library	1032	Chester, VA
Johnson City Public Library	1033	Johnson City, TN
Kanawha County Public Library	1236	Charleston, WV
Kenton County Public Library	1325	Erlanger, KY
King University	1034	Bristol, TN
Lancaster Community Library	1035	Kilmarnock, VA
Laurel County Public Library	1242	London, KY
Lee County Library	1272	Sanford, NC
Library of Virginia	1134	Richmond, VA
Lighthouse Point Library	1313	Lighthouse Point, FL
Lincoln County Public Library	1128	Lincolnton, NC
Logan County Public Library	1232	Russellville, KY
Lonesome Pine Regional Library	1036	Wise, VA

Lord Fairfax Community College/Paul Wolk Library	1037	Middletown, VA
Lunenburg County Public Library System	1253	Victoria, VA
Lynchburg Public Library	1038	Lynchburg, VA
Madison County Public Library	1225	Richmond, KY
Maitland Public Library	1290	Maitland, FL
Marion County Public Library	1281	Fairmont, WV
Martinsburg-Berkeley County Public Library	1175	Martinsburg, WV
Mary Riley Styles Public Library	1039	Falls Church, VA
Mary Wood Weldon Memorial Library	1277	Glasgow, KY
Mason County Public Library	1211	Point Pleasant, WV
Mauney Memorial Library	1133	Kings Mountain, NC
McCracken County Public Library	1296	Paducah, KY
McDowell County Public Library	1146	Marion, NC
Mecklenburg Co. Sheriff's Office Libraries	1231	Charlotte, NC
Mecklenburg County Public Library	1126	Boydton, VA
Meherrin Regional Library	1040	Lawrenceville, VA
Menifee County Public Library	1246	Frenchburg, KY
Montgomery County Public Library	1235	Mount Sterling, KY
Montgomery County Public Schools	1090	Christiansburg, VA
Montgomery-Floyd Regional Library	1041	Christiansburg, VA
Mooneyham Public Library	1174	Forest City, NC
Morgantown Public Library	1208	Morgantown, WV
Mountain Empire Community College/Wampler Library	1042	Big Stone Gap, VA
Nassau County Public Library System	1315	Fernandina Beach, FL
New Hanover County Public Library	1216	Wilmington, NC
New Martinsville Public Library	1205	New Martinsville, WV
New River Community College	1091	Dublin, VA
Newport News Public Library System	1044	Newport News, VA
Norfolk Academy	1302	Norfolk, VA
Norfolk Public Library	1045	Norfolk, VA
Norfolk State University, Lyman Beecher Brooks Library	1249	Norfolk, VA
Norris Public Library	1247	Rutherfordton, NC
Northern Virginia Community College	1132	Annandale, VA
Northumberland Public Library	1047	Heathsville, VA
Northwestern Regional Library	1165	Elkin, NC
Oldham County Public Library	1304	La Grange, KY
Oneonta Public Library	1301	Oneonta, AL
Orange County Public Library	1117	Orange, VA
Orange County Public Library	1125	Hillsborough, NC
Pamunkey Regional Library	1048	Hanover, VA
Paris-Bourbon County Library	1274	Paris, KY
Patrick Henry Community College/Lester Library	1049	Martinsville, VA
Paul Sawyer Public Library	1266	Frankfort, KY
Pearisburg Public Library	1050	Pearisburg, VA

Pender County Public Library	1138	Burgaw, NC
Pendleton County Public Library	1183	Franklin, WV
Petersburg Public Library System	1051	Petersburg, VA
Piedmont Virginia Community College	1102	Charlottesville, VA
Pittsylvania County Public Library	1052	Chatham, VA
Polk County Library Cooperative	1267	Bartow, FL
Polk County Public Library	1184	Columbus, NC
Poquoson Public Library	1053	Poquoson, VA
Powhatan County Public Library	1088	Powhatan, VA
Prince William Public Library System	1054	Prince William, VA
Public Library of Anniston-Calhoun County	1292	Anniston, AL
Public Library of Johnston County & Smithfield	1160	Smithfield, NC
Pulaski County Library System	1055	Pulaski, VA
Pulaski County Public Library	1283	Somerset, KY
Radford Public Library	1056	Radford, VA
Raleigh County Public Library	1259	Beckley, WV
Randolph County Public Library	1221	Asheboro, NC
Rappahannock Community College	1097	Warsaw, VA
Rappahannock County Library	1206	Washington, VA
Richard C. Sullivan Public Library	1324	Wilton Manors, FL
Richmond Public Library	1108	Richmond, VA
Ritchie County Public Library	1177	Harrisville, WV
Roanoke City Public Library	1109	Roanoke, VA
Roanoke County Public Library	1059	Roanoke, VA
Robeson County Public Library	1164	Lumberton, NC
Rockbridge Regional Library	1120	Lexington, VA
Rowan Public Library	1150	Salisbury, NC
Russell County Public Library	1061	Lebanon, VA
Rutherford County Library System	1228	Murfreesboro, TN
Salem Public Library	1063	Salem, VA
Sampson-Clinton Public Library	1137	Clinton, NC
Samuels Library	1064	Front Royal, VA
Scott County Public Library	1262	Georgetown, KY
Shenandoah County Library	1179	Edinburg, VA
Sheppard Memorial Library	1182	Greenville, NC
Smyth County Public	1066	Marion, VA
Southern Pines Public Library	1158	Southern Pines, NC
Southside VA Community College	1203	Keysville, VA
Southwest Virginia Community College	1067	Richlands, VA
Spindale Public Library	1163	Spindale, NC
Spring Hill Public Library	1312	Spring Hill, TN
Stanly County Public Library	1195	Albemarle, NC
State Library of North Carolina	1248	Raleigh, NC
Staunton Public Library	1068	Staunton, VA
Suffolk Public Library System	1069	Suffolk, VA
Sullivan County Public Library	1070	Blountville, TN
Tazewell County Public Library	1071	Tazewell, VA

