



# LIBRARY OF VIRGINIA

Sandra Gioia Treadway  
Librarian of Virginia

## STANDARD CONTRACT LVA-MAT-22-007

This Contract entered by Follett Content Solutions, LLC, 1340 Ridgeview Dr., McHenry, IL 60050 hereinafter called the "Contractor" and Commonwealth of Virginia (Commonwealth) through the Library of Virginia, 800 East Broad Street, Richmond, Virginia 23219 on behalf of Mid-Atlantic Library Alliance, Inc. hereinafter called the "Library or LVA" and "MALiA".

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

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

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

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

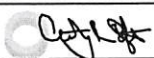
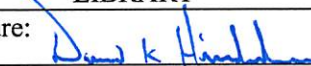
1. This signed form,
2. The following portions of the Request for Proposals dated February 1, 2022, and
  - a. The Statement of Needs
  - b. The General Terms and Conditions
  - c. The Special Terms and Conditions
  - d. Attachment B
  - e. Attachment C
  - f. Addendum #1
3. The Contractor's Proposal dated February 28, 2022 and negotiation points dated April 7, 2022.

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

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

CONTRACTOR:

LIBRARY

|  |   |
|--|---|
| Signature:  | Signature:  |
| Title: VP Sales Strat & Ops  | Title: Deputy, FAS  |
| Date: April 11, 2022   | Date: 4/13/22   |

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

800 East Broad Street  
Richmond, Virginia 23219

[www.lva.virginia.gov](http://www.lva.virginia.gov)

804.692.3500 phone  
804.692.3976 tty



Sconzo, Nancy &lt;nancy.sconzo@lva.virginia.gov&gt;

---

**FW: Due 9 am today LVA-MAT-22-007**

1 message

**Werve, Melissa** <mwerke@follett.com>

Thu, Apr 7, 2022 at 9:00 AM

To: "Nancy.Sconzo@lva.virginia.gov" &lt;Nancy.Sconzo@lva.virginia.gov&gt;

Good morning.

We will remove our confidentiality statement. Nothing on this response is confidential.

Follett will offer a 5% discount off Titlewave prices for Print Books, eBooks, and Audiobooks.

We cannot change the volume discount on FollettBound titles. With the addition of the 5% overall discount, the volume discount would not be valid. It cannot be offered with any other discount.

Follett cannot offer a volume discount on Audiobooks.

Follett does not charge a penalty for late payment.

Please let us know if you need additional information.

**Melissa Werve**

Bid Specialist - Bids, Proposals &amp; Pricing

O: 877.899.8550 Ext.46048

Follett Content Solutions | 1340 Ridgeview Dr., McHenry, IL 60050

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Good morning,

I wanted to remind you that your response is due by 9 a.m. today.

Thank you.

Nancy Sconzo, VCO, VCA

Contract and Procurement Manager

Library of Virginia

804-692-3710

[800 East Broad Street](#)

[Richmond, VA 23219](#)

[Nancy.Sconzo@lva.virginia.gov](mailto:Nancy.Sconzo@lva.virginia.gov)

On Mon, Apr 4, 2022 at 8:21 AM Sconzo, Nancy <[nancy.sconzo@lva.virginia.gov](mailto:nancy.sconzo@lva.virginia.gov)> wrote:

Good Morning,

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

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

Attachment G – Proprietary/Confidential Information Identification was signed indicating no portion of this proposal is considered to be confidential and/or proprietary, however, page 2 claims confidentiality. Should an offer of award be made, the proposal shall become a part of the contract. Would this still be considered confidential? If so, attachment G will need to be updated. Please read carefully attachment G that describes areas that are not considered confidential or proprietary

IV. Overall Cost Consideration Page 42, question 1 and Attachment C, page 33 – Offer minimum 5% discount rate to MALiA libraries for the life of the contract.

Attachment C, page 35, Question 3: Reduce by 10 the number of copies required to get the discount rate for each tier listed. E.g. 1% for 15-39, etc. (given limited school budgets)

Attachment C, page 39, Question 3 – Offer volume purchasing discounts for audiobooks using the same tier offered in Attachment C, page 35, Question 3 (reduce by 10).

Addendum # 1 needs to be updated to answer “To read: 7. Is a penalty imposed for late payment of an invoice? If yes, indicate the time period and amount of the penalty.”

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

Thank you.

Nancy Sconzo, VCO, VCA

Contract and Procurement Manager

Library of Virginia

804-692-3710

[800 East Broad Street](#)

[Richmond, VA 23219](#)

[Nancy.Sconzo@lva.virginia.gov](mailto:Nancy.Sconzo@lva.virginia.gov)

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Empower Educators. Inspire Learning.™



# **A Proposal prepared for Mid-Atlantic Library Alliance, Inc.**

**Submitted in Response to:  
RFP # LVA MAT 22-007 – Library Books, Music, &  
Video**

**Due Date: March 3, 2022**

Follett Content Solutions, LLC  
1340 Ridgeview Drive  
McHenry, IL 60050  
Phone | 888.511.5114  
Fax | 800.852.5458

[titlewave.com](http://titlewave.com) | [follettlearning.com](http://follettlearning.com)

Federal Tax ID | 87-2968865

**ORIGINAL**

## CONFIDENTIALITY

This proposal contains information provided for the sole purpose of permitting the recipient to evaluate this proposal. In consideration of receipt of this document, the recipient agrees, without limit to time, to treat this information as confidential and to not use or reproduce this information for any purpose other than its evaluation of this proposal or disclose this information to any other person for any purpose, without the express written consent of Follett.

## PERSONAL INFORMATION

This proposal may contain personal information about identifiable individuals such as the employment or educational history of the proposed resources. In consideration of receipt of this document, the recipient agrees that it shall not use or disclose to any other person such personal information for any purpose other than its evaluation of this proposal, without the express written consent of Follett as required or permitted by law.

## COPYRIGHT

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## TRADEMARKS

The following products and tools are registered trademarks of Follett Content Solutions, LLC:

- FollettBound®
- Follett Science and Literacy Connections Program™
- TitleCheck™
- TitleMAP™
- TitlePeek®
- Titlewave®
- TitleWise®

All other brand names of products mentioned are registered trademarks or trademarks of their respective companies.

## AFFILIATE PRODUCTS

The following products are owned by our affiliate company Follett School Solutions, LLC and are registered trademarks:

- Follett Destiny Discover®
- Follett Destiny® Library Manager



Follett Content Solutions, LLC  
1340 Ridgeview Drive  
McHenry, Illinois 60050  
Phone: 888.511.5114  
Fax: 800.852.5458  
[www.follettlearning.com](http://www.follettlearning.com)

March 1, 2022

Nancy Sconzo, Buyer  
Mid-Atlantic Library Alliance, Inc.  
Library of Virginia  
800 East Broad Street  
Richmond, VA 23219

Dear Ms. Sconzo:

Follett Content Solutions, LLC ("Follett") is pleased to present the enclosed proposal to Mid-Atlantic Library Alliance, Inc. (MALiA) in response to your **Request for Proposal (RFP) # LVA-MAT-22-007** for **Library Books, Music, & Video**. Follett is responding solely to K-12 Education and K-12 Education Centers.

Our level of commitment to schools is demonstrated through our long-standing relationships, our professional service team, and our wide selection of print, audiovisual, and digital resources. We are uniquely qualified to provide the key components you need:

- Personalized and professional service.
- Quality titles from more than 6,000 publishers in an array of bindings to meet the specialized needs of your students.
- High fill rate and fast turnaround times due to our vast inventory and publisher relationships.
- A full range of customizable cataloging and processing options to meet your specific needs for books and media items.
- A powerful online ordering service, Titlewave, that allows you to search across 12 million PreK-12 books, create lists, and submit orders electronically with or without specifications.

Since 1873, educators have trusted Follett as a partner in the mission to build confident, independent, and well-rounded students. Backed by Francisco Partners, a leading global investment firm that specializes in partnering with educational technology businesses, we help educators unlock potential in more than 45,000,000 students worldwide.

Thank you for allowing us this opportunity. We look forward to forming a relationship with Mid-Atlantic Library Alliance, Inc. Should you have any questions, please feel free to contact us.

Sincerely,

*Christopher Hutto*

Sales Consultant  
877.899.8550 x46436  
[chutto@follett.com](mailto:chutto@follett.com)

**Please note:** *Follett School Solutions, Inc. was acquired by a private equity firm, Francisco Partners, on August 31, 2021. On January 1, 2022 Follett split the financial data into two separate business lines: Follett Content Solutions, LLC and Follett School Solutions, LLC.*

*Follett Content Solutions, LLC products and services include books, textbooks, classroom libraries, and digital content such as eBooks or online subscriptions, as well as barcoding and genrefication services, etc.*

*Follett School Solutions, LLC products and services include the Follett Destiny® suite of products, Follett MyDestiny™, as well as scanners, barcodes, and/or associated costs such as software licenses, software implementation services, and support renewals.*

*Follett is committed to providing you the same products and services you've come to love. We continue to evaluate our offerings and will communicate any changes or enhancements with you as they happen.*



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## SECTION 1.0: EXECUTIVE SUMMARY

### SECTION 1.1: HOW FOLLETT SUPPORTS SCHOOL LIBRARIES

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#### SUPPORT FOR LIBRARIANS

Follett is proud to advocate for librarians as leaders, ensuring the library is an integral part of a future-ready world. By connecting students with the perfect resources, and partnering with teachers, administrators, and families; Follett helps place the library at the center of learning. Follett offers content that's unrivaled in quality and quantity, plus related technology and services. We make school libraries more efficient and effective, support active student learning, and help schools to create a more engaging and collaborative learning environment.

#### SUPPORT FOR SCHOOL LIBRARY INITIATIVES

Librarians look to Follett for support to build or maintain their collections. From a wide selection of materials found on Titlewave® to specialized services, Follett can help make your library a center for learning and discovery.

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#### A VAST SELECTION OF TITLES

Follett's service centers are more than just large warehouses—numerous tasks are completed within these hubs of operation so that our customers receive only the best quality materials at the most efficient rate. Our inventory numbers include:

- Over 3.8 million units (326,000 titles) in inventory in our McHenry Service Center
- Over 4 million units (31,000 titles) in New and Used Textbooks in our Woodridge Service Center
- Over 600,000 eBook titles
- Over 180,000 digital audiobook titles
- Over 200,000 audiovisual titles
- Over 100,000 foreign language titles

#### **Quantity and Title Availability Disclaimer:**

Book quantities and titles are subject to publisher availability at the time of order placement.

## TITLEWAVE & COLLECTION DEVELOPMENT TOOLS

Titlewave is our premier platform for school library books and materials, allowing you to stock your library comprehensively and easily with our 24/7-access collection development and analysis tools. Whether you're looking for hardbound, pre-bound, eBook, paperback, audiovisual, or countless other formats, we've got you covered. Our unique Follett Tags also help you quickly and easily find quality titles by exploring a variety of genres, subjects, and themes.



## BOOK PROCESSING AND BINDING OPTIONS

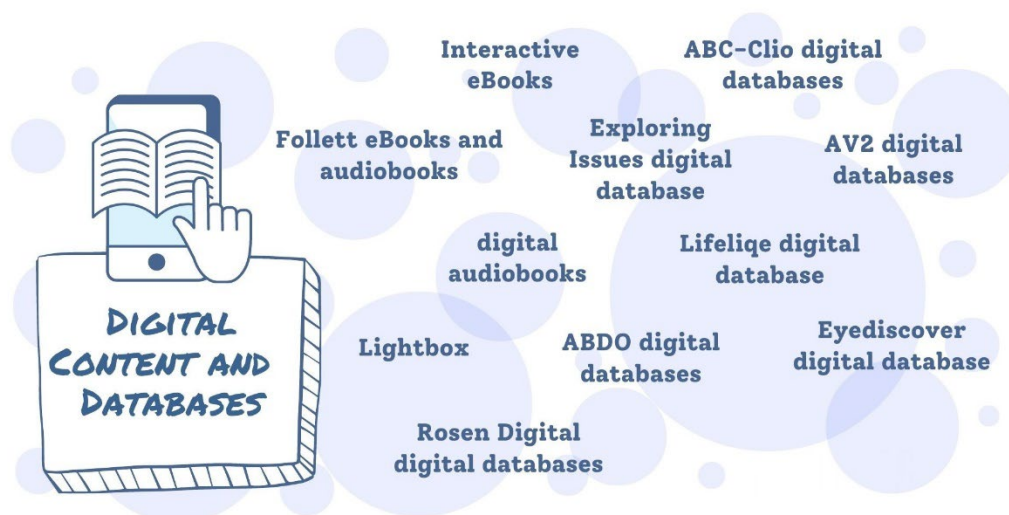
With Follett's processing and cataloging options, you can order books and have them processed, barcoded, and shipped to your school in shelf-ready order. Follett also offers over 74,000 FollettBound titles that are accompanied by a lifetime guarantee: FollettBound books will be replaced due to any binding failures and defects (normal wear and tear excluded).



(For full Cataloging & Processing details, please see the guide included at the end of this document.)

## DIGITAL CONTENT AND EDUCATIONAL DATABASES

Follett is at the forefront in developing and providing exciting digital educational content. Our digital educational products include the latest eBooks, engaging interactive titles, digital databases, and much more. This content is designed to engage learners at every level and provide the differentiation support and remote eLearning capabilities that 21st-century educators need.



## SECTION 2.0: YOUR DEDICATED SUPPORT TEAMS

### SECTION 2.1: CHRISTOPHER HUTTO – SALES CONSULTANT

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Christopher is available to answer questions and assist you by providing guidance and expertise in the area of selecting a wide range of educational materials to support your educational strategies.

Contact Information:

Phone: 877.899.8550 x46436

Email: [chutto@follett.com](mailto:chutto@follett.com)



A **Customer Service Team** is available to assist you with questions pertaining to the availability of titles, order status, and shipping status. They are ready to assist with any special requests that are unique to your Member School Districts. You can reach them directly at 888.511.5114, (option 2) or via email at [customerservice@follett.com](mailto:customerservice@follett.com).

An expert team of **Sales Support Specialists** is at the ready to help you with creating orders via our online catalog and ordering system, Titlewave. They are experts in collection development and collection analysis in addition to being on top of new educational products and curriculum trends and their impacts on student achievement. Whether you are looking for new books, audiovisual materials, or digital solutions, you can depend on them to provide you with world-class suggestions and solutions. You can reach a School Support Specialist by dialing our toll-free number, 888.511.5114 x45051.

An expert team of **Librarians and Bibliographers** works in our McHenry, IL office day in and day out developing custom core lists for your classroom and library needs. Our familiarity with state and national curriculum standards ensures that our lists align with the most current and grade appropriate titles. This team also works on special requests from customers based on their specific needs.

An expert team of **Catalogers** works diligently to enhance the bibliographic data for each and every title we provide. To ensure we create the highest quality MARC records in the industry, we have over 30 catalogers and annotators within our staffs that oversee this task. To benefit your students, special attention is paid to enhancements such as the addition of reading levels, interest levels, annotations, as well as appropriate subject headings. We can also add specific information that relates to your members.

