



January 27, 2015

Lisa Goodman, Procurement Officer
City of Tempe
20 E. Sixth Street, 2nd Floor
Tempe, AZ 85281

RE: Request for Proposal 15-068, Library Materials and Associated Services
Due: January 29, 2015, 3:00 P.M.

Dear Ms. Goodman:

Thank you for the opportunity to respond to your Request for Proposal 15-068, Library Materials and Associated Services for Ongoing Print, Audio/Visual, and Continuations materials for the City of Tempe Public Library.

Baker & Taylor, based in Charlotte, NC is the leading full-line distributor of books, DVD and music products to library facilities in the world today, with annual sales of more than 115 million book and media units from over 75,000 publishers and imprints. Our contacts and experience in the library marketplace have enabled us to establish the most comprehensive coverage of materials and range of services in the industry. As the oldest book distributor in the United States, Baker & Taylor has provided economical pricing and excellent services for over 184 years.

Currently, our national distribution network is comprised of five book and media distribution centers that maintain a combined inventory of over 17 million items representing approximately 1 million unique media and book titles. We supply all categories of materials for all levels of library patrons, including general adult readers, researchers, professionals, and Children and Teens. In addition to items that are stocked in our distribution centers, we maintain a product database that contains over 7.5 million items. This depth and breadth of inventory means that Baker & Taylor has the inventory and the capability to provide material to meet your patrons' demands.

We offer an extensive array of collection development assistance through our print and online catalogs and Collection Development department. Baker & Taylor's The Title Source 360™ is the most authoritative database of bibliographic acquisitions information for U.S. publications in the industry.

Should you have any questions regarding this proposal, please do not hesitate to contact me. I will be happy to assist you in any way possible and will be the main contact for all negotiations. My contact information is below.

Sincerely,

Jeffrey W. McDaniel
Vice President - Customized Library Services
& International Public Libraries
Baker & Taylor, Inc.
2550 W. Tyvola Road, Suite 300
Charlotte, NC 28217
800-775-7930 x 3212
jeff.mcdaniel@baker-taylor.com

Lori Gray
CLS Western Regional Sales Manager
Baker & Taylor, Inc.
2550 W. Tyvola Road, Suite 300
Charlotte, NC 28217
Office: 800-775-7930 ext. 1035
Cell: (928) 607-8225
Lori.Gray@baker-taylor.com

Vendor's Offer

Form 201-B (RFP)

"Return this Section with your Response"

It is required that Offeror complete, sign and submit the original of this form to the City Procurement Office with the proposal response. An unsigned "Vendor's Offer", late proposal response and/or a materially incomplete response will be considered nonresponsive and rejected.

Offeror is to type or legibly write in ink all information required below.

Company Name: <u>Baker & Taylor, Inc.</u>	
Company Mailing Address: <u>2550 West Tyvola Road Suite 300</u>	
City: <u>Charlotte</u>	State: <u>NC</u> Zip: <u>28217</u>
Contact Person: <u>Jeffrey W. McDaniel</u>	Title: <u>Vice President, Baker & Taylor CLS</u>
Phone No.: <u>800-775-7930 x 3212</u>	FAX: <u>704-998-3308</u> E-mail: <u>jeff.mcdaniel@baker-taylor.com</u>
<u>Company Tax Information:</u>	
Arizona Transaction Privilege (Sales) Tax No.: <u>#07433072-B</u> or	
Arizona Use Tax No.: <u>N/A</u>	
Federal I.D. No.: <u># 56-1761729</u>	
City & State Where Sales Tax is Paid: <u>Filed Electronically</u> , _____	
If a Tempe based firm, provide Tempe Transaction Privilege (Sales) Tax No.: <u>N/A</u>	

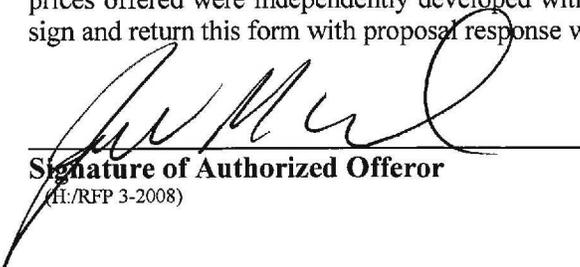
THIS PROPOSAL IS OFFERED BY

Name of Authorized Individual (TYPE OR PRINT IN INK) Jeffrey W. McDaniel

Title of Authorized Individual (TYPE OR PRINT IN INK) Vice President, Baker & Taylor CLS

REQUIRED SIGNATURE OF AUTHORIZED OFFEROR (MUST SIGN IN INK)

By signing this Vendor's Offer, Offeror acknowledges acceptance of all terms and conditions contained herein and that prices offered were independently developed without consultation with any other Offeror or potential Offeror. Failure to sign and return this form with proposal response will be considered nonresponsive and rejected.


Signature of Authorized Offeror
(H./RFP 3-2008)

1/27/15
Date



**AFFIDAVIT OF COMPLIANCE WITH TEMPE CITY CODE
CHAPTER 2 ARTICLE VIII SECTION 2-603(5)**

Per Tempe City Code Chapter 2 Article VIII Section 2-603(5), it is unlawful for a City vendor or City contractor, because of race, color, gender, gender identity, sexual orientation, religion, national origin, familial status, age, disability, or United States military veteran status, to refuse to hire or employ or bar or discharge from employment any person, or to discriminate against such person in compensation, conditions, or privileges of employment.

City vendors and contractors shall provide a copy of their antidiscrimination policy to City to confirm compliance with this requirement or attest in writing to compliance.

- CONTRACTOR means any person who has a contract with the City.
- VENDOR means a person or firm in the business of selling or otherwise providing products, materials, or services.

CONTRACTOR/VENDOR, select one:

_____ Current copy of antidiscrimination policy attached

OR

I hereby certify Baker & Taylor, Inc. (contractor/vendor) to be in compliance with Tempe City Code Chapter 2 Article VIII Section 2-603(5).



 Signature

Jeffrey W. McDaniel

 Print Name

Date: 1/27/15

Vice President CLS

 Title

Baker & Taylor, Inc.

 Company

Specifications

“Return this Section with your Response”

Listed below are the minimum desired specifications for a contractor to meet the needs of a medium-sized public library system. Please respond “Yes” or “No” to each listed criterion. Any exceptions to the specifications must be explained.

Specifications	Vendor Response		
	Yes	No	Exceptions
Inventory Offered:			
Nonfiction books for both adults and juveniles of all ages covering all subject areas	X	_____	_____
Fiction books for both adults and juveniles of all ages covering a wide range of both new and established authors	X	_____	_____
Large print books for both adults and juveniles	X	_____	_____
New releases	X	_____	_____
Blacklisted titles	X	_____	_____
DVD video recordings for both adults and juveniles including feature films, television series, documentaries, and instructional topics	X	_____	_____
Audiobooks on compact disc for both adults and juveniles, in both standard and MP3 format, covering a wide range of both new and established authors	X	_____	_____
Recorded music on compact disc covering a wide array of performers in classical, jazz, popular, world music and children’s genres	X	_____	_____
Spanish-language books and other media	X	_____	_____
Online Inventory and Ordering System:			
The contractor must maintain a web-based inventory and ordering system that includes:			
Unlimited access for authorized Library staff users	X	_____	_____
Ability for each library staff user to have a unique login	X	_____	_____
Complete bibliographic information for all titles offered	X	_____	_____
Real-time inventory display for all titles that includes both list and discounted price	X	_____	_____
Anticipated quantities and availability dates for pre-publication titles	X	_____	_____
Ability for authorized Library staff to use the system to assemble, modify, save, delete, and share online selection lists (i.e. carts) with other staff users	X	_____	_____