Temple Rodef Shalom Library	1257	Falls Church, VA
Tennessee State Library and Archives	1199	Nashville, TN
The Parkland Library	1295	Parkland, FL
Thomas Nelson Community College	1072	Hampton, VA
Tidewater Community College	1100	Norfolk, VA
Transylvania County Library	1156	Brevard, NC
Union County Public Library	1140	Monroe, NC
University of Virginia College at Wise/Wyllie Library	1124	Wise, VA
Upshur County Public Library	1244	Buckhannon, WV
Vienna Public Library	1192	Vienna, WV
Virginia Beach Public Library	1073	Virginia Beach, VA
Virginia Department of Juvenile Justice	1309	Richmond, VA
Virginia Highlands Community College	1075	Abingdon, VA
Virginia Museum of Fine Arts	1316	Richmond, VA
Virginia State University	1198	Petersburg, VA
Virginia Western Community College	1077	Roanoke, VA
Warren County Memorial Library	1217	Warrenton, NC
Washington County Public Library	1078	Abingdon, VA
Wayne County Public Library	1168	Goldsboro, NC
Whitley County Public Library	1215	Williamsburg, KY
William & Mary, Wolf Law Library & Earl Gregg Swem Library	1149	Williamsburg, VA
Williamsburg Regional Library	1080	Williamsburg, VA
Wilson County Public Library	1162	Wilson, NC
Wolf County Public Library	1282	Campton, KY
Wythe-Grayson Regional Library	1098	Independence, VA
Wytheville Community College/Kegley Library	1082	Wytheville, VA
York County Public Library	1305	Yorktown, VA

ATTACHMENT E

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: WT Cox Information Services

Preparer Name: Debra M. Knox **Date:** 3/18/2021

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: _____ 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

Virginia State Corporation Commission (SCC) registration information.

The offeror:

is a corporation or other business entity with the following SCC identification number: F189614-3

-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

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): WT Cox Information Services invokes the protections of § 2.2-4342F of the *Code of Virginia* for the following portions of my proposal submitted on 3/18/21.

Date

Signature: Debra M Knox

Title: Director of Contract Administration

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
Financial Documents	Part of Attachments at end	Financial information not for view

ATTACHMENT H - RFP 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)



ATTACHMENTS

SAMPLE PRINTED CLAIM



201 Village Road
Shallotte, NC 28470
1-800-571-9554
FAX: 1-877-755-6274
FED ID: 56-1352557

NADA Appraisal Guides
PO Box 7800
Costa Mesa CA 92628-7800 USA

Please Note the Following claim(s) received by our customer service department

Customer Address:
INFORMATION SERVICES

Claim No: 5523119
Claim Date: 08/20/2010
Claim Type: Cancellation

INFORMATION SERVICES
FORSYTH CNTY PUB LIB
660 WEST FIFTH ST
WINSTON SALEM NC 27101

Title/Issues

NADA Official Older Used Car Guide (Print Edition)

Comments

Please cancel this subscription refunding any balance to W.T. Cox.
Thank you,
Mary ext 213
mbrasfield@wtcox.com

Title	Received	Issue	Claim	Reason
American Family Physician (Limited Access)	05/03/13	05/03/13	5897157	<i>Damaged Issue (Please Replace)</i>
Deaf Life	04/09/13	04/09/13	5890561	<i>Duplicates Received</i>
Futurist	02/27/14	03/01/14	5969439	<i>Missing Items</i>
Horn Book Magazine	04/23/13	05/01/13	5894653	<i>Duplicates Received</i>
MIT Technology Review	05/02/13	03/01/13	5896978	<i>Duplicates Received</i>
New York Folklore Society Membership	03/01/13	03/01/13	5879392	<i>Missing Items</i>
Nutrition Today	05/07/13	05/07/13	5898328	<i>Duplicates Received</i>
People Weekly (Time Inc)	03/26/13	03/26/13	5886828	<i>Missing Items</i>
	08/08/13	03/26/13	5923199	<i>Incorrect Quantity</i>
Poetry	04/15/13	04/15/13	5892112	<i>Duplicates Received</i>
Reason Magazine	04/29/13	06/03/13	5895957	<i>Duplicates Received</i>
Sight & Sound: The International Film Monthly	04/15/13	04/15/13	5892120	<i>Duplicates Received</i>
	05/07/13	04/01/13	5898201	<i>Duplicates Received</i>
	05/17/13	05/17/13	5900594	<i>Duplicates Received</i>
This Week From Indian Country Today	07/17/13		5916423	<i>Cancellation</i>
Wall Street Journal	03/26/13	03/26/13	5886848	<i>Other</i>
	03/26/13	03/26/13	5886851	<i>Other</i>
	04/18/13	03/26/13	5893857	<i>Other</i>