## SECTION 3.0: ORDERING FROM FOLLETT

### SECTION 3.1: PLACING YOUR ORDER

---

To place an order, you can submit your request through your Titlewave account, by emailing [FSSorders@follett.com](mailto:FSSorders@follett.com), by fax, or by mail.

**Please note:** When placing an order, please include the following information (as applicable): **quote ID number(s), name and number of this RFP, or your contract name and number.** Providing this information at the time of order placement ensures that you receive the correct pricing and that your order is processed accurately.

### SECTION 3.2: DELIVERY/SHIPPING

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**Please note:** Due to the COVID-19 pandemic and its impact on the entire supply chain, our current shipping timeframe has increased beyond the standard timeframes.

Follett Content Solutions offers FREE shipping and handling on all orders other than textbooks, hardware or barcode orders within the contiguous United States and its territories. Textbook orders will be charged 10% of the merchandise total for shipping and handling unless the order is over \$15,000. Standard shipping rates will be applied to any hardware or barcode orders.

### SECTION 3.3: RETURNS/WARRANTY

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Follett will replace or issue credit for any books, audiovisual materials, or other products that are defective, damaged, or incorrectly processed. We know that students can be tough on books and thanks to our unconditional binding guarantee on FollettBound® books, you won't have to worry. If these titles fail as a result of normal wear and tear, we will replace and deliver them to you at no charge, provided the title is still in print.

Book/content orders that have been subject to any customized processing, either prior to shipment or after receipt by the customer, are not eligible for return or cancellation, excluding material processing errors solely attributable to Follett. Customized processing shall include, but is not limited to, stamping, label application and barcoding, as determined by Follett in its sole discretion.

### SECTION 3.4: ONLINE CATALOGS

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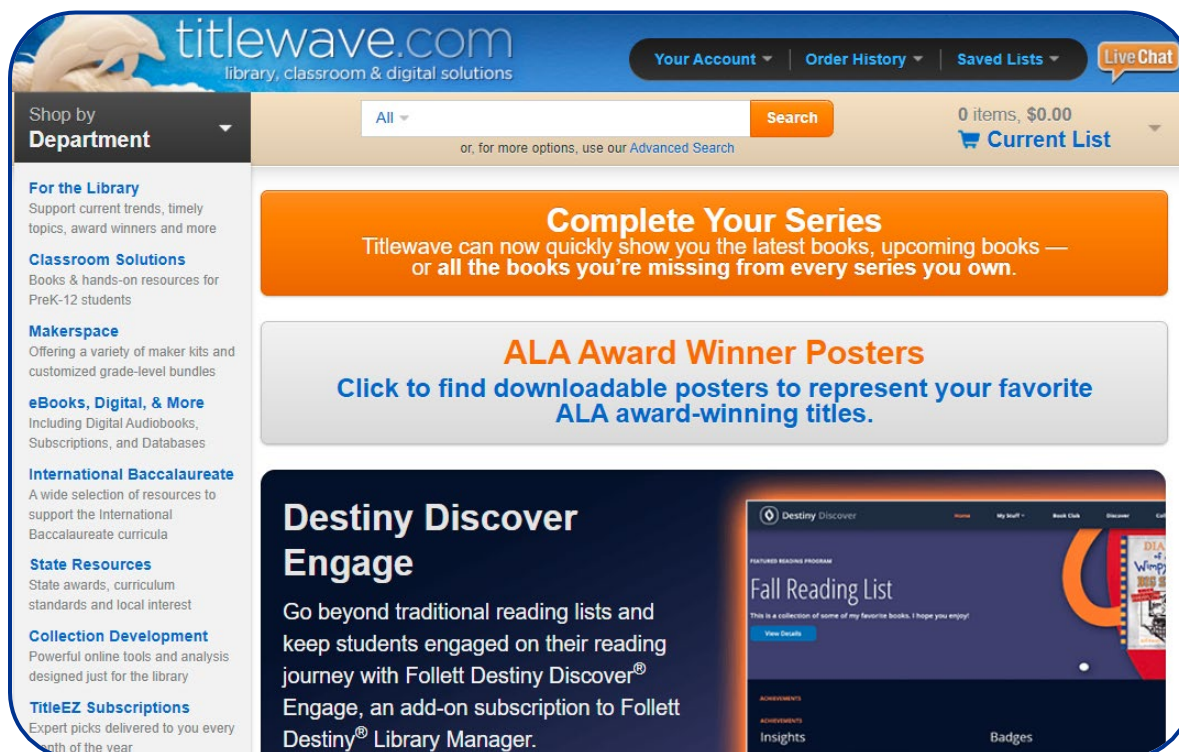
Follett hosts the following online ordering tools and catalogs:

- For library, classroom, early learning, and instructional materials visit: [titlewave.com](https://titlewave.com).
- For textbooks, visit: [follettclassroom.com](https://follettclassroom.com).
- To find information on all of Follett's products, visit [follettlearning.com](https://follettlearning.com).



## SECTION 4.0: TITLEWAVE®

Fill your library with the newest, most sought-after books to keep your students excited about reading! [Titlewave.com](https://www.titlewave.com) is the most powerful online collection development and curriculum support resource available for your school, library, or classroom needs. Titlewave allows you to search across 12 million PreK-12 appropriate books, from picture books for young readers to timeless classic literature. You are also able to create lists of books, audiovisual materials, and other educational materials. Any list created in Titlewave can also become a priced quote with a click of a button. That quote will be honored by Follett for 60 days. You can also submit orders electronically with or without cataloging specifications.



Titlewave allows you to stock your library comprehensively and easily with our 24/7-access collection development. Whether you're looking for hardbound, pre-bound, eBook, paperback, audiovisual, board, toy/movable, or big book formats, Titlewave provides search function by title, author, Follett Number, and ISBN. So you don't have to rush through your list making process, the prices on your lists are guaranteed for 60 days.

Titlewave is available 24 hours a day, 7 days a week and offers time-saving features such as:

- **TitleCheck™:** TitleCheck will help you avoid ordering unwanted duplicate titles that you may already own. This will help you save time in the process of collection development and ordering new materials.
- **TitleMAP™:** Your Sales Consultant can work with you to develop an efficient and economically effective plan to enhance your collection. Our TitleMAP™ plan will help you establish a budget, weed obsolete titles, and set library goals.
- **Curriculum Tags:** Titlewave's Curriculum Tags make it easy to find quality library books by exploring a variety of genres, subjects and themes, or dig deeper and discover materials to support teaching by key skills, text structure and text type.
- **Order History:** You will have the ability to track your orders online from start to finish by looking at the current status, as well as the history. In addition, you will be able to print invoices and locate exact shipping information.
- **TitleWise® – Online Collection Analysis:** TitleWise provides an in-depth look into every facet of your library collection. It allows you to quickly diagnose your library's strengths and weaknesses, plan an effective weeding strategy, and make smarter purchasing decisions. **This service is available at no charge.**



Example view of TitleWise Online Collection Analysis



Once your order has shipped, Follett also conveniently delivers your MARC records to your Titlewave account. You can log into Titlewave.com and go to **Order History > MARC Downloads** or follow the link in your notification email to access the MARC Downloads page. You can then download your file with three easy clicks.

| MARC Downloads   |         |           |       |                           |                         |                      |                                |
|--|---------|-----------|-------|---------------------------|-------------------------|----------------------|--------------------------------|
| Using Follett Destiny® Library Manager?  |         |           |       |                           |                         |                      |                                |
| Access Titlewave with one click, import MARC records, and easily update your TitleWise Analysis — all from within Destiny. |         |           |       |                           |                         |                      |                                |
| <a href="#">Learn how to get started &gt;&gt;</a>  |         |           |       |                           |                         |                      |                                |
| Your Account   |         |           |       |                           |                         |                      |                                |
| Run Date   | Invoice | PO Number | Type  | School                    | Download History        | View Details         | Download MARC                  |
| 09/13/2019   | 654321F | 13579246  | eBook | Lincoln Elementary School | <a href="#">History</a> | <a href="#">View</a> | <a href="#">Download Again</a> |
| 07/22/2018   | 543216F | 24680135  | Book  | Lincoln Elementary School | <a href="#">History</a> | <a href="#">View</a> | <a href="#">Download Again</a> |
| 07/21/2018   | 432165F | 43218765  | Book  | Lincoln Elementary School |                         | <a href="#">View</a> | <a href="#">Download Now</a>   |
| 07/21/2017   | 432165K | 12345678  | Book  | Lincoln Elementary School |                         | <a href="#">View</a> | <a href="#">Download Now</a>   |
| 02/16/2016   | 321654F | 02468135  | Book  | Lincoln Elementary School |                         | <a href="#">View</a> | <a href="#">Download Now</a>   |

## TITLEWAVE SUPPORT TEAM

If you would like to speak to a person regarding your book, audiovisual, or digital needs, Follett has a team dedicated to serving you. Your Sales Consultant will be happy to demonstrate [titlewave.com](http://titlewave.com) for one person or a group. Also available to you are a team of Sales Support Specialists that are immediately available from 7am to 5pm Central Time. If you need someone to help you with [titlewave.com](http://titlewave.com) or analyze your library collection, just give them a call at 888.511.5114, ext. 45051. You can also email any inquiry directly to them at [sss@follett.com](mailto:sss@follett.com).

## ONLINE HELP

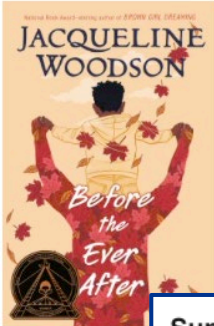
You can also visit [www.titlewave.com/go/tutorials](http://www.titlewave.com/go/tutorials) to view online video tutorials that cover how to handle key tasks and navigate all the great features Titlewave has to offer.

## SECTION 4.1: DIVERSITY & SEL ANALYSIS TOOL IN TITLEWAVE

Follett understands the importance of providing students with materials that allow them to see a reflection of themselves, as well as provide a larger window to the world around them—celebrating a better understanding of ourselves, as well as the differences that drive cultural, economic, and social innovation. To that end, we’ve developed a suite of integrated analysis tools to help you discover, manage and report on over 40 diversity-related topics and 16 topics covering SEL. This allows you to ensure alignment with the needs of your students, and maximize the impact of your purchases against funding and content goals.

### DISCOVER

Our mission is to provide tools and resources to easily discover quality, relevant content over a wide range of topics such as gender, culture, religion, family, socio-economics, age or ability. For any given title (whether you’re searching, browsing, or building a list) we identify all the relevant topics that map to that particular book. This allows you to quickly identify books that support your current needs or interests. Often times a single title may touch on several topics, so it’s easy to see the “diversity footprint” of a particular title. Because most things in Titlewave are clickable, it’s easy to find even more great content covering a specific topic simply by clicking the topic name.



**Before the ever after** (#1707MQ3)  
by [Woodson, Jacqueline](#)  
**Best of Titlewave**  
[7 reviews & awards](#) | [5 full-text reviews](#)  
**FollettBound Glued** — Nancy Paulsen Books, 2020  
Price: **\$20.67**  
Description: 161 pages ; 22 cm  
Dewey: -Fic-; Int Lvl: 5-8; Rd Lvl: 4.8  
AR 4.5 MG 3 509240EN

[View Large](#)

### Support Your Learning Objectives

*Diversity, Equity & Inclusion*

**African American**

African Americans are mainly of African ancestry and make up one of the largest ethnic groups in the United States. From slavery through the Civil Rights movement and into the 21st century, African Americans have added lasting contributions to American history and culture through science, arts, business and politics.

**Physical Disabilities & Special Needs**

A physical disability is a physical condition that affects a person's mobility, physical capacity, stamina or dexterity. Special needs are specific educational needs as the result of a person's learning, physical or behavioral difficulty.

## REVIEW

Once you've spent time carefully building your list, we provide tools to analyze the content you've selected before placing your order. This allows for smarter purchasing decisions with a detailed breakdown of your list by important characteristics (fiction vs. nonfiction, classification, age, interest and reading levels, etc.) to help you quickly assess and ensure alignment with your collection goals.

**Analyze List**

Make smarter purchasing decisions with this detailed breakdown of your list by important characteristics – fiction vs. nonfiction, classification, age, interest and reading levels, etc. – to help you quickly assess and ensure alignment with your collection goals.

By Product By Classification By Interest Level By Reading Level By Genre Assignment **By Diversity Topic**

**List Breakdown by Diversity Topic**

See how well the titles you've selected represent and celebrate us all as unique individuals, along with the things that shape our identity — based on the topics you've selected in your [custom diversity profile](#).

**Please note:** A single title may feature multiple diversity-related topics.

View items by: **Count** | Price | % of Total Cost

| Topic             | Avg. Age | Nonfiction | Fiction | Biography | Easy | Items |
|-------------------|----------|------------|---------|-----------|------|-------|
| Abuse             | 2021     | —          | 2       | —         | —    | 2     |
| African American  | 2016     | 4          | 9       | 3         | 1    | 17    |
| African Regions   | 2020     | —          | —       | 1         | —    | 1     |
| Asian American    | 2021     | —          | 1       | —         | —    | 1     |
| Asian Regions     | 2017     | —          | 5       | —         | —    | 5     |
| Caribbean Regions | 2018     | —          | 3       | —         | —    | 3     |
| Cultural Studies  | 2018     | 1          | 3       | 3         | —    | 7     |

## ASSESS

TitleWave, our powerful collection analysis tool, will help you quickly diagnose your library's strengths and weaknesses, plan an effective weeding strategy, and make smarter purchasing decisions in the future.

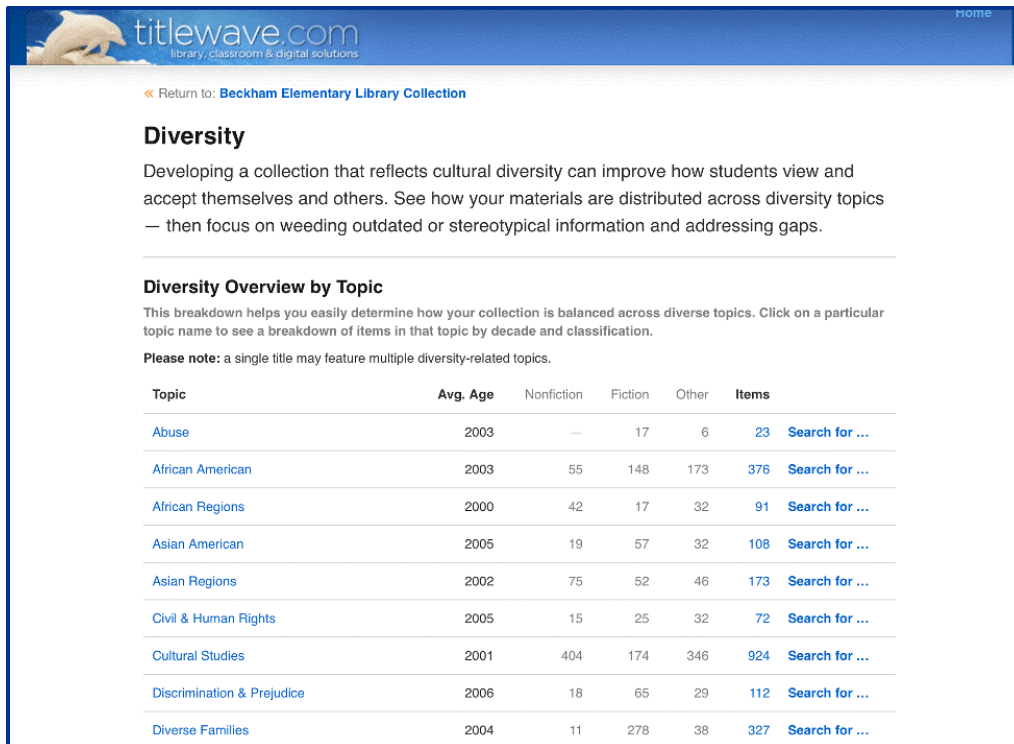
A healthy collection fuels learning and student achievement. However, there is no one-size-fits-all solution. Not all students have the same needs and interests, and not all schools serve the same community. To ensure a well-rounded collection, you need insight into your materials to know what's working and why it's working (or where it's not working) then plan your goals, decisions, and actions accordingly.