Specifications	Vendor Response		
	Yes	No	Exceptions
Ability to search all titles using a variety of access points including title, author, ISN, UPC, and keyword	X		
Ability to limit searches by criteria including dates, format, and availability	X		
Functionality that will assist Library staff in avoiding accidental order duplication	X		
Ability to order pre-publications	X		
Ability to establish distinct parameters (e.g. processing and invoicing) for multiple accounts	X		
Ability to export all necessary data into the Polaris ILS for subsequent EDI transmission, including Library-assigned fund codes	X		
Exportable data including a MARC "on order" record to contain at minimum the title, author (if applicable), publisher information, and format of each item downloaded	X		
MARC records meeting the above requirements provided free of charge	X		
Timely notification of any new releases or upgrades to the system, and assistance in their implementation	X		
Technical support available M-F 8:00 a.m. to 5:00 p.m. MST	X		M-F 8:00 AM - 6:00PM EST
Fill Rate and Accuracy:			
Overall fill rate, for each year of the contract, to be at least 85% of inventory listed as available for all items ordered	X		
Overall delivery rate, for each year of the contract, to be within 21 days of the order date for at least 85% of in-stock items ordered, including any optional processing and cataloging services	X		
At least 99% of materials shipped to correctly match the title and number of copies on the purchase order	X		
Order Formats, Confirmation, Cancellations:			
Firm orders accepted in EDI format by FTP transmission from Library's Polaris system	X		
Continuation orders accepted in text format by email transmission	X		
Confirmation and status reports for each item ordered to be supplied to the Library	X		
Firm order confirmations to be delivered in EDI format by FTP to Library within 24 hours of order placement	X		

Specifications	Vendor Response		
	Yes	No	Exceptions
Firm order confirmations to be arranged by purchase order and line item number and to report the order status of individual line items	X		
Unfilled orders to be automatically cancelled on a time frame determined by the Library	X		
Itemized cancellation reports to be delivered by FTP or email for all cancelled orders	X		
Any specialized software required by contractor to interface with Polaris system to be supplied to the library at no cost	X		No Software Required
Collection Development Services			
Contractor to offer optional collection development assistance, including recommended selection lists and/or carts pre-filled with recommended titles, at no extra charge	X		
Contractor to offer optional full collection development services, including selection, at no extra charge	X		
Optional Processing Charges to be Based on the Following Criteria:			
<u>Hardcover Books</u>			
Mylar covers added to dust jackets and affixed to book cover with durable tape	X		
Codabar barcode including Library name and eye-readable number affixed to book according to Library's placement specifications	X		
Label or stamp showing the month and year of processing affixed to book according to Library's placement specifications	X		
"TEMPE PUBLIC LIBRARY" stamped on center top head of pages	X		
Call number label placed at the base of spine, covered either by mylar dust jacket cover or a clear label protector	X		
Genre label placed on spine for adult fiction books in Mystery, Romance, Science Fiction, and Fantasy genres	X		
ISO – compliant RFID tag affixed to book according to Library's placement specifications	X		
<u>Paperback Books</u>			
KAPCO Easy Cover or Library-approved equivalent affixed to book cover	X		
Codabar barcode including Library name and eye-readable number affixed to book according to Library's placement specifications	X		

Specifications	Vendor Response		
	Yes	No	Exceptions
Label or stamp showing the month and year of processing affixed to book according to Library's placement specifications	X		
"TEMPE PUBLIC LIBRARY" stamped on center top head of pages	X		
Call number label placed at base of spine, covered by a clear label protector	X		
Genre label placed on spine for adult fiction books in Mystery, Romance, Science Fiction, and Fantasy genres	X		
ISO-compliant RFID tag affixed to book according to Library's placement specifications	X		
<u>DVD Video Recordings</u>			
Disc(s) packaged in durable circulation-ready containers with original container art or facsimile included	X		
Codabar barcode including Library name or eye-readable number affixed to item according to Library's placement specifications	X		
"TEMPE PUBLIC LIBRARY" label affixed to container according to Library's placement specifications	X		
Call number label placed on upper right face of front cover and at base of spine, and covered by container overlay or a dedicated label protector	X		
ISO-compliant RFID hub label affixed to disc	X		
<u>Audiobooks on compact disc</u>			
Disc or set packaged in durable circulation-ready containers with original container art or facsimile included	X		
Multi-disc sets packaged in a way that secures each individual disc or other component in the container and minimizes risk of damage to items dropped in a return bin	X		
Codabar barcode including Library name and eye-readable number affixed to item according to Library's placement specifications	X		
"TEMPE PUBLIC LIBRARY" label affixed to container according to Library's placement specifications	X		
Call number label placed at base of spine and covered by container overlay or a dedicated label protector	X		
ISO-compliant RFID hub label affixed to disc	X		

Specifications	Vendor Response		
	Yes	No	Exceptions
<u>Recorded music on compact disc</u>			
Disc(s) packaged in durable circulation-ready containers with original container art or facsimile included	X		
Multi-disc sets packaged in a way that secures each individual disc or other component in the container and minimizes risk of damage to items dropped in a return bin	X		
Codabar barcode including Library name and eye-readable number affixed to item according to Library's placement specifications	X		
"TEMPE PUBLIC LIBRARY" label affixed to container according to Library's placement specifications	X		
Call number label both on upper right face of front cover and at base of spine, covered by container overlay or a dedicated label protector	X		
ISO-compliant RFID hub label affixed to disc	X		
<u>Samples</u>			
Contractor will supply at least one sample of each of formats specified above to Library	X		
Optional Cataloging Charges to be Based on the Following Criteria:			
Contractor to supply full level MARC record for each title, including CIP upgrades where applicable	X		
At Library's option, contractor to use Library-supplied bibliographic database as preferred MARC record source	X		
Utilizing Z39.50 communication protocol with Library's Polaris system, incoming MARC record will include bibliographic overlay coding for existing MARC record where applicable	X		
Incoming MARC record will include item record creation codes for each item supplied and will link item to Polaris purchase order number	X		
Item linking data will include all applicable Library-required Polaris field codes	X		
Call numbers to be assigned based on the most recent Dewey Decimal Classification or any alternate system by mutual agreement of the Library and the contractor	X		
MARC record files to be posted on or before the date the material shipment is received at the Library	X		
Contractor will designate a cataloging manager who will serve as the point of contact for the Library in profiling services, addressing ongoing issues, and resolving problems	X		

Specifications	Vendor Response		
	Yes	No	Exceptions
Invoicing			
Invoices for EDI-placed orders to be delivered to the Library in EDI format by FTP for automated processing by the Polaris system	X		
Invoices for both EDI and non-EDI orders to be supplied to the Library in hardcopy print format	X		
Invoices to reference PO number	X		
Processing, cataloging, and any other costs to be summarized by type and included on same invoice as related materials	X		
Returns			
Materials supplied in error by the fault of the contractor to be accepted in return for full credit	X		
Materials supplied in defective condition to be accepted in return for full credit	X		
Contractor to supply a prepaid shipping label for all materials authorized for return	X		
Shipping and delivery			
Accuracy and completeness of deliveries to be at 99% or above throughout the duration of the contract (materials received; itemized packing slip; itemized invoice)	X		
Shipping included at no cost to the Library	X		
Pre-ordered high-demand books to arrive at Library on or before publisher's street release date	X		
All shipments to include a packing slip listing quantities, titles, ISNs, and purchase order number(s)	X		
➤ Packing slip must specify "bill to" and "ship to" addresses			
➤ Packing slip to reference the corresponding invoice number			
Multiple carton shipments to be clearly labeled with total number of cartons shipped appearing on all cartons and the carton containing the packing slip clearly marked	X		
Delivery to Tempe Public Library, inside delivery room, 2 nd floor via the delivery/receiving dock	X		

Proposal Questionnaire

Please respond to the questions listed below which will be used during the evaluation process. Answer in an orderly fashion and indicate the question number you are responding to.

1. Please list address of facilities from which inventory will be supplied.
2. Describe your company and its history. Include years in business.
3. Provide contact information for the primary account representative.
4. List three large public libraries that have been satisfactorily supplied with materials from your firm during the past three years. Please include the name and contact information for a person who will provide a reference.
5. Complete the specification pages indicating whether or not your firm complies with each specification. Any exceptions shall be clearly noted
6. Indicate any subject areas or material categories listed in "Specifications: Inventory Offered" above that are not available in your inventory.
7. List the number of titles and volumes routinely held in inventory for the following material types: Adult books; Juvenile books; DVD video recordings; Audiobooks on compact disc; Recoded music on compact disc.
8. List any major publisher or producers whose materials you are unable to supply.
9. Provide examples of reports and invoices that you will provide the Tempe Public Library.
10. Describe your materials processing services, including setup procedures, work flow, and normal turnaround time.
11. Describe your cataloging services, including setup procedures, work flow, and normal turnaround time.
12. Describe your compatibility with Polaris ILS.
13. Describe your firm's collection development services.

