

COOPERATIVE PURCHASE CONTRACT

Contract No. 2026-85

This Cooperative Purchase Contract is made and entered into this _____ day of _____, 20____ by and between the City of Flagstaff, Arizona, a political subdivision of the State of Arizona ("City") and **Ingram Library Services, LLC, a Tennessee C Corporation** ("Contractor").

RECITALS:

- A. Contractor is a fully authorized vendor of **Library Books, DVD's, CD's, and Other Media**
- B. The **City of Peoria, Arizona** conducted a competitive and open procurement process through Request for Proposal **P22-0029** that resulted in Contract No. **ACON03722B a/k/a P22-0029(D)** with Contractor ("Agency Contract");
- C. The City has authority to enter into a cooperative purchase contract with Contractor utilizing the Agency Contract.

AGREEMENT:

NOW THEREFORE, in consideration for the mutual promises contained herein, the Parties agree as follows:

1. Materials and or Services Purchased: Contractor shall provide to the City the materials and/or services, as specified in the Scope of Work attached as Exhibit A, and in accordance with the Agency Contract. A general description of materials and/or services being purchased is:

Library Books, DVD's, CD's, and Other Media

2. Specific Requirements of City: Contractor shall comply with all specific purchase and delivery requirements and/or options of City, as specified in the Scope of Work attached as Exhibit A and incorporated by reference.
3. Terms and Conditions of Agency Contract Apply: All provisions of the Agency Contract documents attached as Exhibit B, including any amendments, are incorporated in and shall apply to this Contract as though fully set forth herein. Contractor is responsible for promptly notifying City in writing of any changes in price made to the Agency Contract.
4. Payment:
 - 4.1 Payment to Contractor for the materials and/or services not to exceed **two hundred thousand dollars and zero cents (\$200,000.00) annually**; made in accordance with the price list and terms set forth in the Agency Contract.
 - 4.2 Any adjustment to the Payment amount must be approved by mutual written consent of the parties through a formal amendment. The City Manager or his/her designee may approve an amendment if the amendment price increase is less than \$100,000; otherwise, City Council approval is required.

5. Certificates of Insurance: All insurance provisions of the Agency Contract shall apply, including any requirement to name the City as an additional insured. If requested, Contractor shall furnish City with a copy of the current Certificate of Insurance required by the Agency Contract.
6. Term and Renewal: This Cooperative Purchase Contract shall commence upon execution by the Parties and shall continue for a period of one (1) year from the date of execution..
7. Notice: Any formal notice required under the Contract shall be in writing and sent by certified mail and email as follows:

To the City:
 Amelia Mason
 City of Flagstaff
 211 W. Aspen Ave.
 Flagstaff, AZ 86001
 amason@flagstaffpubliclibrary.org

To Contractor:
 Hannah Jones
 Sales Representative
 1 Ingram Blvd
 LaVergne, TN 37086
Hannah.jones@ingramcontent.com
 801-999-8404

With a copy to:
 Teddy Callan
 City of Flagstaff
 211 W. Aspen Ave.
 Flagstaff, AZ 86001
 Teddy.callan@flagstaffaz.gov

With a copy to:
 Will Harrison
 Sales Representative
 1 Ingram Blvd
 LaVergne, TN 37086
Will.harrison@ingramcontent.com
 615-213-5768

9. Authority: Each Party warrants that it has authority to enter into the Contract and perform its obligations hereunder, and that it has taken all actions necessary to enter into the Contract.

City of Flagstaff

Contractor

By: _____
 City Manager

By: _____

Title: _____

Dated: _____

Dated: _____

Attest:

Approved as to form:

 City Clerk

 City Attorney

Notice to Proceed issued: _____, 20__

October 15, 2025

Flagstaff City-Coconino County Public Library
Abbey Buckham, Collection Management Supervisor
300 West Aspen Ave.
Flagstaff, Arizona 86001

RE: New Ingram Special Offer

Dear Ms Buckham:

Please accept this offer as notification that Ingram Library Services LLC would like to continue our business relationship with the Flagstaff City-Coconino County Public Library in the form of an agreement, renewed annually. The discounts and terms offered herein are from the City of Peoria Contract # P22-0029(D) for Library Materials and Processing. Flagstaff City-Coconino County Public Library has offered an estimated annual spend of \$200,000.

Discounts and Terms:

Trade Hardcover	43.0%
Trade Quality Paperbacks.....	42.0%
Mass Market Paperbacks	42.0%
Library Bindings	18.0%
* Short Discounted Titles	8.0% - 35.0%
University Press	16.0%
** Spoken Word Audio	0-46.0%
Games	0.0 - 5.0%
Music	26.0%
DVD/Blu-ray.....	28.0%
Net Titles	0.0%

**Short Discount/Non-Trade: Lower demand, small print-run books in various bindings, and includes legal, technical, reference, scientific, and medical, prebound, and graphic novel titles as defined by Ingram subject categories. Titles are generally published by small or university presses. Also included are print and audiobook titles purchased at lower than full trade discount; titles with limited sales volume; and/or titles from publishers not in compliance with Ingram's purchasing requirements.*

*** Ninety to ninety-five percent of all Spoken Word Audio CD is at the 45% discount; however, some Spoken Word Audio is short discounted by the publisher.*

Cataloging and Processing:

To simplify budgeting and to speed items through our facilities, Ingram offers bundled cataloging and processing services. With our tiered service levels, your library can easily estimate its yearly cataloging and processing costs and identify ways to save. Rather than charging for each item applied to a unit, all units on a designated account will be charged the same cataloging and processing fee. This speeds up the work in our processing units and lets the library reconcile charges with little effort. It also distributes cataloging costs across all Ingram’s cataloging customers more fairly and enables us to maintain lower fees.

Cooperative Purchasing Freight Terms:

Ingram offers Ingram-paid freight from your primary and secondary distribution centers. Orders of 15 or more units from both your primary and secondary distribution center will ship with Ingram Paid Freight. Shipments of less than 15 units will be charged a flat \$6.00 shipping fee. The qualifying unit quantity is subject to change with notice. Items picked, packed, and shipped together count as an individual shipment. Distribution center designation is subject to change by Ingram to provide the best service for your Library.

UPS ground service is used to transport the majority of Ingram's goods. Ingram will choose the most cost-effective shipping method. Ingram has the right to adjust distribution center designations in order to provide the greatest service to your Library. Orders will ship FOB Destination. Ingram defines FOB Destination as Ingram being responsible for the products until they are delivered to the library. Once the items have been delivered, liability lies with the receiving agency. When freight charges on an individual account surpass 2.5% of the account's expenditures, Ingram reserves the right to change the shipping settings under this offer. Changes to account settings such as one warehouse for shipments or shipment timetables and order consolidation levels are examples of such alterations. We will work closely with the Library to ensure if changes are made, they are in the best interests of both parties. Ingram reserves the right to adjust freight terms on an account-by-account basis.

Due to the impact of rising oil prices, Ingram has instituted a \$2.50 fuel surcharge. This charge is subject to change with notice. These charges will appear as a Shipping and Handling charge on your invoice.

Payment Terms:

Payment terms under this offer shall be Net 30 Days. Payment is required for invoices within these terms even when a purchase order has not been completed. Ingram does not invoice for items until they have been shipped. While other vendors demand payment from invoice date, Ingram’s terms are calculated on statement date at the end of each month. With payment due 30 days from statement date, the customer’s payment is due an average of 45 days from invoice (30-59 days). Ingram reserves the right to assess a late charge on all past due invoices.

Effective Dates: Date: Within 72 hours of acceptance of offer
 End Date: 1 year from acceptance date

This offer is valid for a period of 60 days. To accept and apply the discounts and terms, please send an email confirmation to our Bids and Contracts Department at ilsbids@ingramcontent.com. Ingram will review the offer with the Library annually.

Ingram Contact List:

Toll-free telephone access to any Ingram point of contact is available to Flagstaff City-Coconino County Public Library at (800) 937-8200. Your Sales Representatives can be reached at the following numbers:

- Hannah Jones, Senior Sales Representative(801) 999-8404
Email: hannah.jones@ingramcontent.com
- Will Harrison, Sales Specialist (615)-213-5768
Email: will.harrison@ingramcontent.com

Ingram Library Services LLC is looking forward to forming a successful collaboration with Flagstaff City-Coconino County Public Library System. If you have any questions, please reach out to Hannah Jones, your Ingram Senior Sales Representative. Hannah will gladly assist you.

To accept and activate this offer, please send an email to ilsbids@ingramcontent.com.

Best regards,



Carolyn Morris
Vice President

CM/ab



CONTRACT AUTHORIZATION AND SIGNATURE – COVER SHEET

(For City Use Only)

CONTRACT DETAILS

New Contract Amendment Extension Other: _____

Purchasing Job Number: P22-0029C Buyer Name: Terry Andersen

Vendor / Contractor: Ingram Library Services Inc.

Contract Purpose / Scope Description: Library Materials and Processing - New 2-yr term contract with option to renew up to 36 months.

Start Date: 02/01/22 End Date: 01/31/23 Term Contract? No Yes Final Expiration: 01/31/27

FINANCIAL DETAILS

City Department: Arts, Cultural and Library Services Department Rep: Kathleen Wade

Budget Account #: _____ CIP#: _____

A. This document amount: \$ 0.00

B. Total of all previous executed amounts for this contract: \$ _____

C. Total Contract Amount: \$ 0.00

APPROVALS

Council Approval Required?: No Yes Council Date: _____

City Manager Signature Required? No Yes

Comments/Special Instructions: Please sign as requested. Final copy will be provided to all signers and recorded with Materials Management. Thank you!

ROUTING SEQUENCE

Materials Management: By: Christine Finney Date: 02/14/2022

Risk Management: By: _____ Date: _____

City Attorney: By: George Mariscal for Date: 02/15/2022

City Manager: By: _____ Date: _____

City Clerk: By: Lori Dyckman Date: 02/15/2022

ACON: 03722 LCON: _____ Recordation#: _____



City of Peoria, Arizona Notice of Request for Proposal

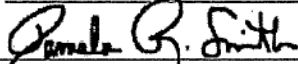


Solicitation No.:	P22-0029 C	Proposal Due Date:	November 30, 2021
Capital Project No.:	N/A	Proposal Due Time:	5:00 P.M. AZ Time
Materials and/or Services:	Library Materials and Processing	Purchasing Agent:	Terry Andersen
		Pre-Proposal Date:	N/A
Contact Phone:	(623) 773-7981	Pre-Proposal Time:	N/A
Contact Email:	Teresa.Andersen@peoriaaz.gov	Pre-Proposal Location:	NA

In accordance with City of Peoria Procurement Code competitive sealed proposals for the material or services specified will be received by the City of Peoria Materials Management at the specified location until the date and time cited above. Proposals shall be in the submitted on or prior to the exact date and time indicated above. Late proposals will not be considered, except as provided in the City of Peoria Procurement Code. *Proposals shall be submitted electronically via the City's Procurement Portal (Bonfire) or in a sealed envelope with the Request for Proposal number and the offeror's name and address clearly indicated on the front of the envelope.* Offerors are strongly encouraged to carefully read the *entire* Request for Proposal Package.

OFFER



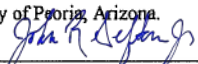

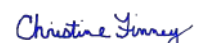
To the City of Peoria: The undersigned on behalf of the entity, firm, company, partnership, or other legal entity listed below offers on its behalf to the City a proposal that contains all terms, conditions, specifications and amendments in the Notice of Request for Proposal issued by the City. Any exception to the terms contained in the Notice of Request for Proposal must be specifically indicated in writing and are subject to the approval of the City prior to acceptance. The signature below certifies your understanding and compliance with Paragraph 1 of the City of Peoria Standard Terms and Conditions (form COP 202) contained in the Request for Proposal package issued by the City.

For clarification of this offer contact:	Telephone: (800) 937-5300 Fax: (615) 213-6004
Name: <u>Regina Dunlap</u>	Email: <u>ilsbids@ingramcontent.com</u>
<u>Ingram Library Services LLC</u>	
Company Name	Authorized Signature for Offer
<u>One Ingram Blvd</u>	<u>Pamela R. Smith</u>
Address	Printed Name
<u>La Vergne</u> <u>TN</u> <u>37086</u>	<u>Vice President and General Manager</u>
City State Zip Code	Title

ACCEPTANCE OF OFFER AND CONTRACT AWARD (For City of Peoria Use Only)

Your offer is accepted by the City, subject to approval of each written exception that your proposal contained. The contract consists of the following documents: 1.) Request for Proposal issued by the City; 2.) Your offer in Response to the City's Request for Proposal; 3.) This written acceptance and contract award.

As the contractor, you are now legally bound to sell the materials and/or services listed by the attached award notice, based on the solicitation of proposals, including all terms, conditions, specifications, amendments and your offer as now accepted by the City. The Contractor shall not commence any billable work or provide any material, service or construction under this contract until the Contractor receives an executed Purchase Order or written Notice to Proceed.

Attested by:  <hr/> Lori Dyckman, Acting City Clerk  City Seal Copyright 2003 City of Peoria, Arizona CC: _____ Contract Number: <u>ACON03722</u> Official File: _____	City of Peoria, Arizona Effective Date: <u>February 1, 2022</u>  <hr/> John R. Sefton, Jr., Arts, Culture & Library Services Director Approved as to form:  <hr/> Vanessa P. Hickman, City Attorney Contract Awarded Date <u>February 15, 2022</u>  <hr/> Christine Finney, Materials Manager
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REQUEST FOR PROPOSAL

INSTRUCTIONS TO OFFEROR

Materials Management Procurement

9875 N. 85th Ave., 2nd Fl.
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

1. PREPARATION OF PROPOSAL:

- a. All proposals shall be on the forms provided in this *Request For Proposal* package. It is permissible to copy these forms if required. Telegraphic (facsimile) or mailgram proposals will not be considered.
- b. The Offer and Contract Award document (COP Form 203) shall be submitted with an original ink or digital signature by a person authorized to sign the offer.
- c. Erasures, interlineations, or other modifications in the proposal shall be initialed in original ink by the authorized person signing the Vendor Offer.
- d. If price is a consideration and in case of error in the extension of prices in the proposal, the unit price shall govern. No proposal shall be altered, amended, or withdrawn after the specified proposal due date and time.
- e. Periods of time, stated as a number of days, shall be calendar days.
- f. It is the responsibility of all Offerors to examine the entire *Request For Proposal* package and seek clarification of any item or requirement that may not be clear and to check all responses for accuracy before submitting a bid. Negligence in preparing a Proposal confers no right of withdrawal after proposal due date and time.

2. **INQUIRIES:** Any question related to the *Request For Proposal* shall be directed to the Buyer whose name appears on the front. The Offeror shall not contact or ask questions of the department for which the requirement is being procured. Questions should be submitted in writing when time permits. The Buyer may require any and all questions be submitted in writing at the Buyer's sole discretion. Any correspondence related to a *Request For Proposal* should refer to the appropriate *Request For Proposal* number, page, and paragraph number. However, the Offeror shall not place the *Request For Proposal* number on the outside of any envelope containing questions since such an envelope may be identified as a sealed proposal and may not be opened until after the official *Request For Proposal* due date and time.

3. **PROSPECTIVE OFFERORS CONFERENCE:** A prospective offerors conference may be held. If scheduled, the date and time of this conference will be indicated within this document. The purpose of this conference will be to clarify the contents of this *Request For Proposal* in order to prevent any misunderstanding of the City's position. Any doubt as to the requirements of this *Request For Proposal* or any apparent omission or discrepancy should be presented to the City at this conference. The City will then determine if any action is necessary and may issue a written amendment to the *Request for Proposal*. Oral statements or instructions will not constitute an amendment to this *Request for Proposal*.

4. **LATE PROPOSALS:** Late Proposals will not be considered, except as provided by the **City of Peoria Procurement Code**. A vendor submitting a late proposal shall be so notified.

5. **WITHDRAWAL OF PROPOSAL:** At any time prior to the specified proposal due date and time, a Vendor (or designated representative) may withdraw the proposal. Telegraphic (facsimile) or mailgram proposal withdrawals will not be considered.

6. **AMENDMENT OF PROPOSAL:** Receipt of a Solicitation Amendment (COP Form 207) shall be acknowledged by signing and returning the document prior to the specified proposal due date and time.

7. **PAYMENT:** The City will make every effort to process payment for the purchase of goods or services within thirty (30) calendar days after receipt of goods or services and a correct notice of amount due, unless a good faith dispute exists as to any obligation to pay all or a portion of the account. Any proposal that requires payment in less than thirty (30) calendar days shall not be considered.

8. **NEW:** All items shall be new, unless otherwise stated in the specifications.

9. **DISCOUNTS:** Payment discount periods will be computed from the date of receipt of material/service or correct invoice, whichever is later, to the date Buyer's payment is mailed. Unless freight and other charges are itemized, any discount provided will be taken on full amount of invoice. Payment discounts of thirty (30) calendar days or more will be deducted from the proposal price in determining the low bid. However, the Buyer shall be entitled to take advantage of any payment discount offered by the Vendor provided payment is made within the discount period.

10. **TAXES:** The City of Peoria is exempt from Federal Excise Tax, including the Federal Transportation Tax. Sales tax, if any, shall be indicated as a separate item.

11. **VENDOR REGISTRATION:** After the award of a contract, the successful Vendor shall have a completed Vendor Registration Form (COP Form 200) on file with the City of Peoria Materials Management Division.

12. AWARD OF CONTRACT:

- a. Unless the Offeror states otherwise, or unless provided within this *Request For Proposal*, the City reserves the right to award by individual line item, by group of line items, or as a total, whichever is deemed most advantageous to the City.
- b. Notwithstanding any other provision of this *Request For Proposal*, The City expressly reserves the right to:
 - (1) Waive any immaterial defect or informality; or
 - (2) Reject any or all proposals, or portions thereof, or
 - (3) Reissue a *Request For Proposal*.
- c. A response to a *Request For Proposal* is an offer to contract with the City based upon the terms, conditions and specifications contained in the City's *Request For Proposal* and the written amendments thereto, if any. Proposals do not become contracts unless and until they are accepted by the **City Council**. A contract is formed when written notice of award(s) is provided to the successful Offeror(s). The contract has its inception in the award document, eliminating a formal signing of a separate contract. For that reason, all of the terms and conditions of the procurement contract are contained in the *Request For Proposal*, unless modified by a Solicitation Amendment (COP Form 207) or a Contract Amendment (COP Form 217).



STANDARD TERMS AND CONDITIONS

Materials Management Procurement

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THE FOLLOWING TERMS AND CONDITIONS ARE AN EXPLICIT PART OF THE SOLICITATION AND ANY RESULTANT CONTRACT.

1. **CERTIFICATION:** By signature in the Offer section of the Offer and Contract Award page (COP Form 203), the Vendor certifies:
 - a. The submission of the offer did not involve collusion or other anti-competitive practices.
 - b. The Vendor shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
 - c. The Vendor has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip favor, or service to a public servant in connection with the submitted offer. Failure to sign the offer, or signing it with a false statement, shall void the submitted offer or any resulting contracts, and the vendor may be debarred.
2. **GRATUITIES:** The City may, by written notice to the Contractor, cancel this contract if it is found by the City that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City with a view toward securing an order, securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performing of such order. In the event this contract is cancelled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity. Paying the expense of normal business meals which are generally made available to all eligible city government customers shall not be prohibited by this paragraph.
3. **APPLICABLE LAW:** In the performance of this agreement, contractors shall abide by and conform to any and all laws of the United States, State of Arizona and City of Peoria including but not limited to federal and state executive orders providing for equal employment and procurement opportunities, the Federal Occupational Safety and Health Act and any other federal or state laws applicable to this agreement.

Contractor specifically understands and acknowledges the applicability to it of the Americans with Disabilities Act, including Section 508, the Immigration Reform and Control Act of 1986, and the Drug Free Workplace Act of 1989. In addition, if this agreement pertains to construction, Contractor must also comply with A.R.S. § 34-301, as amended (Employment of Aliens on Public Works Prohibited) and A.R.S. § 34-302, as amended (Residence Requirements for Employees).

Under the provisions of A.R.S. § 41-4401, Contractor hereby warrants to the City that Contractor and each of its subcontractors ("Subcontractors") will comply with, and are contractually obligated to comply with, all Federal immigration laws and regulations that relate to their employees and A.R.S. § 23-214(A) (hereinafter, "Contractor Immigration Warranty").

A breach of the Contractor Immigration Warranty shall constitute a material breach of this agreement and shall subject Contractor to penalties up to and including termination of this agreement at the sole discretion of the City. The City may, at its sole discretion, conduct random verification of the employment records of Contractor and any Subcontractors to ensure compliance with the Contractor Immigration Warranty. Contractor agrees to assist the City in regard to any random verifications performed.

Neither Contractor nor any Subcontractor shall be deemed to have materially breached the Contractor Immigration Warranty if Contractor or the Subcontractor establishes that it has complied with the employment verification provisions prescribed by §§ 274A and 274B of the Federal Immigration and Nationality Act and the E-Verify requirements prescribed by A.R.S. §23-214(A).

The provisions of this Paragraph must be included in any contract Contractor enters into with any Subcontractors who provide services under this agreement or any subcontract. "Services" is defined as furnishing labor, time or effort in the State of Arizona by a contractor or subcontractor. Services include construction or maintenance of any structure, building or transportation facility or improvement to real property.

Contractor warrants, for the term of this agreement and for six months thereafter, that it has fully complied with the requirements of the Immigration Reform and Control Act of 1986 and all related or similar legal authorities.

This contract shall be governed by the City and Contractor shall have all remedies afforded each by the Uniform Commercial Code, as adopted in the State of Arizona, except as otherwise provided in this contract or in statutes pertaining specifically to the City. This contract shall be governed by the laws of the State of Arizona and suit pertaining to this contract may be brought only in courts in the State of Arizona.

This contract is subject to the provisions of ARS §38-511; the City may cancel this contract without penalty or further obligations by the City or any of its departments or agencies if any person significantly involved in initiating, negotiating, securing, drafting or



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creating the contract on behalf of the City or any of its departments or agencies, is at any time while the contract or any extension of the contract is in effect, an employee of any other party to the contract in any capacity or a consultant to any other party of the contract with respect to the subject matter of the contract.