The extensive, easy-to-understand dashboard is designed to help you assess the overall health of your collection. We break down your collection by important characteristics—fiction vs. nonfiction, classification, age, interest and reading levels, as well as diversity and SEL topics—to help you gain a thorough understanding of exactly what you own and which areas are thriving, as well as those that may be inadequately represented or contain old and outdated content.



While the collection overview gives you a comprehensive, bird's-eye view of your entire library, there's additional insight to be gained by examining specific areas more closely.

With Diversity and SEL, you can look closer at the specific topics covered by your collection. For each topic, you can see how many titles you have, the average age of those titles, and the balance of fiction vs. nonfiction. This allows you to assess which areas of interest are well-represented, in addition to specific topics that are covered by only a few titles.



The screenshot shows the titlewave.com website with a blue header. Below the header, there is a link to "Return to: Beckham Elementary Library Collection". The main section is titled "Diversity" and includes a paragraph about developing a culturally diverse collection. Below this is a "Diversity Overview by Topic" section with a table of data. The table has columns for Topic, Avg. Age, Nonfiction, Fiction, Other, and Items. Each row represents a different diversity topic and includes a "Search for ..." link.

| Topic                      | Avg. Age | Nonfiction | Fiction | Other | Items                              |
|----------------------------|----------|------------|---------|-------|------------------------------------|
| Abuse                      | 2003     | —          | 17      | 6     | 23 <a href="#">Search for ...</a>  |
| African American           | 2003     | 55         | 148     | 173   | 376 <a href="#">Search for ...</a> |
| African Regions            | 2000     | 42         | 17      | 32    | 91 <a href="#">Search for ...</a>  |
| Asian American             | 2005     | 19         | 57      | 32    | 108 <a href="#">Search for ...</a> |
| Asian Regions              | 2002     | 75         | 52      | 46    | 173 <a href="#">Search for ...</a> |
| Civil & Human Rights       | 2005     | 15         | 25      | 32    | 72 <a href="#">Search for ...</a>  |
| Cultural Studies           | 2001     | 404        | 174     | 346   | 924 <a href="#">Search for ...</a> |
| Discrimination & Prejudice | 2006     | 18         | 65      | 29    | 112 <a href="#">Search for ...</a> |
| Diverse Families           | 2004     | 11         | 278     | 38    | 327 <a href="#">Search for ...</a> |

You can increase the magnification level even further. By clicking on a specific topic, you'll see a detailed breakdown of the titles you own in that area broken-down by Dewey and classification. You'll be able to review not only how many titles you have, but exactly what subjects they cover. Additionally, we also provide a detailed breakdown by decade — because it's not simply a matter of having enough books on the shelves, it's also about ensuring the relevance and accuracy of the materials.

**Asian American**

Asian American culture are Americans of Asian ancestry and represent more than thirty different nationalities and ethnic groups which have origins in East Asia, South Asia or Southeast Asia. The diversity of Asian Americans, in terms of their various languages, cultures, and histories is notable and important to foster awareness of the social, cultural, and historical differences.

|     | Nonfiction                                    | Avg. Age | Older | '70s | '80s | '90s | '00s | '10s | '20s | Items |
|-----|---|----------|-------|------|------|------|------|------|------|-------|
| 000 | Computer Science, Information & General Works | —        | —     | —    | —    | —    | —    | —    | —    | —     |
| 100 | Philosophy & Psychology                       | —        | —     | —    | —    | —    | —    | —    | —    | —     |
| 200 | Religion                                      | —        | —     | —    | —    | —    | —    | —    | —    | —     |
| 300 | <a href="#">Social Sciences</a>               | 1999     | —     | —    | —    | 5    | —    | 1    | —    | 6     |
| 400 | Language                                      | —        | —     | —    | —    | —    | —    | —    | —    | —     |
| 500 | Science                                       | —        | —     | —    | —    | —    | —    | —    | —    | —     |
| 600 | <a href="#">Technology</a>                    | 2001     | —     | —    | —    | —    | 1    | —    | —    | 1     |
| 700 | <a href="#">Arts &amp; Recreation</a>         | 2018     | —     | —    | —    | —    | —    | 3    | —    | 3     |
| 800 | <a href="#">Literature</a>                    | 2003     | —     | —    | —    | 1    | 2    | —    | —    | 3     |
| 900 | <a href="#">History &amp; Geography</a>       | 1996     | —     | —    | —    | 6    | —    | —    | —    | 6     |
|     |   | 2002     | —     | —    | —    | 12   | 3    | 4    | —    | 19    |

Science books from the 1970s? Fiction featuring African American characters written in the 1960s? You can quickly zero in on potential problems for further investigation. TitleWave also provides a quick way to download a list of titles to review, printed in shelf-sequence to make the job even easier.

The screenshot shows the TitleWave website interface. At the top, there's a navigation bar with the TitleWave logo and a 'Home' link. Below the navigation bar, there's a breadcrumb trail: « Return to: Diversity, Equity & Inclusion by Topic for Beckham Elementary Library Collection (6/9/2020) ». The main heading is 'Results for "General Fiction; Asian American"'. Below this, there's a link to 'Open and print this list in Microsoft Excel (XLS)'. The results are displayed in a table with columns: Call No., Title, Author, Year, and Bar Code. The table shows five items, each with a call number, title, author, year, and bar code. The first four items are by Anna Wang and Jack Cheng, and the fifth is by Denenberg, Barry.

| Call No. | Title  | Author             | Year | Bar Code       |
|----------|--|--------------------|------|----------------|
| F CHE    | <a href="#">The year of the book</a> (Anna Wang, Book 1)<br>Dewey: -Fic-; Int Lvl: 3-6; Rd Lvl: 3-6<br>AR 3.6 MG 3 151332EN; RC 3.3 6; LEX 590L                              | Cheng, Andrea.     | 2012 | 30158000603177 |
| F CHE    | <a href="#">The year of the book</a> (Anna Wang, Book 1)<br>Dewey: -Fic-; Int Lvl: 3-6; Rd Lvl: 3-6<br>AR 3.6 MG 3 151332EN; RC 3.3 6; LEX 590L                              | Cheng, Andrea.     | 2012 | 30158000603176 |
| F CHE    | <a href="#">The year of the garden</a> (Anna Wang, Book 5)<br>Dewey: -Fic-; Int Lvl: 3-6; Rd Lvl: 3-4<br>AR 3.9 MG 2 188812EN; RC 3.5 6; LEX 620L                            | Cheng, Andrea.     | 2017 | 30158000108750 |
| F CHE    | <a href="#">See you in the cosmos</a><br>Dewey: -Fic-; Int Lvl: 5-8; Rd Lvl: 5-4<br>AR 5.4 MG 10 187744EN; RC 10.6 16; LEX 1120L   | Cheng, Jack, 1983- | 2017 | 30158000108752 |
| F DEN    | <a href="#">The journal of Ben Uchida : Citizen 13559, Mirror Lake Internment Camp</a><br>Dewey: -Fic-; Int Lvl: 5-8; Rd Lvl: 6-2<br>AR 5.2 MG 4 32209EN; RC 5.6 6; LEX 850L | Denenberg, Barry.  | 1999 | 30158000102968 |

**Please Note:** For more information about how to access this tool, please contact your dedicated Sales Consultant.

## SECTION 5.0: BINDING GUARANTEES AND FOLLETT SERVICES

### SECTION 5.1: FOLLETTBOUND BOOK BINDING GUARANTEE

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We know that wear-and-tear takes its toll on books, so Follett supplies over 74,000 FollettBound® titles that are pre-bound according to strict standards and will withstand countless circulations. FollettBound books represent an exceptional value when selecting titles for your library as well as your classroom. Every FollettBound binding is also accompanied by a lifetime guarantee! FollettBound books will be replaced due to any binding failures and defects (normal wear and tear excluded). Only titles that are still in print when the request is made shall be eligible for replacement, as determined by Follett in its sole discretion.

FollettBound books are available in both glued and sewn formats. Glued books include durable, double fan binding to enhance strength and durability. Sewn books are created with a high-strength polyester thread, which improves durability and leaves the book easy-to-open.

Features of FollettBound books include:

- Warp-free binder boards
- Photo-quality color covers
- Acid-free polyester end sheets
- Polyester-laminated covers
- Square-back spines

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#### LIBRARY BINDING INSTITUTE SPECIFICATIONS

The Library Binding Institute (LBI) has created specifications for pre-bound and reinforced paperback titles. Our FollettBound bindery works diligently to ensure that our titles meet these specifications. LBI specifications, such as the use of library sewing, squared corners, illustrated covers, superior cover protection, the use of durable and flexible adhesives, and reinforced cloth end sheets are all examples of specifications that are followed when creating FollettBound books.

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#### ADDITIONAL DISCOUNTS ON QUANTITY PURCHASES

Additional discounts are available on quantity purchases of the same FollettBound title. These additional quantity discounts are:

- 1% off the sell price for 25-49 copies
- 2% off the sell price for 50-99 copies
- 3% off the sell price for 100-249 copies
- 4% off the sell price for 250-499 copies
- 5% off the sell price for 500+ copies



## SECTION 5.2: PUBLISHER HARDCOVER BINDING GUARANTEE

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Publisher hardcover books will be replaced due to any binding failures and defects (excluding normal wear and tear) for one year. Only titles that are still in print when the request is made shall be eligible for replacement, as determined by Follett in its sole discretion.

## SECTION 5.3: CONTENT CURATION SERVICES

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The Library Curation team is available to help with building library collections for your school libraries. The team consists of Masters-degree holding former educators and librarians. They have over 90 years of experience in the classroom and library, and keep current on what is trending in schools. The team builds customized solutions of books and materials for school libraries.

To keep up with growing trends and stay informed on school library needs, our team listens to webinars, reads articles and reviews within library journals, attends annual conferences, and most importantly meets with hundreds of publishers throughout the year to preview up-and-coming releases and provide feedback. With this knowledge, the team also takes into careful consideration the copyright date, popularity, reviews, favorite authors, knowledge of the publisher, overall book design, and text features when selecting titles.

This expert team will build your collection book-by-book based on your specific criteria, such as: materials budget, curriculum, state awards and interests, reading programs, teacher requests, Hi-Lo materials, and World Language titles. The resulting library collection list will contain comprehensive data for each title, such as the Dewey number, genre, copyright year, author, annotation, publisher, binding type, review sources, awards, interest and reading levels, price and number of pages. Your Media Specialist will be able to view the library collection list of titles in a hard copy printout, or electronically in an Excel spreadsheet or via Titlewave.



## SECTION 5.4: GENREFICATION SERVICES

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If you are interested in organizing your library collection by genre, we can help you determine which categories you would like to use, how you would like the call numbers displayed on your labels, and how you would like genres identified in your library system. We also provide a large selection of genre labels to choose from, which visually identify a book's genre.

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### WHAT IS GENREFICATION?

Genrefication is organizing a library by subject and genre, more like a bookstore, to enable students to find materials more easily and improve circulation. The genres the library chooses can align with district suggestions or can support each school and its curriculum uniquely.

Follett's services are customized to meet each library's unique needs. Our genrefication services include:

- Onsite project management of the service
- Project planning and assistance with genre mapping
- Staffing, resources and materials needed to perform the work
- Population of genre information into Follett's Destiny® Library Manager system
- Post-genrefication collection analysis using Titlewave®

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### WHY SHOULD I GENREFY MY LIBRARY?

Here are some common reasons why libraries flip their collections to genre organization:

- To better tie the collection to and support the school curriculum
- To bring greater visibility to high-interest titles
- To help students and staff members more easily find reading materials they seek
- To expose students and staff to a more diverse selection of authors and reading
- To make students more independent library users, which saves staff time
- To motivate students to read more
- To increase circulation and support of school curriculum, which can help secure additional funding

Genres can be unique to an individual school library or a school district. District guidelines usually maintain an overall structure but give individual libraries some flexibility to meet their unique needs.

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### WHAT DOES A "TYPICAL" GENREFICATION PROJECT ENTAIL?

The word "typical" is emphasized because it's important to know that genrefication projects will differ from library to library. While there can be some commonality in approach, the decisions made are unique to the individual collections and curriculum goals of each school/library.

Here is a high-level overview of what's typically involved:

- Define the purpose of why you are genrefying and use it to guide your decisions during the project.
- Decide what to genrefy (most libraries choose to begin with their fiction collection)
- Identify which genres to use (genres can be unique to an individual school library or a district)
- Plan for what materials/staffing will be needed to support patron service interruptions
- Weed the collection in advance of the project to provide an accurate view of your collection and define areas for improvement going forward. (The **TitleWise Collection Analysis** that is available through Titlewave is a great way to start reviewing your collection for content that no longer provides value).
- Map all the materials in your collection to the correct genre
- Decide how to indicate genre on your library shelves (such as genre labels and signage)
- Update your Titlewave account to reflect your genre profile
- Decide how to identify genres in your library automation system (such as Follett's Destiny Library Manager solution)
- Plan and prepare the physical library space
- Plan and prepare the work of flipping the collection

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## GENRE LABELS AND SIGNAGE

Students and staff need to be able to find what they are looking for. It is important to clearly identify the genres on the physical materials. Common approaches include the use of genre labels, color association with genres and genre call number prefixes.

Each genre has an identifying label design that is applied on or near the spine to indicate which genre that copy is in. Some libraries choose to create their own labels and design. There are many options for labeling books: Follett Genre labels, Demco Genre labels and colored label protectors.

Shown below are just a few examples of **Follett's Genre labels**:



Example of PreK-2 Follett Genre Labels



Example of Elementary Follett Genre Labels



Example of High School Follett Genre Labels

Some librarians choose to use Genre call number prefixes instead of labels. This approach indicates the genre or a genre code as a prefix in your copy call number. Note that this can increase the physical work required to genrefy, since you must add the prefix values to your automation system data, print new spine labels and apply these labels to the collection.

With your collection reorganized, students and staff need signage to find the materials they are looking for. Signage is important! Common needs include poster/wall signs, genre section signs, and individual shelf signs. If you are using genre codes, such as a call number prefix, consider providing a reference table by your workstations.

Here are a few examples of Follett's available Genre shelf strips and signs:



For more information on Follett's Genrefication services, please visit our Titlewave website.