**PROPOSAL QUESTIONNAIRE
BAKER & TAYLOR RESPONSE**

1. Firm Order/Spoken Word Audio/DVD & Music

Baker & Taylor, Inc.
1160 Trademark Drive, Suite 111
Reno, NV 89511

Continuation Services

Baker & Taylor, Inc.
251 Mt. Olive Church Road
Commerce, GA 30599

2. The oldest book distributor in the United States, Baker & Taylor has provided economical pricing and excellent services for over 184 years.

Baker & Taylor began in 1828 as a Hartford, Connecticut bindery and subscription book publisher. Founders, David Robinson and B. B. Barber, then opened a bookstore to distribute their own and other publisher's materials. Seven years later, Robinson and Barber moved their rapidly growing business to New York City. In 1885, James S. Baker and Nelson Taylor acquired the company, which was now focused on the distribution of other publisher's materials. In 1912, Baker & Taylor discontinued publishing altogether and devoted itself entirely to the wholesaling of all types of library materials. In 1970, W.R. Grace & Co. bought Baker & Taylor. During the '70's and '80's, Baker & Taylor experienced significant growth, increasing our market share and providing greater breadth of services to all consumers and markets.

Baker & Taylor senior management and the Carlyle Group acquired Baker & Taylor in 1992 and in July of 2003, Willis Stein & Partners acquired Baker & Taylor. In June of 2006, Castle Harlan, Inc. acquired Baker & Taylor. Baker & Taylor is headquartered in Charlotte, North Carolina, and operates distribution, technical support, and sales centers worldwide. Our Charlotte location maintains all sales administration, human resources, and finance operations. Book distributions centers are strategically located Bridgewater, New Jersey; Commerce, Georgia; Indianapolis, Indiana; Momence, Illinois; Reno, Nevada.

3. The project team established for the Tempe Public Library is as follows. Resumes have been provided in Attachment G.

Leah Bell	Project Manager
Vicki Wall	CLS Account Coordinator
Janice Lentz	Sales Consultant
Penny Ginn	Cataloging Manager
Martin Warzala	Director, Collection Development
Lori Gray	Regional Sales Manager, CLS

Please refer to the resumes of your project team for their extensive Baker & Taylor and library experience. Turnover for your project team is minimal; any changes would be discussed with the library.

4. Baker & Taylor is pleased to provide the following References for your consideration:

Pima County Public Library
Diane Ward
Technical Services Manager
101 N. Stone Avenue
Tucson, AZ 85701
Phone: 520-594-5638
Email: diane.ward@pima.gov

City of San Jose
Kristi Bell
Manager of Collections and Technical Services
150 East San Fernando Street
San Jose, CA 95112-3580
Phone: 408-808-2468
Email: kristi.bell@sjlibrary.org

Maricopa County Library District
Cindy Kolaczynski
Director
2700 N Central Ave
Suite 700
Phoenix, AZ 85004
PH: (602) 506-5751
Email: CindyKolaczynski@mclldaz.org

5. Please refer to the completed Specifications pages as requested.
6. Baker & Taylor has availability of all material categories listed in "Specifications: Inventory Offered."
7. Baker & Taylor has a long-standing tradition of being the "any book" wholesaler. We are a leading full-line distributor of books and audiovisual products to library facilities, with annual sales of more than 63 million book and media units from over 75,000 publishers and imprints. The oldest book distributor in the United States, B&T has provided economical pricing and excellent services for over 180 years. Our contacts and experience in the library marketplace have enabled us to establish the most comprehensive coverage of materials and range of services in the industry. Currently, our national distribution network is comprised of four book and audio visual distribution centers that maintain a combined inventory of over 17 million items representing over 850,000 unique media and book titles. We supply all categories of materials for all levels of library patrons, including general adult readers, researchers, professionals, and Children and Teens. In addition to items that are stocked in our distribution centers, we maintain a product database that contains over 6.5 million items.

Baker & Taylor's leveraging of its inventoried titles from over 75,000 publishers and imprints provides the highest possible fill rates in the industry.

Average national inventory levels are as follows:

Materials	Titles	Volumes
Adult Books	762,817	11,344,191
Juvenile Books	173,344	4,178,885
DVD	52,431	1,123,483
Music CD	70,086	534,823
Audio Book	21,783	155,825

8. Please find enclosed as Baker & Taylor's Attachment H a listing of Publishers Not Supplied for book and spoken word audio product and also Attachment I AV Publishers Supplied, for DVD and Music CD product. Please note, these lists are dynamic; publishers may be added or deleted at any time.
9. Sample reports have been included in Attachment F. Sample Invoices may be found in Attachment K.

Standard Status Report Options

Book and Spoken Word Audio Materials:

Items ordered, but not immediately available (first shipment), will be listed on our status report. This report will accompany your invoice. Status reports will include all backordered items, as well as explanations for cancelled items. Status reports are also available upon request.

DVD / Music CD:

Backorder reports are available upon request. These may be requested on a regular basis (produced monthly, quarterly, semi-annually, or annually) or on demand. Notification of titles backordered that are not available and have been cancelled will be sent via US Mail.

Continuations Materials:

A variety of reports can be prepared based upon specific customer needs in both electronic and print formats. Master profile reports, backorder status reports, shipping & invoice histories are available in Excel and Word formats. Upon request, Continuation Services can customize and sort the data contained in these reports based on frequency, price, subject or other individual customer requirements.

Customized Library Services Status Report:

A monthly order status report including information by title for items on backorder or in pending status will be provided as listed in our example; Attachment F. Cancelled items are also listed. A summary of expenditures by account can also be provided.

Invoices

Book and Spoken Word Audio Invoices:

Baker & Taylor's book and spoken word invoices include the bill to address, ship to address, unit price, unit discount, quantity, total discount price, ISBN and purchase order number. The library may choose the order in which books appear on the invoice; in the same order as the original purchase order, alphabetically by title, author, or publisher. Cataloging and processing charges can be included in each line's extended price, summarized at the bottom of each invoice, or shown on a separate invoice. In addition, Baker & Taylor's ATS number (authorization to ship) is included on each invoice and packing slip and will allow the library to match the packing slips to invoices.

DVD and Music CD Invoices:

Audio Visual invoices will list the account number, purchase order number, quantity, title, producer's list price, discount, extended price, and total price. Processing and cataloging charges will also be listed. Titles can be listed by purchase order, artist, title or item number. The invoice number is listed on both the invoice and the packing list. In addition, Baker & Taylor's ATS number (authorization to ship) is included on each invoice and packing slip and will allow the library to match the packing slips to invoices.

Invoice Gateway:

Baker & Taylor can comply with credit card payment requirements. We have partnered with Billtrust, so our US customers can now access and manage their accounts online. Invoice Gateway is a portal that allows you to securely view, download, print and pay invoices conveniently online.

Advantages of Invoice Gateway:

- 1) Simple – User Friendly – Easy Menus
- 2) Instant Access to Invoices, Credit Memos, & Statements
- 3) Itemized Invoice Drilldown
- 4) Multiple Users – Ordering, Shipping, Receiving, Accounting
- 5) Ability to Make Internal Comments for Customer Use Only
- 6) One Email Notification Only When New Items are Added.
- 7) Ability to download directly to your Accounting Software
- 8) Online Payment via Credit Card or US Checking Account

Please email DL-CFS_Billtrust@baker-taylor.com to sign up for this free service.

ONLINE CUSTOMER SUPPORT

Online Customer Support (OCS) is Baker & Taylor's web-based account management system. Access to the OCS system via your web browser is available 24 hours a day, 7 days a week to search and view account information, orders, and invoices with Baker & Taylor.

OCS' sophisticated search options include the ability to query orders by Purchase Order, B&T Order Number, Order Date Range, and more. The OCS data is updated to reflect the latest order and invoice status, as well as up to six months of history.

The library can obtain updated status information at any time by accessing OCS. A backorder summary report including information on all backordered and cancelled titles is available. The library can go to the reports/downloads tab to request this report, setting date parameters and selecting all accounts or specific ones. The report is emailed to the library within 24 hours.