Outstanding 18

Titles Claimed 13

02/27/14



Resolved Claims

Title	Received	Issue	Claim	Reason
American Heritage (Print Edition)	02/13/11	02/13/11	5614865	<i>Duplicates Received</i>
Americas (English Edition)	01/24/11	01/24/11	5605354	<i>Missing Items</i>
Arizona Highways (Print Edition)	02/01/11	02/01/11	5608413	<i>Missing Items</i>
	03/15/11	03/15/11	5626835	<i>Missing Items</i>
Armed Forces Comptroller (Print Edition)	07/20/10	07/20/10	5537760	<i>Service Stopped (Please provide last</i>
Army (Print Edition)	09/10/10	09/10/10	5555887	<i>Missing Items</i>
	09/23/10		5560310	<i>Missing Items</i>
Aviation Week & Space Technology (Print + Online)	12/10/10	12/10/10	5588500	<i>Other</i>
BBC Focus on Africa (Print Edition)	07/20/10		5537763	<i>Missing Items</i>
	09/07/10	09/07/10	5553992	<i>Service Stopped (Please provide last</i>
	09/10/10	09/10/10	5555973	<i>Service Not Started (Please provide</i>
	09/10/10	09/10/10	5555974	<i>Service Not Started (Please provide</i>
	10/29/10	10/29/10	5572899	<i>Missing Items</i>
	11/17/10	11/17/10	5579193	<i>Missing Items</i>
Black Enterprise (Print Edition)	07/13/10	07/13/10	5535662	<i>Service Stopped (Please provide last</i>
Booklist (Print Edition)	12/04/10	12/04/10	5583839	<i>Missing Items</i>
Civil War Times (Print Edition)	09/23/10	09/23/10	5560161	<i>Duplicates Received</i>
Commonweal (Print + Online)	01/10/11	01/10/11	5598941	<i>Missing Items</i>
	01/20/11	01/20/11	5604394	<i>Missing Items</i>
Consumer Reports (With Buying Guide) (Print Edition)				

	09/10/10	09/10/10	5556014	<i>Service Stopped (Please provide last</i>
Defense & Foreign Affairs Strategic Policy (Print Edition)				
	12/10/10	12/10/10	5588503	<i>Missing Items</i>
Discover (Print Edition)				
	02/01/11	02/01/11	5608414	<i>Missing Items</i>
	03/15/11	03/15/11	5626780	<i>Missing Items</i>
DV Magazine (Digital Video) (Print Edition)				
	12/10/10	12/10/10	5588504	<i>Service Stopped (Please provide last</i>
	01/18/11	01/18/11	5603233	<i>Missing Items</i>
	06/09/11	06/09/11	5656355	<i>Missing Items</i>
Economist with The World In (Print + Online)				
	12/04/10	12/04/10	5583841	<i>Duplicates Received</i>
Educational Technology Research & Development (Print + Online)				
	08/03/10	08/03/10	5541964	<i>Other</i>
Federal Employees Almanac (Paperback) (Print Edition)				
	09/07/10	09/07/10	5553996	<i>Service Stopped (Please provide last</i>
	10/01/10	10/01/10	5562816	<i>Missing Items</i>
	11/17/10	11/17/10	5579194	<i>Service Stopped (Please provide last</i>
Federal Employees News Digest (Print Edition)				
	09/02/10	09/02/10	5552553	<i>Missing Items</i>
	09/07/10	09/07/10	5553993	<i>Service Stopped (Please provide last</i>
	10/05/10	10/05/10	5564665	<i>Missing Items</i>
	11/17/10	11/17/10	5579195	<i>Missing Items</i>
	06/09/11	06/09/11	5656363	<i>Missing Items</i>
Forbes				
	12/10/10	12/10/10	5588502	<i>Other</i>
Foreign Affairs (Print Edition)				
	03/04/11		5622625	<i>Duplicates Received</i>
Foreign Policy (Print + Online)				
	01/25/11	01/25/11	5605827	<i>Missing Items</i>
Foreign Service Journal (Print + Digital)				
	10/29/10	10/29/10	5572900	<i>Missing Items</i>
	02/01/11	02/01/11	5608416	<i>Missing Items</i>
	02/01/11	02/01/11	5608416	<i>Missing Items</i>

Fortune (Print + Online)	10/01/10	10/01/10	5562826	<i>Missing Items</i>
Futurist (Print Edition)	02/01/11	02/01/11	5608417	<i>Missing Items</i>
	02/01/11	02/01/11	5608417	<i>Missing Items</i>
Harpers Magazine (Print + Online)	12/10/10	12/10/10	5588532	<i>Missing Items</i>
Harvard Business Review (Print Edition)	09/13/10		5556136	<i>Missing Items</i>
IISS Package (International Institute for Strategic Studies) (Print + Online)	10/29/10	10/29/10	5572909	<i>Missing Items</i>
Survival (Print + Online)	12/06/10		5584313	<i>Duplicates Received</i>
IISS Package (International Institute for Strategic Studies) (Print + Online)	02/13/11	02/13/11	5614848	<i>Missing Items</i>
	03/14/11	03/14/11	5625976	<i>Missing Items</i>
	04/05/11	04/05/11	5633937	<i>Missing Items</i>
Jet (Print Edition)	12/04/10	12/04/10	5583842	<i>Duplicates Received</i>
Journal of African American History (Print Edition)	03/14/11		5625874	<i>Duplicates Received</i>
Journal of Drug Issues (Print + Online)	07/09/10	07/09/10	5534865	<i>Duplicates Received</i>
Journal of Political & Military Sociology (Print Edition)	02/01/11		5608335	<i>Cancellation</i>
Leatherneck Magazine (Print + Online)	12/10/10	12/10/10	5588505	<i>Missing Items</i>
	02/13/11	02/13/11	5614856	<i>Duplicates Received</i>
MacLeans (English Edition) (Print Edition)	01/24/11	01/24/11	5605407	<i>Other</i>
	02/01/11	02/01/11	5608423	<i>Missing Items</i>
	02/01/11	02/01/11	5608423	<i>Missing Items</i>
	06/09/11	06/09/11	5656365	<i>Missing Items</i>
	06/09/11	06/09/11	5656366	<i>Missing Items</i>