4. **LEGAL REMEDIES:** All claims and controversies shall be subject to resolution according to the terms of the City of Peoria Procurement Code.
5. **CONTRACT:** The contract between the City and the Contractor shall consist of (1) the Solicitation, including instructions, all terms and conditions, specifications, scopes of work, attachments, and any amendments thereto, and (2) the offer submitted by the Vendor in response to the solicitation. In the event of a conflict in language between the Solicitation and the Offer, the provisions and requirements in the Solicitation shall govern. However, the City reserves the right to clarify, in writing, any contractual terms with the concurrence of the Contractor, and such written contract shall govern in case of conflict with the applicable requirements stated in the Solicitation or the Vendor's offer. The Solicitation shall govern in all other matters not affected by the written contract.
6. **CONTRACT AMENDMENTS:** This contract may be modified only by a written Contract Amendment (COP Form 217) signed by persons duly authorized to enter into contracts on behalf of the City and the Contractor.
7. **CONTRACT APPLICABILITY:** The Offeror shall substantially conform to the terms, conditions, specifications and other requirements found within the text of this specific Solicitation. All previous agreements, contracts, or other documents, which have been executed between the Offeror and the City are not applicable to this Solicitation or any resultant contract.
8. **PROVISIONS REQUIRED BY LAW:** Each and every provision of law and any clause required by law to be in the contract will be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, the contract will forthwith be physically amended to make such insertion or correction.
9. **SEVERABILITY:** The provisions of this contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the contract which may remain in effect without the invalid provision or application.
10. **RELATIONSHIP TO PARTIES:** It is clearly understood that each party will act in its individual capacity and not as an agent, employee, partner, joint venturer, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other for any purpose whatsoever. The Contractor is advised that taxes or Social Security payments will not be withheld from any City payments issued hereunder and that the Contractor should make arrangements to directly pay such expenses, if any.
11. **INTERPRETATION-PAROL EVIDENCE:** This contract represents the entire agreement of the Parties with respect to its subject matter, and all previous agreements, whether oral or written, entered into prior to this contract are hereby revoked and superseded by this contract. No representations, warranties, inducements or oral agreements have been made by any of the Parties except as expressly set forth herein, or in any other contemporaneous written agreement executed for the purposes of carrying out the provisions of this contract. This contract may not be changed, modified or rescinded except as provided for herein, absent a written agreement signed by both Parties. Any attempt at oral modification of this contract shall be void and of no effect.
12. **NO DELEGATION OR ASSIGNMENT:** Contractor shall not delegate any duty under this Contract, and no right or interest in this Contract shall be assigned by Contractor to any successor entity or third party, including but not limited to an affiliated successor or purchaser of Contractor or its assets, without prior written permission of the City. The City, at its option, may cancel this Contract in the event Contractor undertakes a delegation or assignment without first obtaining the City's written approval. Contractor agrees and acknowledges that it would not be unreasonable for the City to decline to approve a delegation or assignment that results in a material change to the services provided under this Contract or an increased cost to the City.
13. **SUBCONTRACTS:** No subcontract shall be entered into by the contractor with any other party to furnish any of the material, service or construction specified herein without the advance written approval of the City. The prime contractor shall itemize all sub-contractors which shall be utilized on the project. Any substitution of sub-contractors by the prime contractor shall be approved by the City and any cost savings will be reduced from the prime contractor's bid amount. All subcontracts shall comply with Federal and State laws and regulations which are applicable to the services covered by the subcontract and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract and if the Subcontractor were the Contractor referred to herein. The Contractor is responsible for contract performance whether or not Subcontractors are used.



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14. **RIGHTS AND REMEDIES:** No provision in this document or in the vendor's offer shall be construed, expressly or by implication, as waiver by the City of any existing or future right and/or remedy available by law in the event of any claim of default or breach of contract. The failure of the City to insist upon the strict performance of any term or condition of the contract or to exercise or delay the exercise of any right or remedy provided in the contract, or by law, or the City's acceptance of and payment for materials or services, shall not release the Contractor from any responsibilities or obligations imposed by this contract or by law, and shall not be deemed a waiver of any right of the City to insist upon the strict performance of the Contract.
15. **INDEMNIFICATION:** To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting therefrom, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.
- The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.
16. **OVERCHARGES BY ANTITRUST VIOLATIONS:** The City maintains that, in practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims for such overcharges as to the goods and services used to fulfill the Contract.
17. **FORCE MAJEURE:** Except for payment for sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force Majeure. The term "*force majeure*" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God; acts of the public enemy; war; acts of terror, hate crimes affecting public order; riots; strikes; mobilization; labor disputes; civil disorders; fire; floods; lockouts, injunctions-intervention-acts, or failures or refusals to act by government authority; events or obstacles resulting from a governmental authority's response to the foregoing; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence. The force majeure shall be deemed to commence when the party declaring force majeure notifies the other party of the existence of the force majeure and shall be deemed to continue as long as the results or effects of the force majeure prevent the party from resuming performance in accordance with this Contract.
- Force majeure shall not include the following occurrences:
- Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, an oversold condition of the market, inefficiencies, or similar occurrences.
 - Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this Force Majeure term and Condition.
- Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure. If either party is delayed at any time in the progress of the work by force majeure, then the delayed party shall notify the other party in writing of such delay within forty-eight (48) hours commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand delivered or mailed *Certified-Return Receipt* and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing. The time of completion shall be extended by contract modification for a period of time equal to the time that the results or effects of such delay prevent the delayed party from performing in accordance with this contract.
18. **RIGHT TO ASSURANCE:** Whenever one party to this contract in good faith has reason to question the other party's intent to perform he may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as an anticipatory repudiation of the Contract.



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19. **RIGHT TO AUDIT RECORDS:** The City may, at reasonable times and places, audit the books and records of any Contractor as related to any contract held with the City. This right to audit also empowers the City to inspect the papers of any Contractor or Subcontractor employee who works on this contract to ensure that the Contractor or Subcontractor is complying with the Contractor Immigration Warranty made pursuant to Paragraph 3 above.
20. **RIGHT TO INSPECT PLANT:** The City may, at reasonable times, inspect the part of the plant or place of business of a Contractor or Subcontractor which is related to the performance of any contract as awarded or to be awarded.
21. **WARRANTIES:** Contractor warrants that all material, service or construction delivered under this contract shall conform to the specifications of this contract. Unless otherwise stated in Contractor's response, the City is responsible for selecting items, their use, and the results obtained from any other items used with the items furnished under this contract. Mere receipt of shipment of the material/service specified and any inspection incidental thereto by the City shall not alter or affect the obligations of the Contractor or the rights of the City under the foregoing warranties. Additional warranty requirements may be set forth in the solicitation.
22. **INSPECTION:** All material and/or services are subject to final inspection and acceptance by the City. Materials and/or services failing to conform to the specifications of this Contract will be held at Contractor's risk and may be returned to the Contractor. If so returned, all costs are the responsibility of the Contractor. The City may elect to do any or all:
 - a. Waive the non-conformance.
 - b. Stop the work immediately.
 - c. Bring material into compliance.This shall be accomplished by a written determination for the City.
23. **TITLE AND RISK OF LOSS:** The title and risk of loss of material and/or service shall not pass to the City until the City actually receives the material or service at the point of delivery, unless otherwise provided within this Contract.
24. **NO REPLACEMENT OF DEFECTIVE TENDER:** Every tender of materials shall fully comply with all provisions of the Contract. If a tender is made which does not fully conform, this shall constitute a breach of the Contract as a whole.
25. **DEFAULT IN ONE INSTALLMENT TO CONSTITUTE TOTAL BREACH:** Contractor shall deliver conforming materials in each installment of lot of this Contract and may not substitute nonconforming materials. Delivery of nonconforming materials or a default of any nature, at the option of the City, shall constitute a breach of the Contract as a whole.
26. **SHIPMENT UNDER RESERVATION PROHIBITED:** Contractor is not authorized to ship materials under reservation and no tender of a bill of lading will operate as a tender of the materials.
27. **LIENS:** All materials, service or construction shall be free of all liens, and if the City requests, a formal release of all liens shall be delivered to the City.
28. **LICENSES:** Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.
29. **PATENTS AND COPYRIGHTS:** All services, information, computer program elements, reports and other deliverables, which may be patented or copyrighted and created under this contract are the property of the City and shall not be used or released by the Contractor or any other person except with the prior written permission of the City.
30. **PREPARATION OF SPECIFICATIONS BY PERSONS OTHER THAN CITY PERSONNEL:** All specifications shall seek to promote overall economy for the purposes intended and encourage competition and not be unduly restrictive in satisfying the City's needs. No person preparing specifications shall receive any direct or indirect benefit from the utilization of specifications, other than fees paid for the preparation of specifications.
31. **COST OF BID/PROPOSAL PREPARATION:** The City shall not reimburse the cost of developing presenting or providing any response to this solicitation. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner.
32. **PUBLIC RECORD:** All offers submitted in response to this solicitation shall become the property of the City and shall become a matter of public record available for review, subsequent to the award notification, in accordance with the City's Procurement Code. However, subsequent to the award of the contract, any information and documents obtained by the City during the course of an audit conducted in accordance with Paragraph 19 above for the purpose of determining compliance by Contractor or a Subcontractor with



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the Contractor Immigration Warranty mandated by Paragraph 3 above shall remain confidential and shall not be made available for public review or produced in response to a public records request, unless the City is ordered or otherwise directed to do so by a court of competent jurisdiction.

33. **ADVERTISING:** Contractor shall not advertise or publish information concerning this Contract, without prior written consent of the City.
34. **DELIVERY ORDERS:** The City shall issue a Purchase Order for the material and/or services covered by this contract. All such documents shall reference the contract number as indicated on the Offer and Contract Award (COP Form 203).
35. **FUNDING:** Any contract entered into by the City of Peoria is subject to funding availability. Fiscal years for the City of Peoria are July 1 to June 30. The City Council approves all budget requests. If a specific funding request is not approved, the contract shall be terminated.
36. **PAYMENT:** A separate invoice shall be issued for each shipment of material or service performed, and no payment will be issued prior to receipt of material and/or services and correct invoice.
37. **PROHIBITED LOBBYING ACTIVITIES:** The Offeror, his/her agent or representative shall not contact, orally or in any written form any City elected official or any City employee other than the Materials Management Division, the procuring department, City Manager, Deputy City Manager or City Attorney's office (for legal issues only) regarding the contents of this solicitation or the solicitation process commencing from receipt of a copy of this request for proposals and ending upon submission of a staff report for placement on a City Council agenda. The Materials Manager shall disqualify an Offeror's proposal for violation of this provision. This provision shall not prohibit an Offeror from petitioning an elected official after submission of a staff report for placement on a City Council agenda or engaging in any other protected first amendment activity after submission of a staff report for placement on a City Council agenda.
38. **PROHIBITED POLITICAL CONTRIBUTIONS:** Consultant during the term of this Agreement shall not make a contribution reportable under Title 16, Chapter 6, Article 1, Arizona Revised Statutes to a candidate or candidate committee for any city elective office during the term of this Agreement. The City reserves the right to terminate the Agreement without penalty for any violation of this provision.



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1. **Purpose:** Pursuant to provisions of the City Procurement Code, the City of Peoria, Materials Management Division intends to establish a contract for **Library Materials and Processing**.
2. **Authority:** This Solicitation as well as any resultant contract is issued under the authority of the City. No alteration of any resultant contract may be made without the express written approval of the City Materials Manager in the form of an official contract amendment. Any attempt to alter any contract without such approval is a violation of the contract and the City Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.
3. **Offer Acceptance Period:** In order to allow for an adequate evaluation, the City requires an offer in response to this Solicitation to be valid and irrevocable for ninety (90) days after the opening time and date.
4. **Eligible Agencies:** Any contract resulting from this Solicitation shall be for the use of all City of Peoria departments, agencies and boards.
5. **Cooperative Purchasing:** While this contract is for the City of Peoria, other public agencies and political subdivisions may express interest in utilizing the contract. In addition to the City of Peoria, and with approval of the contractor, this contract may be extended for use by other eligible public agencies (i.e. municipalities, school districts, nonprofit educational institutions, public health institutions, community facilities districts, and government agencies of the State). Eligible public agencies may elect to utilize the contract through cooperative purchasing (or piggybacking) on the contract and do so at their discretion. No volume is implied or guaranteed, and the contractor must be in agreement with the cooperative transaction. The Strategic Alliance for Volume Expenditures (SAVE), a group of school districts and other public agencies, have signed an intergovernmental cooperative purchase agreement to obtain economies of scale. As a member of SAVE, the City of Peoria will act as the lead agency. Any such usage by other participating public agencies must be in accordance with the ordinance, charter and/or procurement rules and regulations of the respective public agency. Potential participating public agencies (i.e. municipalities, school districts, nonprofit educational institutions, public health institutions, community facilities districts, and government agencies of the State) recognize potential equipment, logistical and capacity limitations by the contractor may limit the contractor's ability to extend use of this contract. Any orders placed to the contractor will be placed by the specific public agency participating in this purchase, and payment for purchases made under this agreement will be the sole responsibility of each participating public agency. The City of Peoria shall not be responsible for any disputes arising out of transactions made by others.
6. **Contract Type:** Fixed Price
7. **Term of Contract:** The term of any resultant contract shall commence *on the date of award* and shall continue for a period of two (2) years thereafter, unless terminated, cancelled or extended as otherwise provided herein.
8. **Contract Extension:** By mutual written contract amendment, any resultant contract may be extended for supplemental periods of up to a maximum of thirty-six (36) months.
9. **Proposal Opening:** Proposals shall be submitted no later than the due date and time indicated in the request for proposals. All information contained in the proposals shall be deemed as exempt from public disclosure based on the City's need to avoid disclosure of contents prejudicial to competing Offerors during the process of negotiation. The proposals shall not be open for public inspection until after contract award. After contract award, the successful proposal and the evaluation documentation shall be open for public inspection
10. **Discussions:** In accordance with the City of Peoria Procurement Code, after the initial receipt of proposals, discussions may be conducted with Offerors who submit proposals determined to be reasonably susceptible of being selected for award.
11. **Interview Guidelines:** During any requested interview, which would be scheduled in the future, be prepared to discuss your firm's proposal, staff assignments, project approach and other pertinent information. The presentation shall be approximately 30 minutes, allowing 15 minutes for a question and answer session. The Consultant's Project/Team Manager shall lead the presentation team and answer questions on behalf of the Consultant. If work involves a major sub-consultant, the firms Project/Team Manager's presence may also be requested (by the City) at the interview.
12. **Price Adjustment:** The City of Peoria Purchasing Office will review fully documented requests for price increases after



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any contract has been in effect for two (2) years. Any price increase adjustment will only be made at the time of contract extension and will be a factor in the extension review process. The City of Peoria Materials Management Division will determine whether the requested price increase or an alternate option, is in the best interest of the City. Any price adjustment will be effective upon the effective date of the contract extension.

13. **Price Reduction:** A price reduction adjustment may be offered at any time during the term of a contract and shall become effective upon notice.
14. **Affirmative Action Report:** It is the policy of the City of Peoria that suppliers of goods or services to the City adhere to a policy of equal employment opportunity and demonstrate an affirmative effort to recruit, hire, and promote regardless of race, color, religion, gender, national origin, age or disability. The City of Peoria encourages diverse suppliers to respond to solicitations for products or services.
15. **Performance Warranty:** Contractor warrants that the services rendered in performance will conform to the requirements and to the highest professional standards of the industry.
16. **Permits and Approvals:** Contractor agrees and undertakes to obtain necessary permits and approvals from all local, state and federal authorities for the project.
17. **Inspection:** All work shall be subject to inspection, surveillance, and test by the City at reasonable times during the performance. The Contractor shall provide and maintain an inspection system which is acceptable to the City.
18. **Investigation of Conditions:** The Contractor warrants and agrees familiarity of the work that is required, is satisfied as to the conditions under which is performed and enters into this contract based upon the Contractor's own investigation.
19. **Acceptance:** Determination of the acceptability of work shall be completed in a responsive and professional manner and in accordance with the specifications, schedules, or plans, which are incorporated in the Scope of Work.
20. **Invoices:** The Contractor shall submit invoices to the City of Peoria Accounts Payable Department, 8401 W. Monroe St, Peoria AZ 85345. Invoices may also be submitted electronically to accountspayable@peoriaaz.gov.
39. **Payments:** A separate invoice shall be issued for each shipment of material or service performed, and no payment will be issued prior to receipt of material and/or services and correct invoice.
21. **Shipping Terms:** Prices shall be F.O.B. Destination to the delivery location designated herein. Contractor shall retain title and control of all goods until they are delivered and the contract of coverage has been completed. All risk of transportation and all related charges shall be the responsibility of the contractor. All claims for visible or concealed damage shall be filed by the contractor. The City will notify the contractor promptly of any damaged goods and shall assist the contractor in arranging for inspection.
22. **Insurance Requirements:** The Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance with companies duly licensed, possessing a current A.M. Best, Inc. Rating of A-, or approved unlicensed in the State of Arizona with policies and forms satisfactory to the City.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted; failure to do so may, at the sole discretion of the City, constitute a material breach of this Contract.

The Contractor's insurance shall be primary insurance as respects the City, and any insurance or self-insurance maintained by the City shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect the City.

The insurance policies, except Workers' Compensation, shall contain a waiver of transfer rights of recovery (subrogation) against the City, its agents, representatives, directors, officers, and employees for any claims arising out of the Contractor's acts, errors, mistakes, omissions, work or service.



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The insurance policies may provide coverage which contain deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to the City under such policies. The Contractor shall be solely responsible for the deductible and/or self-insured retention and the City, at its option, may require the Contractor to secure payment of such deductibles or self-insured retentions by a Surety Bond or an irrevocable and unconditional letter of credit.

The City reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and endorsements. The City shall not be obligated, however, to review same or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of the City's right to insist on, strict fulfillment of Contractor's obligations under this Contract.

The insurance policies, except Workers' Compensation and Professional Liability, required by this Contract, shall name the City, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

23. **Required Insurance Coverage:**

a. Commercial General Liability

Contractor shall maintain Commercial General Liability insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00011207 or any replacements thereof. The coverage shall not exclude X, C, U.

Such policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, nor any provision which would serve to limit third party action over claims.

The Commercial General Liability additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form B, CG 20370704, and shall include coverage for Contractor's operations and products and completed operations.

Any Contractor subcontracting any part of the work, services or operations awarded to the Contractor shall purchase and maintain, at all times during prosecution of the work, services or operations under this Contract, an Owner's and Contractor's Protective Liability insurance policy for bodily injury and property damage, including death, which may arise in the prosecution of the Contractor's work, service or operations under this Contract. Coverage shall be on an occurrence basis with a limit not less than \$1,000,000 per occurrence, and the policy shall be issued by the same insurance company that issues the Contractor's Commercial General Liability insurance.

b. Automobile Liability

Contractor shall maintain Commercial/Business Automobile Liability insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to the Contractor's any owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work. Coverage will be at least as broad as coverage code 1, "any auto", (Insurance Service Office, Inc. Policy Form CA 00010306, or any replacements thereof). Such insurance shall include coverage for loading and off-loading hazards. If hazardous substances, materials or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

c. Workers' Compensation

The Contractor shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services; and, Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.



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In case any work is subcontracted, the Contractor will require the Subcontractor to provide Workers' Compensation and Employer's Liability to at least the same extent as required of the Contractor.

d. **Professional Liability**

The Contractor retained by the City to provide the work or service required by this Contract will maintain Professional Liability insurance covering acts, errors, mistakes and omissions arising out of the work or services performed by the Contractor, or any person employed by the Contractor, with a limit of not less than \$1,000,000 each claim.

24. **Certificates of Insurance:** Prior to commencing work or services under this Contract, Contractor shall furnish the City with Certificates of Insurance, and formal endorsements as required by the Contract, issued by Contractor's insurer(s), as evidence that policies providing the required coverages, conditions and limits required by this Contract are in full force and effect.

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of the Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to the City fifteen (15) days prior to the expiration date.

All Certificates of Insurance required by this Contract shall be identified with a bid or contract number and title of the project.

25. **Cancellation and Expiration Notice:** Insurance required herein shall not expire, be canceled, or materially changed without thirty (30) days prior written notice to the City.

26. **Independent Contractor:**

a. **General**

- i. The Contractor acknowledges that all services provided under this Agreement are being provided by him as an independent contractor, not as an employee or agent of the City Manager or the City of Peoria.
- ii. Both parties agree that this Agreement is nonexclusive and that Contractor is not prohibited from entering into other contracts nor prohibited from practicing his profession elsewhere.

b. **Liability**

- i. The City of Peoria shall not be liable for any acts of Contractor outside the scope of authority granted under this Agreement or as the result of Contractor's acts, errors, misconduct, negligence, omissions and intentional acts.

c. **Other Benefits**

The Contractor is an independent contractor, therefore, the City Manager will not provide the Contractor with health insurance, life insurance, workmen's compensation, sick leave, vacation leave, or any other fringe benefits. Further, Contractor acknowledges that he is exempt from coverage of the Comprehensive Benefit and Retirement Act (COBRA). Any such fringe benefits shall be the sole responsibility of Contractor.

27. **Key Personnel:** It is essential that the Contractor provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Contractor must agree to assign specific individuals to the key positions.

- a. The Contractor agrees that, once assigned to work under this contract, key personnel shall not be removed or replaced without written notice to the City.
- b. If key personnel are not available for work under this contract for a continuous period exceeding 30 calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify the City, and shall, subject to the concurrence of the City, replace such personnel with personnel of substantially equal ability and qualifications.

28. **Estimated Quantities:** This solicitation references quantities as a general indication of the needs of the City. The City



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anticipates considerable activity resulting from contracts that will be awarded as a result of this solicitation; however, the quantities shown are estimates only and the City reserves the right to increase or decrease any quantities actually acquired.

No commitment of any kind is made concerning quantities and that fact should be taken into consideration by each potential contractor.

29. **Confidential Information:**

- a. If a person believes that a bid, proposal, offer, specification, or protest contains information that should be withheld, a statement advising the Materials Manager of this fact shall accompany the submission and the information shall be identified.
- b. The information identified by the person as confidential shall not be disclosed until the Materials Manager makes a written determination.
- c. The Materials Manager shall review the statement and information and shall determine in writing whether the information shall be withheld.
- d. If the Materials Manager determines to disclose the information, the Materials Manager shall inform the bidder in writing of such determination.

30. **Confidentiality of Records:** The contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that information contained in its records or obtained from the City or from others in carrying out its functions under the contract shall not be used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the contract. Persons requesting such information should be referred to the City. Contractor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of contractor as needed for the performance of duties under the contract.