The Library can also view detailed information on order and account status, warehouse location, quantities and prices, and shipping details. If a shipping carrier, such as UPS, has external tracking capabilities, a link in the OCS system will take the Library directly to the carrier's website where additional information on your shipment's status is available. There is even an option that helps the Library to print invoices and order details for record keeping.

10. Setup Procedures and Work Flow

CLS PROJECT MANAGEMENT APPROACH

The formation of Baker & Taylor's Customized Library Services brought with it the development of a project-oriented approach to Ongoing Collection Development, Opening Day Collections, and Ongoing Online Cataloging and Processing. This approach allows CLS management to schedule all facets of a project or ongoing service, including resources, and provides the foundation and framework for the entire project while creating a mutual understanding of the requirements of both the Library and CLS.

The first step in the implementation of the CLS project management process is the establishment of a project team. All CLS project teams consist of a minimum of a project manager, collection development manager, an automation specialist/cataloging/processing manager, and an account coordinator. Team members are responsible for managing their assigned resources to complete the project. In turn, each team member works closely with the project manager to ensure compliance to all requirements.

The development of the project team begins upon receipt of a completed Customer Needs Assessment or formal/informal proposal request. The project team immediately becomes part of the CLS response team and helps develop an approach that will successfully complete the project and meet the library's requirements. This process ensures that all management resources are in place prior to the submission of our response. Our experience has shown that when the library sets up a project team with similar project responsibilities and scope in advance of the project or ongoing service startup, the documentation and implementation of services is more efficient, accurate, and thorough. Additionally, the library's internal project team, supported by a designated library project manager, can provide a central point of contact for all issues and information. This will help foster communication and insure that all internal library timelines and schedules are met.

Upon successful award to CLS, the project manager immediately contacts the library's project coordinator to begin developing the partnership that will carry throughout CLS service to the library or the projects' completion. At this time, the project manager contacts the library to review the next steps in the process and possible site visit dates and also requests samples of barcodes, genre labels, ownerships labels or other labels as applicable. The project manager will work with the library to schedule a series of conference calls, including the appropriate CLS and library project team members. The goals of these calls will be to establish connectivity to the library's catalog, review the cataloging and processing specifications supplied in the proposal process and further define them if needed, profile any collection development needs, and assist in the

coordination of any electronic ordering/account set up. At the end of these conference calls, all CLS project team members will review their notes and provide a comprehensive requirements documentation package to the library. Upon receipt of the library's approval of the requirements package, CLS will create cataloged and processed samples.

Your project manager will deliver these samples to the library, giving the library another opportunity to confirm that CLS understands their requirements. At this time the project manager can walk the library through placing their first orders and discuss a fulfillment schedule with the library.

Ultimately, the key to successful project management is communication. Internally, CLS emphasizes and focuses on team communication for facilitation and completion of all processes and tasks. Externally, this communication is no less important. Team to team communication between the library and CLS builds a confidence and the environment that is needed for the successful completion of any project. In support of this "communications environment", the project manager is responsible for establishing regular conference calls with the library and all the CLS team members. These meetings can serve a number of purposes, such as the regular review of profiles, requirements, and project status updates. Our experience has also proven that these meetings and calls aid in the development of the relationship between CLS and the library by promoting open lines of communication at all times and by helping to resolve any issues or questions to the mutual satisfaction of the library and CLS.

A final component of project management is consulting support. All CLS project managers have significant project and delivery experience that can provide ongoing support and aide to the library. This additional knowledge base is free of charge and comes from working with seasoned project professionals. This support can be an invaluable and timely tool from collection development strategy all the way to the delivery implementation.

Materials Processing Services

The CLS department has over 300 trained professionals staffed to handle the library's customized requirements. These staff members are dedicated to meeting the library's requirements and exceeding your expectations. Our commitment to excellence and doing the job right the first time is unmatched in our industry. After cataloging is complete, the processing department completes the physical processing of each item. The processors review the processing instructions gathered at the site visit. Following these instructions, the processor attaches the spine label, barcode, and any special labels required by the library. After the application of all physical components, the library's materials move to the jacket selection area. Experienced technicians size the books so the appropriate Mylar jacket can be applied to the dust cover of the book. After the material is fully processed, it is ready for the final and most important stage in our CLS process, back audit.

RFID

CLS Shelf Ready Processing can also include the application and linking of RFID tags. Baker & Taylor's Customized Library Services has been providing RFID services for print and audiovisual material since 2001. We have linked, printed and/or applied tags for millions of items. As the number of vendors and product offerings has grown with regard to RFID technologies, CLS too has grown in our vendor relationships and linking and application capabilities. We currently work

with 3M, Checkpoint, Tech-Logic, ITG, Bibliotheca, and VTLS and we own equipment from each vendor.

As this is a developing technology with unlimited potential for library use, Baker & Taylor's Customized Library Services will continue to support the needs and requirements of our customers.

Back Audit

The back audit team is the final step in ensuring the material we ship to the library is of the highest quality and is in compliance with the library's profiled specifications. The CLS back auditors inspect each order by cross referencing the completed processing and the processing instructions gathered at the site visit. Once the library's material passes this stage, the order is ready to be staged for delivery to the library.

Normal Turnaround Time

Average Delivery Timeframe (in-stock items):

CLS will employ the appropriate amount of resources to maintain the fastest possible turnaround time. Our average turn around for fully cataloged and processed material is 7-10 days from the creation of the order in our system or after receipt of material from the publisher.

While it will be our target to get material cataloged and processed within the time frame above, based on operational and fulfillment conditions, this goal might not be obtainable 100 percent of the time. It is also important to note that many titles are available from the publisher prior to publication and therefore available for cataloging and processing several days before street date. Baker & Taylor takes full advantage of these extra days and makes every attempt to deliver the material before or near street date.

RUSH orders:

Baker & Taylor will assist the library with the set-up of rush order accounts as needed. We will work with the library to ensure timely delivery of rush materials.

- If items are ordered book only (no cataloging and processing), or with jacket only, the majority of your orders will be filled in 1 business day based on inventory availability,
 - If processing is required, item will ship within 5-7 days.
 - If cataloging is required, it is important to note that many titles are available from the publisher prior to publication and therefore available for cataloging and processing several days before street date. Baker & Taylor takes full advantage of these extra days and makes every attempt to deliver the material before street date. If the titles are not available prior to publication, available rush titles are shipped within 5-7 days of receipt of order.
- Please note, the Library will be responsible for any expedited shipping charges for rush orders.

Rush materials should not exceed 20% of the library's purchases.

No Stock or Insufficient Stock Items:

The time frames listed above for in-stock items will apply to these items once we receive the material from the publisher. Baker & Taylor is dependent upon publisher availability for the fulfillment of backorders and to fill orders for hard-to-find print materials.

Baker & Taylor works with the publishers to ensure that we have quick fill of items when they are in print and available through normal US wholesale channels.

We will work with the library to establish appropriate backorder periods per account.

Popular Titles Ordered in Advance of Street Date:

Baker & Taylor abides by all the rules and regulations as set forth in the publishing industry. Baker & Taylor will work with our operations team to ensure bestsellers/popular new titles are released in our system as soon as possible based on publisher/producer guidelines. Once titles are released in our system, we will catalog and process materials and ship to the library prior to street date.

11. Cataloging Services, Including Setup Procedures and Work Flow

Customized Library Services' custom cataloging is Baker & Taylor's premier service. CLS has performed online cataloging, editing and maintenance for Libraries since 1989. CLS will use one of two methodologies to perform cataloging services. Our preferred method is to access the Library's ILS using the Z39.50 protocol. Customized Library Services has partnered with The Library Corporation (TLC) to create a state of the art cataloging methodology that leverages Z39.50 protocol for accessing the library's database and a resource pool of records from the Library of Congress and any Baker & Taylor created records. This technology allows our CLS catalogers to have access to the most current version of the library's cataloging records without the overhead of being directly online. Records obtained from the Library's database are saved to a library specific work file located in our secure cataloging utility. The records in the work file are used in the creation of spine labels and as a vehicle for providing item-linking information.

Optionally, CLS can catalog online using the ILS Client supplied by the Library. Using the client software, CLS catalogers will access your database and work live in your database. Added copies will be linked on-line and CLS will catalog and add new titles using the Library's cataloging utility and OCLC (through a third party agreement described below). Original cataloging (described below as well) will be performed as needed. It should be noted that the cost for this alternate methodology could be different than the pricing quoted in this proposal.