## SECTION 6.0: FOLLETT PRODUCT OFFERINGS

### SECTION 6.1: LIBRARY AND CLASSROOM PRINT MATERIALS

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Our in-house team of former teachers and librarians ensures that we provide the best available offerings to our customers. Whether you're looking for suggestions for gifted students or striving readers or you're searching for popular read-alouds for your whole class, we are your partner for your literacy resources.



#### CLASSROOM NOVELS

In our vast selection of titles you'll find classics and all-time favorites, as well as contemporary books from inclusive perspectives, enabling your students to see themselves and the world around them.

#### MENTOR TEXTS

Mentor texts provide instructional support to encourage engagement and participation in reading through authentic fiction and nonfiction. Each text is paired with a lesson plan supporting grade level appropriate standards.

#### TEXT SETS

With our selection of text sets you can explore book clusters on a single topic in a variety of formats, including fiction, narrative nonfiction, and informational text. These titles, offered in a variety of reading levels, encourage students to compare and contrast perspectives and gather the information they need about the same topic.

#### GUIDED AND LEVELED READING

From leveled, authentic texts that lend themselves to many uses while providing a rich reading experience, to controlled texts that use natural language, we can help you to find the right materials to get students to become fluent readers.

## TOP CONTENT FROM TOP PUBLISHERS

Follett partners with 6,000+ publishers and publisher imprints. Listed below are the premier publishers that we currently partner with:

- ABDO
- Abrams
- Candlewick Press
- Capstone
- Cherry Lake
- Crabtree Publishing Company
- Disney
- Hachette
- HarperCollins
- Houghton Mifflin Harcourt
- Macmillan
- Nomad Press
- North Star Editions
- Orca Book Publishers
- Penguin Young Readers Group
- Holiday House, Peachtree, and Pixel+Ink
- Random House
- Rourke Educational Media
- Saddleback Educational Publishing
- Scholastic
- Simon & Schuster
- Sourcebooks
- Sterling Publishing
- Lerner Publishing Group
- Thorndike Press
- Workman

For more information on Follett's publisher partnerships, please visit:  
<https://www.folletlearning.com/professional-services/publisher-showcase>

For information on all of our available print materials, please visit <https://www.folletlearning.com/books-materials>.

## SECTION 6.2: FOLLETT EBOOKS, AUDIOBOOKS, AND EBOOK PLATFORM

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### DESTINY DISCOVER® PLATFORM

Students and teachers can access your Follett eContent through our free, hosted eBook platform. Destiny Discover® provides a friendly online environment to search, read and manage your Follett eBooks, audiobooks, interactive books, and other digital resources 24/7.

The Destiny Discover eBook platform provides:

- Simplified eContent management that saves time.
- Easy searching with multiple filter and sort options.
- Fast check-outs and check-ins.
- Comprehensive usage reports that support accountability.
- Text-to-Speech capability.

Additional benefits of Destiny Discover include:

- Download Follett eBooks to read offline when internet access is unavailable.
- Provide grade-appropriate definitions with a multiple-level dictionary.
- Ability to access notes and highlights offline.
- Provide support for dyslexic fonts for readability.

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### DESTINY READ MOBILE APP

The Follett Destiny® Read mobile app is your personalized gateway to all of the great content provided by your school's library. Whether you are a student or teacher looking for leisure reading/entertainment, or materials to support homework or lesson planning, the Destiny Discover app is for you!

- Easily find and login to your school library's catalog of materials.
- Read eBooks and audiobooks while you're online, or download them to your device when you check them out for offline access.

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### DESTINYDISCOVER.COM

DestinyDiscover.com is a fast, easy-to-remember way for students and faculty to access your digital library. Your users will no longer need to remember your school's specific URL.

To use DestinyDiscover.com:

- Head to [www.destinydiscover.com](http://www.destinydiscover.com) in any browser.
- Open the **Location** drop-down to select your state or province.
- Type the first few letters of your school's name in the **School** field.
- Select your school from the list of suggestions and select **Go!**



For additional help with Destiny Discover, visit the Follett Community website where you can find how-to's, training tools and videos that will help guide you to getting the most out of Follett digital products:

<https://www.follettcommunity.com/s/>

\*Please note: Destiny Discover is owned by our affiliate company – Follett School Solutions, LLC.

## FOLLETT EBOOKS

Have the flexibility you need to keep students reading in the classroom, the media center or at home with Follett eBooks. With more than 600,000 eBook titles to choose from, we have all the key subject areas covered—Early Learning, Easy Readers, Graphic Novels, Science, Fiction (for all grade levels), and Math—with more than 2,000 publishers focused on providing the latest eBooks to K-12 schools.



Follett eBooks are dynamic teaching tools that enhance learning outcomes. We offer four types of eBooks – Single Use, Multi-user, Fixed Term Limit, and Fixed Checkout Limit. With 600,000 titles from more than 2,000 publishers, including popular fiction and nonfiction titles, districts and/or schools are able to customize their learning plan around individual needs.

Follett eBooks have several advantages over traditional printed books, helping teachers create engaging, effective lessons for every subject. Follett eBooks are designed specifically for education, providing benefits for students of all ages.

With Follett eBooks, you can:

- Call attention to key concepts with the highlighting tool; students can mark important information to come back to later. As long as a student has their Destiny Discover account, those highlights are always retrievable in any of the eBooks annotated.
- Explain, describe, compare and contrast, analyze, and more with the Notes/Highlights feature in Destiny Discover. Only Follett's eBooks allow for students and teachers to add notes to a page rather than just to a highlighted text.
- Use the eBooks on an interactive whiteboard or as part of an activity to appeal to contemporary students' learning preferences.
- Turn a graphic novel into a lesson on grammar or make a popular title part of everyday education.
- Look up unfamiliar terms and concepts using the built-in keyword search and dictionary in the eReader.
- Organize, manage, and facilitate discovery of your eContent with support from our eBook Management Software.



## FOLLETT AUDIOBOOKS

Engage students and improve their achievement with physical and digital audiobooks for the classroom and the library! With over 244,000 unique audiobook titles from which to choose, Follett can help with all of your audiovisual needs. We make your audiovisual selection process easy by focusing our inventory on curriculum titles.

Students can listen to thousands of audiobook titles—on their mobile devices or the web! Digital audiobooks have significant benefits for students at every grade level.

Use Follett Audiobooks to:

- Enrich Student Vocabulary: Audiobooks increase exposure to proper pronunciation and fluency.
- Increase Student Complexity of Text: Audiobooks help stretch student reading levels up two full grade levels.
- Emphasize Listening Ability: Audiobooks help children experience literature and language without the stress of decoding.
- Encourage Sustained Reading Times: Audiobooks inspire positive attitudes about reading and promote concentration.

We carry a variety of audiovisual formats, including: Playaway and Playaway Launchpad, MP3-CD, CD, DVD, Read Along, and Blu-ray. You can browse Titlewave to find current titles from esteemed producers such as Disney, Live Oak, Schlessinger, Recorded Books, Listening Library, and many more!

## USER ACCESS

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### MULTI-USER EBOOKS AND AUDIOBOOKS

Follett offers over 85,000 eBooks and audiobooks in Multi-user format, allowing an unlimited number of teachers and students 24/7 access to these resources. Multi-User Follett eBooks and audiobooks offer a per-building license for unlimited simultaneous reading online.

With Multi-User Follett eBooks and audiobooks, you can:

- Save money and bookroom/classroom shelf space on multiple copies of the same title.
- Support whole and small group reading.
- Build reading initiatives in the classroom and throughout the entire school building.
- Measure the success of such initiatives with usage reports.

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## SINGLE-USER EBOOKS AND AUDIOBOOKS

Is your School 1:1? Have you considered Follett eBooks and audiobooks for Core Novel Studies in ELA? Imagine...

- Students coming to class prepared with their novel in hand!
- No more sticky notes stuck to the pages of the print copy that can fall off!
- Students sending their text highlights and corresponding notes to the teacher via your school's digital workflow (via LMS or email).
- Students reading more critically and closely supported by Follett's Best in Class eReader notebook. Close reading is supported as students TAG their notes to support their thinking.
- Getting a higher return on your technology investment!

## SECTION 6.3: PLAYAWAY® LAUNCHPAD

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Playaway Launchpad is the first ever secure, pre-loaded learning tablet created just for children in library and classroom environments. The Launchpad tablet arrives shelf-ready: pre-loaded with 10 educational apps and encased in a kid-friendly protective bumper. Launchpad provides custom-curated content: thousands of ad-free, educational apps are available with no librarian research required—presenting a variety of ways to enhance your curriculum. Each tablet is 100% secure, with no risk of exposing learners to unintended content, while still providing them with high-quality information without the need for internet connectivity.

**Supported Age Ranges:** Pre-K–K (ages 3–5), Grades K–2, Grades 3–5, and Grades 5+

**Subject Area Packs:** English Language Arts, Math, Science, Language Learning, Critical Thinking, Creativity, and STEAM

**Themed Learning Packs:** Princesses, Animals, Transportation, Dinosaurs, Space, Fantasy and more

**No set-up or upgrades required – Launchpad is always ready-to-go!**



## SECTION 6.4: PLAYAWAY® AUDIOBOOKS

Playaway audiobooks are easy to use, made of droppable plastic and about half the size of a deck of cards. There's no need for any special equipment and you don't have to worry about long downloads, scratched CDs or cumbersome cassettes.

Meet the needs of your school's auditory learners with Playaway audiobooks:

- ✓ Offer ESL/ELL students the opportunity to listen to spoken English that presents correct pronunciation and statement inflection
- ✓ Improve student reading skills and vocabulary



## SECTION 6.5: PLAYAWAY® BOOKPACKS

Playaway Bookpacks bring together the simplicity of our all-in-one audiobooks and their print version to deliver a fun and educational read-along experience to children of all ages. Students simply borrow and press play just like always!

These bookpacks include best sellers, award-winning titles, classic evergreen content and Common Core State Standard selections for various ages and reading levels. You can choose your favorites from the hundreds of titles available and check back every quarter for new content.



Bookpacks are the easiest way for emerging and struggling readers, auditory and special education learners, and ESL students to improve reading comprehension and retention, vocabulary skills, build phonemic awareness and fluency, and more. They deliver hours of entertainment (with an educational value) and encourage students to develop a love of reading. Each read-along story takes students through an experience rich with character voices and the charm of story hour.

Every Playaway Bookpack comes packaged in either a durable bag or shelf circulation package. Either package can be made shelf-ready with services that make integration into your library system simple. You can choose from custom MARC records, spine and text labels, barcodes, security options and more.

## SECTION 7.0: ABOUT FOLLETT



Since 1873, educators have trusted Follett as a partner in the mission to build confident, independent, and well-rounded students. Today, we support more than 45,000,000 students in 180 countries as a leading provider of educational materials and technology solutions to Grades PreK-12 schools. We distribute books, reference materials, digital resources, eBooks and audiovisual materials, as well as new and pre-owned textbooks. We are also one of the leading providers of integrated educational technology for the management of physical and digital assets; the tracking, storing and analyzing of academic data; and digital learning environment tools for the classroom focusing on student achievement.

Follett School Solutions, Inc. was acquired by Francisco Partners on August 31, 2021. On January 1, 2022 Follett split the financial data into two separate business lines: Follett Content Solutions, LLC and Follett School Solutions, LLC.

Francisco Partners is a leading global investment firm that specializes in partnering with technology and technology-enabled businesses. Since its launch over 20 years ago, Francisco Partners has invested in more than 300 technology companies, making it one of the most active and longstanding investors in the technology industry. With more than \$25 billion in assets under management, the firm invests in opportunities where its deep sectoral knowledge and operational expertise can help companies realize their full potential.

Led by Britten Follett (a fourth-generation member of the Follett family) as CEO of Follett Content Solutions, LLC, and Paul Ilse (an operating partner for Francisco Partners and former CEO of Discovery Education) as CEO of Follett School Solutions, LLC; Follett empowers PreK-12 educators with content, technology, and services designed to help schools and districts reach their goals.

## SECTION 8.0: RFP# LVA-MAT-22-007 FORMS

REQUEST FOR PROPOSAL (RFP)

Issue Date: February 1, 2022

RFP# LVA-MAT-22-007

Title: Library Books, Music, and Video

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

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

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

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

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

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

DSBSD-certified Small Business No. N/A

Name And Address Of Firm:

Follett Content Solutions, LLC  
1340 Ridgeview Dr,  
McHenry, IL Zip Code: 60050

Date: February 28, 2022  
By:   
(Signature In Ink)  
Name: Sarah Eisenhauer

eVA Vendor ID or DUNS #: 118508400  
Fax Number: ( ) 800.852.5458  
E-mail Address: fssbidadmin@follett.com

(Please Print)  
Title: Director, Bids, Proposals, & Pricing  
Telephone Number: ( ) 877.899.8550

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

## ATTACHMENT A

### OFFEROR DATA SHEET - MUST BE FILLED OUT

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

1. Qualification: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.
2. Vendor's Primary Contact:  
Name: Christopher Hutto Phone: 877.899.8550 x46436
3. Years in Business: Indicate the length of time you have been in business providing this type of good or service:  
148 Years 3 Months Follett School Solutions, Inc. was acquired by a private equity firm, Francisco Partners, on August 31, 2021. On January 1, 2022 Follett split the financial data into two separate business lines: Follett Content Solutions, LLC and Follett School Solutions, LLC
4. Vendor Information: eVA Vendor ID or DUNS Number: 118508400

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: Richmond Public Schools Contact: Judy Deichman  
Email: jdeichma@rvaschools.net  
Project: Replacement Library Collections - River City MS, Cardinal MS, George Marsh MS  
Dates of Service: Fall 2020 \$ Value: Approx \$20,000 - \$50,000 each
- B. Company: Roanoke City Public Schools Contact: Dr. David Baker  
Email: dbaker@rcps.info  
Project: ESSER III Order  
Dates of Service: current \$ Value: \$500,000
- C. Company: Prince William County Schools Contact: Mrs. Schenell Agee  
Email: ageeSX@pwcs.edu  
Project: eBook orders  
Dates of Service: 2020-2021 \$ Value: \$100,000
- D. Company: Stafford County Public Schools Contact: Dr. Karen Duffy  
Email: duffyka@staffordschools.net  
Project: ESSAR I - CARES  
Dates of Service: Current \$ Value: \$100,000

I certify the accuracy of this information.

Signed:  Title: Director, Bids, Proposals, & Pricing Date: February 28, 2022  
Sarah Eisenhauer



## ATTACHMENT B

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### SERVICE REQUIREMENTS DEEMED IMPORTANT IN CONSIDERATION OF CONTRACTOR 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. Describe the vendor's related work experiences that would demonstrate ability to fulfill the contract. Include the extent to which the vendor is actively engaged in supplying materials to libraries of the type listed in this RFP.

Follett is the largest provider of educational materials and technology solutions to PreK–12 libraries, classrooms, learning centers, and school districts in the United States, and a major supplier to educational institutions worldwide. Follett distributes books, reference materials, digital resources, eBooks and audiovisual materials, as well as pre-owned textbooks.

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

Follett Content Solutions, LLC currently has 864 employees, located in McHenry, Illinois.

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

Public\_\_\_\_

Academic\_\_\_\_

School\_\_\_\_

Special\_\_\_\_

Follett is one of the largest suppliers to PreK-12 Education in the world.

From print to digital products, Follett helps educators unlock potential in more than 45 million students worldwide.