31. **Multiple Awards:** In order to assure that any ensuing contracts will allow the City to fulfill current and future requirements, the City reserves the right to award contracts to multiple companies. The actual utilization of any contract will be at the sole discretion of the City. The fact that the City may make multiple awards should be taken into consideration by each potential contractor.

32. **Identity Theft Prevention:** The Contractor shall establish and maintain Identity Theft policies, procedures and controls for the purpose of assuring that "personal identifying information," as defined by A.R.S. § 13-2001(10), as amended, contained in its records or obtained from the City or from others in carrying out its responsibilities under the Contract, is protected at all times and shall not be used by or disclosed to unauthorized persons. Persons requesting such information should be referred to the City. Contractor also agrees that any "personal identifying information" shall not be disclosed other than to employees or officers of Contractor as needed for the performance of duties under the Contract. Contractor agrees to maintain reasonable policies and procedures designed to detect, prevent and mitigate the risk of identity theft. Contractor is required under this contract to review the City of Peoria's Identity Theft Program and to report to the Program Administrator any Red Flags as defined within that program. At a minimum, the contractor will have the following Identity Theft procedures in place:

- a. Solicit and retain only the "personal identifying information" minimally necessary for business purposes related to performance of the Contract.
- b. Ensure that any website used in the performance of the contract is secure. If a website that is not secure is to be used, the City shall be notified in advance before any information is posted. The City reserves the right to restrict the use of any non-secure websites under this contract.
- c. Ensure complete and secure destruction of any and all paper documents and computer files at the end of the contracts retention requirements.
- d. Ensure that office computers are password protected and that computer screens lock after a set period of time.
- e. Ensure that offices and workspaces containing customer information are secure.
- f. Ensure that computer virus protection is up to date



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33. **Ordering Process:** Upon award of a contract by the City of Peoria, Materials Management Division may procure the specific material and/or service awarded by the issuance of a purchase order to the appropriate contractor. The award of a contract shall be in accordance with the City of Peoria Procurement Code and all transactions and procedures required by the Code for public bidding have been complied with. A purchase order for the awarded material and/or service that cites the correct contract number is the only document required for the department to order and the contractor to deliver the material and/or service.

Any attempt to represent any material and/or service not specifically awarded as being under contract with the City of Peoria is a violation of the contract and the City of Peoria Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.

34. **Billing:** All billing notices to the City shall identify the specific item(s) being billed and the purchase order number. Items are to be identified by the name, model number, and/or serial number most applicable. Any purchase/delivery order issued by the requesting agency shall refer to the contract number resulting from this solicitation.

35. **City of Peoria Business License:** Peoria City Code requires that all persons conducting business in the City of Peoria must first obtain a license. This includes businesses within the Peoria city limits, or those outside the limits who conduct business or perform services within Peoria. For business license questions or to obtain a license, please contact the City of Peoria Sales Tax & License Division at (623) 773-7160 or via email at salestax@peoriaAZ.gov.

36. **Business in Arizona:** The City will not enter contracts with foreign corporations not granted authority to transact business, or not in good standing, in the state of Arizona by the Arizona Corporation Commission. Businesses outside of Arizona may file documents to obtain a business license from the Arizona Corporation Commission. Information is available on the Arizona Corporation Commission's website at <https://www.azcc.gov> for more information. Businesses are cautioned the processing time can be lengthy.

37. **Samples:** Samples of items, when requested, must be submitted within 72 hours. Unless otherwise specified by the City of Peoria Materials Management Division, samples will be furnished, at no expense to the City. They must be identified as to supplier, manufacturer, part number, model number, type, grade, applicable stock number, etc. If not destroyed by testing, samples will be returned at vendor's request and expense. If no instructions are received for their return, samples will be discarded 30 days after award date.

38. **Contract Termination:** Any contract entered into as a result of this Solicitation is for the convenience of the City and as such, may be terminated without default by the City by providing a written thirty (30) day notice of termination.

39. **Cancellation:** The City reserves the right to cancel the whole or any part of this contract due to failure by the contractor to carry out any obligation, term or condition of the contract. The City will issue written notice to the contractor for acting or failing to act as in any of the following:

- a. The contractor provides material that does not meet the specifications of the contract;
- b. The contractor fails to adequately perform the services set forth in the specifications of the contract;
- c. The contractor fails to complete the work required or to furnish the materials required within the time stipulated in the contract;
- d. The contractor fails to make progress in the performance of the contract and/or gives the City reason to believe that the contractor will not or cannot perform to the requirements of the contract.

Upon receipt of the written notice of concern, the contractor shall have ten (10) days to provide a satisfactory response to the City. Failure on the part of the contractor to adequately address all issues of concern may result in the City resorting to any single or combination of the following remedies:

- a. Cancel any contract;
- b. Reserve all rights or claims to damage for breach of any covenants of the contract;



SPECIAL TERMS AND CONDITIONS

Solicitation Number: **P22-0029**

Materials Management Procurement

9875 N. 85th Ave., 2nd Fl.
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Fax: (623) 773-7118

- c. Perform any test or analysis on materials for compliance with the specifications of the contract. If the results of any test or analysis find a material non-compliant with the specifications, the actual expense of testing shall be borne by the contractor;
 - d. In case of default, the City reserves the right to purchase materials, or to complete the required work in accordance with the City Procurement Code. The City may recover any actual excess costs from the contractor by:
 - i. Deduction from an unpaid balance;
 - ii. Any combination of the above or any other remedies as provided by law.
40. **Protest Policy and Procedures:** The City of Peoria protest policy and procedures are available for review at the following public websites.
- a. The City of Peoria Protest Policy and Procedures are available online at <https://www.peoriaaz.gov/government/city-law/city-code>. The policy is contained within the City of Peoria Procurement Code, Chapter 26 - Administration, section 26-121. Procurement Code Protests; Informal and Formal.
 - b. The specific protest procedures are contained in the Materials Management "Procurement Guidelines" and can be accessed at <http://www.peoriaaz.gov/procurement>.



SCOPE OF WORK

Solicitation Number: **P22-0029**

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I. Intent:

The City of Peoria intends to contract with a qualified and experienced vendor or vendors to provide quality printed and non-print library materials for the Peoria Public Library System.

Offerors should respond to as many areas in the scope of work as possible. If a vendor does not provide a particular product line, please "deviate" or "no bid" that item. The City of Peoria will consider all offers; however, vendors with the ability to supply multiple product lines are preferred.

Offerors shall indicate pricing as a percent discount off List Price.

The scope of work and requirements define the quality and characteristics of the desired materials and application. They are based upon specifications for known acceptable manufacturers, processes, materials and/or brands. They are not intended to be exclusive or restrictive.

For fiscal year 2022, Peoria Public Library System budgeted \$209,000.00 for library materials and plans to spend 100% of it. This information is provided as an aid to vendors in preparing proposals only. It is not to be considered a guarantee of volume under this RFP. The successful offeror(s) discount and pricing schedule shall apply regardless of the volume of business under the contract. The City of Peoria does not guarantee any quantity of orders.

II. Requirements:

- A. All books must be new and unmarked.
- B. Periodicals, including but not limited to magazines, journals and foreign imprints are excluded from this solicitation.
- C. Contract vendor must guarantee complete satisfaction with materials delivered under the contract.
- D. Contract vendor shall accept return, shipping prepaid by contract vendor, of any materials found to be unacceptable.
- E. Contract vendor shall provide a broad range of library books and/or media that will support the educational and library programs of the City of Peoria.
- F. Special Promotions available to contract vendor's other clients shall also be extended to the City of Peoria.
- G. Contract vendor shall maintain a reasonable stock on hand of the books and media offered in order to ensure quick delivery.
- H. Contract vendor shall maintain a catalog or listing of materials. Catalog or listing shall include title, edition, ISBN, price, and other information pertinent to ordering library books and media.
- I. Contract vendor shall deliver materials promptly. The City of Peoria prefers that materials be delivered from stock. **Backorders will be permitted with approval from the member.**
- J. Rush delivery may be offered. "Rush" is defined as "overnight" (24-hour) delivery. Any additional charge for rush delivery shall be indicated in the offeror's proposal.
- K. Contract vendor shall maintain and error rate of two percent (2%) or less in filling orders, following a sixty (60) day familiarity period.
- L. Libraries in the State of Arizona are exempt from Arizona Transaction Privilege Tax (State Sales Tax) and Arizona use tax on purchase of books, electronic information and audio/visual materials. Arizona contract vendors may only charge an applicable local transaction privilege tax (city sales tax).
- M. The City of Peoria Library System typically will retain a minimum of four (4) copies for high volume titles.
- N. Multiple contracts may be awarded. The City of Peoria has the right to choose the contractor that best meets their requirements for any purchase.



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- O. Leasing may be included in this request for proposal.
- P. OCLC Subscription Service: If vendor offers this option, then the final agreement between the City and the vendor shall contain the cataloging and processing specifications as required by the City at that time.
 - The bibliographic record shall be compatible in structure and content with the Resource Description and Access (RDA) standard for descriptive cataloguing designed for the digital world.
 - Genre headings with tag 655 based on Library of Congress Genre/Form Terms (LCGFT).
 - Item linking to bibliographic record and RFID.
 - Project Management Support
 - Barcode Labels
 - FRID Theft Detection
 - Spine Label
 - J Label
 - Large Print Label
 - Reference Label
 - Branch Label
 - Teen Label
 - Property Labeling
 - Mylar Jacket Label Protectors
 - Spine Tape Quality Trade Paperbacks
- Q. Media information:
 - Customized artwork including but not limited to barcode, library name and call number.
 - Library quality containers.
 - Hub label with barcode on all discs.
- R. The City may request the vendor to provide samples of items or services offered by the vendor for further evaluation. If requested, samples will be provided at no cost to the City.



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Offerors will respond to each numbered item by checking the appropriate "Comply" or "Deviate" box. "No Bid" items shall be marked as such in the appropriate "Deviate" box. Details for deviations will be listed by item number and attached to the proposal.

Requirements Checklist		Comply	Deviate*
2.1	General Requirements		
2.1.01	The minimum single order requirement shall be one book or one unit.	✓	
2.1.02	Contract vendor shall provide small single copy orders, upon request.	✓	
2.1.03	Contract vendor shall provide large quantities of single titles and/or multiple titles, when requested.	✓	
2.1.04	Contract vendor shall repair or replace with no obligation to the Library, any item with a defect that occurs during the warranty period, except where it is shown that the defect was caused by misuse and not by faulty manufacture.	✓	
2.1.05	Individual videos, CDs and DVDs that become damaged and/or are defective in the first twelve (12) months after receipt date shall be replaced free of charge to the Library.		✓
2.1.06	Substitutions and/or additions of titles or editions to orders shall not be permitted without written authorization from the ordering library staff. All unauthorized substitutions and/or additions will be returned to the contract vendor at contract vendor's expense.	✓	
2.1.07	To aid in payment processing, invoices shall include, but are not limited to the following information: "Bill to" name and address, "Ship to" name and address, City of Peoria purchase order number, title/author, quantity, list price, % of discount, discounted cost and total cost for quantity purchased.	✓	
2.2	Ordering		
2.2.01	Within 60 days after contract commences, each contract vendor shall strive to maintain an average fill rate of 95 percent within 30 days from date of order for current U.S. imprint items. Line items that are reordered, back-ordered, or partially filled are not considered filled.	✓	



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Requirements Checklist		Comply	Deviate*
2.2.02	Orders not filled and partials shall be reported to the ordering library system. Wherever possible, the contract vendor shall inform library staff of the availability date of non-filled and partial orders within 30 days after receipt of order. Failure to maintain acceptable fill rates for library materials may result in the contract cancellation.	✓	
2.2.03	It is preferred that the electronic ordering system shall allow library staff to enter orders and shall have full order inquiry capabilities.	✓	
2.2.04	It is preferred the contract vendor shall provide order system software and training guides/manuals at no additional cost to all library staff members choosing to place orders electronically, if applicable. Samples of software and training guide/manuals may be required at no cost.	✓	
2.2.05	It is preferred the contract vendor provide a toll-free telephone support and assistance at no extra charge as well as digital communication to all library staff members interested in ordering electronically.	✓	
2.2.06	Contract vendors must provide web-based information on their products, services, marketing information, electronic ordering, etc.	✓	
2.3	Shipping		
2.3.01	Library Staff shall have the option to indicate whether partial orders are to be shipped as available or held for completion. Unless the staff member authorizes partial shipments, contract vendor shall furnish the total number of copies of any individual title in one shipment and fill orders for multi-volume sets in one shipment.	✓	
2.3.02	Contract vendor shall advise ordering member by email any product not in stock, and/or any product out of print. (It is preferred, when reporting products temporarily out of stock, contract vendor shall, if possible advise the library of the anticipated delivery date.)	✓	
2.3.03	Contract vendor cancellation of orders in part or whole for materials not available, out of stock, out of print, and/or not yet published will be made by means of appropriate notations and adjustments on orders returned to the library. Contract vendors will make no shipments of cancelled materials except on the basis of a new order from the Library	✓	



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Requirements Checklist		Comply	Deviate*
2.3.04	Contract vendor shall check all shipments for accuracy and completeness, and shall maintain a minimum 98% rate for accuracy (i.e. books shipped represent the order received) and completeness (i.e. books appearing on the packing slip are shipped) throughout the life of the contract.	✓	
2.3.05	A statement must be provided with the first shipment and shall include a listing of unavailable products, out of print titles, titles out of stock indefinitely, titles out of stock temporarily, and titles not to be supplied for other reasons. This information may be included on the packing slip or invoice.	✓	
2.4	Bindings		
2.4.01	Bindings shall meet or exceed requirements established by the American Library Association (ALA) and Library Binding Institute (LBI), where applicable.	✓	
2.4.02	Cloth bindings for hardcover publications shall be the publisher's standard binding.	✓	
2.4.03	Library bindings for hardcover publications shall be reinforced and include reinforced juvenile publications.	✓	
2.5	Other		
2.5.01	Other print and non-print library materials requested but not limited to: DVDs, audio books, dictionaries, thesauri, teacher resource guides, maps, educational wall charts, and quizzes for reading programs.	✓	

*** Deviations must be listed and attached to the proposal**

2.1.05

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



SUBMITTAL REQUIREMENTS

Solicitation Number: **P22-0029**

Materials Management Procurement

9875 N. 85th Ave., 2nd Fl.
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I. **QUESTIONS:**

All questions regarding the solicitation should be sent in writing to the designated purchasing agent via email or through Messages/Opportunity Q&A on the City of Peoria's Purchasing Portal (Bonfire).

The designated purchasing agent for this solicitation is:

Terry Andersen, Contract Officer
Phone: (623) 773-7981
Email: Teresa.Andersen@peoriaaz.gov

All questions must be submitted no later than the date and time indicated on the City of Peoria's Purchasing Portal (Bonfire).

Contact with City staff, other than the designated contact person indicated in the RFP, regarding this solicitation is strictly prohibited during the proposal process.

II. **PROPOSAL DUE DATE:**

Proposals are due no later than **5:00 P.M. on November 30, 2021**, unless the RFP is otherwise extended or cancelled via formal Solicitation Amendment.

III. **INSTRUCTIONS FOR PREPARING AND SUBMITTING RESPONSE:**

A. Proposals shall be submitted through the City of Peoria's Purchasing Portal (Bonfire) website at <https://peoriaaz.bonfirehub.com/portal> under the appropriate solicitation opportunity. Submissions submitted elsewhere or under the wrong solicitation will not be considered.

B. Solicitation Amendments: Any changes to the solicitation document will be in the form of a Solicitation Amendment. Amendments are posted on the City of Peoria's Purchasing Portal (Bonfire) website at <https://peoriaaz.bonfirehub.com/portal> under the appropriate solicitation opportunity. Interested parties are cautioned to check the Purchasing Portal (Bonfire) for amendments prior to submitting their proposal. The City will not be held responsible if a vendor fails to receive any amendments issued.

The City shall not be responsible for any oral changes to the scope of work or specifications made by any employees or officer of the City and interested parties are cautioned not to rely on any such changes.

IV. **PROPOSAL CONTENT:** The following items shall be addressed in the proposal:

A. Firm & Staff Experience

- Provide a brief company history and experience including specific expertise in providing services to other libraries.
- Key personnel – indicate the assignment of a dedicated account manager who will work with the City of Peoria. Include their experience and qualifications.
- List three (3) references with projects similar in scope and size within the last five (5) years utilizing the Questionnaire sheet.



SUBMITTAL REQUIREMENTS

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B. Method of Approach

- Provide a description of services including order processing, inventory and speed of delivery.
- Demonstrate customer service showing company's approach to care for the customer and resolve any issues that may arise (e.g. backorders, discontinued items and customer credits).
- Complete Requirements Checklist indicating compliance or deviation.

C. Cost Considerations

Offeror is to submit pricing (in their own format). Include sufficient detail and identify any inclusions, exclusions or limitations that may apply.

- Product listing including material type and corresponding discount off list price;
- Processing pricing;
- Cataloging pricing, standard and/or optional customization. Indicate if pricing is per title or per item.
- Additional products/services available including but not limited to bundling options, lease program, conversions, etc.

D. Conformance to RFP

- Failure to provide all requested information may result in firm's proposal being rejected as non-responsive.
- Complete and return all City forms.
- Exceptions – Any exceptions to any part of the RFP must be clearly noted and identified.

V. **EVALUATION CRITERIA:** In accordance with the City of Peoria Procurement Code, awards shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to the City, based upon the evaluation criteria listed below. The evaluation factors are listed in their relative order of importance.

- A. Firm & Staff Experience
- B. Method of Approach
- C. Cost Considerations
- D. Conformance to RFP

The City reserves the right to consider historic information and facts, whether gained from the Offeror's proposal, questions and answer conferences, references, or other source and the views of the evaluator(s) with prior Contract or service delivery experience with any of the Offerors, while conducting the proposal evaluations.



QUESTIONNAIRE

Solicitation Number: **P22-0029**

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Please list a minimum of three (3) owner references from similar projects whom the Materials Management Division may contact:

1. Company: Logan Library
Contact Name: Karen Clark, Director Phone: (435) 716-9130
Email: karen.clark@loganutah.org

2. Company: Meridian Library District
Contact Name: Cheri Rendler, Materials Services Manager Phone: (208) 888-4451 x1751
Email: cheri@mld.org

3. Company: Garfield County Libraries
Contact Name: Darla Baumli, Library Collections Coordinator Phone: (907) 625-4270
Email: dbaumli@gcpld.ogr



QUESTIONNAIRE

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Offeror acknowledges that NO changes to the City's Insurance Requirements, Indemnification and Document Use requirements will be granted, and that any changes or modifications requested may result in the offeror's proposal being rejected.

Yes No *If no, give reason below*

Ingram has included notations from our Insurance Department relating to sections 22. Insurance Requirements & 23. Required Insurance Coverage on page 8 of our RFP response.

Relating to Item 23, Ingram does not purchase X,C,U coverage as our operations have no exposure to this.

SEE AGREED UPON CONTRACT TERMS

Offeror acknowledges acceptance of the City of Peoria's Standard Terms and Conditions and Special Terms and Conditions and takes no exceptions.

Yes No *If no, give reason below*

Ingram has included requested changes from our Legal Department relating to the Standard Terms and Conditions on pages 2 - 5 of our RFP response.

SEE AGREED UPON CONTRACT TERMS



Peoria, Arizona

**Library Materials and Processing
Solicitation No: P22-0029**

Due Date: Tuesday, November 30, 2021
Time: 5:00 p.m. MST

Submitted By:

INGRAM[®]

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



November 24, 2021

City of Peoria
ATTN: Terry Andersen, Purchasing Agent
9875 N. 85th Ave., 2nd Fl.
Peoria, Arizona 85345-6560

Re: Solicitation No. P22-0029, Library Materials and Processing
Due: November 30, 2021 5:00pm MST

Dear Ms. Andersen:

Thank you for including Ingram Library Services LLC in your search for a vendor to fulfill Library Materials and Processing for the Peoria Public Library System (PBLs). We welcome this opportunity to present our proposal to continue our partnership with your libraries.

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

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

Ingram staff members are readily available to provide any additional information you may request, and to further discuss Ingram's current and developing strategy for content and service delivery. Should you have any questions regarding Ingram's proposal, please feel free to contact Regina Dunlap, Contract Management Specialist at (800) 937-5300, extension 35736. She may also be reached by email at ilsbids@ingramcontent.com or by fax at (615) 213-5196.

Best Regards,

A handwritten signature in blue ink that reads "Pamela R. Smith".

Pamela R. Smith
Vice President and General Manager

PRS/rd

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STANDARD TERMS AND CONDITIONS

Ingram has read and understands the Standard Terms and Conditions. We would like to request changes to the following specific items:

3. APPLICABLE LAW: In the performance of this agreement, contractors shall abide by and conform to any and all laws of the United States, State of Arizona and City of Peoria including but not limited to federal and state executive orders providing for equal employment and procurement opportunities, the Federal Occupational Safety and Health Act and any other federal or state laws applicable to this agreement.

Contractor specifically understands and acknowledges the applicability to it of the Americans with Disabilities Act, including Section 508, the Immigration Reform and Control Act of 1986, and the Drug Free Workplace Act of 1989. In addition, if this agreement pertains to construction, Contractor must also comply with A.R.S. § 34-301, as amended (Employment of Aliens on Public Works Prohibited) and A.R.S. § 34-302, as amended (Residence Requirements for Employees).

Under the provisions of A.R.S. § 41-4401, Contractor hereby warrants to the City that Contractor and each of its subcontractors ("Subcontractors") will comply with, and are contractually obligated to comply with, all Federal immigration laws and regulations that relate to their employees and A.R.S. § 23-214(A) (hereinafter, "Contractor Immigration Warranty").

A breach of the Contractor Immigration Warranty shall constitute a material breach of this agreement and shall subject Contractor to penalties up to and including termination of this agreement at the sole discretion of the City. ~~The City may, at its sole discretion, conduct random verification of the employment records of Contractor and any Subcontractors to ensure compliance with the Contractor Immigration Warranty. Contractor agrees to assist the City in regard to any random verifications performed. See Audit Provisions~~

Neither Contractor nor any Subcontractor shall be deemed to have materially breached the Contractor Immigration Warranty if Contractor or the Subcontractor establishes that it has complied with the employment verification provisions prescribed by §§ 274A and 274B of the Federal Immigration and Nationality Act and the E-Verify requirements prescribed by A.R.S. §23-214(A).