Once all necessary information is gathered, the CLS project team will work with the library to determine the best, most economical fit for the library.

Major Features of the CLS Preferred Cataloging Methodology (Z39.50):

Only authorized CLS catalogers have access to the library's database and work file. The cataloger will process material first by searching for a matching record in the library's database and work file simultaneously.

A successful search occurs when our cataloger matches the data elements found in the appropriate record tags. CLS considers the title, author, imprint/publisher, edition and date of publication when matching a record. During the CLS profiling, the project team will document the appropriate attributes for matching records. When a matching record is found, the appropriate item level information (examples: barcode number, list price, collection code, etc.) is keyed and the record is saved to the library's work file.

If a record is not found in the library's database or work file, the CLS Bibliographic Database is searched, followed by LC MARC and the resource databases of TLC. The CLS Bibliographic Database contains all CIP records upgraded to full MARC standards by CLS catalogers, as well as new records created by CLS original catalogers.

If the record is not found in the above resources, the Library may also choose to have CLS search OCLC on their behalf for records not found in the library's catalog. Once a record is located in OCLC it is saved to the Library's work file and the record is updated to the Library's specifications. The option of utilizing OCLC will also help to minimize the Library's need for original cataloging. Please note that the process of using OCLC is available upon CLS' receipt of a signed third party agreement which grants permission to our catalogers to access OCLC on the library's behalf. There are no additional charges from CLS for this service. However, it should be noted that all corresponding OCLC charges will be the responsibility of the Library. On a weekly basis, an electronic file is sent to OCLC to update the library's holdings for all contributed records.

When a full matching record is found in one of the resource databases, it is upgraded to meet the library's specifications and the appropriate item tag is keyed. The record is then saved to the library's work file.

If the matching record found is not a full level record, the record is upgraded to meet LC standards and is saved to the CLS Bibliographic Database. The record is then further edited to meet the library's specifications and the appropriate item record is keyed. The record is then saved to the library's work file. The exception to a full level record would be that some AV pre-pub records are not upgraded to full MARC standards. However, these records are upgradeable to the Library's local standards. If a matching record cannot be found in the multi-database search string, a request is forwarded to an original cataloger in the CLS department. Our original catalogers will create a record according to RDA rules. LC authority files are used to validate author and subject headings. Once the record is created, it is saved into the CLS Bibliographic Review File. Once the record has been reviewed and approved, it is saved in the CLS Bibliographic Database. The library's assigned cataloger is notified and the record will be edited to meet the library's specification and appropriate item tag is keyed. The sample MARC records are enclosed in Attachment J.

Every title sent to the library will have a full MARC record with the appropriate item tags. The records will either be new additions to the library's catalog, edited and modified to the library's standards, or existing records from the library's catalog.

When the cataloger has completed the order, laser printed label sets consisting of spine, barcode, bibliographic, and other labels as required by the library are printed. The barcode is provided in a standard format, with an eye readable number strip available. All other labels are customizable for font, pitch, boldness and italics. Options for label font include Courier, Times New Roman and Arial and pitches 12, 14, 16 and text can be left justified or centered. For thin books, we can provide one line spine labels and for Picture Books we can provide a larger font author letter spine label. The library will supply a unique barcode range, barcode prefix, and symbology information.

Call number and bibliographic information is extracted directly from the MARC record to ensure accuracy. After the labels are printed, a file of MARC records corresponding to the titles in the order is created. Released records are flagged so they cannot be selected again.

The file of records will be put on the B&T FTP server for the library to retrieve and load. The records are maintained on the Library's work file for historical reference.

Normal Turnaround Time

Please see our response on Turnaround Time in Item 10.

12. Compatibility with Polaris ILS

Baker & Taylor's collection development database and ordering tool, Title Source 360, facilitates communication between the Baker & Taylor collection development department and the Tempe Public Library collection development department as well as the connection between Title Source and Polaris Acquisitions.

Key Features of Title Source 360 that are intricate to your Polaris acquisition system :

- Downloaded bibliographic and order records can be edited with our Marc Profile to contain the data elements that the library desires.
- The Marc Profile section of Title Source formats the MARC data in the order that Polaris Acquisitions wants to see the data.
- The library can download the MARC file to a local PC, then process the file into Polaris Acquisitions

Polaris Acquisitions

After the file has been received into Polaris, the library will have both bibliographic records and order records in the Polaris Acquisitions system.

The bibliographic record will be created as per the library specifications assigned in the MARC profile section of Title Source. The order record will have branch codes, fund codes, copies and vendor information attached. Rules for overlaying and not overlaying existing records into the library database are controlled by the load through modification of the Polaris Acquisitions load table.

Edifact Ordering

After the order records have been received in Polaris Acquisitions, the PO can be FTP ordered to Baker & Taylor. Polaris ACQ can submit the bibliographic record number as well as the item level poli segment number that provide the perfect match points when loading the final Cataloging record. Baker & Taylor can receive FTP EDIFACT or enriched EDIFACT orders for spoken word audio and audio visual materials (Music CD and DVD). Enriched Edifact ordering is only available for CLS shelf-ready services.

Confirmations

Confirmations, also referred to as order acknowledgements, are available for the library to pickup for Polaris. The confirmations give line by line order status information.

Electronic Invoicing

Electronic Invoicing is available for electronic orders placed with Baker & Taylor. After the file is retrieved from the Baker & Taylor FTP site, the file will receive lines of the PO ordered and close order records for materials invoiced in the Polaris Acquisitions system.

Advance Shipping Notices

In addition to EDI invoicing, Baker & Taylor and Polaris have partnered to offer Advance Shipment Notices (ASN). As the name suggests, these transactions are sent when the items are shipped and are used in the receiving process. By scanning the barcode on the box, the library will be able to receive the titles without scanning each title. If the items on the list match the ones in the box, all items can be received; only exceptions will need to be addressed – improving the productivity of the receiver. The ASN also is used in conjunction with the electronic invoice. When the invoice is loaded and matched to the ASN, exceptions will be highlighted. Invoice approval process will also be streamlined. This greatly reduces the amount of time necessary to receive and approve invoices in Polaris. This is currently available for print materials only.

13. Collection Development Services

The Collection Management team responsible for library support and selection list/media production is comprised of 16 full-time librarians (two of whom are either fluent in Spanish or formally educated in Spanish) and 6 paraprofessionals. The Collection Management staff has extensive experience working in library collection development before their employment with Baker & Taylor. Baker & Taylor Collection Management librarians are active in contributing to the profession with activities such as publishing articles on collection development topics, participation in ALA committees, and addressing collection development topics in professional workshops and conference participation. Baker & Taylor's paraprofessionals have technical skills to address the necessary computer and IT support associated with library collection development processes.

SELECTION LISTS

Baker & Taylor's Collection Management has one of the most extensive databases in the industry to support Opening Day Collection projects and ongoing selection. Our core selection application can access over 7.2 million book, e-book, audio book, Music CD and DVD titles. Data can be accessed and output by using an extensive range of access points including but not limited to:

- Dewey Classification
- Library of Congress Classification
- Library of Congress Subject Headings
- Fiction Genres
- Juvenile Material Type, i.e. Picture Book, Easy Readers
- Subject Thesauri such as BISAC Subject Classifications
- Non-book Material Genres
- Key Word that can be applied to subject access points, full text annotations, and/or tables of contents

In addition to these subject/content descriptions, data can be accessed and output by non-subject descriptive data elements including but not limited to:

- Review Citation
- Citation in Industry Standard Bibliographies such as Public Library Catalog or Best Books for Children
- Series
- Level of Readership/Intended Audience
- Physical Format/Material Type
- Availability Status
- Stock Status
- Date of Publication/Copyright
- Price

Baker & Taylor's Collection Management librarians also maintain bibliographies that can be used to support library collection development projects. Examples include and are not limited to interdisciplinary multicultural collections that have African American, Hispanic/Latino, and/or Asian oriented content.