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

Follett Content Solutions, LLC is owned 100% by Francisco Partners. Francisco Partners is a leading global investment firm that specializes in partnering with technology and technology-enabled businesses. Since its launch over 20 years ago, Francisco Partners has invested in more than 300 technology companies, making it one of the most active and longstanding investors in the technology industry. With more than \$25 billion in assets under management, the firm invests in opportunities where its deep sectoral knowledge and operational expertise can help companies realize their full potential.

We have the personnel, materials, equipment, facility resources, and expertise to perform under the requirements of this RFP—and are a solid and dependable partner for school districts.

5. What categories of materials will the vendor supply? (check all that apply):

- ☒ Books: Print
- ☒ Books: Electronic
- ☒ Books: Audio
- ☐ Music
- ☐ Video

6. If vendor will be supplying Print Books:

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

Follett partners with 6,000+ publishers and publisher imprints.

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

Follett carries approximately 30,000 titles.

c. Types of print books the vendor can supply (check all that apply):

- ☒ Fiction
- ☒ Nonfiction
- ☒ Current/Popular
- ☒ Reference
- ☒ Large Print
- ☒ Non-English Language
- ☒ Graphic Novels
- ☐ Other:

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

- ☒ Children
- ☒ Young Adult
- ☐ Adult

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

Follett's McHenry, IL and Woodridge, IL Service Centers are stocked with an immense number of PreK-12 classroom and library products. Our inventory numbers include:

- Over 3.8 million units (326,000 titles) in inventory in our McHenry Service Center
- Over 4 million units (31,000 titles) in New and Used Textbooks in our Woodridge Service Center
- Over 600,000 eBook titles
- Over 180,000 digital audiobook titles
- Over 200,000 audiovisual titles
- Over 100,000 foreign language titles

Book quantities and titles are subject to publisher availability at the time of order placement.

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

Follett fulfills orders placed via Titlewave.com, email, fax, or phone calls to customer service. Follett does not provide standing order service since we do not work with public libraries.

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

We know that wear-and-tear takes its toll on books, so Follett supplies over 74,000 FollettBound titles that are pre-bound according to strict standards and will withstand countless circulations. FollettBound books represent an exceptional value when selecting titles for your library as well as your classroom. Every FollettBound binding is also accompanied by a lifetime guarantee! FollettBound books will be replaced due to any binding failures and defects (normal wear and tear excluded). Only titles that are still in print when the request is made shall be eligible for replacement, as determined by Follett at its sole discretion.

7. If vendor will be supplying Electronic Books:

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

Follett partners with more than 2,000 publishers focused on providing the latest eBooks and audiobooks to K-12 school libraries.

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

Follett carries more than 600,000 eBook titles.

- c. Types of e-books you can supply (check all that apply):

- ☒ Fiction
- ☒ Nonfiction
- ☒ Current/Popular
- ☒ Reference
- ☒ Non-English Language

☒ Graphic Novels

University Press

☒ Other: [Interactive eBooks](#)

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

☒ Children

☒ Young Adult

Adult

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

EPUB

PDF

☒ Other: [Follett eBooks are in a proprietary format.](#)

f. Do vendor e-books require specific software or e-readers?

☒ Yes

No

If Yes, describe: [Follett eBooks require the Follett reader built into Destiny Discover, and are maintained in Destiny Discover.](#)

g. Do vendor e-books have accessibility features that enable them to be read as audio, Braille, or large print by library patrons with sight disabilities?

☒ Yes

No

If Yes, describe: [Most Follett eBooks have Text-to-Speech capability; however, they do not read as an audiobook, in human voice. Additionally, the pages within the Follett eBooks can be enlarged to enhance the reading experience.](#)

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

Follett eBooks are site based, and usually cannot be shared with other sites within the district. If the customer has Destiny Library Manager, there is an option to purchase the 1 to 1 eBooks (non-interactive) at the District level and push them to the individual sites or all sites within the District. Most eBooks come with one license, similar to a print book. If multiple users need to be able to access the eBook at the same time, multiple copies of the books must be purchased. Follett also has multi-access eBooks that allow all users at a site to be able to read the eBook at the same time.

- i. Are copies of vendor e-books maintained on a dark archive that can be accessed if the hosting platform ceases to exist?

Yes

X No

If No, describe how a library will access its purchased e-books if the platform ceases.

All Follett eBooks are stored on a back-end eBook repository. If the customer ceases using the Destiny platform, the customer will still retain access to their purchased eBooks in the repository.

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

We offer four types of eBooks – Single Use, Multi-user, Fixed Term Limit and Fixed Checkout Limit. If one of the "Limited" options is purchased, that title would need to be purchased again once those designated limits have been reached.

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

With Follett eBooks you can call attention to key concepts with the highlighting tool. Students can mark important information to come back to later. Follett eBooks can also explain, describe, compare and contrast, analyze and more with the Notes/Highlights feature in Destiny Discover. Only Follett's eBooks allow for students and teachers to add notes to a page rather than just to a highlighted text.

8. If vendor will be supplying Audiobooks:

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

Follett partners with more than 2,000 publishers focused on providing the latest eBooks and audiobooks to K-12 school libraries.

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

Follett offers over 244,000 unique audiobook titles.

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

CD

☒ Downloadable audio

Streaming audio

☒ Fiction

☒ Nonfiction

☒ Current/Popular

☒ Non-English Language

Other:

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

☒ Children

☒ Young Adult

Adult

e. What audiobook file formats can the vendor supply? (check all that apply):

MP3

☒ Other: Follett offers proprietary formats that are accessible through Destiny Discover as well as Playaway and Playaway Launchpad formats.

f. Do vendor audiobooks require specific software or listening devices?

☒ Yes

No

If Yes, describe: Follett audiobooks require either the Destiny Discover platform, a Playaway, or a Playaway Launchpad device, depending on the format.

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

Follett audiobooks are site based, and usually cannot be shared with other sites within the district. If the customer has Destiny Library Manager, there is an option to purchase the 1 to 1 audiobooks (non-interactive) at the District level and push them to the individual sites or all sites within the District. Most eBooks come with one license, similar to a print book. If multiple users need to be able to access the audiobook at the same time, multiple copies of the books must be purchased.

- h. Are copies of vendor digital audiobooks maintained on a dark archive that can be accessed if the hosting platform ceases to exist?

Yes

X No

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

All Follett digital audiobooks (Playaway not included) are stored on a back-end repository. If the customer ceases using the Destiny platform, the customer will retain access to their purchased audiobooks.

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

Follett fulfills orders placed via Titlewave.com, email, fax, or phone calls to customer service. Follett does not provide standing order service since we do not work with public libraries.

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

Students can listen to thousands of audiobook titles—on their mobile devices or the web.

9. If vendor will be supplying Music:

Follett is not offering Music at this time.

10. If vendor will be supplying Video:

Follett is not offering Video at this time.

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

Our level of commitment to schools is demonstrated through our long-standing relationships, our professional service team, and our wide selection of print, audiovisual, and digital resources makes Follett uniquely qualified to provide the key components you K-12 members need.

A copy of the Follett Content Solutions, LLC "Sole Source Letter" has been included in Section 9 of this proposal



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

Not at this time.

## II. ORDERS AND FULFILLMENT

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

To place an order, a request can be submitted through a Titlewave.com account, by emailing FSSorders@follett.com, by fax, or by mail.

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

No additional discounts are being offered at this time.

The standard prices that are shown on Follett's Titlewave website will reflect any discounted pricing, which can be up to 45% off of publisher price.

Titlewave.com prices are updated daily.

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

Yes.

4. What is your average order fulfillment time?

Follett's standard fulfillment goal is 95-100% within 15-20 days after receipt of order. Due to the COVID-19 pandemic and its impact on the entire supply chain, our current shipping timeframe has increased beyond our standard times. Delivery dates can be provided at time of order placement.

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

Yes.

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

Orders can be cancelled at any time prior to order shipment. Preferred method of cancellation notice is via phone by contacting Customer Service.

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

Yes.

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

Yes, if all copies ordered are available at the same time, the copies can be shipped together. If all copies are not available at the same time, the order can be held until they are available.

9. A packing slip shall accompany each physical shipment.

Yes.

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

Yes.

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

Yes, rush orders are accepted if processing is not required, and the titles are available.

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

☒ Order returns

☒ Order exchanges

☒ Order credits

Remarks: Customer Service will process all returns, exchanges, or account credits as applicable.

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

MALiA libraries should contact Customer Service for claims and status of order, returns, or exchanges.

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

Returns are processed within 24-48 hours of when the returned items are received by Follett.

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

Yes, Follett supports online order transfers from the K-12 school acquisition system by via integration of Titlewave.com with e-procurement systems.

Titlewave is Follett's e-commerce website which allows the customer to search and browse for products. Titlewave offers quote printing (to support manual business processes) and traditional e-commerce online ordering. Titlewave can be integrated with e-procurement (cXML, PunchOut) systems and other custom systems. Titlewave also supports integration with library automation systems, typically through downloading order records in MARC format and order submission using EDI.

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

Follett will replace or issue credit for any books, audiovisual materials, or other products that are defective, damaged, or incorrectly processed. We know that students can be tough on books and thanks to our unconditional binding guarantee on FollettBound<sup>SM</sup> books, you won't have to worry. If these titles fail as a result of normal wear and tear, we will replace and deliver them to you at no charge, provided the title is still in print.

### III. INVOICES AND PAYMENT

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

Invoicing is completed upon shipment.

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

If an order has multiple shipments, each shipment for that order will be invoiced when shipped.

3. Describe invoice customizations available to MALiA libraries.

Invoicing sequences include by Author, Dewey/Title, Dewey/Author, original sequence/same sequence, publisher/title, tote number/Dewey/Author, and title sequence.

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

Print-only

Electronic-only

☒ Both print and electronic

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

A sample invoice has been provided in Section 9 of this proposal.

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

Yes.

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

Follett does not charge a late fee. If failure to pay occurs over an extreme amount of time, Follett will stop shipping orders to the customer until accounts are paid current.

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

No.

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

Follett does not charge a late fee. If failure to pay occurs over an extreme amount of time, Follett will stop shipping orders to the customer until accounts are paid current.

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

Yes.

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

Follett's payment terms are 0% Net/30 Days

#### IV. OVERALL COST CONSIDERATIONS

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

No additional discounts are being offered at this time.

The standard prices that are shown on Follett's Titlewave website will reflect any discounted pricing, which can be up to 45% off of publisher price.

Titlewave.com prices are updated daily.

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

Standard barcode positions are published in Follett's Cataloging and Processing guide, included in Section 9 of this proposal. Any requests for barcodes to be placed in a non-standard position will incur an additional \$0.13 charge per book.

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

Yes.

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

Yes.

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

Yes.

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

Follett offers free shipping and handling on all orders other than textbooks, hardware or barcode orders within the contiguous United States and its territories.

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

Orders that have been subject to any customized processing, either prior to shipment or after receipt by the customer, are not eligible for return or cancellation, excluding material processing errors solely attributable to Follett. Customized processing shall include, but is not limited to, label application and barcoding, as determined by Follett in its sole discretion.

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

A credit will be processed for a customer in cases where an order is damaged when received, if a print book is incorrectly processed, or if an incorrect item was shipped and billed to the customer.

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

There is no charge to access eBooks or audiobooks on the Destiny Discover platform.

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

Each Follett eBook type has a different cost. If a district purchases a "Fixed Term Limit" or "Fixed Checkout Limit" Follett eBook, the title must be repurchased once the term or checkout limits are met.

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

No.

## V. CUSTOMER SERVICE

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

Monday through Friday from 8AM to 5PM Central time. Follett is closed on National Holidays.

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

Follett Content Solutions' customer service is made up of approximately 35 staff members.

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

|                   |  |
|-------------------|--|
| Toll-free phone#: | 888.511.5114   |
| Fax#:             | 800.852.5458   |
| Email address:    | customerservice@follett.com                              |
| Mail address:     | 1340 Ridgeview Dr. McHenry, IL 60050                     |
| Website address:  | <a href="http://www.titlewave.com">www.titlewave.com</a> |
| Chat:             | <a href="http://www.titlewave.com">www.titlewave.com</a> |

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

Yes.

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

The customer service team is available to assist customers with questions pertaining to the availability of titles, order status, and shipping status. They are also available to assist with any special requests that are unique to individual districts.

Follett also has a New School/Large Order team that works directly with customers who are opening a new library, have a large library order, or a large classroom project. This team handles communication with districts about the needs and requirements for orders, handing off reviewed and approved orders to the service center for fulfillment, and all delivery details.

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

Follett will replace or issue credit for any books, audiovisual materials, or other products that are defective, damaged, or incorrectly processed. We know that students can be tough on books and thanks to our unconditional binding guarantee on FollettBound<sup>SM</sup> books, you won't have to worry. If these titles fail as a result of normal wear and tear, we will replace and deliver them to you at no charge, provided the title is still in print.

Orders that have been subject to any customized processing, either prior to shipment or after receipt by the customer, are not eligible for return or cancellation, excluding material processing errors solely attributable to Follett. Customized processing shall include, but is not limited to, label application and barcoding, as determined by Follett in its sole discretion

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

All new titles will be on Titlewave.com as soon as they are available. Anticipated titles, or series, will be advertised on the Titlewave.com homepage.

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

- ☒ Manage account profile
- ☒ View billing/payment activity
- ☒ Place and track orders
- ☐ Cancel orders
- ☒ Request quotes
- ☐ Submit claims
- ☒ Request/review invoices
- ☒ Look up titles
- ☒ Look up prices of materials and services

Report problems/issues

X Run user reports

X Other:

Via Titlewave.com, you are able to create lists of books, audiovisual materials, and other educational materials. Any list created in Titlewave can also become a priced quote with a click of a button. That quote will be honored by Follett for 60 days. You can also submit orders electronically with or without cataloging specifications.

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

Titlewave.com includes the following tools:

- TitleCheck™: TitleCheck will help you avoid ordering unwanted duplicate titles that you may already own. This will help you save time in the process of collection development and ordering new materials.
- TitleMAP™: Your Sales Consultant can work with you to develop an efficient and economically effective plan to enhance your collection. Our TitleMAP™ plan will help you establish a budget, weed obsolete titles, and set library goals.
- Curriculum Tags: Titlewave's Curriculum Tags make it easy to find quality library books by exploring a variety of genres, subjects and themes, or dig deeper and discover materials to support teaching by key skills, text structure and text type.
- Order History: You will have the ability to track your orders online from start to finish by looking at the current status, as well as the history. In addition, you will be able to print invoices and locate exact shipping information.
- TitleWise® – Online Collection Analysis: TitleWise provides an in-depth look into every facet of your library collection. It allows you to quickly diagnose your library's strengths and weaknesses, plan an effective weeding strategy, and make smarter purchasing decisions. This service is available at no charge.

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

- a. At the start of this contract, the vendor will email to [contracts@malialibrary.org](mailto:contracts@malialibrary.org) the contact info of the person who will submit the annual usage report, and notify the same email address if the contact information changes during the contract period.
- b. Row information on the report will include MALiA library name, address, PO #, PO Date, PO Item #, PO Item Description, and PO Item Amount in U.S. dollars.
- c. The report will provide subtotals that show the total amount purchased in U.S. dollars for each MALiA library customer.