The provisions of this Paragraph must be included in any contract Contractor enters into with any Subcontractors who provide services under this agreement or any subcontract. "Services" is defined as furnishing labor, time or effort in the State of Arizona by a contractor or subcontractor. Services include construction or maintenance of any structure, building or transportation facility or improvement to real property.

Contractor warrants, for the term of this agreement and for six months thereafter, that it has fully complied with the requirements of the Immigration Reform and Control Act of 1986 and all related or similar legal authorities.

This contract shall be governed by the City and Contractor shall have all remedies afforded each by the Uniform Commercial Code, as adopted in the State of Arizona, except as otherwise provided in this contract or in statutes pertaining specifically to the City. This contract shall be governed by the laws of the State of Arizona ~~and suit pertaining to this contract may be brought only in courts in the State of Arizona. We can agree to governing law but would prefer not to be restricted in venue.~~

This contract is subject to the provisions of ARS §38-511; the City may cancel this contract without penalty or further obligations by the City or any of its departments or agencies if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the City or any of its departments or agencies, is at any time while the contract or any extension of the contract is in effect, an employee of any other party to the contract in any capacity or a consultant to any other party of the contract with respect to the subject matter of the contract.

14. RIGHTS AND REMEDIES: No provision in this document or in the ~~Contractor's vendor's~~ offer shall be construed, expressly or by implication, as waiver by the City of any existing or future right and/or remedy available by law in the event of any claim of default or breach of contract. The failure of the City to insist upon the strict performance of any term or condition of the contract or to exercise or delay the exercise of any right or remedy provided in the contract, or by law, or the City's acceptance of and payment for materials or services, shall not release the Contractor from any responsibilities or obligations imposed by this contract or by law, and shall not be deemed a waiver of any right of the City to insist upon the strict performance of the Contract.

15. INDEMNIFICATION: To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the ~~breach of this Contract by acts, errors, mistakes, omissions, work or services of~~ the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting therefrom, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

16. OVERCHARGES BY ANTITRUST VIOLATIONS: The City maintains that, in practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims ~~Contractor has~~ for such overcharges as to the goods and services used to fulfill the Contract.

17. FORCE MAJEURE: Except for payment for sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force Majeure. The term "force majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God: acts of the public enemy; war; acts of terror, hate crimes affecting public order; riots; strikes; mobilization; labor disputes; civil disorders; ~~epidemics and pandemics:~~ fire; floods; lockouts, injunctions-intervention-acts, or failures or refusals to act by government authority; events or obstacles resulting from a governmental authority's response to the foregoing; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence. The force majeure shall be deemed to commence when the party

declaring force majeure notifies the other party of the existence of the force majeure and shall be deemed to continue as long as the results or effects of the force majeure prevent the party from resuming performance in accordance with this Contract.

Force majeure shall not include the following occurrences:

- a. Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, an oversold condition of the market, inefficiencies, or similar occurrences.
- b. Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this Force Majeure term and Condition.

Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure. If either party is delayed at any time in the progress of the work by force majeure, then the delayed party shall notify the other party in writing of such delay within forty-eight (48) hours commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand delivered or mailed Certified-Return Receipt and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing. The time of completion shall be extended by contract modification for a period of time equal to the time that the results or effects of such delay prevent the delayed party from performing in accordance with this eContract.

19. RIGHT TO AUDIT RECORDS: ~~The City may, at reasonable times and places, audit the books and records of any Contractor as related to any contract held with the City. This right to audit also empowers the City to inspect the papers of any Contractor or Subcontractor employee who works on this contract to ensure that the Contractor or Subcontractor is complying with the Contractor Immigration Warranty made pursuant to Paragraph 3 above.~~

~~Contractor shall maintain, during the term of this Agreement and for at least two (2) year thereafter, records sufficient to demonstrate Contractor's compliance with its obligations under this Agreement. Upon reasonable advance notice, City may request, once per calendar year, that City engage Ingram Industries Inc.'s ("Ingram") Internal Audit department to perform specified procedures as determined by City. Such procedures will be performed in accordance with attestation standards established by the American Institute of Certified Public Accountants ("Agreed Upon Procedures") and will be related to Contractor's compliance with its reporting and payment obligations under this Agreement for the twelve (12) months prior to the date of the request and provide a written report to City. In the event that City is not satisfied with such procedures for any reason, City may, at its election, engage PriceWaterhouseCoopers, LLP, Ingram's current independent public accounting firm, (or if such firm is no longer available, an independent public accounting firm reasonably acceptable to both parties) to conduct Agreed Upon Procedures related to Contractor's obligations under this Agreement in connection with such inspection. If in the written opinion of such auditors there has been an overpayment by City of more than five percent (5%) of the total amounts due during the previous twelve-month period, Contractor shall pay the reasonable costs of such audit in addition to promptly paying such amounts. (For clarity, any discrepancy between amounts paid to or from either party and amounts shown to be due by such audit shall be promptly payable, whether or not equal to five percent (5%) of total amounts during the previous twelve month period.)~~

20. RIGHT TO INSPECT PLANT: ~~The City may, at reasonable times, inspect the part of the plant or place of business of a Contractor or Subcontractor which is related to the performance of any contract as awarded or to be awarded.~~

Ingram requires a minimum 72-hour notice for warehouse visits to be scheduled. Visits are conducted during normal business hours, 8:00 a.m. – 5:00 p.m. CST. The preferred timing is 1:00 p.m.-3:00 p.m. local time. For safety and security reasons, all tours, regardless of the guide, must be scheduled in advance. SA personnel should contact your Sr. Sales Representative to arrange a tour of our picking and packing areas of the Ingram-designated distribution center for your project.

Due to the confidential nature of our business processes and equipment, photography is not allowed.

SPECIAL TERMS AND CONDITIONS

Ingram has read and understands the Special Terms and Conditions. We would like to elaborate upon the following specific items:

5. Cooperative Purchasing:

Ingram pricing is based upon several factors including dollar value of commitment, actual expenditure, number of accounts and shipping locations. Ingram reserves the right to offer pricing, delivery terms, and other services to other Ingram customers based solely on Ingram management criteria. Ingram will allow Cooperative Purchasing under this contract on a case-by-case basis.

Cooperative Purchasing Freight Terms

For libraries participating under Cooperative Purchasing, shipments of 15 or more units from the primary distribution center or from the secondary distribution center qualify for Ingram-paid freight. Shipments of less than 15 units will be charged a flat \$6.00 shipping fee and \$1.75 surcharge. This flat fee amount or qualifying unit quantity is subject to change with notice. Items picked, packed, and shipped together count as an individual shipment. For Cooperative Purchasing accounts, Ingram reserves the right to adjust freight terms on an account-by-account basis.

20. Invoices: The Contractor shall submit invoices to the City of Peoria Accounts Payable Department, 8401 W. Monroe St, Peoria AZ 85345. Invoices may also be submitted electronically to accountspayable@peoriaaz.gov.

Ingram can provide multiple copies of invoices; they can be e-mailed or included with the shipment.

EDI Invoicing

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

Payment Terms

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

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

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

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

21. Shipping Terms: Prices shall be F.O.B. Destination to the delivery location designated herein. Contractor shall retain title and control of all goods until they are delivered and the contract of coverage has been completed. All risk of transportation and all related charges shall be the responsibility of the contractor. All claims for visible or concealed damage shall be filed by the contractor. The City will notify the contractor promptly of any damaged goods and shall assist the contractor in arranging for inspection.

Freight Terms:

Orders will ship with Ingram-paid freight from your primary and secondary distribution centers on all shipments of 15 or more units. Shipments of less than 15 units from this distribution center will be charged a flat \$6.00 shipping fee. This flat fee amount or qualifying unit quantity is subject to change with notice. Items picked, packed, and shipped together count as an individual shipment. Distribution center designation is subject to change by Ingram to provide the best service for your Library. Items receiving custom cataloging or digital processing services, or opening day collection orders may ship from a single distribution center exclusively.

Orders will ship FOB Destination. Ingram defines FOB Destination as Ingram being responsible for the products until they are delivered to the library. Once the items have been delivered, liability lies with the receiving agency.

Ingram normally ships items via UPS ground transportation. Shipping will be via best method as determined by Ingram, which may include order or account consolidation, shipping schedules or other account setting adjustments to maintain freight costs below 2% of invoice. Ingram does not currently assess any additional fees for shipping. However, given the unpredictable impact of rising oil prices, Ingram reserves the right to assess a fuel surcharge with notice.

22. Insurance Requirements: The Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance with companies duly licensed, possessing a current A.M. Best, Inc. Rating of A-, or approved unlicensed in the State of Arizona with policies and forms satisfactory to the City.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted; failure to do so may, at the sole discretion of the City, constitute a material breach of this Contract.

The Contractor's insurance shall be primary insurance as respects the City, and any insurance or self-insurance maintained by the City shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect the City.

The insurance policies, except Workers' Compensation, shall contain a waiver of transfer rights of recovery (subrogation) against the City, its agents, representatives, directors, officers, and employees for any claims arising out of the Contractor's acts, errors, mistakes, omissions, work or service.

The insurance policies may provide coverage which contain deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to the City under such policies. The Contractor shall be solely responsible for the deductible and/or self-insured retention and the City, at its option, may require the Contractor to secure payment of such deductibles or self-insured retentions by a Surety Bond or an irrevocable and unconditional letter of credit.

The City reserves the right to **reasonably** request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and endorsements. The City shall not be obligated, however, to review same or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of the City's right to insist on, strict fulfillment of Contractor's obligations under this Contract.

Ingram prefers to not provide physical policies unless absolutely necessary.

The insurance policies, except Workers' Compensation and Professional Liability, required by this Contract, shall **name include** the City, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

This is not required as long as Peoria is willing to accept blanket endorsements.

23. Required Insurance Coverage:

a. Commercial General Liability

Contractor shall maintain Commercial General Liability insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00011207 or any replacements thereof. **The coverage shall not exclude X, C, U.**

Ingram does not purchase X,C,U coverage as our operations have no exposure to this.

Such policy shall contain a severability of interest provision and shall not contain a sunset provision or commutation clause, nor any provision which would serve to limit third party action over claims.

The Commercial General Liability additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form B, CG 20370704, and shall include coverage for Contractor's operations and products and completed operations.

Any Contractor subletting any part of the work, services or operations awarded to the Contractor shall purchase and maintain, at all times during prosecution of the work, services or operations under this Contract, an Owner's and Contractor's Protective Liability insurance policy for bodily injury and property damage, including death, which may arise in the prosecution of the Contractor's work, service or operations under this Contract. Coverage shall be on an occurrence basis with a limit not less than \$1,000,000 per occurrence, and the policy shall be issued by the same insurance company that issues the Contractor's Commercial General Liability insurance.

b. Automobile Liability

Contractor shall maintain Commercial/Business Automobile Liability insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to the Contractor's any owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work. Coverage will be at least as broad as coverage code 1, "any auto", (Insurance Service Office, Inc. Policy Form CA 00010306, or any replacements thereof). Such insurance shall include coverage for loading and off-loading hazards. If hazardous substances, materials or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

c. Workers' Compensation

The Contractor shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services; and Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

In case any work is subcontracted, the Contractor will require the Subcontractor to provide Workers' Compensation and Employer's Liability to at least the same extent as required of the Contractor.

d. Professional Liability

The Contractor retained by the City to provide the work or service required by this Contract will maintain Professional Liability insurance covering acts, errors, mistakes and omissions arising out of the work or services performed by the Contractor, or any person employed by the Contractor, with a limit of not less than \$1,000,000 each claim.

24. Certificates of Insurance: Prior to commencing work or services under this Contract, Contractor shall furnish the City with Certificates of Insurance, and formal endorsements as required by the Contract, issued by Contractor's insurer(s), as evidence that policies providing the required coverages, conditions and limits required by this Contract are in full force and effect.

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of the Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to the City fifteen (15) days prior to the expiration date.

All Certificates of Insurance required by this Contract shall be identified with a bid or contract number and title of the project.

SCOPE OF WORK

I. INTENT

Ingram Acknowledges

II. REQUIREMENTS

A.

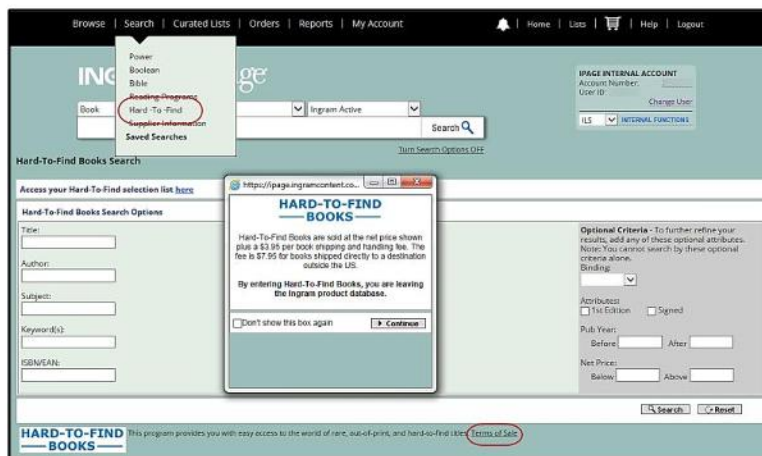
All books must be new and unmarked.

Ingram understands books are to be new and unmarked. We would like to make the Library aware of used books on ipage:

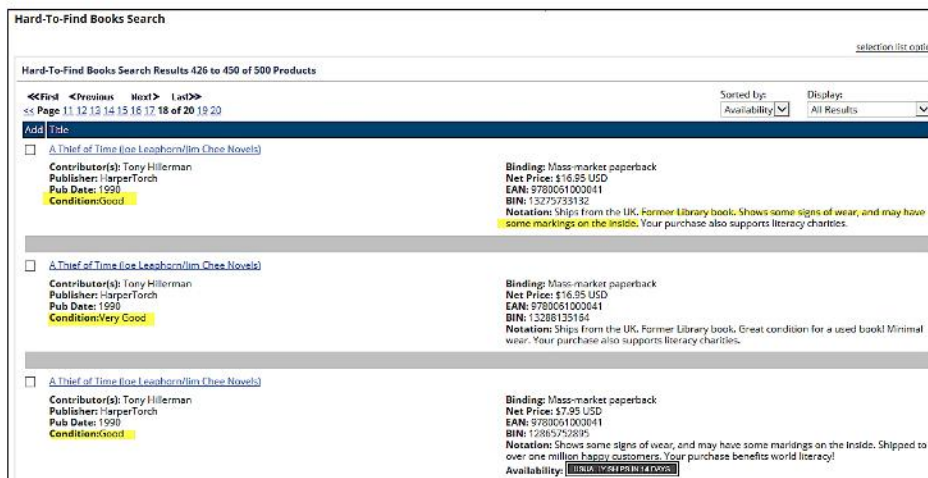
Hard-to-Find Book Service

Ingram offers an optional Hard-to-Find Books service on ipage. Ingram's partner for Hard-to-Find Books is Alibris. Alibris is a leading provider of rare, hard-to-find, and antiquarian books.

Search options include Title, Author, Subject, Keyword(s) or ISBN/EAN. You can further refine your results by adding optional attributes including Binding (Any, Hardcover or Softcover), Publication Year (before and after years) and Net Price (Below and Above price criteria.) You can also specify if you want to see only a 1st Edition or Signed copy. This service does not allow for searching for a specific copy of a title.



Books ordered through this service may be used books. When viewing available titles through ipage, the condition of the book will be listed, such as Good, Very Good, Fine, Acceptable. Notations may also include additional information on the condition of the book.



Title details for Hard-to-Find Books includes title, author, binding, condition, publisher, pub date, EAN, Net price (USD) and notation. The cover image displayed is from the ipage database and may not be the actual cover of the book you purchase from Hard-to-Find Books service. The notation may include data such as “Former Library book. Shows some signs of wear and may have some markings on the inside.”

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

Special Terms for Hard-to-Find Books Service

- Hard to Find Books are not covered under your Ingram contract terms and discounts
- They will not receive cataloging or processing services.
- These titles will be net priced.
- No minimum order is required.
- Ingram will invoice customers for Alibris orders. These invoices will also appear on the monthly Ingram statement.
- Titles ship from Alibris’s distribution facility, and not an Ingram warehouse. They will not combine with your Ingram orders for shipping and may have different turn times and shipping methods.
- Delivery charges and freight charges will vary from your standard Ingram orders, and a \$3.95 per book shipping and handling fee will be applied to each book if shipped within the United States.

B.

Periodicals, including but not limited to magazines, journals and foreign imprints are excluded from this solicitation.

Ingram understands periodicals are excluded from this Solicitation.

C.

Contract vendor must guarantee complete satisfaction with materials delivered under the contract.

Unacceptable materials may be returned under the guidelines of our Hassle-Free Returns Policy, as outlined below.

D.

Contract vendor shall accept return, shipping prepaid by contract vendor, of any materials found to be unacceptable.

Ingram has included our full returns policy provided in our response below.

E.

Contract vendor shall provide a broad range of library books and/or media that will support the educational and library programs of the City of Peoria.

Ingram's on-hand inventory represents the largest range of publishers in the wholesale distribution business today including all binding types and formats as well as university press, small press and specialty publishing houses. Ingram stocks not only new best sellers, but also the deepest inventory of midlist and backlist titles of any vendor. Ingram can provide adult, young adult, and juvenile fiction and nonfiction titles in all subjects in a variety of bindings, including trade hardcover, trade paper, mass market paper, large print, short discount and small press, university press, single library editions, publisher's library editions, graphic novels, board books, easy readers, picture books, pre-bound books, and big books.

F.

Special Promotions available to contract vendor's other clients shall also be extended to the City of Peoria.

Any special promotions announced on ipage will be available to the City of Peoria.

G.

Contract vendor shall maintain a reasonable stock on hand of the books and media offered in order to ensure quick delivery.

Our unmatched nationwide inventory of over **17,000,000 books** ensures the highest fill rates in the industry.

H.

Contract vendor shall maintain a catalog or listing of materials. Catalog or listing shall include title, edition, ISBN, price, and other information pertinent to ordering library books and media.

Due to the size of our inventory and publishers represented, Ingram does not publish one all-inclusive catalog. With an ipage subscription, available at no charge to Ingram customers, libraries have access

to our most current inventory, including real time stock check. We consider ipage to be our online catalog and print catalog prices should be checked against ipage for the current price at time of order. ipage is updated nightly.

Catalogs

Ingram's comprehensive family of trade catalogs showcases forthcoming and recently published titles in an attractive and easy-to-follow layout. Our catalogs also feature relevant and timely editorial content including author interviews, merchandising tips, and product news to help librarians stay abreast of trends in the book world. For those who like to shop from their computer, online access to catalog content is available to all ipage subscribers. E-Catalogs transform existing print publications into enhanced web versions with multiple browsing options and interactive features including keyword search, zoom and magnifier functions, sticky notes, e-mail options, and easy ordering. Simply click any of the E-Catalog links on ipage to start browsing.



1.

Contract vendor shall deliver materials promptly. The City of Peoria prefers that materials be delivered from stock. **Backorders will be permitted with approval from the member.**

After receiving an order, Ingram will ship all titles currently in stock. Any remaining titles normally available through Ingram will then be placed on backorder for a period of time specified by the Library. Continuations and Standing Order Programs require a backorder period, as titles are ordered on a pre-publication basis to allow Program customers to be the first to get these titles.

One of the parameters set at the account level is Backorder Cancellation Date. This is the number of days to wait for a backorder to be filled, and if it has not been filled by that date, Ingram cancels the order. For titles not yet published, the Library has a choice to either have these items cancel at the end of the account's established backorder period, or for the backorder clock to start only after the titles is first received by Ingram. The first option may result in a lower fill rate.

We recommend that the Library set this cancellation date to be the same on their automation system so the backorders will cancel automatically at the same time. It is up to the local automation system to delete any bibliographic records that are associated with order records that are canceled.

While we can set your accounts to not receive backorders, we do not recommend this as this setting will lessen overall fill rate.

J.

Rush delivery may be offered. "Rush" is defined as "overnight" (24-hour) delivery. Any additional charge for rush delivery shall be indicated in the offeror's proposal.

Rush Orders

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

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

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

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

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

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

K.

Contract vendor shall maintain and error rate of two percent (2%) or less in filling orders, following a sixty (60) day familiarity period.

Ingram Acknowledges.

L.

Libraries in the State of Arizona are exempt from Arizona Transaction Privilege Tax (State Sales Tax) and Arizona use tax on purchase of books, electronic information and audio/visual materials. Arizona contract vendors may only charge an applicable local transaction privilege tax (city sales tax).

Ingram Acknowledges.

M.

The City of Peoria Library System typically will retain a minimum of four (4) copies for high volume titles.

Ingram Acknowledges.

N.

Multiple contracts may be awarded. The City of Peoria has the right to choose the contractor that best meets their requirements for any purchase.

Ingram Acknowledges.

O.

Leasing may be included in this request for proposal.

Ingram does not offer a traditional lease plan. Our observation is that the offer and use of lease plans by public libraries is in decline. Ingram has chosen to focus our offerings on the services and functionalities that support libraries in the most cost-effective manner, which in our experience does not include lease plans.

Libraries have found using Ingram's standing order programs in conjunction with our partnership with Better World Books is an efficient, cost effective and eco-friendly alternative to a traditional lease program. The Library could purchase multiple copies as required of all the most popular/best-selling titles and once they are no longer circulating, donate them to Better World Books (BWB) in exchange for credit with Ingram that can be used to purchase new materials. Even better, there are no commitments with this process – no monthly fees and no minimums required.

Founded in 2002, Better World Books sells the surplus books of more than 3,000 libraries and 500 bookstores on a consignment basis. A portion of each book sold funds high-impact literacy projects in the United States and around the world. In the process, Better World Books has generated millions of dollars in unrestricted funding for libraries and literacy.

With Better World Books:

- The Library collects and boxes discards and donations
- BWB supplies shipping cartons and coordinates pickup of materials
- BWB scans, inventories, and prices materials and lists them for sale

- Books are sold on BetterWorldBooks.com and 52 additional channels
- A percentage of each sale is remitted to a non-profit literacy agency selected by each library.
- A percentage of each sale is remitted to Ingram, and the proceeds of the sale are credited to individual library accounts by Ingram for use on new materials
- Unsalable items are donated or recycled – nothing gets thrown away.