Marketing Library Services (Print Edition)	07/23/10	07/23/10	5539091	<i>Expire Notice Received</i>
Middle East Journal (Print + Online)	02/01/11	02/01/11	5608418	<i>Missing Items</i>
	02/01/11	02/01/11	5608418	<i>Missing Items</i>
Military Engineer (Print + Digital)	03/16/11	03/16/11	5627389	<i>Missing Items</i>
Military History (Print Edition)	12/10/10	12/10/10	5588506	<i>Missing Items</i>
Minerva Journal of Women and War (Print + Online)	12/10/10	12/10/10	5588507	<i>Missing Items</i>
	05/24/11		5652572	<i>Other</i>
MIT Sloan Management Review (Print + Online)	12/10/10	12/10/10	5588508	<i>Missing Items</i>
Money (Print Edition)	12/10/10	12/10/10	5588509	<i>Missing Items</i>
	02/13/11	02/13/11	5614858	<i>Duplicates Received</i>
Mother Jones (Print Edition)	02/01/11	02/01/11	5608419	<i>Missing Items</i>
Nation, The (Print Edition)	10/29/10	10/29/10	5572902	<i>Missing Items</i>
	11/17/10	11/17/10	5579196	<i>Missing Items</i>
National Geographic Magazine (Print Edition)	12/10/10	12/10/10	5588511	<i>Missing Items</i>
National Guard Almanac (Print Edition)	02/11/11		5614539	<i>Cancellation</i>
National Guard Association Membership	07/09/10	07/09/10	5534866	<i>Duplicates Received</i>
Naval History (Print Edition)	10/01/10	10/01/10	5562881	<i>Missing Items</i>
	10/12/10		5567114	<i>Other</i>
New Internationalist (Print Edition)	12/04/10	12/04/10	5583860	<i>Missing Items</i>
	12/04/10	12/04/10	5583861	<i>Missing Items</i>

	02/13/11	02/13/11	5614845	<i>Missing Items</i>
New York Times Magazine The				
	10/05/10		5564245	<i>Missing Items</i>
Officer, The (Print + Online)				
	12/10/10	12/10/10	5588512	<i>Missing Items</i>
Organizational Dynamics (Print Edition)				
	07/09/10	07/09/10	5534861	<i>Missing Items</i>
PC World (Print Edition)				
	07/09/10	07/09/10	5534862	<i>Missing Items</i>
People Weekly (Time Inc) (Print Edition)				
	06/09/11	06/09/11	5656368	<i>Missing Items</i>
Phi Delta Kappan (Print + Online/ Password)				
	10/29/10	10/29/10	5572904	<i>Missing Items</i>
	11/17/10	11/17/10	5579197	<i>Missing Items</i>
Popular Communications (Print Edition)				
	02/01/11	02/01/11	5608420	<i>Missing Items</i>
	02/01/11	02/01/11	5608420	<i>Missing Items</i>
	02/13/11	02/13/11	5614853	<i>Missing Items</i>
POPULAR MECHANICS (2)				
	12/10/10	12/10/10	5588513	<i>Missing Items</i>
Popular Photography (Print Edition)				
	02/13/11	02/13/11	5614859	<i>Duplicates Received</i>
Prevention (Print Edition)				
	07/09/10	07/09/10	5534863	<i>Missing Items</i>
Proceedings United States Naval Institute (Print Edition)				
	10/11/10		5566460	<i>Verify Expire Date</i>
Psychology Today (Print Edition)				
	12/10/10	12/10/10	5588516	<i>Missing Items</i>
Public Manager (Print + Online)				
	12/10/10	12/10/10	5588517	<i>Missing Items</i>
	03/14/11	03/14/11	5625875	<i>Missing Items</i>
Publishers Weekly (Print + Online)				
	02/13/11	02/13/11	5614860	<i>Duplicates Received</i>
Readers Digest (Print Edition)				

	12/10/10	12/10/10	5588518	<i>Missing Items</i>
	01/27/11		5607025	<i>Other</i>
	03/14/11	03/14/11	5626155	<i>Missing Items</i>
Register of Graduates & Former Cadets of The United States Military Academy (West Point)				
	03/14/11		5626048	<i>Other</i>
	04/01/11		5633091	<i>Cancellation</i>
Reserve Forces Almanac (Print Edition)				
	02/11/11		5614534	<i>Other</i>
	02/11/11		5614543	<i>Cancellation</i>
Retired Military Almanac (Print Edition)				
	02/11/11		5614536	<i>Cancellation</i>
Runners World (Print Edition)				
	12/10/10	12/10/10	5588519	<i>Other</i>
Scientific American Magazine (Print Edition)				
	12/10/10	12/10/10	5588521	<i>Missing Items</i>
	02/13/11	02/13/11	5614861	<i>Duplicates Received</i>
Sergeants (Print Edition)				
	07/21/10	07/21/10	5537947	<i>Missing Items</i>
	07/21/10	07/21/10	5537998	<i>Missing Items</i>
	09/07/10	09/07/10	5553995	<i>Service Stopped (Please provide last</i>
Soldier Magazine (British Army) (Print Edition)				
	02/01/11	02/01/11	5608421	<i>Missing Items</i>
	02/01/11	02/01/11	5608421	<i>Missing Items</i>
	06/09/11	06/09/11	5656371	<i>Missing Items</i>
Sports Illustrated (Libraries Public & College & Others) (Print Edition)				
	12/04/10	12/04/10	5583843	<i>Duplicates Received</i>
Texas Highways (Print Edition)				
	05/13/11		5650408	<i>Duplicates Received</i>
Time Magazine (Libraries Public & College & Others) (Print + Online)				
	10/01/10	10/01/10	5563014	<i>Missing Items</i>
Training: The Magazine Covering the Human Side of Business (Print Edition)				
	12/10/10	12/10/10	5588529	<i>Missing Items</i>
	03/14/11	03/14/11	5625880	<i>Missing Items</i>
Uniformed Services Almanac (Print Edition)				