- d. The report will show the grand total amount purchased in U.S. dollars across all MALiA library customers.
- e. The report will cover the period from July 1st of the preceding year to June 30th of the current year.
- f. The vendor will email the report to the MALiA Contract Administrator no later than September 1st of the current year.
- g. The MALiA Contract Administrator will share the report with the Library of Virginia procurement officer upon request.

Yes.

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

An expert team of Sales Support Specialists is at the ready to help you with creating orders via our online catalog and ordering system, Titlewave. They are experts in collection development and collection analysis in addition to being on top of new educational products and curriculum trends and their impacts on student achievement. Whether you are looking for new books, audiovisual materials, or digital solutions, you can depend on them to provide you with world-class suggestions and solutions. You can reach a School Support Specialist by dialing our toll-free number, 888.511.5114 x45051.

An expert team of Librarians and Bibliographers works in our McHenry, IL office day in and day out developing custom core lists for your classroom and library needs. Our familiarity with state and national curriculum standards ensures that our lists align with the most current and grade appropriate titles. This team also works on special requests from customers based on their specific needs.

## ATTACHMENT C

### OFFEROR DISCOUNT PRICING SHEET

Offerors shall return a completed copy of this attachment with their proposals. If pricing differs by type of library (public, academic, school, special), the offeror shall submit a separate copy of this attachment and specify the type of library for which pricing is proposed.

All discounts quoted will be applied to the publishers' lowest list price in effect at the time of shipment and exclude freight-pass-through pricing.

Participating libraries reserve the right to request supporting documentation (including copies of the publishers' invoices) on discount or service charge decisions of the contractor at any time during the contract period.

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

#### **I. PRINT BOOKS** Pricing for K-12 School Libraries only.

1. Specify the print book discount rates the vendor will offer. In Comments, specify discount conditions/restrictions/other, if applicable.

| Type                    | Discount Rate % |         | Minimum Order Amount, if any, for Discount Rate to Apply | Comments  |
|-------------------------|-----------------|---------|--|---|
|                         | 1 Copy          | 2+ Copy |  |   |
| Trade Hardcover         | 0               | 0       | \$0  | The standard prices that are shown on Follett's Titlewave website will reflect any discount pricing, which can be up to 45% off publisher list price. |
| Trade/Quality Paperback | 0               | 0       | \$0  |   |
| Mass Market Paperback   | 0               | 0       | \$0  |   |
| Prebound                | 0               | 0       | \$0  |   |
| Publishers' Binding     | 0               | 0       | \$0  |   |
| Special Edition Binding | 0               | 0       | \$0  |   |
| Reinforced Binding      | 0               | 0       | \$0  |   |
| Current/Popular         | 0               | 0       | \$0  |   |
| Reference               | 0               | 0       | \$0  |   |
| Large Print             | 0               | 0       | \$0  |   |
| Non-English Language    | 0               | 0       | \$0  |   |
| Graphic Novels          | 0               | 0       | \$0  |   |
| University Press        | 0               | 0       | \$0  |   |
| Other - List Below:     |                 |         |  |   |
|                         |                 |         |  |   |
|                         |                 |         |  |   |

2. Specify the print book cataloging/processing pricing the vendor will offer. In Comments, specify pricing conditions/restrictions/other, if applicable.

| Type   | Discount / Pricing |            | Minimum Order Amount, if any, for Discount/Pricing to Apply | Comments  |
|--|--------------------|------------|---|---|
|  | Attached           | Unattached |   |   |
| Catalog Card Package Per Book<br>(pocket, spine label, circulation card, catalog card set)                           | \$1.31             | \$1.07     | \$0   |   |
| Circulation Card Package Per Book<br>(pocket, spine label, circulation card, no catalog cards)                       | \$0.67             | \$0.67     | \$0   |   |
| Automation Processing Package Per Book<br>(bar code, spine label, standard MARC record)                              | \$0.83             | \$0.83     | \$0   |   |
| Automation Shelf Ready Standard Package Per Book -<br>(bar code, spine label, standard MARC record, theft detection) | \$1.54             | N/A        | \$0   | Theft detection is only available as an "attached" option                           |
| Automation Shelf Ready RFID Package Per Book -<br>(spine label, RFID tag)  | \$1.37             | N/A        | \$0   |   |
| MARC Record - Standard   | N/A                | \$0.13     | \$0   | MARC records are delivered electronically via the customer's Titlewave.com account. |
| MARC Record - Custom   | N/A                | \$0.13     | \$0   |   |
| Date Due Slip  | \$0.13             | \$0.13     | \$0   |   |
| Pocket   | \$0.41             | \$0.41     | \$0   |   |
| Catalog Card Set   | \$0.95             | \$0.95     | \$0   |   |
| Circulation Card   | \$0.13             | \$0.13     | \$0   |   |
| Theft Detection  | \$0.71             | N/A        | \$0   | Theft detection is only available as an "attached" option                           |
| RFID Tag   | \$1.24             | N/A        | \$0   |   |
| Colibri Cover  | N/A                | N/A        | N/A   |   |
| Kapco Cover  | \$2.99             | N/A        | \$0   |   |

| Type   | Discount / Pricing |            | Minimum Order Amount, if any, for Discount/Pricing to Apply | Comments  |
|--|--------------------|------------|---|---|
|  | Attached           | Unattached |   |   |
| Mylar - Applied Over Dust Cover  | \$0.71             | N/A        | \$0   | Mylar is available as "attached" only.  |
| Other Paperback Laminate (Specify thickness)                                     | N/A                | N/A        | N/A   |   |
| Bar Code Label   | \$0.13             | \$0.13     | \$0   | Label placement outside "standard" options will incur an additional \$0.13 per label. |
| Custom Label   | N/A                | N/A        | N/A   |   |
| Spine Label  | \$0.13             | \$0.13     | \$0   |   |
| Colored Dots   | \$0.12             | \$0.12     | \$0   |   |
| Label Protector  | N/A                | N/A        | N/A   | Label protector is included with all spine labels and barcode labels.                 |
| Property Stamping  | N/A                | N/A        | N/A   |   |
| Property Label   | \$0.13             | \$0.13     | N/A   |   |
| Other - List Below (if package, specify components included):                    |                    |            |   |   |
| Please see Follett's Cataloging and Processing guide included with bid response. |                    |            |   |   |
|  |                    |            |   |   |
|  |                    |            |   |   |

3. Will the vendor offer print book volume purchasing discounts?

X  Yes

No

If Yes, describe:

Additional discounts are available on quantity purchases of the same FollettBound title. These additional quantity discounts are:

- ☐ 1% off the sell price for 25-49 copies
- ☐ 2% off the sell price for 50-99 copies
- ☐ 3% off the sell price for 100-249 copies
- ☐ 4% off the sell price for 250-499 copies
- ☐ 5% off the sell price for 500+ copies

4. Describe other discounts for print books and/or related services that the vendor will offer in addition to those specified in questions 1 through 3 above. N/A

## II. ELECTRONIC BOOKS Pricing for K-12 School Libraries Only

- Specify the electronic book discount rates the vendor will offer. In Comments, specify discount conditions/restrictions/other, if applicable.

| Type                | Discount Rate % |         | Minimum Order Amount, if any, for Discount Rate to Apply | Comments |
|---------------------|-----------------|---------|--|----------|
|                     | 1 Copy          | 2+ Copy |  |          |
| Fiction             | 0               | 0       | \$0  |          |
| Nonfiction          | 0               | 0       | \$0  |          |
| Other - List Below: |                 |         |  |          |
|                     |                 |         |  |          |
|                     |                 |         |  |          |
|                     |                 |         |  |          |

- Specify the electronic book cataloging/processing pricing the vendor will offer. In Comments, specify pricing conditions/restrictions/other, if applicable.

| Type  | Discount / Pricing |            | Minimum Order Amount, if any, for Discount/Pricing to Apply | Comments   |
|---|--------------------|------------|---|--|
|   | Attached           | Unattached |   |  |
| MARC Record - Standard  | N/A                | \$0.13     |   | MARC records are provided electronically via the |
| MARC Record - Custom  | N/A                | \$0.13     |   | customer's Titlewave.com account.                |
| Other - List Below (if package, specify components included): |                    |            |   |  |
|   |                    |            |   |  |
|   |                    |            |   |  |
|   |                    |            |   |  |

- Will the vendor offer electronic book volume purchasing discounts?

☐ Yes  
☒ No

If Yes, describe:

4. Describe other discounts for electronic books and/or related services that the vendor will offer in addition to those specified in questions 1 through 3 above. N/A

### III. AUDIOBOOKS Pricing for K-12 School Libraries only

1. Specify the audiobook discount rates the vendor will offer. In Comments, specify discount conditions/restrictions/other, if applicable.

| Type                 | Discount Rate % |         | Minimum Order Amount, if any, for Discount Rate to Apply | Comments |
|----------------------|-----------------|---------|--|----------|
|                      | 1 Copy          | 2+ Copy |  |          |
| Audiobook CD         | 0               | 0       | \$0  |          |
| Downloadable audio   | 0               | 0       | \$0  |          |
| Streaming audio      | N/A             | N/A     | N/A  |          |
| Fiction              | 0               | 0       | \$0  |          |
| Nonfiction           | 0               | 0       | \$0  |          |
| Current/Popular      | 0               | 0       | \$0  |          |
| Non-English Language | 0               | 0       | \$0  |          |
| Other - List Below:  |                 |         |  |          |
|                      |                 |         |  |          |
|                      |                 |         |  |          |
|                      |                 |         |  |          |

2. Specify the audiobook cataloging/processing pricing the vendor will offer. In Comments, specify pricing conditions/restrictions/other, if applicable.

| Type   | Discount / Pricing |            | Minimum Order Amount, if any, for Discount/Pricing to Apply | Comments   |
|--|--------------------|------------|---|--|
|  | Attached           | Unattached |   |  |
| Media Processing Package Per Item<br>(removal of shrink wrap and security devices, re-package in standard case, insertion of scanned publisher artwork, label) | N/A                | N/A        |   |  |
| MARC Record - Standard   | N/A                | \$0.13     |   | MARC records are provided electronically via the customer's Titlewave.com account. |
| MARC Record - Custom   | N/A                | \$0.13     |   |  |



| Type   | Discount / Pricing |            | Minimum Order Amount, if any, for Discount/Pricing to Apply | Comments  |
|--|--------------------|------------|---|---|
|  | Attached           | Unattached |   |   |
| Date Due Slip  | N/A                | \$0.13     |   |   |
| Pocket   | N/A                | \$0.41     |   |   |
| Catalog Card Set   | N/A                | \$0.95     |   |   |
| Circulation Card   | N/A                | \$.13      |   |   |
| Theft Detection  | \$0.17             | N/A        |   |   |
| RFID Tag   | \$1.24             | N/A        |   |   |
| Bar Code Label   | N/A                | \$0.13     |   |   |
| Custom Label   | N/A                | N/A        |   |   |
| Spine Label  | N/A                | \$0.13     |   |   |
| Label Protector  | N/A                | N/A        |   | Label protector is included with all spine labels and barcode labels. |
| Property Stamping  | N/A                | N/A        |   |   |
| Property Label   | N/A                | \$0.13     |   |   |
| Other - List Below (if package, specify components included):                                    |                    |            |   |   |
| Full A/V Automation  | \$2.63             | N/A        |   |   |
| (Includes electronic MARC Record, spine and cover label, bar code label, and protective labels.) |                    |            |   |   |
|  |                    |            |   |   |

3. Will the vendor offer audiobook volume purchasing discounts?

☐ Yes  
☒ No

If Yes, describe:

All processing for audiobooks other than MARC records applies to Playaway products only.

4. Describe other discounts for audiobooks and/or related services that the vendor will offer in addition to those specified in questions 1 through 3 above. N/A

#### IV. MUSIC No Bid

1. Specify the music discount rates the vendor will offer. In Comments, specify discount conditions/restrictions/other, if applicable.

| Type                                   | Discount Rate % |         | Minimum Order Amount, if any, for Discount Rate to Apply | Comments |
|--|-----------------|---------|--|----------|
|  | 1 Copy          | 2+ Copy |  |          |
| Music CD                               |                 |         |  |          |
| Downloadable music                     |                 |         |  |          |
| Streaming music                        |                 |         |  |          |
| Print music (e.g. scores, sheet music) |                 |         |  |          |
| Current/Popular                        |                 |         |  |          |
| Classical                              |                 |         |  |          |
| International                          |                 |         |  |          |
| Other - List Below:                    |                 |         |  |          |
|  |                 |         |  |          |
|  |                 |         |  |          |
|  |                 |         |  |          |

2. Specify the music cataloging/processing pricing the vendor will offer. In Comments, specify pricing conditions/restrictions/other, if applicable.

| Type   | Discount / Pricing |            | Minimum Order Amount, if any, for Discount/Pricing to Apply | Comments |
|--|--------------------|------------|---|----------|
|  | Attached           | Unattached |   |          |
| Media Processing Package Per Item<br>(removal of shrink wrap and security devices, re-package in standard case, insertion of scanned publisher artwork, label) |                    |            |   |          |
| MARC Record - Standard   |                    |            |   |          |
| MARC Record - Custom   |                    |            |   |          |

| Type   | Discount / Pricing |            | Minimum Order Amount, if any, for Discount/Pricing to Apply | Comments |
|--|--------------------|------------|---|----------|
|  | Attached           | Unattached |   |          |
| Date Due Slip  |                    |            |   |          |
| Pocket   |                    |            |   |          |
| Catalog Card Set   |                    |            |   |          |
| Circulation Card   |                    |            |   |          |
| Theft Detection  |                    |            |   |          |
| RFID Tag   |                    |            |   |          |
| Bar Code Label   |                    |            |   |          |
| Custom Label   |                    |            |   |          |
| Spine Label  |                    |            |   |          |
| Label Protector  |                    |            |   |          |
| Property Stamping  |                    |            |   |          |
| Property Label   |                    |            |   |          |
| Other - List Below <i>(if package, specify components included):</i> |                    |            |   |          |
|  |                    |            |   |          |
|  |                    |            |   |          |
|  |                    |            |   |          |

3. Will the vendor offer music volume purchasing discounts?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If Yes, describe:

4. Describe other discounts for music and/or related services that the vendor will offer in addition to those specified in questions 1 through 3 above.