With libraries facing limited physical space and reduced budgets, donating books and receiving credits for the purchase of new materials means that the Library is able to meet its goal of providing current content to its patrons. By participating in Ingram’s partnership with Better World Books, the Library can serve not only their local patrons, but their donations will help promote literacy programs world-wide.

BUYING	LEASING
Utilize Ingram Standing Order Programs to automatically receive (or obtain pre-pub notification of) newly published best-sellers and, if desired, add your own title selections. No contracts required.	Enter into an annual contract for book leasing services. Receive a monthly selection list of upcoming popular, best-seller titles. Choose the desired titles from that list and order.
Receive books in shelf-ready condition based on your specifications. Pay invoices as books arrive or place funds on deposit as an annual purchase plan.	Receive books in shelf-ready condition based on your specifications – some limitations apply. Pay the book leasing contract fee (monthly, quarterly, or annually).
When circulation declines, contact BWB for shipping supplies and to coordinate the pickup of materials. BWB scans, inventories, prices materials and lists them for sale.	When circulation declines, prepare paperwork, pack and ship books to your book leasing vendor.
The returned books are sold on BetterWorldBooks.com and other channels. A percentage of each sale is remitted to a non-profit literacy agency selected by the library and a percentage of each sale is remitted to Ingram as a credit to the library for future purchases. Unsalable items are donated or recycled – nothing gets thrown away.	The returned books are used for other libraries’ starter lease collections, sold in bulk, or destroyed.
The library buys more materials to make patrons happy.	The library orders more materials to make patrons happy.

P.

OCLC Subscription Service: If vendor offers this option, then the final agreement between the City and the vendor shall contain the cataloging and processing specifications as required by the City at that time.

- The bibliographic record shall be compatible in structure and content with the Resource Description and Access (RDA) standard for descriptive cataloguing designed for the digital world.
- Genre headings with tag 655 based on Library of Congress Genre/Form Terms (LCGFT).
- Item linking to bibliographic record and RFID.
- Project Management Support

- Barcode Labels
- FRID Theft Detection
- Spine Label
- J Label
- Large Print Label
- Reference Label
- Branch Label
- Teen Label
- Property Labeling
- Mylar Jacket Label Protectors
- Spine Tape Quality Trade Paperbacks

Processing

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

Processing options include, but are not limited to:

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

To add processing and cataloging services, Ingram offers online enrollment through our OnBoarding portal. Our Manager of Client Integration is available to guide the Library through the portal and to answer any questions throughout the process to ensure consistency of book appearance. Included in the OnBoarding portal are questions related to both physical processing and/or MARC record needs for both books and A/V materials. Included details are physical processing rules such as label location, taping requirements, and jacketing needs. Adult and Juvenile materials can have different processing profiles if the Library prefers. We can further refine the Library's profiles based on binding of book. Using the Library's OnBoarding portal responses, our team will create a BookMARC profile for any account requiring certain kinds of labels, e.g., spine labels, or full cataloging records. Cataloging profiles can be refined by type - fiction or non-fiction - by collection - Adult, Young Adult, Juvenile,

and Easy - and by genre – Graphic Novel, Fantasy, etc. – to ensure that the Library’s materials are all cataloged in accordance with what is already in the Library’s ILS system.

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

BookMARC® Cataloging

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

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

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

Ingram Catalogers are experienced in working with Library Technical Services and Cataloging staff to ensure that the cataloging services we perform accurately reflect the library's local standards and conventions. With Ingram, your project will be given top priority by our cataloging staff.

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

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

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

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

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

Q.

Media information:

- Customized artwork including but not limited to barcode, library name and call number.
- Library quality containers.
- Hub label with barcode on all discs.

In addition to the above:

Digital Processing for Audiovisual

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

R.

The City may request the vendor to provide samples of items or services offered by the vendor for further evaluation. If requested, samples will be provided at no cost to the City.

Ingram will be happy to provide processing samples upon request.

2.1 GENERAL REQUIREMENTS

2.1.01

Ingram does not require a minimum quantity for order placement.

2.1.02

Ingram can accommodate single copy order shipments.

2.1.03

Ingram's unmatched inventory allows for large quantity orders of both single titles and multiple titles.

2.1.04

Returns Policy

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

- Ingram Customer Service associates are happy to assist with issues including shortages, damages, or defects, and to provide returns authorizations as required.

- Customer Service hours of operation are Monday through Friday, 7:00 a.m. – 7:00 p.m. (Central Time.)
- Through ipage, the Library may create Hassle-Free returns, report shortages, track status of a return, and view credit memos. ipage is available 24 hours a day, 7 days a week.

Unprocessed Print Material

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

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

Product with Defects

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

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

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

Processed Materials

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

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

Audiovisual Materials

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

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

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

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

Non-Returnable Materials

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

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

Items Damaged in Shipping

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

Overstock Returns

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

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

Hard to Find Books Alibris Returns Policy

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

Credit Memo

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

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

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

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

No Charge Replacement

As an alternate to a credit for an item that is damaged, defective, or shipped with Ingram error, libraries may call our Customer Care Department to request a No Charge Replacement (NCR)

- If a replacement title is in stock, the Customer Care Representative will either email or fax a No Charge Replacement Return Authorization form to your library.
- The Library must mail this form along with the returned item and the original packing slip for a replacement copy.
- If the Library requests a No Charge Replacement but the title is temporarily out of stock at the Library's assigned distribution centers or requires backorder, Ingram will suggest the Library receive a credit rather than an NCR and reorder the title.
- Important: For Libraries that provide enriched data as part of their orders, e.g., data that guides cataloging and processing, Ingram will issue a credit. The Library would be responsible for submitting the reorder via whatever method was used for placing the original order, such as EDI or ipage grids.

Claims

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

Cancellations

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

Returns Reporting

ipage features the following returns reporting options. You can:

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

Returns Status Results

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

Returns Status For Items at Ingram

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

2.1.05

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

2.1.06

Ingram supplies books as ordered by the Library. Binding provided is determined by the ISBN, UPC, or Ingram Title Code provided by the Library with their order. Ingram does not substitute titles unless an ISBN has been forwarded to a new edition. Only those items ordered will be shipped. When checking titles on ipage, the librarian will have access to search for alternate bindings of a title. Through ipage, the Library can also check real-time stock status of any title and get immediate information on availability.

2.1.07

Invoices

Ingram can provide multiple copies of invoices; they can be e-mailed or included with the shipment.

Ingram can provide multiple copies of invoices. Invoices can be e-mailed or included with the shipment. Ingram can mail invoices is requested. As part of Ingram's Green Initiative our preference is an electronic transmission.

Title data on invoices is listed in the following order: (1) quantity ordered and shipped, (2) author, (3) title, (4) publisher, (5) ISBN/EAN, (6) unit list price, (7) discount, (8) unit net price, and (9) extended price. Items on invoices are listed alphabetically by either the author or the title per the Library's request. All invoices have an invoice number and date, order entry number, and Ingram's Federal ID number. Library name, ship to and billing account addresses and numbers, and purchase order number (can be up to 22 characters in length) are all listed on the invoice. Order data includes shipping warehouse and location, carrier, ship date, number of cartons, and total weight of order.

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

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

2.2 ORDERING

2.2.01

Fill Rate

Ingram's senior and executive leadership constantly monitor fill rate reports across all market segments. Ingram Library Services is proud to state initial fill rates are usually 85-90%, with a fill rate of 95 to 100% shipped or reported within 90 days, on items in Ingram's database. Fill rates for certain specific libraries are monitored periodically and we have programming in place to accurately calculate fill rate for any customer upon request. Note that our fill rate includes over **17,000,000** available titles.

Specific Numbers for Print

91.78 % shipped at time of initial order

98.92 % shipped in 60 days

99.02 % shipped in 90 days

Specific Numbers for Spoken Word

92.53 % shipped at time of initial order

99.30 % shipped in 60 days

99.44 % shipped in 90 days

Specific Numbers for DVD/Blu-ray

77.85 % shipped at time of initial order*

97.25 % shipped in 60 days

97.60 % shipped in 90 days

Ingram's average fulfillment rates listed above are for in-print library material. Fill rates were calculated for Ingram public library customers for items available through Ingram at the time of order, excluding items not yet available or not currently available from the publisher.

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

2.2.02

Status Reports

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

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



TITLE STATUS REPORT

Anywhere Library
 123 Your Street
 Happy Town, TN 12345

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

BILLTO/SHIPTO 20v1234 / 20u5678

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

QTY ORD	Title	Author	ISBN	Publisher	Customer PO Number	Line Item PO Number	List Price	Prod Type	Whse Location	Status	Cancel Date
THE FOLLOWING ITEMS HAVE BEEN CANCELLED:											
1	BRAVE LEARNER	ROBERT HILFE	0148133205	BURMAN	ING181018-LF-1	ING181018-LF-1	17.00	TPAP	IN	NYR	01/21/2019
1	DARWIN DIPS YES	RENE MICHAEL J	0042842617	HARPER C	ING181018-LF-1	ING181018-LF-1	24.99	HARD	IN	NYR	01/21/2019
1	LIQUID RULES	MICHOONKE MARK	0544850194	HUGHTON	ING181018-LF-1	ING181018-LF-1	24.00	HARD	IN	NYR	01/21/2019
1	RED STAR OVER THE PACIFIC 2ND	YOSHIZUMI TOKUO	1459127281	J. S. BAVA	ING181018-LF-1	ING181018-LF-1	24.95	HARD	IN	NYR	01/21/2019
THE FOLLOWING ITEMS WILL REMAIN ON BACKORDER UNTIL CANCELLATION DATE:											
1	LEGEND OF ZELDA BREATH OF THE WIND	PIGGYBACK	1911015484	SIMON DT	ING181204-LM-1	ING181204-LM-1	39.99	HARD	IN	OS	03/12/2019
1	I THINK YOUR MINDS BUT IN THE	OSCARO SARAH S	1402050418	THOMAS M	ING181228-BB-1	ING181228-BB-1	24.99	HARD	IN	NYR	
1	PAULA DEENS AIG FEYER CRK	DEEN PAULA H	1943016070	PAULA DE	ING190110-LM-1	ING190110-LM-1	24.95	HARD	IN	BO	04/15/2019
1	MELTING SNOW 2ND (2 REV/1 2/1)	ROTZEN MICHAEL	1593844911	ROTORO	ING190110-LM-1	ING190110-LM-1	30.00	HARD	IN	BO	04/15/2019
1	WANT TO EAT MEAT	ROTZEN MICHAEL	1428220111	NATI_GEO	ING190110-LM-1	ING190110-LM-1	28.00	HARD	IN	BO	04/15/2019

Reverse side of Title Status Report:

PRODUCT TYPE LEGEND:

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

STATUS CODE LEGEND:

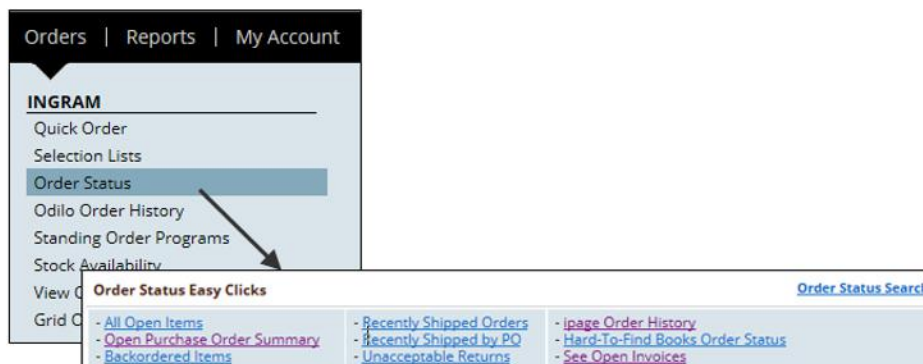
- BO - Backordered
- CANC - Cancelled
- CAN1 - Cancelled: ISBN incorrect/unknown
- CAN2 - Cancelled: Publisher cancelled
- CAN3 - Cancelled: Out of stock
- CAN4 - Cancelled: Out of stock indefinitely
- CAN5 - Cancelled: Out of print
- CAN6 - Cancelled: Not yet available
- CAN7 - Cancelled: Not our publication
- CAN8 - Cancelled: Delay in publication
- CAN9 - Cancelled: Apply direct - Not available
- CAN10 - Cancelled: Publisher did not respond
- CAN11 - Cancelled: Via OEG0 screen
- IR - In research
- NAT - Product unavailable through Ingram
- NOP - Publisher has indicated "not our publication"
- NYR - Not yet received
- OS - Out of stock: Backordered
- OSI - Publisher and Ingram out of stock indefinitely
- OP - Cancelled; Out of print
- PPD - Publisher postponed publication
- PEND - Pending Alibris availability

2.2.03

Order Status Information on ipage

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



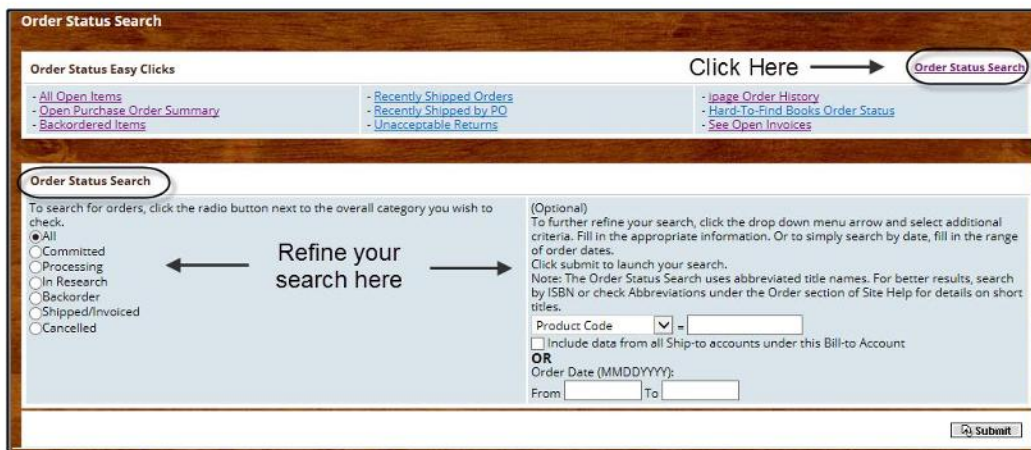


- **All Open Items** - This report shows the line items that are currently backordered or being processed and therefore have not yet been invoiced.
- **Open Purchase Order Summary** - This report shows a summary by PO Number that includes the date ordered, total units open, units in process, and units backordered. The PO Number can be clicked on to receive title-specific information.
- **Backordered Items** - This report includes the titles currently on backorder with the date ordered, the backorder cancel date, EAN, title, format, publication date, PO number, quantity, and the distribution center. You can also cancel a backordered item.
- **Recently Shipped Orders** - This report shows orders shipped within the last 14 days, with the option to view the last 90 days, including the date shipped, order entry number, and shipping tracking number. Order details can be viewed by clicking the order entry number, and delivery status can be viewed by clicking the shipping tracking number.
- **Recently Shipped by PO** - like the Recently Shipped Orders, this report shows orders shipped within the last 14 or 90 days. It is sorted by PO Number and includes the date shipped, order entry number, and shipping tracking number. Order details can be viewed by clicking the order entry number, and delivery status can be viewed by clicking the shipping tracking number.
- **Unacceptable Returns** - This report shows returns sent that were outside of Ingram's return policies.
- **ipage Order History** - This feature shows the order date and time, PO number, and the name of the person whose account login placed the order. It also provides a link to an Order Confirmation which gives a detailed summary of the order, including title, author, ISBN, whether the item is shipped or backordered, and retail price.
- **Hard-To-Find Books Order Status** - This report shows the status of any books ordered through the optional Hard-To-Find Books function on ipage.

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

Order Status Search

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



Excel Reports in ipage

ipage offers three headquarters-level reports, downloadable in Excel format for easy searching and sorting. The reports cover:

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

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

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



2.2.04

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

ipage can be accessed at <https://ipage.ingramcontent.com>. Through ipage, your Library account specific information is available and accessible at your convenience, **24 hours a day, 7 days a week**.

New Title Notification/Standing Order Programs

Ingram has a wide array of no-commitment New Title Notification/Standing Order Programs for our library customers. These Programs allow libraries to keep important portions of their collections up-to-date automatically and to more fully develop parts of the collection to meet community needs. Each Program is specially designed to provide the latest releases with full customization, minimum hassle, and standard discounts. There is no extra charge for participating in our Programs.

Ingram provides a build-your-own, customizable New Title Notification/Standing Order Programs called iSelect®. The iSelect Program is based on Ingram's buying level of pre-publication titles, which reflects predicted popularity of the titles.

We also provide many other New Title Notification/Standing Order Programs focused on Adult and Youth titles:

- Fiction – Adult, Inspirational, Paperback Original, Mass Market Genre
- Author – Adult, Teen, Children (which includes Illustrators)
- Popular Series – Adult, Youth
- Continuations – Travel, Adult, Non fiction
- Nonfiction – Nonfiction Series Adult, Forthcoming Popular Nonfiction Adult, Popular Nonfiction Youth
- ReviewALERT/ ReviewALERT Reference – Adult, Youth
- Easy Reader
- Picture and Board Books
- Graphic Novel – Adult & Youth
- Awards, Book Clubs, State Lists
- Popular Video (Adult & Youth)

With the options of enrolling as "Report Only" or "Auto-Ship", **Ingram New Title Notification/Standing Order Programs are designed to provide the ultimate flexibility.** Libraries enrolled under the Auto-Ship option have two weeks to edit quantities or delete titles before the list is automatically ordered. Customers have the option of modifying quantities or canceling any order before the titles are in process to be shipped and may edit program enrollments at any time. **With Ingram, you never receive titles in your library unannounced.**

We recognize that many libraries prefer to place their own orders, either through ipage or their Integrated Library System, and so we offer a Report Only option. The Library can review and edit the Program lists, upload final selections to the ILS and place orders solely at their convenience. With this Report Only option, **our programs serve as a new title notification system.**

New titles are added to Ingram's database several months in advance of publication. To participate in a New Title Notification/Standing Order Programs, a customer completes an online enrollment form, letting us know the quantity, and in some cases binding type, of the titles they wish to receive. As forthcoming titles are announced, we match them to your profile and a Program (selection) list is created. The timing for titles to show up in New Title Notification/Standing Order Programs selection lists averages 3 months

before publication date. The Program lists will appear in ipage under Lists/All Program Lists each month, and the library will receive email notification that a list has been created.

For customers who select the Auto-Ship feature, major hardcover titles will ship as soon as they are received or by the street date. Otherwise, titles will consolidate with your next shipment or ship within 15 days of receipt, whichever comes first. Report Only customers can place their order at any time.

Training

Peoria Public Library System staff are familiar with using ipage, so there is no transition time in learning a new vendor system, though Ingram will continue to **offer training at no charge** as new updates become available, or for library staff who are unfamiliar with ipage or who would like a review of ipage functions.

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

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

2.2.05

Ingram Contact List

The Library has toll-free telephone access to any Ingram point of contact. To reach Ingram Library Services dial **(800) 937-5300**. Your call will be answered by an automated voice system that will offer several prompts to assist you in reaching the correct department, or you may contact your Sales Representative directly at:

- Senior Sales Representative (615) 593-4056
- Inside Sales Team..... Ext. 35774
- Customer Care..... Press Option 1, then 1
Email: ILSCustomer.service@ingramcontent.com
To discuss concerns or issues regarding your account
- Account Services..... Ext.
Email: requirements@ingramcontent.com
To Set Up / Update an Account
- To Place an Order Press Option 1, then 2
- To Check Stock Status..... Press Option 1, then 4
- Toll-Free FAX Ordering 800-677-5116
- Credit Department..... 800-937-8100

2.2.06

ipage®

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

ipage can be accessed at <https://ipage.ingramcontent.com>. Through ipage, your Library account specific information is available and accessible at your convenience, **24 hours a day, 7 days a week**.

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

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

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

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

Benefits of ipage home page include:

- A simplified menu structure that allows our customers to find what they are looking for faster.
- Roll-over drop-down menu options for each functional area of ipage that enable users to get to content with less effort.
- More suggestions from Ingram product experts in our Ingram Lists & Picks area on the Browse menu.
- More ability to customize the homepage, including the ability to remove widgets and the ability to choose a background theme.
- Enhanced Simple Search options, including the ability to search across multiple product types.



ipage Searching

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

ipage Search Refinements

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

- **Search within Results.** To the left of your results, you will see a box for searching within your results. Enter your search words and click the **Search** button. You can further refine your results as needed using the options and search feature located on the left.
- **Search Filters.** Search Filters provide a better search experience for customers who do not purchase compilations, collections of public information, or reproductions of previously published public domain titles. This filter allows you to hide these product types from your search results.
- **Refine Search Results.** Depending on the list, search refinements might include Age Group, Binding, Publication Date, which may include Forthcoming Titles, Contributor, Price, Format, Awards, Citation Source, BISAC Categories, Dewey Categories, Ingram Categories, Language, and Features. You can collapse and expand field to better meet your search needs by clicking on the up/down arrow to the right of each field. ipage will remember which fields you have collapsed or expanded for the next time you search.

- **Quick Limit** - If the refinement terms you are looking for are in the top three showing under the refinement field, check them off and click 'Update' to quickly limit your results. You can now select multiple terms to drill into your results.
- **Search the Full List** - If you do not see the term, you need immediately in the top three under your refinement option or if you want to exclude terms from your results, click the "More..." link next to any field.
 - **Including and Excluding Search Terms.** After clicking the "More" link under the search refinements, you can further refine your results by selecting or excluding as many terms as you want. Scroll the list of terms by dragging the scrollbar up and down.
 - Search for terms by entering letters and a text filter will quickly reveal matches.
 - Select as many terms as you want to include in your results by checking them off in the 'Include' column.
 - Exclude as many terms as you want by checking them off in the 'Exclude' column.
 - Verify your selection with the intuitive green (include) and red (exclude) bubbles.
 - Remove anything you do not want by clicking on the 'x' on the right side of the bubble or by unchecking it in the 'Include' and 'Exclude' columns.
 - Click the 'Update' button to apply your refinements or 'Cancel' to go back to your results.
 - For each refinement you apply, a breadcrumb will appear at the top of your search results, making it easy and intuitive to also remove any limiters you have applied.