	02/11/11		5614535	<i>Other</i>
	02/11/11		5614541	<i>Cancellation</i>
Vietnam (Print Edition)				
	02/13/11	02/13/11	5614862	<i>Duplicates Received</i>
Wall Street Journal (Weekend Edition)				
	04/12/11		5635198	<i>Missing Items</i>
Washington Post Mon-Sun (Mail) (Print + Online)				
	02/08/11		5611900	<i>Cancellation</i>
What Every Veteran Should Know (Book & Newsletter Supplements)				
	10/29/10	10/29/10	5572911	<i>Missing Items</i>
	11/19/10	11/19/10	5579762	<i>Missing Items</i>
	12/04/10	12/04/10	5583844	<i>Missing Items</i>
World War II (Print Edition)				
	02/01/11	02/01/11	5608422	<i>Missing Items</i>
	02/01/11	02/01/11	5608422	<i>Missing Items</i>
	02/13/11	02/13/11	5614849	<i>Duplicates Received</i>
World War II History				
	07/09/10	07/09/10	5534864	<i>Missing Items</i>
	09/07/10	09/07/10	5553997	<i>Missing Items</i>
	12/10/10	12/10/10	5588530	<i>Service Stopped (Please provide last</i>
	02/13/11	02/13/11	5614864	<i>Duplicates Received</i>
Claims	139			
Titles Claimed	82			



Resolved Claims

Title	Received	Issue	Claim	Reason
American Heritage (Print Edition)	02/13/11	02/13/11	5614865	<i>Duplicates Received</i>
Americas (English Edition)	01/24/11	01/24/11	5605354	<i>Missing Items</i>
Arizona Highways (Print Edition)	02/01/11	02/01/11	5608413	<i>Missing Items</i>
	03/15/11	03/15/11	5626835	<i>Missing Items</i>
Armed Forces Comptroller (Print Edition)	07/20/10	07/20/10	5537760	<i>Service Stopped (Please provide last</i>
Army (Print Edition)	09/10/10	09/10/10	5555887	<i>Missing Items</i>
	09/23/10		5560310	<i>Missing Items</i>
Aviation Week & Space Technology (Print + Online)	12/10/10	12/10/10	5588500	<i>Other</i>
BBC Focus on Africa (Print Edition)	07/20/10		5537763	<i>Missing Items</i>
	09/07/10	09/07/10	5553992	<i>Service Stopped (Please provide last</i>
	09/10/10	09/10/10	5555973	<i>Service Not Started (Please provide</i>
	09/10/10	09/10/10	5555974	<i>Service Not Started (Please provide</i>
	10/29/10	10/29/10	5572899	<i>Missing Items</i>
	11/17/10	11/17/10	5579193	<i>Missing Items</i>
Black Enterprise (Print Edition)	07/13/10	07/13/10	5535662	<i>Service Stopped (Please provide last</i>
Booklist (Print Edition)	12/04/10	12/04/10	5583839	<i>Missing Items</i>
Civil War Times (Print Edition)	09/23/10	09/23/10	5560161	<i>Duplicates Received</i>
Commonweal (Print + Online)	01/10/11	01/10/11	5598941	<i>Missing Items</i>
	01/20/11	01/20/11	5604394	<i>Missing Items</i>
Consumer Reports (With Buying Guide) (Print Edition)				

	09/10/10	09/10/10	5556014	<i>Service Stopped (Please provide last</i>
Defense & Foreign Affairs Strategic Policy (Print Edition)				
	12/10/10	12/10/10	5588503	<i>Missing Items</i>
Discover (Print Edition)				
	02/01/11	02/01/11	5608414	<i>Missing Items</i>
	03/15/11	03/15/11	5626780	<i>Missing Items</i>
DV Magazine (Digital Video) (Print Edition)				
	12/10/10	12/10/10	5588504	<i>Service Stopped (Please provide last</i>
	01/18/11	01/18/11	5603233	<i>Missing Items</i>
	06/09/11	06/09/11	5656355	<i>Missing Items</i>
Economist with The World In (Print + Online)				
	12/04/10	12/04/10	5583841	<i>Duplicates Received</i>
Educational Technology Research & Development (Print + Online)				
	08/03/10	08/03/10	5541964	<i>Other</i>
Federal Employees Almanac (Paperback) (Print Edition)				
	09/07/10	09/07/10	5553996	<i>Service Stopped (Please provide last</i>
	10/01/10	10/01/10	5562816	<i>Missing Items</i>
	11/17/10	11/17/10	5579194	<i>Service Stopped (Please provide last</i>
Federal Employees News Digest (Print Edition)				
	09/02/10	09/02/10	5552553	<i>Missing Items</i>
	09/07/10	09/07/10	5553993	<i>Service Stopped (Please provide last</i>
	10/05/10	10/05/10	5564665	<i>Missing Items</i>
	11/17/10	11/17/10	5579195	<i>Missing Items</i>
	06/09/11	06/09/11	5656363	<i>Missing Items</i>
Forbes				
	12/10/10	12/10/10	5588502	<i>Other</i>
Foreign Affairs (Print Edition)				
	03/04/11		5622625	<i>Duplicates Received</i>
Foreign Policy (Print + Online)				
	01/25/11	01/25/11	5605827	<i>Missing Items</i>
Foreign Service Journal (Print + Digital)				
	10/29/10	10/29/10	5572900	<i>Missing Items</i>
	02/01/11	02/01/11	5608416	<i>Missing Items</i>
	02/01/11	02/01/11	5608416	<i>Missing Items</i>