## V. VIDEO No Bid

1. Specify the video discount rates the vendor will offer. In Comments, specify discount

conditions/restrictions/other, if applicable.

| Type                    | Discount Rate % |         | Minimum Order Amount, if any, for Discount Rate to Apply | Comments |
|-------------------------|-----------------|---------|--|----------|
|                         | 1 Copy          | 2+ Copy |  |          |
| DVD                     |                 |         |  |          |
| Blu-ray                 |                 |         |  |          |
| Streaming video         |                 |         |  |          |
| Feature/Entertainment   |                 |         |  |          |
| Educational/Instruction |                 |         |  |          |
| TV Shows                |                 |         |  |          |
| Animated                |                 |         |  |          |
| Foreign                 |                 |         |  |          |
| Video games             |                 |         |  |          |
| Other - List Below:     |                 |         |  |          |
|                         |                 |         |  |          |
|                         |                 |         |  |          |

2. Specify the video cataloging/processing pricing the vendor will offer. In Comments, specify pricing conditions/restrictions/other, if applicable.

| Type  | Discount / Pricing |            | Minimum Order Amount, if any, for Discount/Pricing to Apply | Comments |
|---|--------------------|------------|---|----------|
|   | Attached           | Unattached |   |          |
| Media Processing Package Per Item<br><i>(removal of shrink wrap and security devices, re-package in standard case, insertion of scanned publisher artwork, label)</i> |                    |            |   |          |
| MARC Record - Standard  |                    |            |   |          |
| MARC Record - Custom  |                    |            |   |          |

| Type | Discount / Pricing | Minimum Order Amount, if any, for | Comments |
|------|--------------------|-----------------------------------|----------|
|------|--------------------|-----------------------------------|----------|

|  | Attached | Unattached | Discount/Pricing<br>to Apply |  |
|--|----------|------------|------------------------------|--|
| Date Due Slip  |          |            |                              |  |
| Pocket   |          |            |                              |  |
| Catalog Card Set   |          |            |                              |  |
| Circulation Card   |          |            |                              |  |
| Theft Detection  |          |            |                              |  |
| RFID Tag   |          |            |                              |  |
| Bar Code Label   |          |            |                              |  |
| Custom Label   |          |            |                              |  |
| Spine Label  |          |            |                              |  |
| Label Protector  |          |            |                              |  |
| Property Stamping  |          |            |                              |  |
| Property Label   |          |            |                              |  |
| Other - List Below ( <i>if package, specify components included</i> ): |          |            |                              |  |
|  |          |            |                              |  |
|  |          |            |                              |  |
|  |          |            |                              |  |

3. Will the vendor offer video volume purchasing discounts?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If Yes, describe:

4. Describe other discounts for video and/or related services that the vendor will offer in addition to those specified in questions 1 through 3 above.

## ATTACHMENT E – **MUST BE COMPLETED**

### Small Business Subcontracting Plan

It is the goal of the Commonwealth that over 42% of its purchases be made from small businesses. All potential bidders are required to include this document with their bid response in order to be considered responsive.

**Small Business:** "Small business (including micro)" means a business which holds a certification as such by the Virginia Department of Small Business and Supplier Diversity (DSBSD) on the due date for bids. This shall also include DSBSD-certified women- owned and minority-owned businesses and businesses with DSBSD service disabled veteran owned status when they also hold a DSBSD certification as a small business on the bid due date. Currently, DSBSD offers small business certification and micro business designation to firms that qualify.

Certification applications are available through DSBSD online at [www.SBSD.virginia.gov](http://www.SBSD.virginia.gov) (Customer Service).

**Bidder Name:** Follett Content Solutions, LLC

**Preparer Name:** Christopher Hutto

**Date:** February 28, 2022

**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: N/A

Certification Date: N/A

#### Section B

If the "I plan to use subcontractors box is checked," populate the requested information below, per subcontractor to show your firm's plans for utilization of DSBSD-certified small businesses in the performance of this contract for the initial contract period in relation to the bidder's total price for the initial contract period. Certified small businesses include but are not limited to DSBSD-certified women-owned and minority-owned businesses and businesses with DSBSD service disabled veteran-owned status that have also received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc. It is important to note that these proposed participation will be incorporated into the subsequent contract and will be a requirement of the contract. Failure to obtain the proposed participation dollar value or percentages may result in breach of the contract.

#### B. Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

##### Subcontract #1

Company Name: N/A SBSD Cert #: \_\_\_\_\_

Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_

Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_

Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_

**Subcontract #2**

Company Name: N/A SBSD Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_

**Subcontract #3**

Company Name: N/A SBSD Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_

**Subcontract #4**

Company Name: N/A SBSD Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_

**Subcontract #5**

Company Name: N/A SBSD Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_



**ATTACHMENT F - MUST BE COMPLETED**

**Virginia State Corporation Commission (SCC) registration information.**

**The offeror:**

☐ is a corporation or other business entity with the following SCC identification number:  
\_\_\_\_\_ **-OR-**

☐ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

☒ is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offeror's out-of-state location) **-OR-**

☐ is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

**\*\*NOTE\*\*** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver): ☒

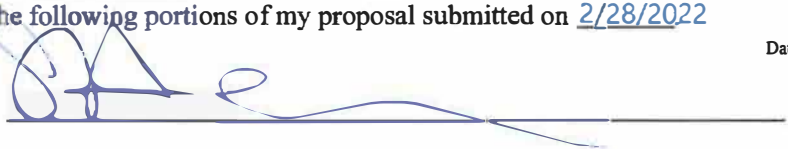
**ATTACHMENT G - MUST BE COMPLETED**

**Proprietary/Confidential Information Identification**

Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the *Virginia Freedom of Information Act*; however, the Offeror must invoke the protections of § 2.2-4342F of the *Code of Virginia*, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected including the section of the proposal in which it is contained and the page numbers, and state the reasons why protection is necessary. The proprietary or trade secret material submitted in the original and all copies of the proposal must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. In addition, a summary of proprietary information submitted shall be submitted on this form. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw such a classification designation, the proposal will be rejected.

Name of Offeror (Firm): Follett Content Solutions, LLC invokes the protections of § 2.2-4342F of the *Code of Virginia* for the following portions of my proposal submitted on 2/28/2022

Signature:



Date

Title: Director, Bids, Proposals, & Pricing

☒ 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 |
|-------------------------------|-------------------------|------------------------------------|
|                               |                         |                                    |
|                               |                         |                                    |
|                               |                         |                                    |
|                               |                         |                                    |
|                               |                         |                                    |
|                               |                         |                                    |
|                               |                         |                                    |

**ADDENDUM NO. 1 TO ALL BIDDERS**

Reference: Request for Proposal: LVA-MAT-22-007

71510 – Books, Curriculum Guides, Directories, Magazines, Pamphlets, Periodicals, Publications, Reprints, etc.

71512 – Books, Reference (incl. CD versions) Dictionaries, Encyclopedias, etc.

71535 – Electronic Publications: Directories, Dictionaries, Encyclopedia, etc.

71505 – Audio Cassettes, Tapes and Compact Disks (prerecorded)

71590 – Video Cassettes, Disks, Tapes, etc. (For Computer and TV, Prerecorded)

Date: February 1, 2022

The above proposal is hereby changed to read or clarified by the following:

Reference, Attachment B: Service requirements Deemed Important in Consideration of Contractor Selections – Section III. Invoices and payment #7 change:

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

\_\_\_\_\_ Yes

\_\_\_\_\_ No

Remarks:

To read:

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

Remarks:

Library of Virginia  
Purchasing Office  
800 East Broad Street  
Richmond, Virginia 23219

Offeror's Name:  
Offeror's Address:

**Buyer: Nancy Sconzo**  
**RFP #: LVA-MAT-22-007**  
**RFP Due Date: March 3, 2022**

Sincerely,  
*Nancy Sconzo*

Nancy Sconzo

Follett Content Solutions, LLC

Name of Firm

Signature/Title

February 28, 2022

Date

 Sarah Eisenhauer, Director Bids, Proposals, & Pricing

**MUST BE RETURNED WITH YOUR PROPOSAL**

## SECTION 9.0: ADDITIONAL FOLLET INFORMATION



# **Book Processing & Cataloging Specifications**

|                             |  |
|-----------------------------|--|
| Contact Name _____          | <input type="checkbox"/> I am a new Follett customer                                     |
| Title _____                 | Date _____   |
| Phone _____                 | Purchase Order Number _____  |
| Home Phone (optional) _____ | Funding Source _____   |
| Fax Number _____            | Do Not Exceed \$ _____   |
| email (school) _____        | Need-By Date (if applicable) _____   |
| email (home-optional) _____ | This order is for:   |
|                             | <input type="checkbox"/> Library/Media Center Use <input type="checkbox"/> Classroom Use |

|  |  |
|--|--|
| What school is this order for? _____             |  |
| <b>Bill To:</b>                                  | <b>Ship To: (if different from "Bill To")</b>    |
| ATTN: _____                                      | ATTN: _____                                      |
| School/District _____                            | School/District _____                            |
| Address _____                                    | Address _____                                    |
| City/State/Zip _____                             | City/State/Zip _____                             |
| Additional Information For International Orders: | Additional Information For International Orders: |
| Province/Country _____                           | Province/Country _____                           |
| Postal Code _____                                | Postal Code _____                                |

## Book Processing & Cataloging Information (Please choose 1, 2, or 3.)

1. ☐ No processing & cataloging needed.
2. ☐ Use processing & cataloging options on file at Follett  
(Complete A-E as appropriate & send in your order).
  - A. ☐ Use next bar code number on file.
  - B. ☐ My starting bar code number for this order is \_\_\_\_\_.
  - C. ☐ I do not require bar codes.
  - D. ☐ I want Accelerated Reader® processing on all Accelerated Reader books. (See page 4 for details.)
  - E. ☐ I want Reading Counts™ processing on all Reading Counts books. (See page 4 for details.)
3. ☐ Use processing & cataloging options indicated on pages 3-7 of this order form.
  - ☐ These are permanent changes to my book processing & cataloging specifications.
  - ☐ These are one-time changes to my book processing & cataloging specifications.

**Set up, review, or change your processing & cataloging specifications at [titlewave.com](http://titlewave.com)!**

## Credit/Procurement Cards

☐ Visa    ☐ MasterCard    ☐ Discover    ☐ American Express

Please do not disclose your credit card number. We will contact you by telephone for this information.

Contact name \_\_\_\_\_ Phone \_\_\_\_\_

## Invoice Information

☐ Sequence (check one):    ☐ Title    ☐ Author    ☐ Same sequence as my order list

## Special Instructions/Information:

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## Standard Book Processing Packages

1. ☐ **Book Automation Processing (all materials attached)** ..... 83¢ per book  
(Electronic catalog record, bar code label with protector, spine label\*, and mylar choice)  
☐ Free mylar on books with dust jackets    ☐ No mylar
2. ☐ **Book Automation Processing Plus Cards (all materials attached)** ..... \$1.19 per book  
(Catalog card set, electronic catalog record, bar code label with protector, spine label\*, and mylar choice)  
☐ Free mylar on books with dust jackets    ☐ No mylar
3. ☐ **Book Nonautomated Processing (all materials attached)** ..... \$1.31 per book  
(Catalog card set, pocket, borrower's card, spine label\*, and mylar choice)  
☐ Free mylar on books with dust jackets    ☐ No mylar
4. ☐ **Book Do-It-Yourself Kits (materials not attached)** ..... \$1.07 per book  
(Catalog card set, self-adhesive pocket, borrower's card, and spine label\*)  
☐ Free mylar on books with dust jackets    ☐ No mylar

\* Please Note: If books do not have mylar, spine label will have protector.

## Standard Individual Items

5. ☐ **Bar code label with protector** ..... 13¢ per book  
☐ Attached\*    ☐ Not attached
6. ☐ **Spine label (with protector if no mylar)** ..... 13¢ per book  
☐ Attached\*    ☐ Not attached
7. ☐ **Lexile label (with protector if no mylar)** ..... 13¢ per book  
(Includes Lexile Measure in MARC Record)  
☐ Attached\*    ☐ Not attached
8. ☐ **Shelflist card** ..... 13¢ per book  
(Note: Shelflist card is included in options 2, 3, 4, 18, and 21.)
9. ☐ **Date due slip** ..... 13¢ per book  
☐ Attached\*    ☐ Not attached
10. ☐ **Borrower's card** ..... 13¢ per book
11. ☐ **Pocket (self-adhesive)** ..... 41¢ per book  
☐ Attached\*    ☐ Not attached
12. ☐ **Mylar on books with dust jackets (only available attached)** ..... 71¢ per book
13. ☐ **Theft detection (only available attached)\*** ..... 71¢ per book
14. ☐ **Catalog card set** ..... 95¢ per book
15. ☐ **Laminated covers on paperbacks (only available attached)** ..... \$2.99 per book
16. ☐ **Genre label** ..... Contact Sales Rep
17. ☐ **Dots** ..... 12¢ per book
18. ☐ **Property label** ..... 6¢ for new schools/13¢ for existing schools
19. ☐ **Electronic catalog record** ..... 13¢ per book

\* Please Note: If you choose "Attached" on any one or more of 5, 6, 7, 9, 11, 13, 16, 17, 18 or if you choose 17, you will be charged an additional 71¢ per book for processing handling. This charge is waived if you also choose any one of processing packages 1, 2, 3, 20, or 21.

### ☐ Fountas & Pinnell Guided Reading Level Labels

- ☐ Unattached ..... 13¢ per book
- ☐ Attached ..... 71¢ per book

H



**Reading Program Processing Packages***(Only applies to books with Accelerated Reader® or Reading Counts™ information.)***20. ☐ Reading Program Automation Processing (all materials attached) . . . . . 95¢ per book****Choose Reading Program:** ☐ Accelerated Reader ☐ Reading Counts

[Electronic catalog record, including reading program tag, your choice of the small book information label or the large book information label, bar code label with protector (attached), spine label\* (attached), and mylar choice (attached)]

☐ Small book info label

\_\_\_ attached (above spine label) OR \_\_\_ unattached

☐ Free mylar on books with dust jacketsOR ☐ Large book info label

\_\_\_ attached (front flyleaf) OR \_\_\_ unattached

☐ No mylar**21. ☐ Reading Program Automation Processing Plus Cards (all materials attached) . . . \$1.31 per book****Choose Reading Program:** ☐ Accelerated Reader ☐ Reading Counts

[Catalog card set, electronic catalog record, including reading program tag, your choice of the small book information label or the large book information label, bar code label with protector (attached), spine label\* (attached), and mylar choice (attached)]

☐ Small book info label

\_\_\_ attached (above spine label) OR \_\_\_ unattached

☐ Free mylar on books with dust jacketsOR ☐ Large book info label

\_\_\_ attached (front flyleaf) OR \_\_\_ unattached

☐ No mylar*\* Please Note: If books do not have mylar, spine label will have protector.***Small Label\***Includes reading level & point value.  
Reading Counts automatically  
includes Lexile measure, if available.**Large Label\***Includes title, author, reading level, point value, reading program name.  
Accelerated Reader includes interest level and quiz number.  
Reading Counts automatically includes Lexile measure, if available.  
☐ Include Lexile measure on my Reading Program labels.

|           |
|-----------|
| <b>AR</b> |
| RL        |
| 5.9       |
| PTS       |
| 19.0      |

|           |
|-----------|
| <b>RC</b> |
| RL        |
| 4.8       |
| PTS       |
| 26.0      |
| 800L      |

|                                |        |
|--------------------------------|--------|
| The Amulet of Samarkand        |        |
| Author: Stroud, Jonathan.      |        |
| Reading Level:                 | 5.9 MG |
| Point Value:                   | 19.0   |
| ACCELERATED READER QUIZ# 73958 |        |

|                           |      |
|---------------------------|------|
| The Amulet of Samarkand   |      |
| Author: Stroud, Jonathan. |      |
| Reading Level:            | 4.8  |
| Point Value:              | 26.0 |
| Lexile Value:             | 800L |
| Reading Counts            |      |

**Individual Items for Reading Program Cataloging & Processing***(Only applies to books with Accelerated Reader or Reading Counts information.)***22. ☐ 526 tag in catalog record . . . . . No charge****Choose Reading Program:** ☐ Accelerated Reader ☐ Reading Counts

[Includes reading program name, interest level (AR only), reading level, point value, quiz number (AR only), and holding code (if any)]

**23. ☐ Book information label (small or large) . . . . . 13¢ per book****Choose Reading Program:** ☐ Accelerated Reader ☐ Reading Counts

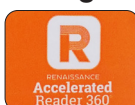
[Small label includes reading level and point value. Large label includes title, author, reading level, interest level (AR only), point value, reading program name, and quiz number (AR only)]

☐ Small book info label

\_\_\_ attached (above spine label)\* OR \_\_\_ not attached

OR ☐ Large book info label

\_\_\_ attached (front flyleaf)\* OR \_\_\_ not attached

**24. ☐ Orange Accelerated Reader identification sticker . . . . . 13¢ per book**Provides easy visual identification of Accelerated Reader titles on library shelves.  
(Sample not to size.)☐ Attached (above spine label)\* ☐ Not attached*\* Please Note: If you choose "Attached" on 24 and/or 25, you will be charged an additional 71¢ per book for processing handling. This charge is waived if you also choose any one of processing packages 1, 2, 3, 20, or 21.*

## 25. Electronic data

### A. Computer

- ☐ Windows    ☐ Macintosh

### B. Automation system

- ☐ Destiny
- ☐ Other (please include version number) \_\_\_\_\_

### C. Automation system

MARC21 (formerly called USMARC) (electronic file name is "microlif.001")

**D. Holding code** \_\_\_\_\_ (up to 25 characters in length)

Identification code of your library, school, or library district (primarily used for union catalogs).