B&T can provide collection development data in a laser printed hard copy, MARC, or PC compatible format including Microsoft Excel. Baker & Taylor recommends that the library utilize our Opening Day Collection selection list and ordering process which involves the use of Excel spreadsheets for the selection process with hyperlinks into title level detail on our Title Source website. Data availability includes, but is not limited to the following:

- ISBN/ISSN
- Binding/Format
- List Price
- Delivered Price
- Holdings (see below)
- Class Number (s)
- Author/Editor
- Title
- Edition Statement
- Publisher
- Date of Publication/Copyright
- Series
- Brief Annotation
- Interest Level
- Indication of Status
- Subject Classification

In addition, B&T can include almost any data element that is included in the structure of a MARC record in our hard copy or electronic formats of selection lists. We can include data that indicates:

- Juvenile Material Type, i.e. Picture Book, Easy Readers
- Subject Thesauri Elements such as BISAC Subject Classifications
- Non-book Material Genres

- Review Citation indications
- Citation in Industry Standard Bibliographies such as Public Library Catalog or Best Books for Children
- Physical Format/Material Type
- Availability Status
- Stock Status
- Regional and National Demand accumulated from all B&T customers

Review Sources

B&T can provide access to full-text review citations from the following major review sources.

AudioFile	1992--
BooklistJan.	1995--
BookPage	Inception 1999--
Choice	1998--
Doody's	1993--
E-Streams	Inception (not known)
ForeWord	Inception 1999--
Clarion Reviews	Nov. 2001--
Horn Book Guide	1994--
Horn Book Magazine	1996--
Kirkus	1991--
Voice of Youth Advocates	1997--
PW Annex	12/23/2003
LJ	all available reviews (~1985--)
SLJ	all available reviews (~1985--)
Criticas	Inception 2001--
Library Talk	9/98 -- 2/01
Book Report	1/94 -- 2/01
Technology Connection	10/94 -- 10/98
Library Media Connection	Jan 2004--
VideoLibrarian	Jan. 2002
CD Hotlist	1999--

FirstLook™ Collection Development Services

FirstLook is Baker & Taylor's family of notification services available to libraries. FirstLook is supported by a staff of experienced librarians and merchandising specialists who are experts in the publishing and entertainment industries.

FirstLook Basic

FirstLook Basic is a free collection development program that provides notification of high-visibility new and forthcoming titles. FirstLook Basic is available to subscribers of Title Source 360. Each month you will automatically receive a new cart that includes an up-to-date title list. Lists are available in the following categories:

New Releases in Adult DVD

New Releases in Children DVD

Adult Fiction

Adult Non-Fiction

Adult Large Print
Adult Reference
Adult Mass Market
Adult Spanish
Children and Teens Mass Market
Children and Teens Spoken Word Audio
Children and Teens Picture Books
Axis 360 eBooks
Acoustik Downloadable Audio

First Look Custom

First Look Custom is a subscription based Collection Development program that delivers fully customized selection lists for both print and non-print material based upon your selection criteria. Our custom-profiled lists make your selection as seamless as possible. You determine which lists you want, how you want them, and when you want to receive them by completing a profile document with your unique specifications in conjunction with your Baker & Taylor Sales Consultant and/or Collection Management staff member.

FirstLook Custom Features:

- Multiple selection criteria including but not limited to:
 - o Subject criteria, such as Dewey and LC classification, BISAC and genre categories
 - o Reviews and citations in review sources and/or bibliographies
 - o Audience level
 - o Series
 - o Publishers
 - o Citation in a Baker & Taylor publication or merchandising plan
 - o Publication date
 - o Format
- Flexible scheduling options
 - o One-time special profiles (i.e. replacement lists) available
 - o Weekly, semi-monthly, quarterly, contingent upon profile/material type
- Duplication management
 - o Titles are checked against previous carts—view a title one time for selection efficiency and to prevent unwanted duplication
- List delivered as carts to:
 - o Title Source 3
 - o Title Source 360
- List sent via FTP, email or US mail in the following formats:
 - o Word
 - o Excel
 - o PDF
 - o MARC
 - o Printed reports for extra charge

B&T can provide collection development data in a laser printed hard copy, MARC, or PC compatible format including Microsoft Excel. Selection Lists can also be loaded into the Library's

Polaris Acquisitions System via Baker & Taylor's Title Source 360, or via MARC acquisition records.

Merchandisers' Variety Program

The Merchandisers' Variety Program allows the Library to create separate profiles by subject category. The key criteria in title identification for these categories is the prepublication purchasing threshold, which represents Baker & Taylor's anticipated demand for these titles.

The Merchandisers' Variety Program addresses all collection areas, including those that are typically not covered in review journals. There are different thresholds for different categories. Category coverage includes adult fiction genres and nonfiction categories, children's and teen areas, spoken word, Spanish language, music CD and video DVD. Examples include, but are not limited to:

- Adult & Children's Books
- Adult general fiction
- Adult mystery
- Adult romance
- Computer books
- Cooking
- Crafts and hobbies
- Children's chapter books
- Children's concept books
- Children's easy readers

The Merchandisers' Variety Program can stand by itself or be integrated into a library's FirstLook profiles so that titles are delivered only one time, supporting efficient selection and integration with all collection development processes.

collectionHQ

collectionHQ, used by many of the top library systems in the U.S., U.K. and Australasia, is based on the proven Evidence-Based Stock Management (EBSM) methodology. By analyzing detailed circulation patterns, the methodology provides action plans to help librarians develop and manage collections, saving time and money, improving circulation and aligning the collection with local demand.

collectionHQ's powerful toolset provides valuable insight and clear direction so that librarians can perform tasks that used to take weeks or months in a matter of minutes. From collection maintenance to collection development, collectionHQ eases workloads and frees up staff's time to work on other important areas within the library.

collectionHQ harnesses evidence of a collection's usage. This allows public libraries to analyze their demand and use that to influence subsequent purchases based on the proven EBSM methodology. This allows for detailed spending plans to be quickly created at the branch level.

Additionally, collectionHQ's unique and powerful 'Discovery tool' gives clients access to circulation data collected from over 250 North American Public Libraries. Using 'Discovery', they are able to carry out searches on this data and compare this against their own holdings. They

may also identify specific items that are circulating well in other Public Libraries which they do not have in their own collection at present.

Having access to this very powerful library circulation data allows selectors to make more informed selection decisions, both quickly and efficiently, with the added peace of mind that decisions have been backed up by hard evidence.

ESP – Evidence-Based Selection Planning

Baker and Taylor, in conjunction with collectionHQ, has developed a new service, Evidence-Based Selection Planning (ESP), that brings the art of Baker & Taylor's collection development expertise together with the science of collectionHQ's data analytics, to create a decision support system integrated with Title Source 360 to equip libraries with the information to select the right titles and quantities, for the right locations.

ESP is a provided service that supports the purchasing of new materials using evidence from collectionHQ and the title identification from Baker & Taylor. ESP identifies the top forthcoming titles based upon past circulation by author, subject and series, determines the locations where copies need to be placed to satisfy patron demand and monitors budgets through the use of collectionHQ spending plans. Pricing of ESP is determined by the library's varying levels of integration with Baker & Taylor and collectionHQ services.

Please see Attachment B for detailed discount information.

Please see Attachment C for Baker & Taylor's
Category Definitions.

Pricing Section
“Return this Section with your Response”

In the table below, enter the percentage discount being offered to the City off of the publisher’s list price.