Fortune (Print + Online)	10/01/10	10/01/10	5562826	<i>Missing Items</i>
Futurist (Print Edition)	02/01/11	02/01/11	5608417	<i>Missing Items</i>
	02/01/11	02/01/11	5608417	<i>Missing Items</i>
Harpers Magazine (Print + Online)	12/10/10	12/10/10	5588532	<i>Missing Items</i>
Harvard Business Review (Print Edition)	09/13/10		5556136	<i>Missing Items</i>
IISS Package (International Institute for Strategic Studies) (Print + Online)	10/29/10	10/29/10	5572909	<i>Missing Items</i>
Survival (Print + Online)	12/06/10		5584313	<i>Duplicates Received</i>
IISS Package (International Institute for Strategic Studies) (Print + Online)	02/13/11	02/13/11	5614848	<i>Missing Items</i>
	03/14/11	03/14/11	5625976	<i>Missing Items</i>
	04/05/11	04/05/11	5633937	<i>Missing Items</i>
Jet (Print Edition)	12/04/10	12/04/10	5583842	<i>Duplicates Received</i>
Journal of African American History (Print Edition)	03/14/11		5625874	<i>Duplicates Received</i>
Journal of Drug Issues (Print + Online)	07/09/10	07/09/10	5534865	<i>Duplicates Received</i>
Journal of Political & Military Sociology (Print Edition)	02/01/11		5608335	<i>Cancellation</i>
Leatherneck Magazine (Print + Online)	12/10/10	12/10/10	5588505	<i>Missing Items</i>
	02/13/11	02/13/11	5614856	<i>Duplicates Received</i>
MacLeans (English Edition) (Print Edition)	01/24/11	01/24/11	5605407	<i>Other</i>
	02/01/11	02/01/11	5608423	<i>Missing Items</i>
	02/01/11	02/01/11	5608423	<i>Missing Items</i>
	06/09/11	06/09/11	5656365	<i>Missing Items</i>
	06/09/11	06/09/11	5656366	<i>Missing Items</i>

Marketing Library Services (Print Edition)	07/23/10	07/23/10	5539091	<i>Expire Notice Received</i>
Middle East Journal (Print + Online)	02/01/11	02/01/11	5608418	<i>Missing Items</i>
	02/01/11	02/01/11	5608418	<i>Missing Items</i>
Military Engineer (Print + Digital)	03/16/11	03/16/11	5627389	<i>Missing Items</i>
Military History (Print Edition)	12/10/10	12/10/10	5588506	<i>Missing Items</i>
Minerva Journal of Women and War (Print + Online)	12/10/10	12/10/10	5588507	<i>Missing Items</i>
	05/24/11		5652572	<i>Other</i>
MIT Sloan Management Review (Print + Online)	12/10/10	12/10/10	5588508	<i>Missing Items</i>
Money (Print Edition)	12/10/10	12/10/10	5588509	<i>Missing Items</i>
	02/13/11	02/13/11	5614858	<i>Duplicates Received</i>
Mother Jones (Print Edition)	02/01/11	02/01/11	5608419	<i>Missing Items</i>
Nation, The (Print Edition)	10/29/10	10/29/10	5572902	<i>Missing Items</i>
	11/17/10	11/17/10	5579196	<i>Missing Items</i>
National Geographic Magazine (Print Edition)	12/10/10	12/10/10	5588511	<i>Missing Items</i>
National Guard Almanac (Print Edition)	02/11/11		5614539	<i>Cancellation</i>
National Guard Association Membership	07/09/10	07/09/10	5534866	<i>Duplicates Received</i>
Naval History (Print Edition)	10/01/10	10/01/10	5562881	<i>Missing Items</i>
	10/12/10		5567114	<i>Other</i>
New Internationalist (Print Edition)	12/04/10	12/04/10	5583860	<i>Missing Items</i>
	12/04/10	12/04/10	5583861	<i>Missing Items</i>