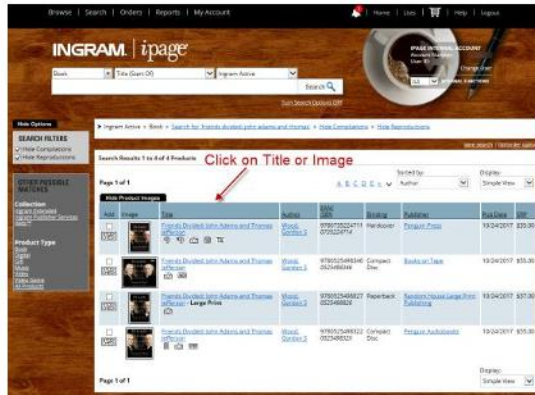
A Title Detail page on ipage includes title, contributor (author, illustrator, editor, etc.), ISBN/EAN, publisher or studio, suggested retail price, binding or format, pub date or release date, and copyright date. Details may also include any of the following as provided in the publisher metadata: cover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

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

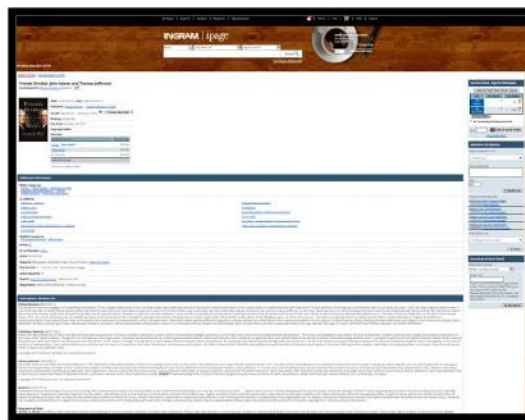
Step 1: Enter Search Terms:



Step 2: Choose Title from Search Results:



Step 3: Title Details:



[return to list](#) | [next product in list](#)

Friends Divided: John Adams and Thomas Jefferson
 Contributor(s): [Wood, Gordon S.](#) (Author)

ISBN: 0735224714 EAN: 9780735224711
 Publisher: [Penguin Press](#) ([View Publisher's Titles](#))
 US SRP: \$35.00 US - (Discount: REG) [Price this Title](#)
 Binding: Hardcover
 Pub Date: October 24, 2017
 Copyright Date:
 Formats:

Binding/Format	Price	From
Audio	\$55.00	
Paperback	\$37.00	
Hardcover	\$55.00	

[View All Formats](#)
 This item is Returnable

Additional Information

BISAC Categories:
 - History / United States / Revolutionary War
 - Biography & Autobiography / Political
 - Political Science / American Government

LC Subjects:
 - Jefferson, Thomas
 - Adams, John
 - United States
 - Politics and government
 - 1783-1802
 BIOGRAPHY & AUTOBIOGRAPHY / Political
 - Friendship

INGRAM Categories:
 - Chronological Period | 18th Century
 Dewey: B
 LC Call Number: E332.2

Current Stock - Ingram Wholesale
[Click for Real Time Stock Check](#)

DC	On Hand	On Order
TN	14	05
IN	75	120

[Show More](#)
 No Processing/Cataloging Services
 Qty: 1 [Add to Quick Order](#)
[View/Edit Cart](#)

Selection List Options
 Add to Selection List:
 Choose List:
 Note (optional):
 Qty: 001 [Add to List](#)

List(s) Containing Title:
 CDO Only 2017 August 900s
 - Added by [Beth Reinke](#)
 Select Tier 1 07/02/2017
 - Added by [Ann Letrus \(page\)](#)
 Select Universal 07/02/2017
 - Added by [Ann Letrus \(page\)](#)
 Select for States 07/02/2017
 - Added by [Marsha Wood \(page\)](#)

View Other List:
 # Billings Karen's order
[View](#)

Enhanced View of Title Detail Page

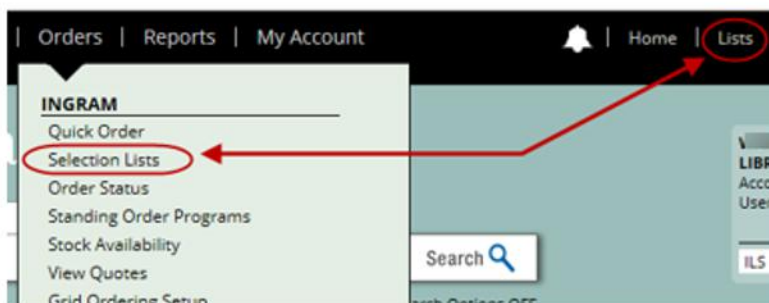
ipage Selection Lists

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

Ordering online using our selection list functionality enables the Library to create multiple title lists. These can be downloaded in a variety of formats such as BISAC, FlashBack®, or brief MARC order records for import into your ordering or library automation system, provided that one or more of these formats is compatible.

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

Selection lists can be easily accessed in ipage in two ways: via the **Lists** drop down menu, or via the **Selection Lists** link under the **Order** drop down menu.



The Active Selection List(s) page is the starting place for you to navigate to your selection lists or orders, or to manage your selection lists. You can:

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



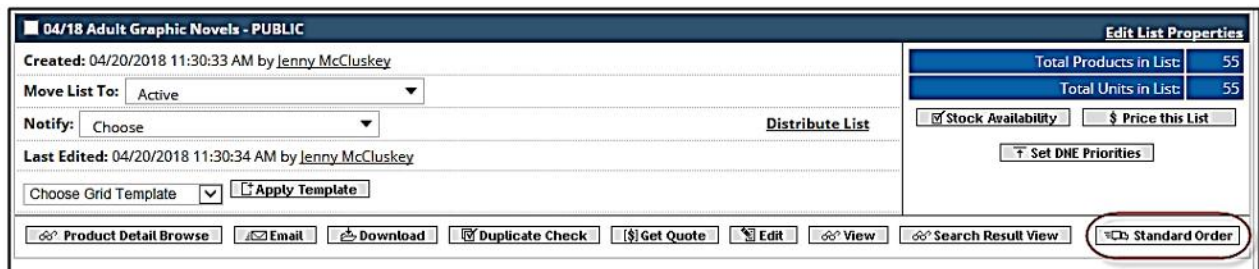
Clicking the **View** button displays all titles on a selection list. To change the sort order, click the arrow in the **Sorted By** box and then click the sort option you want. Users can sort by title, author, ISBN or product code, binding, publisher, pub date, and US SRP (U.S. suggested retail price).

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

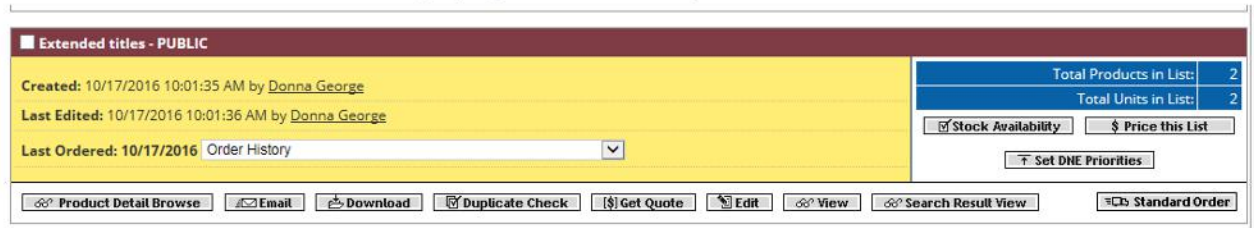
- **Private List** - only the user who created the list and the user's ipage Administrator can view or edit.
- **Public List** - only users who are in the same ipage account as the user who created the list can view or edit.
- **Shared List**, only users who are in the same Ship to account as the user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

Placing Orders Through ipage

When the selection list is ready to be ordered, the Library can simply click the Standard Order button for that list. The user will then be prompted to fill out additional order details such as: shipping instructions, warehouse selection, backorder instructions, PO Number, and so forth.



Lists that have been ordered through ipage are shaded in yellow.



Lists that have been downloaded, but not ordered through ipage, are shaded in blue.

Folders

ipage includes the ability to sort selection lists into folders. Users automatically have the following pre-built folders available, and by default, your selection lists will go into the folders as follows:

- **Active** - active selection lists, regardless of Public/Shared/Private status
- **Archived** - any lists you have opted to archive or that have been archived automatically due to lack of activity, regardless of Public/Shared/Private status.
- **Ingram Lists** - the default destination for any selection lists you receive tied to a New Title Notification/Standing Order Programs enrollment (either report only or auto ship).

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



As you are creating a new Selection List in ipage, you have the option to specify a folder to place the list into rather than the default Active folder. Others in the user's account cannot see or affect those custom folders and cannot place a selection list into another user's folders. A Public selection list, viewable by all users in the ipage account, may be "foldered" by different users

Real Time Stock Check

ipage provides a real time stock check of Ingram inventory directly on the Title Detail screen. The Library's assigned primary and secondary distribution centers will be displayed. ipage shows both on hand inventory and number of copies on order with the publisher, and for titles on order, may include the estimated arrival date at Ingram.

DC	On Hand	On Order
TN PRIMARY	1,186	0
IN SECONDARY	398	0

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

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

DC	On Hand	On Order	Title	Author	ISBN	Binding	Distributor	Date	Price
DC			Where Do Diggers Sleep at Night?	Sayres, Brianna Caplan	9780385374156	Board Books	Random House Books for Young Readers	06/24/2014	\$7.99
TN PRIMARY	1,050	48							
IN SECONDARY	105	0	and Trucks and Things	Scarry, Richard	9780307157850	Hardcover	Golden Books	06/01/1998	\$15.99
			Christmas!	Seuss	9780394800790	Hardcover	Random House Children's Books	10/12/1957	\$16.99

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

NWCA - PRIVATE Edit List Properties

List Locks

Created: 06/15/2017 12:12:21 PM by Daneen Schneider

Move List To: Active

Last Edited: 06/15/2017 12:12:21 PM by Daneen Schneider

Product Detail Browse
 Email
 Download
 Duplicate Check
 Get Quote
 Edit
 View
 Search Result View

Total Products in List: 9
 Total Units in List: 9
 Stock Availability
 Price this List

Page 1 of 1 Display: Private Lists Only

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

Immediate Shipment from Your Primary Warehouse (44)												
Select (v) / All	Title	EAN/ Product Code	Binding	Pub Date	Qty Requested	Qty by DC						
						CA	IN	DH	GR	PAA	PAC	TN
<input type="checkbox"/>	\$1.00 a Day Living on Almost Nothing in America	9780944811939	Paperback	09/13/2016	1	0	0	0	100	0	28	124
<input type="checkbox"/>	American Evolutionary Biologist Bill the Great Country Race of 1881 and the Vanishing WW War	9781308845752	Hardcover	10/04/2016	2	0	0	0	0	0	5	2
<input type="checkbox"/>	Rooms Under the Floorboards: The Surprising Science Hidden in Your Home	9781472912237	Paperback	06/28/2016	1	0	1	0	4	0	1	2
<input type="checkbox"/>	Remember the World and Life - Accelerated Reader	9780812993547	Hardcover	07/14/2015	1	0	532	0	354	0	110	436
<input type="checkbox"/>	Black Holes: A Very Short Introduction	9780199602867	Paperback	02/01/2016	2	0	1	0	5	0	3	2
<input type="checkbox"/>	Black Panther: Fire	9780807018101	Paperback	09/01/2015	1	0	0	0	0	0	8	4
<input type="checkbox"/>	Choosing a Good Life: Lessons from People Who Have Found Their Place in the World	9781616404681	Paperback	09/23/2014	1	0	0	0	3	0	0	1

Immediate Shipment from Your Secondary Warehouse (19)												
Select (v) / All	Title	EAN/ Product Code	Binding	Pub Date	Qty Requested	Qty by DC						
						CA	IN	DH	GR	PAA	PAC	TN
<input type="checkbox"/>	The Birds of Frogs: A Life Size Guide to Six Hundred Species from Around the World	9780206184654	Hardcover	01/09/2016	1	0	3	0	3	0	3	0
<input type="checkbox"/>	Quines and the Ethics of Targeted Killing	9781442215064	Paperback	09/03/2013	2	0	3	0	0	0	3	1
<input type="checkbox"/>	Liberalism as How to Turn Good Men into Whores, Women and Slaves	9781842612057	Paperback	07/19/2016	2	0	16	0	29	0	3	0
<input type="checkbox"/>	Living with No Excuses: The Remarkable Path of an American Soldier	9781455998935	Hardcover	08/23/2016	1	0	16	0	9	0	18	0
<input type="checkbox"/>	Five Seasons, Shakespearean Spies, or Four Jews in the Jungle	9781194148238	Hardcover	10/06/2015	1	0	2	0	4	0	4	0
<input type="checkbox"/>	Laughs as They Come	9781101604800	Paperback	10/26/2016	2	0	16	0	29	0	36	0

Must Be Backordered or Available via an Alternate Warehouse												
Select (v) / All	Title	EAN/ Product Code	Binding	Pub Date	Qty Requested	Qty by DC						
						CA	IN	DH	GR	PAA	PAC	TN
<input type="checkbox"/>	American Evangelicals Today	9781442217300	Paperback	02/03/2013	1	0	0	0	0	0	0	0
<input type="checkbox"/>	Better Than Perfect: 7 Strategies to Crush Your Inner Critic and Create a Life You Love	9781380095496	Paperback	09/23/2014	1	0	0	0	2	0	1	0
<input type="checkbox"/>	Israel: Is it Good for the Jews?	9781416575806	Paperback	07/03/2016	1	0	0	0	0	0	0	0
<input type="checkbox"/>	Think Forward or Think Back: How to Use the Mind's Power of Anticipation to Transcend Your Past and Transform Your Life	9781000029800	Paperback	10/14/2014	1	0	0	0	0	0	0	0

Will Not Ship with This Order												
Select (v) / All	Title	EAN/ Product Code	Binding	Pub Date	Qty Requested	Qty by DC						
						CA	IN	DH	GR	PAA	PAC	TN
<input type="checkbox"/>	90 Church Inside America's Notorious First Narcotics Squad - Not Available from Ingram	978123067333	Hardcover	06/02/2013	1							
<input type="checkbox"/>	Behind the Gates of Gennesareth: A Year with the Community Inside - Publisher Out of Stock Indefinitely	9781476774697	Hardcover	09/16/2014	1							
<input type="checkbox"/>	Get Where You're: The Secret to Making Out Your Social Security - Publisher Out of Stock Indefinitely	9781476772295	Hardcover	02/17/2015	1							
<input type="checkbox"/>	The Marathon Team: Why Self-Control is the Engine of Success - Not Available from Ingram	978038520885	Paperback	09/22/2013	1							

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

The screenshot shows a search interface with a sidebar on the left and a main results area on the right. The sidebar includes a search box, filters for 'Hide Compilations' and 'Hide Reproductions', and a 'REFINE YOUR RESULTS' section. Under 'REFINE YOUR RESULTS', there are two expandable sections: 'Availability' with a checkbox for 'My Warehouse(s) (11193243)' and 'Publication Date' with radio buttons for 'Next month (5866)', 'Next 2 months (12908)', and 'Next 3 months (19529)'. A red arrow points from the 'More...' link in the 'Publication Date' section to the 'Publication Date' filter in the main results area. The main results area has a 'Publication Date' filter with a search box and a list of selected filters: 'Next month X', 'Next 2 months X', 'Next 3 months X', 'Current month X', 'Past 2 months X', 'Past 3 months X', '2018-2019 X', '2017-2018 X', '2016-2017 X', '2015-2016 X', '2014-2015 X', '2013-2014 X', and '2012-2013 X'. Below this is a table with columns for 'include', 'exclude', and 'Publication Date / Quantity'. The table lists various time periods and their corresponding quantities, with checkboxes for inclusion and exclusion.

<input type="checkbox"/> include	<input type="checkbox"/> exclude	Publication Date / Quantity
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Next month(5866)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Next 2 months(12908)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Next 3 months(19529)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Current month(186620)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Past 2 months(443005)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Past 3 months(660396)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2018-2019(4402797)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2017-2018(3659019)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2016-2017(1904940)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2015-2016(1772825)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2014-2015(1450170)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2013-2014(2079940)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2012-2013(3794784)

Additional Collection Development Tools offered at no charge:

- E-Communications: free electronic newsletters designed to inform, entertain, and offer ideas and resources for collection development. Examples of these newsletters are Adult Librarian News & Reviews, News and Reviews for the Youth Librarian, and our Collection Development newsletter including important information on Ingram’s New Title Notification/Standing Order Programs.
- E-Catalogs: trade catalogs that showcase forthcoming and recently published titles, editorial content including author interviews, merchandising tips, and product news to help librarians stay abreast of trends in the book world.
- Ingram Wire: desktop app that provides stock news on fast-moving products specific to their assigned distribution center, alerts on top awards and breaking events, as well as “backorder now” messages to ensure they are among the first for allocations.
- Marketing Materials on ipage: free publisher marketing materials including shelf talkers, author photos, Q&As, book trailers, reading group guides, printable giveaways, teacher guides, and more.

2.3 SHIPPING

2.3.01

Accounts can be profiled to receive No Partial Shipments. With this account setting, if the entire quantity of a title is not in stock at the time of order, Ingram backorders that title and ships it when the entire quantity is received from the publisher. Please note that this profile option may lessen initial fill rate of an order. We are happy to discuss with the Library to determine the best option to meet your workflows.

2.3.02

Order Confirmation

For orders placed via **Polaris**, Ingram sends full order acknowledgements in text format via email to user-specified email address. The order acknowledgement includes: ISBN/EAN; Title; Author; Publisher; List Price Line Item; Order Units; Ship Units; B/O or Cancelled Binding; Status Code; and Shipping DC. Order acknowledgements are sent within two to four hours of order placement. Most acknowledgments fall within the two-hour window.

ipage provides immediate order confirmation, which can be printed. The ipage order confirmation includes titles that have shipped, as well as backordered titles. The order confirmation gives a detailed summary of the order, including title, author, EAN, whether the item is shipped or backordered, discount, and retail price.

Confirmation Summary for Purchase Order: 3000183214				
Status	Products Ordered	Units Ordered	Units Shipped	Units Backordered
STOCKED & SHIPPED:	263	263	263	0
OUT OF STOCK, B/O:	16	16	0	16
GREENLIGHT, STOCKED & SHIPPED:	23	23	23	0
Totals:	302	302	286	16

Confirmation Detail for Purchase Order: 3000183214	
Ship To Account:	20
Order Method:	
Customer PO or Reference Number:	3000183214
Warehouse:	LAVERGNE, TN
Backorder:	Use my Order Default - (Hold/Release: Hold)
Do Not Exceed Amount:	\$2,862.00
Shipping Instructions:	Default Ingram Shipping Instructions
Total Items:	302
Total Units:	302
Extended List Price:	3,885.97
Order Date:	Wed Apr 14 14:01:00 CDT 2010
Ordered By:	
ECU:	GYSPZ
Warehouse Pairs:	N

STOCKED & SHIPPED									
Product Name	EAN Product Code	Contributor	Order	Ship	BO	Disc. %	Line Level PO	US SRP	
Abraham Lincoln, Vampire Hunter	9780446563086	Grahame-Smith, Seth	1	1	0		N/A	21.99	
Adoration of Jenna Fox	9780805076684	Pearson, Mary E.	1	1	0		N/A	16.95	
Air Gear, Volume 1	9780345492784	Oh! great	1	1	0		N/A	10.95	
Air Gear, Volume 10	9780345508133	Oh!great	1	1	0		N/A	10.95	
Air Gear, Volume 11	9780345508140	Oh!great	1	1	0		N/A	10.99	

2.3.03

Inventory Control

Ingram’s Operations Department has several warehouse systems in place to ensure that inventory is received into our distribution centers in a timely manner. Currently Ingram is the only vendor with a warehouse on the west coast. Keeping stock levels up to date is an ongoing part of the warehousing process. RF (Radio Frequency) units are updated by our systems to indicate what should be available in a specific location. A check is made to be sure all that stock is accurate and in the assigned location, so orders can be picked with efficiency, speed, and accuracy. Ingram’s Product Department is responsible for placing orders with the publishers and for following up on outstanding orders. These systems working in tandem fuel real-time inventory information for our distribution centers and customers.

Packing Slip

For libraries that do not require invoice in the box, Ingram will include a packing slip with each shipment which can be cross-referenced to the invoice. The packing slip is enclosed in the last box of a multi-carton shipment that crosses the shipping manifest, and the box containing the packing slip is marked.

Ingram's Packing Slip contains the following information:

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

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

2.3.04

Ingram will make every available effort to meet or exceed the 98% accuracy rate. Ingram asks that the Library report errors immediately, so that they may be resolved in a timely manner, and to avoid any possible re-occurrence of the same error.

Ingram uses the Manhattan Associates PkMS package as our warehouse management system. Ingram has designed our outbound PkMS processes to ensure quality throughout the operation, and makes use of scan confirmation, "blind counts" and random audits to ensure accuracy. We are currently achieving a 99.6% overall error-free rate.

Ingram has always specialized in loose-pick order processing and has developed customized processes for handling single-book and small multi-book orders in an efficient, accurate fashion. Additionally, the case-level inventory tracking provided by PkMS gives us the enhanced capabilities for full-case picking and shipping.

2.3.05

Delivery and Shipping

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

Each box in a shipment will be plainly marked with the number of boxes in shipment, the library address, and a Control Number (including Order Entry number) which can be used to cross reference the invoice when it is received. The carton containing the packing slip is marked.

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



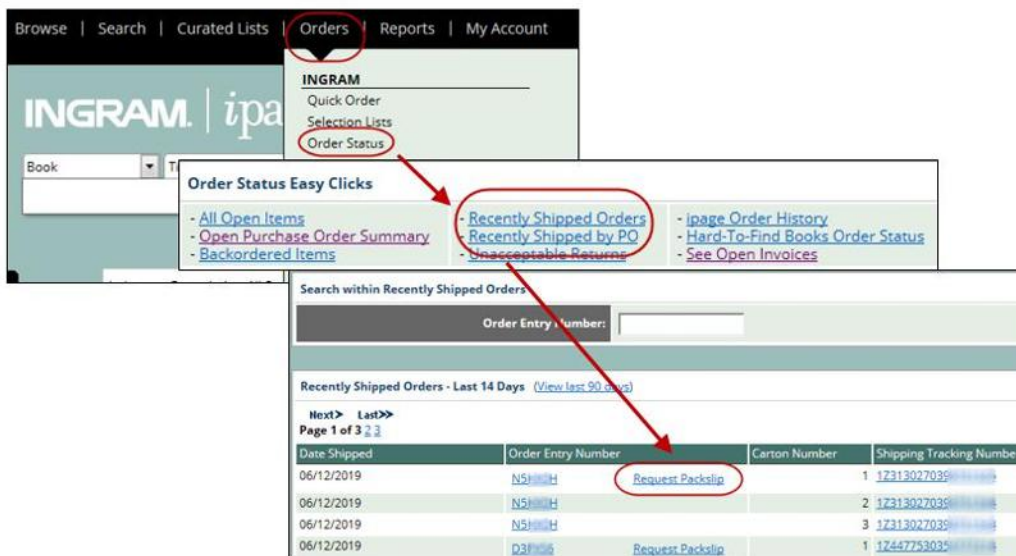
Each carton shipped from Ingram will also have a 4" x 6" Carton Contents label. The Carton Contents label lists the titles contained in the box, their ISBNs, and quantities. This label allows your library staff to see what is in each box before the carton is opened.