ITEM NO.	DESCRIPTION OF REQUIRED MATERIAL OR SERVICE	PERCENTAGE DISCOUNT
1.	General trade hardcover books <small>Category Definition I</small>	<u>46.0</u> %
2.	General trade paperback books <small>Category Definition III, IV</small>	<u>41.2</u> %
3.	Mass-market paperback books <small>Category Definition V</small>	<u>41.2</u> %
4.	Large print books	<u>*</u> %
	<small>*Discount is dependent upon the binding type and publisher of the work. Please see Attachments B and C for book category information.</small>	
5.	Continuations or Standing Order Titles	<u>Please see Attachment B, p. 1</u> %
6.	Children’s books (Trade Binding) <small>Category Definition II</small>	<u>46.0*</u> %
7.	Young adult books (Trade Binding) <small>Category Definition II</small>	<u>46.0*</u> %
	<small>*Discount is dependent upon the binding type and publisher of the work. Please see Attachments B and C for book category information.</small>	
8.	Mass market paperbacks for children <small>Category Definition V</small>	<u>41.2</u> %
9.	Graphic novels (Current Release, popular paperback) <small>Category Definition III, IV</small>	<u>41.2</u> % ^{***}
10.	Small press books <small>Category Definition IX</small>	<u>11.0</u> % ^{****}
11.	Academic or university press books (Non-trade titles) <small>Category Definition IX</small>	<u>11.0</u> % ^{****}
12.	Technical, reference, or special books <small>Category Definition IX</small>	<u>11.0</u> % ^{****}
13.	DVD video recordings	<u>28.5</u> %
14.	Blu-ray video recordings	<u>28.5</u> %
15.	Audiobooks on compact disc	<u>45.0</u> % ^{**}
	<small>** Discount is available for popular titles produced by widely distributed publishers (approximately 93% of our spoken word audio inventory). Please note, not all spoken word audio titles meet these criteria; some editions will be discounted as outlined on Attachment B, Categories I, VII, VIII, IX, X, or XI.</small>	
16.	Music recording on compact disc	<u>27.0</u> %
17.	Spanish-language books	<u>*</u> %
	<small>*Discount is dependent upon the binding type and publisher of the work. Please see Attachments B and C for book category information.</small>	

Processing Costs:

18.	Mylar covers added to book dust jackets and affixed to cover with durable tape	\$ <u>0.62</u> each
19.	KAPCO Easy Cover or equivalent clear polyester cover affixed to paperback book cover	\$ <u>1.99</u> each

^{***} Popular children’s book series and graphic novels may be published in a variety of bindings. Please see Attachment B. Categories II, IV, V, VI AND VII for discount information regarding each of these binding types.

^{****} Titles which receive minimal publisher discount will be invoiced at publisher’s list price. Titles where Baker & Taylor receives no discount from the publisher or prepayment is required by the publisher or publishers whose titles have limited demand and/or non-commercial publishers will be invoiced at list price.

Pricing Section
“Return this Section with your Response”

ITEM NO.	DESCRIPTION OF REQUIRED MATERIAL OR SERVICE	PERCENTAGE DISCOUNT
20.	Label or stamped showing the month and year of processing affixed to book according to Library’s placement specifications	\$ <u>* included in CLS shelf ready price</u> each
21.	“TEMPE PUBLIC LIBRARY” stamped on center top head of book pages	\$ <u>* included in CLS shelf ready price</u> each
22.	ISO-compliant RFID tag affixed to book according to Library’s placement specifications (Standard 3M RFID Book tag or equivalent)	\$ <u>* included in CLS shelf ready price</u> each
23.	ISO-compliant RFID hub label affixed to disc according to Library’s placement specifications (Standard 3M RFID Hub tag or equivalent)	\$ <u>* included in CLS shelf ready price</u> each
24.	Codabar barcode including Library name and eye-readable number affixed to item according to Library’s placement specifications	\$ <u>* included in CLS shelf ready price</u> each
25.	Call number placed at the base of spine, covered either by mylar dust jacket cover, clear component cover, or a clear label protector	\$ <u>* included in CLS shelf ready price</u> each
26.	DVD(s) packaged in durable circulation-ready containers with original container art or facsimile included	\$ <u>* included in CLS shelf ready price</u> each
27.	Audiobook compact disc(s) packaged in durable circulation-ready containers with original container art or facsimile included	\$ <u>* included in CLS shelf ready price</u> each
28.	Music compact disc(s) packaged in durable circulation-ready containers with original container art or facsimile included	\$ <u>* included in CLS shelf ready price</u> each
29.	“TEMPE PUBLIC LIBRARY” label affixed to media container according to Library’s placement specifications	\$ <u>* included in CLS shelf ready price</u> each
30.	Call number label placed on upper right face of front cover and at base of spine of media containers, and covered by container overlay or a dedicated label protector	\$ <u>* included in CLS shelf ready price</u> each
Cataloging Costs:		*Shelf Ready CLS Pricing:
31.	Customized cataloging including full level MARC record with CIP upgrades where needed, utilizing Z39.50 communication protocol with Library’s Polaris system and including overlay and item linking match points	\$4.20/unit - Print Material \$6.55/unit - Spoken Word Audio \$ \$5.50/unit - DVD each \$5.50/unit - Music CD
32.	Full level MARC record with item linking data only	\$ <u>* included in CLS shelf ready price</u> each

* Applicable Tax 0.0 %

*The pricing outlined for CLS shelf-ready services is a blended unit price based on the volume of material to be ordered, processing components requested, and the complexities of the library's cataloging requirements. Our unit price is all inclusive of the services requested by the library, including but not limited to cataloging, processing, and project management. This price does not include Original Cataloging, Laminate Covers for paperbacks and/or Vinabind prebinding services.

Pricing Section
“Return this Section with your Response”

* **State correct jurisdiction to receive sales tax on the Vendor's Offer, Form 201-B (RFP) included in this Request for Proposal.**

Less prompt payments discount terms of 0 % 30 days/ or net thirty (30) days. (To apply after receipt and acceptance of an itemized monthly statement.) For evaluation purposes, the City cannot utilize pricing discounts based upon payments being made in less than thirty (30) days from receipt of statement.

Ordering and Invoice Instructions

In order to facilitate internal control and accounting, each City Department will order and must be invoiced separately. Monthly invoices must be segregated by City Department number and mailed or delivered directly to the City Customer Department. For most materials, there will be between three (3) and six (6) ordering departments. At the time an order is placed, the Contractor must obtain the ordering department's cost center numbers for billing purposes. The use of the department's cost center numbers will be in addition to the purchase order number. Once a month, the Contractor shall submit a consolidated statement which shall itemize the invoice numbers, invoice date, invoice amounts, and the total amount billed to Accounting. Discount offering will be based upon days from receipt of the consolidated monthly statement. Invoice(s) shall not show previous balances.

Invoices shall include:

1. Listing Of All Delivery/Pickup Receipt Numbers Being Invoiced.
2. Total Cost Per Item.
3. Applicable Tax.
4. Payment Terms.
5. Blanket Purchase Order Number.

Invoices that do not follow the above minimum invoicing requirements will not be paid. Payment must be applied to only invoices referenced on check/payment stub. The City reserves the right to bill contracted vendor for researching invoices that have been paid, but not properly applied by vendor account receivables office.

Statement mailing address:

City of Tempe
Accounting (see below for your contact)
P.O. Box 5002
Tempe, Arizona 85280
Phone: 480-350-8355

Accounting Contacts:

Alex Chin	Letters A – H and Numbers
Ramona Zapien	Letters I – Z
Danielle Plunkett	General AP Inquiries and AP Checks

Addendum to Solicitation



City Procurement Office/City of Tempe • PO Box 5002 • 20 East 6th Street • Tempe, AZ 85280 • (480) 350-8324 • www.tempe.gov/procurement

Issue Date: | 01/06/2015

This addendum will modify and/or clarify: Solicitation No.: | 15-068

and is Addendum No. | 1

Procurement Description: | Library Materials and Associated Services

Changes should be made as follows:

1. Page 32, Evaluation Criteria has been replaced with the *Revised Evaluation Criteria dated 01/06/2015*. Please see attachment A.

Questions and Answers

1. Regarding the Samples on page 28, does the RFP require a processed book for each of the formats specified or does it require marc records only?

We would like to see a sample processed item for each of the four item types you may be proposing: book, DVD, audiobook (on CD), CD music. The sample does not need to be customized for Tempe Public Library, but we would like it to be processed according to our specifications. Mainly we're interested in seeing the barcode labels and covers.

2. According to the Specifications on pages 26 and 27, Hardcover Books, Paperback Books, TEMPE PUBLIC LIBRARY stamped on center of top head of pages. Does this mean every page of the book must be stamped?

We are asking for one stamp total, on the top pages of the book on the surface plane that is created when the book is closed.

The balance of the specifications and solicitation instructions remain the same. Proposal Offerors are to acknowledge receipt and acceptance of this addendum by returning of signed addendum with proposal response. Failure to sign and return an addendum prior to proposal opening time and date may make the proposal response non-responsive to that portion of the solicitation as materially affected by the respective addendum.