### E. Online Data Delivery

You'll receive your MARC records online via Titlewave.

## 26. Bar Code Information

## F. Bar code symbology

- ☐
- Code 39
- ☐
- Codabar
- ☐
- Interleaved 2 of 5

**G. Bar code length** \_\_\_\_\_

### H. Bar code structure

Material Type Indicator: ☐ Patron (2) ☐ Library (3) ☐ Textbook (4)

School ID/Location: (4 to 6 characters)

Check Digit: ☐ MOD 10 ☐ MOD 43 ☐ None

**I. Starting bar code number for this order**

- ☐ Use the next bar code number in my file at Follett
- ☐ Use this bar code number: \_\_\_\_\_
- ☐ I have set aside the following bar code range for Follett:
- to

## J. Personalized bar codes

We will print the name of your library or another message on your bar codes.

Please indicate how you would like the bar code message to appear. Limit of two lines, 30 characters/spaces per line. **Use uppercase, lowercase, or both.**

First Line

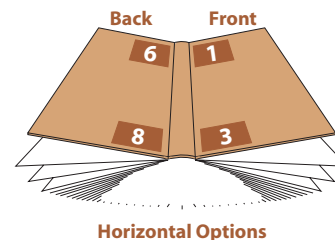
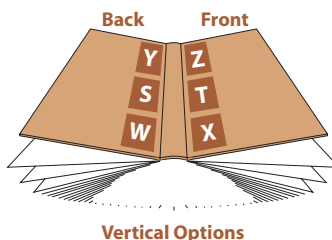
[illegible]

## Second Line

[illegible]

### K. Bar code label position

Circle desired placement on the diagram to the right. Position "Y" is an excellent location for scanning and will not cover title information. Label placement outside of these options would incur an additional 13¢ per item. **Check here if cover information must remain readable** ☐.



## 27. Spine Labels

The standard options are: ☐ 1/2" ☐ 1" ☐ 1 1/2" ☐ 2"

## 28. Property Label

Fill in the following as you would like the label to appear. Limit 4 lines and 30 characters/spaces per line. **Use uppercase, lowercase, or both** (must appear exactly how the label should look).

First Line

[illegible]

Second Line

[illegible]

Third Line

[illegible]

Fourth Line

[illegible]

## 29. Theft detection

- ☐ 3-M
- ☐ Checkpoint
- ☐ Standard (frequency number: \_\_\_\_\_)
- ☐ Date Due (specify location: \_\_\_\_\_)

### 30. Pocket or date due slip location

- ☐ Back flyleaf
- ☐ Inside back cover
- ☐ Front flyleaf
- ☐ Inside front cover

### 31. Pocket or date due slip location

We will print the name of your library or another message on your book pockets. Fill in the following as you would like the message to appear. Limit of two lines, 30 characters/spaces per line.

**Use uppercase, lowercase, or both.** A third line is available to print your funding source.

- ☐ Use the same message as my personalized bar codes.

First Line

[illegible]

Second Line

[illegible]

Optional Third Line for Funding Source

[illegible]

If your order includes audiovisual material, please complete our A/V Processing & Cataloging Specifications Form.

We offer a wide variety of specialized processing and cataloging options.

Call **877.899.8550** or email Customer Service at **customerservice@follett.com** for more information.

## Book Cataloging Specifications

- ☐ Use my cataloging options on file at Follett School Solutions, LLC
- ☐ Use cataloging options checked below. The default specification (✧) under each classification is used unless another specification is checked.
  - ☐ These are permanent changes to my book cataloging specifications.
  - ☐ These are one-time changes to my book cataloging specifications.

### 1. Subject Headings

- ✧ ☐ Library of Congress
- ☐ Sears (1)

### 2. Fiction

- ✧ ☐ F with first three letters of author's surname
  - ☐ FIC with first three letters of author's surname (1)
  - ☐ First three letters of author's surname (2)
  - ☐ F with first two letters of author's surname (5)
  - ☐ F with first letter of author's surname (8)

### 3. Nonfiction

- ✧ ☐ Classification number with first letter of author's surname
  - ☐ Classification number with first three letters of author's surname (1)
  - ☐ Classification number with first two letters of author's surname (2)
  - ☐ Classification number only (4)
  - ☐ Classification number with author's surname (5)

### 4. Individual Biography

- ✧ ☐ 92 with first three letters of biographee's surname
  - ☐ B with first three letters of biographee's surname (1)
  - ☐ 921 with first three letters of biographee's surname (2)
  - ☐ B with biographee's surname (A)
  - ☐ 921 with biographee's surname (E)

### 5. Collective Biography

- ✧ ☐ 920 with first letter of author's surname
  - ☐ 920 with first three letters of author's surname (1)
  - ☐ 920 with first two letters of author's surname (2)
  - ☐ BC with first three letters of author's surname (3)
  - ☐ 920 with author's surname (5)

### 6. Easy Fiction

- ✧ ☐ E with first letter of author's surname
  - ☐ E with first three letters of author's surname (2)
  - ☐ First three letters of author's surname (4)
  - ☐ E with first two letters of author's surname (5)
  - ☐ Follow fiction options (8)

### 7. Special Classification Options

- ✧ ☐ No special classification option
  - ☐ J above classification number for all K-8 books (2)
  - ☐ J above classification number for all K-3 books except Easy Fiction (3)
  - ☐ J above classification number for all K-8 books except Easy Fiction (4)
  - ☐ E above classification number for all Easy Nonfiction (5)

### 8. Short Story Collections

- ✧ ☐ 808.8 with first three letters of author's surname
  - ☐ SC with first letter of author's surname (1)
  - ☐ SC with first three letters of author's surname (2)
  - ☐ SC with first two letters of author's surname (4)
  - ☐ Follow fiction options (6)

### 9. Foreign Language Options

- ✧ ☐ Classification number assigned by subject
  - ☐ Language code with first three letters of author's surname (3)
  - ☐ Language classification number with first letter of author's surname (6)
  - ☐ Language classification number with first three letters of author's surname (8)
  - ☐ Language code with classification number assigned by subject (9)

### 10. Reference

- ✧ ☐ Classification number assigned by subject
  - ☐ R above assigned classification number (1)
  - ☐ REF above assigned classification number (2)
  - ☐ REF above assigned classification number with first three letters of author's surname (4)
  - ☐ R above assigned classification number with first three letters of author's surname (9)

### 11. Professional

- ✧ ☐ No special marking
  - ☐ P above classification number of professional books (P)
  - ☐ PRO above classification number of professional books (Q)
  - ☐ PRF above classification number of professional books (R)
  - ☐ PROF above classification number of professional books (Z)

**We offer a number of additional cataloging options. Please call for details.**

**Visit [titlewave.com](http://titlewave.com) today!**

## Sample Classroom Label

Institution Name \_\_\_\_\_  
 City, State, Zip \_\_\_\_\_  
 Department or Classroom \_\_\_\_\_  
 Book Title \_\_\_\_\_  
 Author's Name \_\_\_\_\_  
 Optional Information Lines \_\_\_\_\_

Washington Elementary School  
 McHenry, IL 60050  
 2nd Grade English  
  
**Optional Bar Code**  
 (bar code readable)  
  
**Where the Wild Things Are**  
**Maurice Sendak**  
 RL: 4.4 IL: K-3  
 AR RL: 3.4 MG Pts: 0.5 Quiz#5499  
 F & P: J

## Classroom Label Options

- ☐ **Unattached** ..... 22¢ per book  
☐ **Attached (front flyleaf)** ..... 70¢ per book

## Examples of Label Placement Options





### Standard Information (other than Book Title & Author's Name)

- ☐ Use Information on File
- ☐ Use New Information Below

Limit of three lines, 30 characters/spaces per line. **Use uppercase, lowercase, or both.**

### A. Institution Name

[illegible]

**B. City, State, Zip**

[illegible]

### C. Department or Classroom

[illegible]

## Optional Information

**A. ☐ Bar Code** (includes electronic catalog record)

- ☐ Library Circulation System bar code
- ☐ Destiny Textbook Manager
- ☐ Use the next bar code number in my file at Follett
- ☐ Use this bar code number: \_\_\_\_\_
- ☐ I have set aside the following bar code range for my classroom orders:
- to

**You may choose a maximum of 3 of the following items to include on your labels.**

(Please number your choices by 1, 2, and 3 to indicate the order they should appear on your labels.)

- B. \_\_\_\_ FLR Reading Level and Interest Level (RL: 4.4 IL: K-3)**
- C. \_\_\_\_ Accelerated Reader® Reading Level, Interest Level, Point Value and Quiz Number**  
(AR RL: 3.4 MG Pts: 0.5 Quiz#5499)
- D. \_\_\_\_ Reading Counts™ Reading Level and Point Value, Lexile Measure**  
(Reading Counts RL: 5.3 Pts: 8.0 800L)
- E. \_\_\_\_ Lexile Measure (800L)**
- F. \_\_\_\_ Purchase Order Number and Date of Purchase (PO#: 12345 02/15/09)**
- G. \_\_\_\_ Fountas and Pinnell Guided ReadingLevel (F & P: J)**
- H. \_\_\_\_ Funding Source Fund** Limit of 30 characters/spaces. **Use uppercase, lowercase, or both.**

[illegible]

- I. \_\_\_\_ Book Number Line** (a blank line for you to use as needed) (Book# \_\_\_\_\_)



| C/T | STA | CUST  | INVOICE | PAGE |
|-----|-----|-------|---------|------|
|     | 45  | 51667 | 355698F | 1    |

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CUST PO P618210 DO NOT EXCEED 318.99 DATE ORDER RECEIVED 09/23/21 INVOICE DATE 09/28/21

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|----------------|-----------|---|------------------------------------|------|---------------------------|--------|
|                |           | Thank you for ordering from Follett School Solutions.<br>This is the final shipment of your order.  |                                    |      |                           |        |
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|                |           | Return Policy: Book/content orders that have been subject<br>to any customized processing, either prior to shipment or<br>after receipt by the customer, are not eligible for<br>return or cancellation, excluding material processing<br>errors solely attributable to Follett. Customized<br>processing shall include, but is not limited to,<br>stamping, label application and barcoding, as determined<br>by Follett in its sole discretion. |                                    |      |                           |        |
|                |           | Please contact your Dedicated Customer Service<br>Representative with any inquiries regarding this shipment<br>or any future orders placed with Follett School Solutions  |                                    |      |                           |        |
|                |           | Kim Gleason (Dedicated Customer Service Rep)<br>PHONE - (888)511-5114 X48035  |                                    |      |                           |        |
| QTY B/O        | QTY SHIP  | TOTAL ITEMS   |                                    |      | AMOUNT TO PAY NET 30 DAYS |        |
|                |           | THANK YOU   |                                    |      |                           |        |

ORIGINAL INVOICE



**Follett Content Solutions, LLC**

1340 Ridgeview Drive  
McHenry, Illinois 60050  
Phone: 888.511.5114  
Fax: 800.852.5458  
[www.folletlearning.com](http://www.folletlearning.com)

March 1, 2022

Nancy Sconzo, Buyer  
Mid-Atlantic Library Alliance, Inc.  
Library of Virginia  
800 East Broad Street  
Richmond, VA 23219

RE: Sole Source Documentation

Dear Ms. Sconzo:

Thank you for your inquiry regarding Follett Content Solutions, LLC ("Follett") products and services. Follett is the sole source for the following digital products and services:

- |                                       |   |
|---------------------------------------|---|
| ✓ Follett eBooks                      | ✓ Kwame Alexander Bookfest                |
| ✓ Enhanced MARC21 Records             | ✓ Titlewave®                              |
| ✓ Follett Genre Labels                | ✓ TitleWise® – Online Collection Analysis |
| ✓ FollettBound® Books                 | ✓ TitleCheck™                             |
| ✓ Follett Classroom Libraries         | ✓ TitleMAP™                               |
| ✓ Follett Classroom Ready Collections |   |

Follett is also the exclusive, worldwide distributor of the following International Baccalaureate® (IB) publishing materials:

- ✓ Classroom Content and Support (IB published books, posters, brochures, and starter packs)
- ✓ Exam Prep (IB Questionbank and exam papers/packs)
- ✓ Merchandise (pins, apparel, mugs, flags, etc.)

Should you require additional information or have any questions regarding our sole source product listing, please contact your dedicated Sales Consultant, Christopher Hutto at 877.899.8550 x.46436.

Sincerely,

A handwritten signature in black ink that reads "Britten N. Follett".

Britten Follett  
CEO, Follett Content Solutions

Bids, Proposals & Pricing Department  
[FSSBidAdmin@follett.com](mailto:FSSBidAdmin@follett.com)



*Please note: Follett School Solutions, Inc. was acquired by a private equity firm, Francisco Partners, on August 31, 2021. On January 1, 2022 Follett split the financial data into two separate business lines: Follett Content Solutions, LLC and Follett School Solutions, LLC. You will see this new business name reflected on correspondence from us going forward, however, all of your dedicated points of contact will remain the same. This will have no impact on our current business operations and how you do business with us. Follett is committed to providing you the same products and services you've come to love. We continue to evaluate our offerings and will communicate any changes or enhancements with you as they happen.*



| C/T | STA | CUST  | INVOICE | PAGE |
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| *****<br>* PLEASE SEND PAYMENTS TO: FOLLETT SCHOOL SOLUTIONS LLC *<br>* 91826 COLLECTION CENTER DRIVE *<br>* CHICAGO, IL 60693-0918 *<br>* For prompt application of payment, please include *<br>* invoice #'s including alpha characters *<br>*****<br>Payment Terms - Net 30 Days |              |             |  |           |       |                              |
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