	02/13/11	02/13/11	5614845	<i>Missing Items</i>
New York Times Magazine The				
	10/05/10		5564245	<i>Missing Items</i>
Officer, The (Print + Online)				
	12/10/10	12/10/10	5588512	<i>Missing Items</i>
Organizational Dynamics (Print Edition)				
	07/09/10	07/09/10	5534861	<i>Missing Items</i>
PC World (Print Edition)				
	07/09/10	07/09/10	5534862	<i>Missing Items</i>
People Weekly (Time Inc) (Print Edition)				
	06/09/11	06/09/11	5656368	<i>Missing Items</i>
Phi Delta Kappan (Print + Online/ Password)				
	10/29/10	10/29/10	5572904	<i>Missing Items</i>
	11/17/10	11/17/10	5579197	<i>Missing Items</i>
Popular Communications (Print Edition)				
	02/01/11	02/01/11	5608420	<i>Missing Items</i>
	02/01/11	02/01/11	5608420	<i>Missing Items</i>
	02/13/11	02/13/11	5614853	<i>Missing Items</i>
POPULAR MECHANICS (2)				
	12/10/10	12/10/10	5588513	<i>Missing Items</i>
Popular Photography (Print Edition)				
	02/13/11	02/13/11	5614859	<i>Duplicates Received</i>
Prevention (Print Edition)				
	07/09/10	07/09/10	5534863	<i>Missing Items</i>
Proceedings United States Naval Institute (Print Edition)				
	10/11/10		5566460	<i>Verify Expire Date</i>
Psychology Today (Print Edition)				
	12/10/10	12/10/10	5588516	<i>Missing Items</i>
Public Manager (Print + Online)				
	12/10/10	12/10/10	5588517	<i>Missing Items</i>
	03/14/11	03/14/11	5625875	<i>Missing Items</i>
Publishers Weekly (Print + Online)				
	02/13/11	02/13/11	5614860	<i>Duplicates Received</i>
Readers Digest (Print Edition)				

	12/10/10	12/10/10	5588518	<i>Missing Items</i>
	01/27/11		5607025	<i>Other</i>
	03/14/11	03/14/11	5626155	<i>Missing Items</i>
Register of Graduates & Former Cadets of The United States Military Academy (West Point)				
	03/14/11		5626048	<i>Other</i>
	04/01/11		5633091	<i>Cancellation</i>
Reserve Forces Almanac (Print Edition)				
	02/11/11		5614534	<i>Other</i>
	02/11/11		5614543	<i>Cancellation</i>
Retired Military Almanac (Print Edition)				
	02/11/11		5614536	<i>Cancellation</i>
Runners World (Print Edition)				
	12/10/10	12/10/10	5588519	<i>Other</i>
Scientific American Magazine (Print Edition)				
	12/10/10	12/10/10	5588521	<i>Missing Items</i>
	02/13/11	02/13/11	5614861	<i>Duplicates Received</i>
Sergeants (Print Edition)				
	07/21/10	07/21/10	5537947	<i>Missing Items</i>
	07/21/10	07/21/10	5537998	<i>Missing Items</i>
	09/07/10	09/07/10	5553995	<i>Service Stopped (Please provide last</i>
Soldier Magazine (British Army) (Print Edition)				
	02/01/11	02/01/11	5608421	<i>Missing Items</i>
	02/01/11	02/01/11	5608421	<i>Missing Items</i>
	06/09/11	06/09/11	5656371	<i>Missing Items</i>
Sports Illustrated (Libraries Public & College & Others) (Print Edition)				
	12/04/10	12/04/10	5583843	<i>Duplicates Received</i>
Texas Highways (Print Edition)				
	05/13/11		5650408	<i>Duplicates Received</i>
Time Magazine (Libraries Public & College & Others) (Print + Online)				
	10/01/10	10/01/10	5563014	<i>Missing Items</i>
Training: The Magazine Covering the Human Side of Business (Print Edition)				
	12/10/10	12/10/10	5588529	<i>Missing Items</i>
	03/14/11	03/14/11	5625880	<i>Missing Items</i>
Uniformed Services Almanac (Print Edition)				

	02/11/11		5614535	<i>Other</i>
	02/11/11		5614541	<i>Cancellation</i>
Vietnam (Print Edition)				
	02/13/11	02/13/11	5614862	<i>Duplicates Received</i>
Wall Street Journal (Weekend Edition)				
	04/12/11		5635198	<i>Missing Items</i>
Washington Post Mon-Sun (Mail) (Print + Online)				
	02/08/11		5611900	<i>Cancellation</i>
What Every Veteran Should Know (Book & Newsletter Supplements)				
	10/29/10	10/29/10	5572911	<i>Missing Items</i>
	11/19/10	11/19/10	5579762	<i>Missing Items</i>
	12/04/10	12/04/10	5583844	<i>Missing Items</i>
World War II (Print Edition)				
	02/01/11	02/01/11	5608422	<i>Missing Items</i>
	02/01/11	02/01/11	5608422	<i>Missing Items</i>
	02/13/11	02/13/11	5614849	<i>Duplicates Received</i>
World War II History				
	07/09/10	07/09/10	5534864	<i>Missing Items</i>
	09/07/10	09/07/10	5553997	<i>Missing Items</i>
	12/10/10	12/10/10	5588530	<i>Service Stopped (Please provide last</i>
	02/13/11	02/13/11	5614864	<i>Duplicates Received</i>
Claims	139			
Titles Claimed	82			

INVOICE 2956669A



201 Village Road
Shallotte, NC 28470
Phone: 1-800-571-9554
Fax: 910-755-6274
Email: dhopkins@wtcox.com
FED ID: 56-1352557
DUNS: 084174804

Account Number
2080133
Date
06/07/2013

PO: 776-A30003

BILL TO:
**DEPT OF VETERANS AFFAIRS
FMS
PO BOX 149971
AUSTIN TX 78714-8971
UNITED STATES**

SHIP TO:
**PATRICIA DRISCOLL
VISN 6 NETWORK OFFICE
VAMC NTK OFFICE BLDG 6
ALBANY NY 12208
UNITED STATES**

<i>Title</i>	<i>Start Date</i>	<i>Expire Date</i>	<i>Rate</i>	<i>Qty</i>	<i>Total Due</i>
ICD-10-CM Coder Training Manual (Print)	06/01/2013	05/31/2014	\$ 201,913.00	1	\$ 201,913.00
Per Issue	Issues: 1	Renew			
Cox Ref Number: 84617638					
ICD-10-PCS Coder Training Manual (Print)	06/01/2013	05/31/2014	\$ 201,912.99	1	\$ 201,912.99
Per Issue	Issues: 1	Renew			
Cox Ref Number: 84617639					