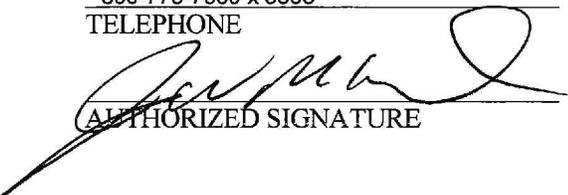
Baker & Taylor, Inc.
NAME OF COMPANY

Jeffrey W. McDaniel, Vice President Baker & Taylor CLS
BY NAME (please print) TITLE

2550 West Tyvola Road Suite 300
ADDRESS (or PO Box)

800-775-7930 x 3308
TELEPHONE

Charlotte NC 28217
CITY STATE ZIP


AUTHORIZED SIGNATURE

Attachment A

Revised Evaluation Criteria (01/06/2015)

Award Criteria	Weight	X	Rating	=	Points
1. Costs	30	X	_____	=	_____
2. Expertise and experience of the firm; References	10	X	_____	=	_____
3. Compliance with specifications	10	X	_____	=	_____
4. Inventory online system; Fill rate; Turnaround time	10	X	_____	=	_____
5. Cataloging services	10	X	_____	=	_____
6. Compatibility with Polaris ILS	10	X	_____	=	_____
7. Processing services	10	X	_____	=	_____
8. Collection development services	5	X	_____	=	_____
9. Quality and completeness of proposal; Acceptance of terms and conditions	5	X	_____	=	_____
			Total	=	_____

This proposal will be evaluated on a cumulative point system using the rating scale shown below (fractional points may be selected within this range).

Scoring

Outstanding	10
	9
Good	8
	7
	6
Average	5
	4
	3
Poor	2
	1
Not Addressed or Unacceptable	0

To evaluate the cost portion of the above criteria, the City may elect to evaluate each firm on a percentage basis of the lowest cost Offer. The formula would be: (Lowest Priced Offer/Evaluated Firm's Price) X Points Possible = Evaluation Points.

Addendum to Solicitation



City Procurement Office/City of Tempe • PO Box 5002 • 20 East 6th Street • Tempe, AZ 85280 • (480) 350-8324 • www.tempe.gov/procurement

Issue Date: | 01/12/2015

This addendum will modify and/or clarify: Solicitation No.: | 15-068

and is Addendum No. | 2

Procurement Description: | Library Materials and Associated Services

Changes should be made as follows:

The new Proposal Due Date/Time is **Thursday, January 29, 2015, 3:00 P.M. (Arizona Time)**.

Questions and Answers

1. We are to supply processed samples and need to know what barcode system you use, the placement on the book, and the barcode range we should use.

The City uses Codabar barcodes. They are placed on the front cover of the book, horizontally, in the upper left corner, approximately $\frac{3}{4}$ " in from both the top edge and spine.

Since these are samples, it is not necessary to use an actual number from our existing barcode sequence. A barcode number composed of all zeroes will be fine, or any other random number. (Codabar barcodes are 14-digits in length.)

For the samples, the City is mainly interested in seeing all the types of materials used.

2. In the Specifications on page 24, could you please clarify "Blacklisted titles"?

The term should be "backlisted". Backlisted titles are ones that are typically older publications that a library would wish to reorder, for example earlier works from a currently popular author.

3. Specifications section on page 26; Contractor to offer optional full collection development services, including selection, at no extra charge. Our interpretation of "Selection" would be that we act as the selectors, not only doing lists, but making final purchase/allocation decisions. Is this correct?

Full services would not include allocation, but would include selection. For example, the Library might request that \$5,000 be directed towards the purchase of single copies of juvenile fiction titles. The vendor would select the supply materials with a value up to that amount.

4. On page 26, under "Optional Processing Charges to be Based on the Following Criteria:", an "ISO – compliant RFID tag affixed to the book according to the Library's placement specifications" is requested. Do you want this RFID tag programmed? If so, who is the current RFID vendor?

The Library is in the process of selecting an RFID vendor, but that selection has not yet been made. We would like to have the tags programmed with (at minimum) the item ID number (i.e. barcode number) and security bit activated, so that the materials could be considered "shelf-ready."

5. In the Samples section on page 28, "At library's option, contractor to use Library-supplied bibliographic database as preferred MARC record source." What would the 'library-supplied bibliographic database' be?

The Library currently uses SkyRiver (info at iii.com). The possibility exists that the Library will migrate to OCLC within the contract period. The Library does not anticipate using any bibliographic service other than one of these two. The intent of this requirement is to ensure that the quality of MARC records delivered by the vendor will meet or exceed the quality of records available to the Library in whichever of these two services is in used at the Library at the time.

The balance of the specifications and solicitation instructions remain the same. Proposal Offerors are to acknowledge receipt and acceptance of this addendum by returning of signed addendum with proposal response. Failure to sign and return an addendum prior to proposal opening time and date may make the proposal response non-responsive to that portion of the solicitation as materially affected by the respective addendum.

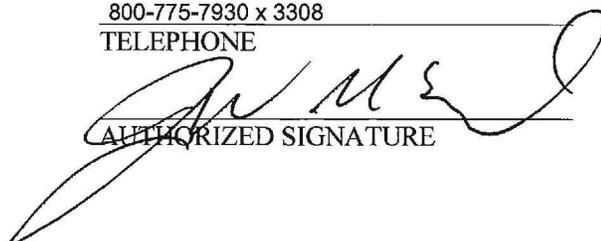
Baker & Taylor, Inc.
NAME OF COMPANY

2550 West Tyvola Road Suite 300
ADDRESS (or PO Box)

Charlotte NC 28217
CITY STATE ZIP

Jeffrey W. McDaniel, Vice President Baker & Taylor CLS
BY NAME (please print) TITLE

800-775-7930 x 3308
TELEPHONE


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Addendum to Solicitation



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Issue Date: | 01/21/2015

This addendum will modify and/or clarify: | Solicitation No.: | 15-068

and is | Addendum No. | 3

Procurement Description: | Library Materials and Associated Services

This addendum is issued to clarify the following item:

1. On Page 23 the RFP states: "For all materials purchased, the Library requires that accompanying customizable procession and cataloging services will be made available for purchase as an option."

Vendors are only expected to provide processing and cataloging services for the materials that they sell to the City (books, media, or both), not for any other materials.

The balance of the specifications and solicitation instructions remain the same. Proposal Offerors are to acknowledge receipt and acceptance of this addendum by returning of signed addendum with proposal response. Failure to sign and return an addendum prior to proposal opening time and date may make the proposal response non-responsive to that portion of the solicitation as materially affected by the respective addendum.

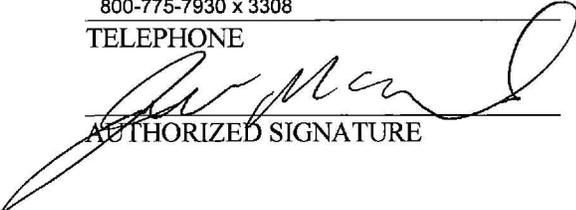
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April 8th, 2015

Lisa Goodman, CPPO
Procurement Officer
City of Tempe
20 E. Sixth Street, 2nd Floor
Tempe, AZ 85281

RE: Best and Final Offer to RFP #15-068 Library Materials and Associated Services

Dear Ms. Goodman:

In response to the City of Tempe's request for a Best and Final Offer to RFP #15-068, Baker & Taylor is pleased to have the opportunity to respond to your inquiries.

- 1) Yes – Standing orders are eligible to be delivered processed and cataloged just as firm orders are eligible to be delivered processed and cataloged.
- 2) Yes – invoices are available in EDI format for all materials ordered regardless of media type.
- 3) Yes – the Library currently has a subscription to Title Source, Baker & Taylor's online selection and ordering interface platform, in which they can utilize all features and functionality for demonstration purposes.
- 4) Baker & Taylor has reviewed our pricing proposal. The best competitive proposal has been submitted.

Should you require any further information, please feel free to contact me at (928) 607-8225.

We look forward to your favorable review and working with you and with the Library Staff.

Sincerely,



Lori Gray
CLS Western Regional Sales Manager
Baker & Taylor, Inc.
2550 W. Tyvola Road, Suite 300
Charlotte, NC 28217
Cell: (928) 607-8225
Lori.Gray@baker-taylor.com