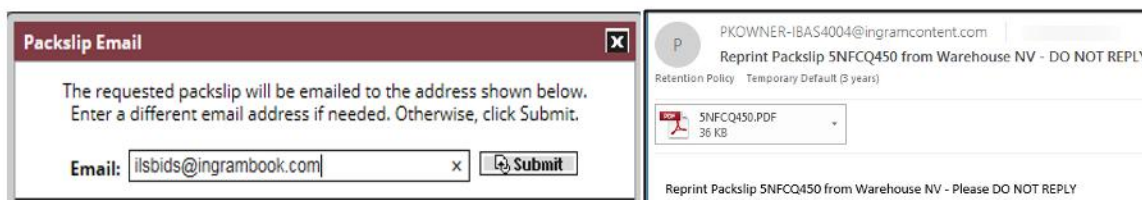
ipage Request Packing Slip

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

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



Clicking the “Request Packslip” link will open a small window where the user can verify or overwrite the email address for delivery and submit the request.



2.4 BINDINGS

2.4.01

Ingram is a distributor, not a publisher. Ingram will supply books as ordered by the Library. Binding provided is determined by the ISBN, UPC, or Ingram Title Code provided by the Library with their order.

2.4.02

Ingram is a distributor, not a publisher. Publishers determine the standard binding of their publications. Ingram will supply books as ordered by the Library. Binding provided is determined by the ISBN, UPC, or Ingram Title Code provided by the Library with their order.

2.4.03

Reinforced Bindings

Ingram offers multiple options for the purchase of reinforced books.

Library Bindings:

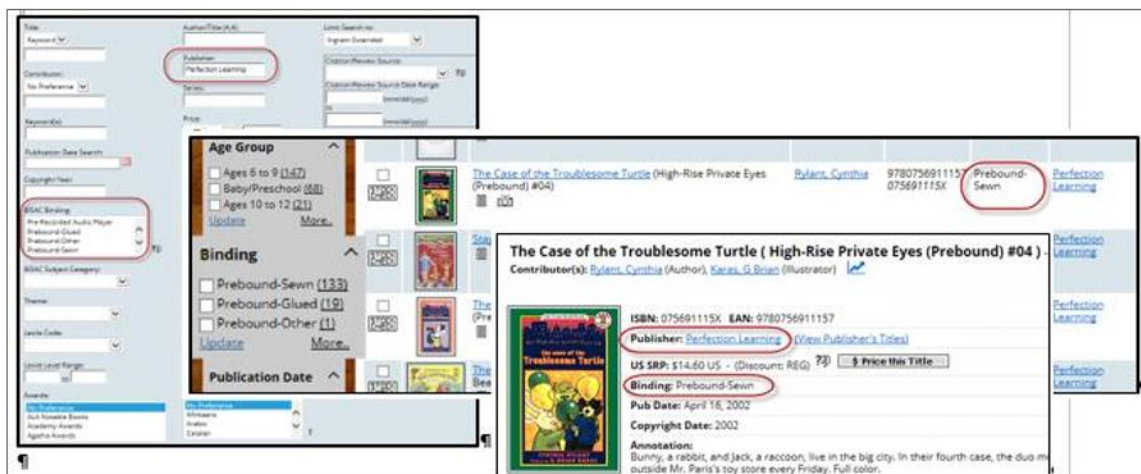
These books are of higher quality publisher binding, usually fanned and glued, and may also be sewn. Books may be identified as Library Bindings on ipage.



Prebound Titles

Our inventory includes over 19,500 prebound titles from Perfection Learning and San Val (Turtleback Books). These editions are searchable by publisher or binding through ipage Power Search, and are also identified on ipage as Prebound-Sewn or Prebound-Glued, on both the title list page and title details screen:

Turtleback Books have a double-fan adhesive binding and durable spine, and the quality and workmanship of the binding is guaranteed for the life of the book. Original artwork is scanned and then digitally printed on durable paper stock to fit the new binding. Books are laminated in a polyester film that easily wipes clean.



Physical Processing to Reinforce Paperbacks

Spine Tape – Ingram currently uses Kapco EB2 Easy Bind II Gloss Clear Poly Repair tape to apply to the outside of the spine. We carry three sizes – 2-inch, 3-inch, or 4-inch - depending on size of book spine to be taped. Ingram also offers inside spine tape.

Paperback Laminate - Ingram offers a choice of 15-mil or 5 mil clear polyester, applied to front and back cover. The 2-mil spine ensures the book remains flexible. The covers are crystal clear and will not yellow with age. The laminate is acid free and made from environmentally friendly materials using solvent free adhesives.

DigiCover Books

Ingram also offers pre-binding services for paperback books purchased through Ingram, converting paperbacks to hardback while maintaining the appeal of the original cover graphics. Paperback pre-

binding services are offered through Ingram's partnership with The HF Group (formerly Heckman Bindery).

- ◆ Color reproductions will be made of the cover of a volume, approximately 3% larger than the original, and a matching color is used to eliminate any white borders.
- ◆ The graphic reproduction will be covered in a durable film lamination and the cover will be cased on the original text block.
- ◆ Unlike many original covers, DigiCovers are fully archival and non-acidic
DigiCover Books are bound per ANSI/NISO/LBI Z39.78-2000 Standard for Library Binding.
- ◆ These volumes are inspected for completeness and correct order of leaves.
- ◆ DigiCovers are much more attractive than original covers mounted on buckram

2.5 OTHER

2.5.01

Ingram provides books, spoken word audio materials, music, and DVD, and a full range of library value added services customized to the library's individual needs. Please see the Additional Information section of our proposal below for details on services not otherwise discussed in our proposal.

SUBMITTAL REQUIREMENTS

IV. PROPOSAL CONTENT

A. FIRM & STAFF EXPERIENCE

- Provide a brief company history and experience including specific expertise in providing services to other libraries.
- Key personnel - indicate the assignment of a dedicated account manager who will work with the City of Peoria. Include their experience and qualifications.
- List three (3) references with projects similar in scope and size within the last five (5) years utilizing the Questionnaire sheet.

Company History

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

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

Ingram is a privately held, family-owned corporation **operating under the same ownership since our inception**. The Ingram family is actively involved in the day-to-day operations of our company and has a vested interest in our customers' satisfaction.

The Ingram Content Group is led by **John Ingram**, Chairman of Ingram Content Group LLC, and Chairman of the Board for Ingram Industries Inc.

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

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

Ingram Library Services LLC

To better support the unique needs of libraries, Ingram Library Services grew from a specialized department of Ingram Book Company in 1970 to a full-service library vendor. Because of our growth and success, Ingram Library Services incorporated in 1998 as a subsidiary of Ingram Industries Inc. Today we offer “one-stop shopping” for our library customers. Ingram provides librarians with immediate access to the largest selection of books, spoken word audio, DVD/Blu-ray titles, music CDs and other book-related products in the industry. Our full range of library value-added services includes comprehensive Collection Development support, Standing Order and Continuations programs, as well as shelf-ready cataloging and processing services customized to the library’s specifications.

Distribution Centers

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

Ingram operates four regional distribution centers, totaling more than **1.7 million square feet** and employing over **3,600** associates. We ship over **146,000,000** units across the nation annually. Having multiple distribution centers allows us to maintain the on-hand inventory required to meet fill rates, and to provide fast turn times - as little as 24 hours from order placement to delivery.



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

Name and address of firm:

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

URL: <http://www.ingramcontent.com/pages/libraries.aspx>
ipage: www.ipage.ingramcontent.com

Official Representative: Pamela R. Smith, Vice President and General Manager

Ingram Library Services LLC is a Tennessee Corporation, owned wholly by Ingram Industries Inc. based in Nashville, Tennessee. Ingram Library Services operates as part of the Ingram Content Group.

Ingram Staff

Ingram is a knowledge-based service company, and while we recognize that our investment in modern technology is of great value to our customers, the majority of the company's assets are vested in our employees. Every commitment, skill, feature and benefit we offer is dependent on the quality of our staff. Ingram believes that the single most important task of a company manager is to hire, train and retain the best people.

Ingram has built a talented, experienced staff of Associates dedicated to library service, including Collection Development and Technical Services Associates. Ingram Content has a staff of nearly 3,600 Associates who may be involved in providing service under this contract, including Customer Care, Product, Operations, Transportation and Shipping, and Warehouse Associates who pick and pack orders.

Ingram has many **professional 'librarians on staff**, with 37 holding a Master's Degree in Library and Information Science. They all have years of experience working in and with libraries.

Our blend of library experience, along with a continuing infusion of new staff with fresh outlooks, enables Ingram to design innovative solutions with fundamental expertise in areas such as automation, collection development, cataloging, processing, all the way through to transportation. Ingram Library Services will give the highest priority to your needs by assigning key Ingram professionals to work with the Library to meet and exceed all goals and standards set forth in this proposal.

Any of the staff assigned to the project may be reached at the following address:

Ingram Library Services LLC
One Ingram Blvd.
PO Box 3006
La Vergne, TN 37086-1986
Telephone: (800) 937-5300

The Ingram Team works closely with library staff during set-up and throughout the contract to maintain open lines of communication.

Ingram Senior Management Staff

Ingram Library Services' Senior Staff members will serve in both advisory and hands-on capacities to ensure that the contract runs smoothly from start to finish. Titles and brief job descriptions of key positions are included.

Vice President and General Manager of Ingram Library Services – Oversees and leads Sales, Marketing, Technical and Value-added Services along with our Collection Development Team with a unique 360-degree library perspective for the Public and K-12 Libraries.

Director of Sales Operations. Managing the Bids and Contracts, Sales Analysis and Collection Development teams understanding and delivering your needs within this space is at the heart of this role.

Manager of Credit for Libraries. Upon notification of award and establishing any required accounts for the Library, the Manager of Credit will assign a Credit Representative for your account.

Vice President of Customer Care. Based in our Tennessee headquarters, with immediate access to all Executive Staff for any service issues that require escalation and further research and discussion. Together with the Supervisor of Customer Care, the Customer Care team will handle any issues that may arise with the Library's accounts.

Sales Support

Director, Sales. Cultivates business and sales teams in the K-12, public and academic library markets. Understands the complexities of selling content and technical services to libraries from his sales management roles at IXL Learning, Gale/Cengage, Innovative Interfaces and Follett.

Library Sales and Services Manager will be instrumental in the Big Picture of your account setup.

Senior Sales Representative for libraries in the State of Colorado. This position will serve as the main contact for all services Ingram provides. They will provide an on-site relationship to monitor progress and trouble-shoot potential issues, making selection, ordering, and receiving materials smooth and simple.

Inside Sales Representative – This position will also be assigned to the Library, providing an additional level of sales support.

Inside Sales Team Supervisor has 30+ years of experience in Customer Care and Sales and will support the Inside Sales Representative role.

Library Technical Services and EDI Staff

Director, Technical Services. This position oversees the Library Account Services and Client Integration teams.

Manager, Library Client Integration. Serves as the primary contact and project manager for all customer integration projects and manages all aspects of customer integration from an account profile setup and operations standpoint. They work closely with all internal stakeholders to help move projects forward to a successful implementation.

Account Services Manager. This position oversees the Account Services team responsible for establishing and maintaining all accounts, including ensuring customers' cataloging and processing profiles are correctly and promptly entered into our BookMARC cataloging system. Once the Library's accounts are established and orders are successfully flowing, they will assume the role of the Library's contact from the Manager, Library Client Integration for cataloging and processing matters.

Cataloging Services Manager. Serves as the central cataloging expert for Ingram Library Services, and coordinates with the Sales, Account Services, EDI, and Client Integration teams to help translate customers cataloging requirements into Ingram processes.

Ingram's Cataloging Department is comprised of professional MLS-degreed catalogers and paraprofessional staff experienced in working with all major integrated library systems. Ingram's staff of professional and para-professional catalogers work only on cataloging, so that they have increased efficiency and expertise.

Manager of ILS Systems will be the point of contact for setting up your ILS System connections and all our EDI Service offerings.

EDI Support Specialist. Assists in setting up and maintaining EDI ordering streams, as well as helping to resolve customer issues involving EDI, ipage, and interfacing with library automation systems.

Collection Development Staff

Sr. Manager, Collection Development, Oversees the department of 11 MLS-degreed librarians, a data manager and 4 administrators.

Collection Development Analysis Manager, This position supports the Collection Development team through managing and analyzing data, as well as report creation and processing customer holdings data and pulling relevant product metadata for ODC lists. They also manage the iCurate *inClusive* service.

Manager, Collection Development Curation, Manages a staff of eight librarians responsible for creating lists for ipage, Opening Day Collections, iCurate *Coming Soon*, iCurate *Core*, iCurate *inClusive*, the hand-selected New Title Notification/Standing Order Programs, ongoing custom lists, and more.

Manager, Collection Development Programs, Manages a staff of four Library Administrators who research and administer Ingram's New Title Notification/Standing Order Programs and perform customer service and other departmental work. Manages the iCurate *Coming Soon* and iCurate *Core* customer communication and service, along with the department's publisher meetings, edits the newsletter and writes for Ingram's blog.

Librarian

Collection Development Librarian II, Youth Fiction selector.

Collection Development Librarian II, Adult Nonfiction, Video, Video Games, and Music selector.

Collection Development Librarian II, Adult Fiction selector.

Collection Development Librarian II, Graphic Novels selector.

Collection Development Librarian II, Youth Nonfiction selector.

Collection Development Librarian II, Adult Fiction selector.

Collection Development Librarian II, Board Books, Picture Books, Easy Readers, and Beginning Chapter Books selector.

Collection Development Librarian II, Adult Nonfiction selector.

Administrators

Collection Development Administrator, Manages the list of titles for the Easy Reader, Popular Youth Fiction Series, and ReviewALERT New Title Notification/Standing Order Programs. Organizes and posts all the Collection Development Curated Lists content to ipage and loads the iCurate *Coming Soon* content into ipage each month.

Collection Development Administrator, Manages the lists of titles that make up the Adult Fiction Series New Title Notification/Standing Order Programs. The role also serves as a Customer Service Representative for the team.

Collection Development Administrator, Manages the lists of titles that make up the Adult and Youth Nonfiction Series New Title Notification/Standing Order Programs. The role also serves as a Customer Service Representative for the team.

Collection Development Administrator, Manages the lists of titles that make up the Nonfiction and Travel Continuations Programs, as well as managing the Awards*Book Clubs*State Lists New Title Notification/Standing Order Programs.

References are included on the Peoria supplied Reference form included with our response.

B. METHOD OF APPROACH

- Provide a description of services including order processing, inventory and speed of delivery.
- Demonstrate customer service showing company's approach to care for the customer and resolve any issues that may arise (e.g. backorders, discontinued items and customer credits).
- Complete Requirements Checklist indicating compliance or deviation.

General Ordering Details

Ingram can accept orders by toll-free phone, toll-free fax, mail, electronically, (via email attachment and/or EDI – Electronic Data Interchange), or through ipage. All orders receive immediate online order entry; phone and electronic orders receive title and stock verification. For ease and efficiency, we can confidently claim to be the best in the business in order entry.

Mail orders should be sent to:

Ingram Library Services LLC
Attention Order Entry
One Ingram Blvd.
PO Box 3006
La Vergne, TN 37086-1986

The toll-free number for FAX ordering is 800-677-5116. The toll-free number for telephone orders is 800-937-5300.

Emails with attached orders should be sent to ILS.orders@ingramcontent.com.

EDI

Ingram supports EDI Transaction types and formats based on the capabilities of the library automation system. Ingram EDI offerings include:

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

EDIFACT Order, Order Response, and Invoice

- Purchase orders are created in acquisitions and sent to Ingram via FTP.
- Ingram processes the orders and places electronic confirmation files on the Ingram FTP server for customer retrieval.
- For customers opting to receive electronic invoices, Ingram places electronic invoice files on the Ingram FTP for customer retrieval. E-invoices streamline workflow and greatly reduce the amount of effort used in the manual posting of invoices. Ingram continues to provide paper invoices to e-invoice users.

Enriched Edifact Order

This enhanced order transaction allows users to send additional distribution information in the EDI order record that provides Ingram with all the information necessary to create complete holdings records to match the items shipped. The holdings records are loaded with MARC bibliographic records and overlay the on-order items. When the materials arrive from Ingram, they are shelf and circulating ready. Also, with Enriched EDI we offer the ability to drop ship to branches as well as simplify account management through ordering on a single account and having Ingram separate orders based upon the enriched data that allows us to process orders per the library's specifications and route them to the correct branch.

Ingram is pleased to present the City of Peoria the following discounts for library materials. Discounts apply to adult, young adult, and juvenile titles.

Currently the Library places enriched EDI orders with Ingram using your Polaris system.

Inventory

Ingram leads the industry in maintaining an **on-hand inventory of over 17,000,000 unique titles, representing over 30,000+ book publishers and 57,000 imprints.** Our unmatched nationwide inventory of over **35,000,000 books** ensures the highest fill rates in the industry.

- Ingram's on-hand inventory represents the largest range of publishers in the wholesale distribution business today including all binding types and formats.
- Ingram provides reference, scientific, medical, technical, legal, and other academic and non-trade titles, including materials from University and association presses, small press, and specialty publishing houses.
- Ingram stocks not only new best-sellers and award-winning titles, but also the deepest inventory of midlist and backlist titles of any vendor.
- Ingram can provide adult, young adult, and juvenile fiction and nonfiction titles in all subjects in a variety of bindings, including trade hardcover, trade paper, mass market paper, large print, short discount and small press, university press, single library editions, publisher's library editions, graphic novels, board books, easy readers, picture books, pre-bound books, and big books.

Our spoken word audio inventory includes **140,000+ titles**, including abridged and unabridged editions including CD, MP3, and pre-recorded audio player formats. We also inventory more than **700,000 music titles** on Compact Disc, from classical to popular titles.

With **70,000+ DVD** and **18,000+ Blu-ray titles**, Ingram offers one of the most comprehensive inventories of DVDs in the country. Ingram represents more than **500** video suppliers with titles in categories such as popular box office, foreign and independent films, and family films. We also provide an extensive line of nonfiction and children's titles. Through our supplier, Ingram Entertainment, we provide access to nearly **1,000,000 DVD volumes**.

Our video game inventory includes nearly **2,000 titles** from the following platforms: PlayStation®2 (PS2), PlayStation 3 (PS3), PlayStation 4 (PS4), PlayStation Vita, Xbox 360®, Xbox One, Nintendo® Wii™, Nintendo Wii Universe, Nintendo Dual Screen™ (Nintendo DS), Nintendo 3DS, and PlayStation®Portable (PSP).

While other book distributors may also be able to provide best-selling and popular titles, through our sister companies, Ingram offers these additional inventory services:

Ingram Publisher Services LLC

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

Print on Demand through Lightning Source

With national and international facilities, Lightning Source LLC, an Ingram Content Group company, has a **virtual inventory of over 16,600,000 titles representing more than 155,000+ Publishing Partners**. We print only what is needed to meet our customers' current demand-whether that's a single book order or 10,000. We not only give you access to content that was once out of print or hard-to-find, but also make it possible for low-volume titles to stay in print and for new titles to be

released. All this translates into wider title selection and better customer service for your patrons and your community.

Once an order is placed, we have all the electronic data necessary to print and deliver the book to its intended destination. The distance between bookmaker and book-reader has never been shorter. Print on demand allows for a book to be printed in order in a range of formats within 24 hours, even if the order is for one book. On average, we print over **4,000,000** books per month.

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

Spanish and World Language Titles

Ingram currently inventories over **500,000** Spanish titles in our distribution centers, including adult and children's titles.

Ingram offers over **3,100,000** titles in world languages ranging from Afrikaans to Yiddish. An additional benefit of our Lightning Source inventory of millions of print-on-demand titles is that many of these world language titles are available on an on-demand basis.

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

Turnaround Time

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

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

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

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

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

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

Street Smart

Ingram understands the importance of getting high-visibility titles in the hands of Library patrons as soon those titles appear in local bookstores. Titles designated as part of the **Street-Smart** program include any upcoming new releases with a publisher-assigned on-sale date. Working within the publishers' parameters, Ingram profiles the Library's account so Street Smart titles shipped from the primary distribution center are received on or before the on-sale date.

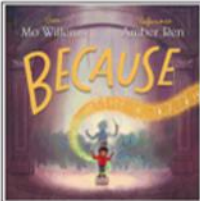
To receive Street Smart designated titles on or before the on-sale date, the Library is required to complete a signed affidavit in which you agree not to display, sell, or loan for advanced reading any title before the publisher-assigned on-sale date. Without this agreement, Ingram cannot ship Street Smart titles until one day before the published on-sale date. All wholesale distributors are held to these standards, and Ingram is dedicated to ensuring that we do not violate our agreements with publishers.

Occasionally, the publisher may designate a title as having stricter on-sale date parameters. Ingram designates these types of titles as **Street Smart Select**. These are usually major releases that typically have large print runs and major publicity scheduled. Similar to a standard street date, a title specific signed affidavit is required to receive advance delivery. Ingram will provide advance notification of these titles, including any order deadlines or minimum order quantities required to participate in the early delivery program. Per the publisher specific guidelines, Distributors may not be allowed to deliver Street Smart Select titles until one day before the on-sale date.