INVOICES ARE DUE UPON RECEIPT

TOTAL AMOUNT \$ 403,825.99
TOTAL DUE \$ 403,825.99

Rates Are Calculated From Current Publisher List Price

INVOICE 3044202 (SUPPLEMENTAL)



201 Village Road
 Shallotte, NC 28470
 Phone: 1-800-571-9554
 Fax: 910-755-6274
 Email: jpurvis@wtcox.com
 FED ID: 56-1352557
 DUNS: 084174804

Account Number	2066202
Date	03/05/2018

PO: Non-deposit 020S/N

BILL TO:
SAMPLE University*
PO BOX 0000
Sample Library MS 235
Any Town TX 12345
UNITED STATES

SHIP TO:
SAMPLE University*
PO BOX 0000
Sample Library MS 235
Any Town TX 12345
UNITED STATES

<i>Title</i>	<i>Start Date</i>	<i>Expire Date</i>	<i>Qty</i>	<i>Total Due</i>
Corporate Finance Sourcebook (Print)	01/01/2018	12/31/2018	1	\$ 745.00
National Register Publishing ISSN: 0163-3031 LCCN: 79642719 1 Year Issues: 1 Renew Language(s): English Cox Ref Number: 83806257 ILS Number: 001AAT5852 Fund Code: 020S/N Previous Invoice Information: 3040384, Date: 05 Dec 2017, Amount: \$0.00/Volume/Issue: 2019 Edition/ Pub Sep 2018 Reason For Charge: Other Order Volume: 2019 Availability: Available formats offered by publisher include print only and online only/ Back issues available Ordering: Also available as standing order subscription Start: Subscriptions may begin anytime/ Will backstart Cancellation: Cancellations accepted/ Refund for unmailed issues Available Alterations: Previously titled Financial Worlds Corporate Finance				

INVOICES ARE DUE UPON RECEIPT

TAX EXEMPTION ID	74-1109620
AMOUNT	\$ 745.00
DISCOUNT	1.00 %
TOTAL AMOUNT	\$ 737.55
TOTAL DUE	\$ 737.55
PAID	(\$ 262.40)
REMAINING BALANCE	\$ 475.15

Outstanding balances over 30 days will be subject to a 1% monthly finance charge. Payment by check or wire transfer is the preferred method of payment. Credit card payments are subject to a 2.75% convenience fee.

INVOICE 3044202 (SUPPLEMENTAL)



201 Village Road
 Shallotte, NC 28470
 Phone: 1-800-571-9554
 Fax: 910-755-6274
 Email: jpurvis@wtcox.com
 FED ID: 56-1352557
 DUNS: 084174804

Account Number	2066202
Date	03/05/2018

PO: Non-deposit 020S/N

BILL TO:
SAMPLE University*
PO BOX 0000
Sample Library MS 235
Any Town TX 12345
UNITED STATES

SHIP TO:
SAMPLE University*
PO BOX 0000
Sample Library MS 235
Any Town TX 12345
UNITED STATES

<i>Title</i>	<i>Start Date</i>	<i>Expire Date</i>	<i>Qty</i>	<i>Total Due</i>
Corporate Finance Sourcebook (Print)	01/01/2018	12/31/2018	1	\$ 745.00
National Register Publishing ISSN: 0163-3031 LCCN: 79642719 1 Year Issues: 1 Renew Language(s): English Cox Ref Number: 83806257 ILS Number: 001AAT5852 Fund Code: 020S/N Previous Invoice Information: 3040384, Date: 05 Dec 2017, Amount: \$0.00/Volume/Issue: 2019 Edition/ Pub Sep 2018 Reason For Charge: Other Order Volume: 2019 Availability: Available formats offered by publisher include print only and online only/ Back issues available Ordering: Also available as standing order subscription Start: Subscriptions may begin anytime/ Will backstart Cancellation: Cancellations accepted/ Refund for unmailed issues Available Alterations: Previously titled Financial Worlds Corporate Finance				

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REMAINING BALANCE	\$ 475.15

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Prepayment Program

We are pleased to offer you our Prepayment Program. Your institution will be eligible to receive a prepayment credit based on the date your check or electronic funds transfer is received. See schedule below. The Prepayment Funds and Credit will both be available to apply to invoicing.

Before June 30, 2021	1.0% credit
Before July 31, 2021	0.8% credit
Before August 31, 2021	0.6% credit
Before September 30, 2021	0.4% credit
Before October 31, 2021	0.25% credit

EXAMPLE: If we receive a \$50,000 prepayment by 7/31/2021, you will be eligible for an .8% credit. The credit is equal to \$400 ($\$50,000 \times .8\%$). We will issue a \$400 credit memo. The available account balance to be applied to future invoicing will then be \$50,400.

Please note that only the unused portion of any prepayment dollars is eligible for refund or carryover.

Prepayment discount only applies to funds received by check or electronic funds transfer.

Discount is valid on January 2022 renewal orders.

\$10,000.00 Minimum Prepayment Required.

201 Village Road
Shallotte, NC 28470
(800) 571-9554



FINANCIALS

Our financial information is confidential and proprietary
THIS SECTION HAS BEEN REMOVED.

Contact:
Debra M. Knox
Director of Contract Administration
Small Business
201 Village Road
Shallotte, NC 28470
800-571-9554, Ext. 215
dknox@wtcox.com