[return to list](#)

BECAUSE - Street Smart OPAC

Contributor(s): [Willems, Mo](#) (Author), [Ren, Amber](#) (Illustrator)



ISBN: 1368019013 EAN: 9781368019019
Publisher: [Hyperion Books for Children](#) [View Publisher's Titles](#)
US SRP: \$17.99 US - (Discount: REG)
Binding: Hardcover
Pub Date: March 05, 2019
Copyright Date:
Street Date: March 05, 2019 ← **Street Date**
Publisher Marketing:
Mo Willems, a number one *New York Times* best-selling author and illustrator, composes a powerful symphony of chance, discovery, persistence, and magic in this moving tale of a young girl's journey to center stage. Illustrator Amber Ren brings Willems' ...

[Marketing Materials](#) available for this product.
This item is Returnable
 OPAC

Ingram does not control publishers' street dates or their specialized parameters. We work closely with publishers to obtain news of publishing date changes or unexpected releases are added with limited advance notice of publication. We provide updated information through ipage as soon as it is available from the publisher. The Library can check any title as the scheduled street date approaches to ensure no change has been made.

Ingram will make every available effort to ship titles to arrive before the street date for those libraries having a Street-Smart affidavit on file; however, we cannot guarantee arrival on or before street date. Delivery within the allotted time frame is contingent upon the publisher providing books to Ingram in a timely manner. Occasionally, our ability to comply may be compromised on a title due to circumstances outside of our control such as weather delays or delay in receipt from the publisher. In such instances, the level of custom processing or cataloging profiled on a Library account may cause the title to be delivered after street date.

Customer Care

Customer Care is based in our Tennessee headquarters, where representatives have immediate access to all Executive Staff for any service issues that require escalation and further research and discussion. By combining our Library Customer Care team under the overall Ingram Content umbrella, we can best utilize our systems, training, and experience. From a Customer Service perspective, the team has a full support infrastructure, whereby other Customer Service Representatives within the team can cover for each other as required, i.e., during vacations.

Ingram's team of Customer Care Support Specialists trained specifically on the requirements of library contracts are available five days a week. Customer Service hours of operation are Monday through Friday, 11:00 a.m. to 3:00 p.m. EST / 10:00 a.m. to 2:00 p.m. CST / 8:00 a.m. to 12:00 p.m. PST. Every attempt will be made to respond within 24 hours (during normal working hours) from phone call or receipt of correspondence. However, some issues may necessitate additional research in order to provide the best service and most complete response to the Library.

Ingram has completed and included the **Requirements Checklist** indicating compliance or deviation with our response.

C. COST CONSIDERATIONS

- Offeror is to submit pricing (in their own format). Include sufficient detail and identify any inclusions, exclusions or limitations that may apply.
- Product listing including material type and corresponding discount off list price;
- Processing pricing;
- Cataloging pricing, standard and/or optional customization. Indicate if pricing is per title or per item.
- Additional products/services available including but not limited to bundling options, lease program, conversions, etc.

Ingram has included a full discount and pricing section below.

D. CONFORMANCE TO RFP

- Failure to provide all requested information may result in firm's proposal being rejected as non-responsive.

- Complete and return all City forms.
- Exceptions - Any exceptions to any part of the RFP must be clearly noted and identified.

Ingram Acknowledges

PRICING

Ingram is pleased to present the City of Peoria the following discounts for library materials. Discounts apply to adult, young adult, and juvenile titles.

Discounts:

Trade Hardcover	43.0%
Trade Quality Paperback.....	42.0%
Mass Market Paperback	42.0%
* Short Discount/Non-Trade Titles	8.0 - 35.0%
Library Bindings.....	18.0%
University Press.....	16.0%
Spoken Word Audio CD (Trade).....	46.0%
Spoken Word (non-Trade)	8.0%
DVD/Blu-ray	28.0%
Music.....	26.0%
Video Games.....	5.0%
Playaway	20.0%
Net Titles.....	0.0%

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

Cataloging and Processing:

Cataloging and processing components are available at the current standard pricing in place at the time the option is added to your account profile. The pricing is based on the use of Ingram’s standard supplies. Any non-standard supplies would need to be provided by the library. Pricing for processing of non-standard supplies would be established when added. Standard pricing is subject to change with notice. Ingram will review this offer with the library annually.

Ingram will continue to offer the current bundle pricing as noted below:

Shelf-Ready Pricing (Books)

Books will be processed and cataloged for a fee of \$5.05 per book, to include the following items and services, based on our understanding of the Library’s requirements and as appropriate to the specific account profile.

- Search for Added Copy and Item linking in the Library ILS utilizing Z39.50 Protocol
- BookMARC or OCLC Record via electronic delivery

- Record Upgrade
- MARC Customizations, as required
- Mylar Jacket, Attached
- Spine Label
- Spine Label Protector
- Spine Tape, Outside (Quality Paperbacks)
- Preprogrammed RFID/Barcode Set
- Property Stamp
- J Label
- Large Print Label
- Reference Label
- Branch Label
- Teen Label

This pricing is based on the use of Ingram standard processing components. Should the Library choose alternative solutions for your project, we will be happy to provide revised pricing based on your final specifications. For this multi-year contract, Ingram reserves the right to review shelf-ready pricing on an annual basis.

This pricing is based on the use of Ingram's standard supplies. Any additional processing components are available at the current standard pricing in place at the time the option is added to your account profile. Ingram will review these terms and prices with the Library on an annual basis.

Collection Development Services Pricing:

Complimentary Curation Services: Ingram offers a variety of curated selection lists and collection development tools through iCurate® *Complimentary* on ipage. Regularly updated, Librarian-curated selection lists and New Title Notification/Standing Order Programs, are provided **free of charge**.

Custom Collection Development: Fees associated with uniquely customized lists will be quoted on a list-by-list basis and based on the Library's specifications including level of customization, number of lists required annually, and whether it is for a special project or an ongoing list requiring regular updates. Standard charges will apply to any future programs we may develop and offer for customized collection development services.

iCurate® Custom:

Ad Hoc Lists

Complimentary when purchased solely from Ingram

Opening Day Collections

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

Ongoing Curation

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

iCurate® *inClusive*: Diversity Audits Made Easy

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

iCurate® Core: One-Time Gap Analysis

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

iCurate® Coming Soon *

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

Definitions of Binding Types and Presses

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ADDITIONAL INFORMATION

9XX

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

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

The screenshot shows a software window titled "New Supplier Record - 1 - General - Polaris". The interface includes a menu bar (File, Edit, View, Links, Tools, Help) and a sidebar with icons for Supplier, Encumbrance, EDI, and PO. The main form area is divided into several sections: "Name" (with a "Leave Blank" callout), "SAN" (containing "167978" and an "Ingram SAN" callout), "Account", "Alternative name", and "Owner" (set to "Headquarters Library (HQ)"). There are two "Encumbrance Limits" and "Expenditure Limits" tables, both showing \$0.00 for Line Item, Supplier, Order, and Invoices. The "EDI Setup" section has "EDI orders" checked (with a "Check this box" callout) and "Enriched EDI orders" and "ASN Shipments" unchecked. The "FTP address" field is empty (with a callout pointing to it), and "Username" and "Password" fields are also empty. The "POA/INV directory" is set to "OUTGOING", "PO directory" to "INCOMING", and "PO file extension" to ".XPO". A note at the bottom of the form states "This information is provided in the Ingram EDI Set Up Letter".

Reviews on ipage

ipage includes review citations and full text reviews from:

- *Booklist*
- *The Bulletin of the Center for Children's Books*
- *Foreword Magazine*
- *Hornbook Guide*
- *Hornbook Magazine*
- *Library Journal*
- *Kirkus*
- *School Library Journal*
- *Publishers Weekly*
- *VOYA*
- *Shelf Awareness*
- *BookPage*
- *BlueInk Review*

Descriptions, Reviews, Etc.
<p>Publishers Weekly (04/28/2014): Bestseller Cussler's electrifying 12th NUMA Files adventure (after 2013's "Zero Hour" also coauthored by Brown) takes Kurt Austin, director of special projects at the National Underwater Marine Agency, across the globe in search of Sienna Westgate, the long-lost love of his life, and the world's preeminent expert in cybersecurity. Pronounced dead after he family's yacht sunk in the Indian Ocean, a revived Sienna may have surfaced in the shadows of the Iranian black market. Notorious smuggler Rene Acosta is eager to trade her talents to any number of foreign governments for a huge sum, but the nefarious Brevard clan is also vying for control over the brilliant Sienna. Trusty colleague Joe Zavala and Dirk Pitt, NUMA's director, provide assistance as Kurt uses a range of advanced technology in the hunt for the woman whose disappearance haunts him day and night. Cussler delivers all the usual twists and turns on the way to the explosive climax. Agent: Peter Lampack, Peter Lampack Agency. (May 27) Copyright 2014 Publishers Weekly Used with permission.</p> <p>Kirkus Reviews (05/15/2014): Kurt Austin and his National Underwater Marine Agency team save the world yet again, this time from a criminal family that's been hijacking the innocent and taking hostages for four generations. Commandeered off the coast of South Africa by Gavin Brevard and a gang of criminals who'd booked passage with counterfeit currency, the SS Waratah vanished without a trace in 1909. A century later, the Brevard family is still at it. Brothers Sebastian, Egan and Laurent, along with their kid sister, Calista, have kidnapped Sienna Westgate and her two children and intend to sell her services to the highest bidder—assuming they can recover her from Rene Acosta, their double-crossing former client. The Brevards' racket is much more high-end than sexual slavery, for Sienna, architect of the legendary Phalanx security software, is one of the most sought-after computer experts in the world. Nothing could stop their nefarious scheme save for the fact that Sienna is the one-time fiancée of Kurt Austin, who lost her to Internet billionaire Brian Westgate. Sienna and her kids were supposedly lost at sea when Westgate's yacht, Ethernet, sank, but mounting evidence shows that she's no more dead than the SS Waratah, which never sank at all. Kurt's initial encounter with fire-breathing Calista Brevard as they battle over Sienna, who's being held on Acosta's yacht, ends inconclusively. So Acosta packs Sienna off to Korean street criminal-turned-industrialist Than Rang, head of the Daeshan Group, and the action there's plenty of action—shifts from the African coast to the Korean peninsula, where Kurt, his buddy Joe Zavala and their NUMA stalwarts dodge everything the Brevards can throw at them as they struggle to free Sienna before the world's computer systems all go kablooey. Once more, Cussler and Brown (Zero Hour, 2013, etc.) paint with such broad strokes that Kurt's adventures aren't so much written as whitewashed. COPYRIGHT(2014) Kirkus Reviews. ALL RIGHTS RESERVED.</p> <p>Biographical Note: Clive Cussler is the author of dozens of "New York Times" bestsellers, most recently "The Mayan Secrets," "Mirage," and "The Bootlegger." He lives in Arizona and Colorado. Graham Brown is the author of "Black Rain" and "Black Sun," and the coauthor, with Cussler, of "Devil's Gate," "The Storm," and "Zero Hour." A pilot and an attorney, he lives in Arizona.</p> <p>Review Quotes: Praise for the NUMA Files novels of Clive Cussler and Graham Brown</p> <p>"Devil's Gate" is a breathtakingly suspenseful, wildly inventive, enjoyable thriller. Hard-core fans will snap it up." -"Library Journal"</p> <p>"Cussler and Brown deliver nonstop action in "Zero Hour". The most exciting NUMA Files novel in the series!" -Associated Press</p> <p>Review Quotes: Praise for "Ghost Ship"</p> <p>"Electrifying...Cussler delivers all the usual twists and turns on the way to an explosive climax." -"Publishers Weekly"</p> <p>Praise for the NUMA Files novels of Clive Cussler and Graham Brown</p> <p>"Devil's Gate" is a breathtakingly suspenseful, wildly inventive, enjoyable thriller. Hard-core fans will snap it up." -"Library Journal"</p> <p>"Cussler and Brown deliver nonstop action in "Zero Hour". The most exciting NUMA Files novel in the series!" -Associated Press</p> <p>Review Citations:</p> <ul style="list-style-type: none">Library Journal Prepub Alert 12/01/2013 pg. 66 (EAN 9780399167317, Hardcover)Publishers Weekly 4/28/2014 (EAN 9780399167317, Hardcover)Kirkus Reviews 05/15/2014 (EAN 9780399167317, Hardcover) <p>Contributor Bio: Cussler, Clive Clive Cussler is the author of numerous New York Times bestsellers. He splits his time between Telluride, Colorado and Paradise Valley, Arizona.</p> <p>Contributor Bio: Brown, Graham Graham Brown is the author of Black Rain, Black Sun and The Eden Prophecy. Since 2010 he's been lucky enough to work with Clive Cussler on the NUMA FILES: Devil's Gate, The Storm and Zero Hour were all NYT bestsellers. His latest project is a supernatural thriller entitled Shadows of the Midnight Sun, co-written with Spencer J. Andrews. Spencer J. Andrews is a screenwriter and independent filmmaker. Shadows of the Midnight Sun is his first novel. And the first in the Shadows Trilogy. -</p>

While not all titles on ipage have reviews, we display the review information for print titles where it exists. If a Library wishes to view full-text reviews, there is a nominal fee of **\$350.00** per year for that additional service. The Library also has the option of paying in installments of **\$35.00** per month. Price of reviews is subject to change on an annual basis.

Duplicate Checking

ipage offers multiple duplicate order checking methods, including iMatch, OPAC View and Selection List Duplicate Checking. With iMatch, the Library can search their entire collection. As described below, Ingram's duplicate order check methods do not automatically prevent duplicate orders. Conversely, they will allow duplicate copies when needed.

iMatch - Ingram's iMatch collection matching service on ipage matches titles in a selection list with the titles already in your library collection, saving you time comparing potential purchases. This powerful tool utilizes the industry standard Z39.50 protocol to access your library's catalog and retrieve your collection information. Then it works with ipage to identify title matches within your selection lists. iMatch matches at the branch level enabling users to check just their collection in a shared database.

Results are color coded to show where matches were found. If no color appears to the left of a title, no match was found. A red bar indicates an exact match, yellow a possible match, and green a title-only match. Hovering over a color bar indicator will display details about the match. The details will include which criteria were matched, and whether the edition matches your collection. For an exact match, the status of the title in your collection will also be shown.

Selection List Duplicate Check - The selection list functions in ipage allows the user to check for duplicates. This is customizable so that the user can check for duplicates only within the current list, against the user's Private lists, against Shared lists, or against all lists to which that user has access. The user can set a default for how they want the selection list duplicate check feature to work or can choose this option each time the selection list duplicate check feature is invoked. Additionally, users can check for duplicates as they are adding titles to a selection list. This feature checks for duplicates only within the current list.

Enhanced Duplicate Check and Holdings

Ingram understands that the ability to see duplicate items is of utmost importance to our library customers. In addition to our iMatch and OPAC duplicate check capabilities, ipage duplicate check has been enhanced to create more visibility prior to placing an order. Rather than waiting to check for duplicates as part of selection list finalization, the user can now proactively see duplicate items as they are searching and building lists. This ipage feature is automatically enabled for all Library users.

Holdings

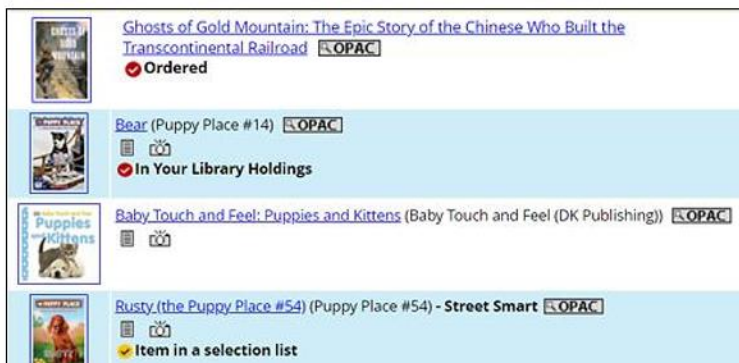
Ingram's ipage platform has the capability to ingest library holdings and make those holdings visible as users are navigating in the ipage site. With this enhancement, your ipage users can quickly spot items that are already owned by the Library and react accordingly when considering purchase of these items. Holdings will appear in traditional search results, Ingram-generated lists (found under the iCurate® tab), as well as Library-created selection lists. This is similar to existing functionality for OPAC lookup and iMatch but is a proactive approach and requires no extra click for your users.

To show Holding's information, we require the library to provide a weekly "MARC out" file of their holdings to Ingram, delivered via ftp. The file should be in either a .mrc or .out format. If you are interested in providing this data to Ingram so that it can be reflected in ipage for users in your account, please have your ipage Administrator contact ics-techsupport@ingramcontent.com.

There is no additional cost for this service, but the Library will be asked to sign a data license.

Duplicate Indicators

Color-coded indicator buttons on the search results page report on different "duplicate" information:



Red indicator:

- This item is in your holdings (if provided to Ingram by the Library)

OR

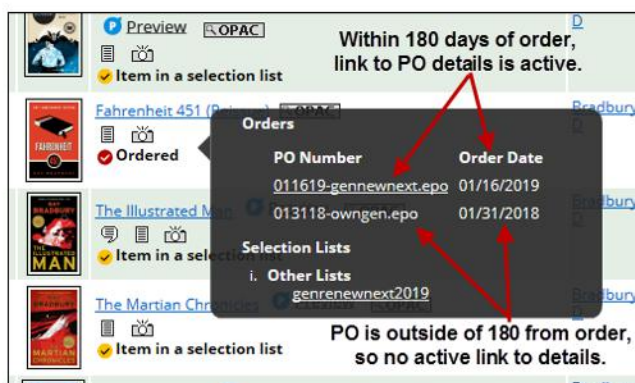
- We found this item in your Ingram order history from the past 180 days. Our System will check for duplicates from orders for any shipping account to which the user has access (per User permissions set by the Library's ipage account Administrator.)

Yellow indicator:

- We found this item in a selection list: **My Lists** (lists I created); **Other Lists** (lists created by other users in my account); and **Ingram Lists** (lists tied to New Title Notification/Standing Order Programs or other Ingram-generated lists).

Hovering the cursor over the indicator shows fuller details:

- If the title was found in the Library's order data, you will see the PO number and date of order from Ingram. If the PO is within six months of order, a clickable link to order status details will be enabled.
- A red indicator *could* also contain matches to selection lists (as well as Holdings and/or Order data)



- Selection lists matches against are further sub-divided into the 3 categories of lists as appropriate: **My Lists, Other Lists, and Ingram Lists.**
- The same selection list rules regarding visibility of public, shared and private lists apply, so that only lists the user is authorized to see and edit will appear in the pop-up box. If the matching item is in a deleted selection list, it will not appear as a duplicate.

For libraries who provide their holdings data to Ingram, an indicator will also appear on the product detail pages, showing the item is owned:

The screenshot displays the product page for 'Things Fall Apart' by Chinua Achebe. It includes the following elements:

- Product Title:** Things Fall Apart (OPAC)
- Contributor(s):** Achebe, Chinua (Author)
- ISBN:** 0385474547 | **EAN:** 9780385474542
- Publisher:** Penguin Books
- US SRP:** \$13.00 US - (Discount: REG) | [Price this Title](#)
- Binding:** Paperback
- Pub Date:** September 01, 1994
- Copyright Date:** 1994
- Annotation:** Achebe's first novel portrays the collision of African and European cultures in people's lives. Okonkwo, a great man in Igbo traditional society, cannot adapt to the profound changes brought about by British colonial rule. Yet, as in classic tragedy, ...
- Formats Table:**

Binding/Format	Priced From
Audio	\$19.99
Paperback More Paperback >	\$3.00
Hardcover More Hardcover >	\$4.95
- Real Time, Every Time Table:**

DC	On Hand	On Order
PA-C PRIMARY	407	144
TN SECONDARY	330	48
CA	0	0
IN	706	0
OH	0	0
OR	559	156
PA-A	0	0
- Selection List Options:**
 - In Your Library Holdings
 - Add to Selection List:
 - Choose List
- Additional Information:**
 - BISAC Categories: Fiction | Library
 - LC Subjects:

Custom MARC

Ingram's ipage features an option called Custom MARC. Custom MARC gives libraries the ability to create and map a custom MARC record profile for downloading brief order records for loading to their Integrated Library System (ILS).

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

Grids

Libraries can use grids to allocate multiple copies of an item across their funds, locations, etc. The grid features are an addition to the Custom MARC functionality, with the Custom MARC mapped fields and values feeding the grid.

Once Custom MARC data has been added to an account by the administrator, a user can create a grid template, selecting which Custom MARC mapped data elements to use. After a template is created, it can be applied to an entire selection list or at a line-item level within a list. As a template is applied, quantities for each item are increased as necessary and individual allocations are made across the library's funds and locations. The selection list is then downloaded in Custom MARC format, and subsequently uploaded into the library's acquisition system for order placement via EDI. Unlike other library book vendors, Ingram offers grid creation capabilities free of charge.

MARC Setup

Add Data Mapping
 Your selected acquisitions vendor, III Enhanced, has unique requirements for the format of their MARC records. The fields below have been automatically mapped based on your selection of this vendor. Use the Add/Edit Values button to build a list of your library's Locations and Funds. Enter values for these fields exactly as they appear in your acquisition system.

If desired, you can map additional data elements and values into your MARC download using the fields below.

Tag #: Subfield: Data Element:
 Other--Input customer data element

Data Mapping

Tag #	Subfield	Data Element	Action
001		Ingram Control Number	
008		File Created Date	
010	a	Library of Congress Control Number (LCCN)	
020	a	ISBN/EAN (depending on your MARC download format)	
020	c	Price	
024	a	Universal Product Code	
024	d	Universal Product Code (Additional digits)	
035	a	Alternate Control Number	
082	a	Dewey	
100	a	Author	
245	a	Title	
260	b	Publisher	
260	c	Pub Date	
960	o	Copies (Total Quantity)	
960	t	Location	<input type="button" value="Add/Edit Values"/>
960	t	Copies (Location Quantity)	
960	u	Fund	<input type="button" value="Add/Edit Values"/>
960	u	Copies (Fund Quantity)	

Grid Summary

We have a Grid Summary option available for our Library customers who use grids. Users can select two of their Custom MARC (9XX) tags as fields used to sum a "gridded" selection list. After the ipage administrator selects which 9XX tags they want as part of their grid summaries, the Grid Summary button will appear for selection lists that have a grid attached, and when the button is clicked from the List of Lists page, the View Selection List page, or the Edit Selection list page, the user is taken to a page containing quantity, extended list price, and customer discount price totals by the Grid Data elements associated with that selection list.

Grid Summary

Grid Summary for Selection List - Lisa Test 049115

Sum by: Location - Fund

Created By: Lisa Johnson
 List Type: Private List
 Last Updated: 05/22/2015 10:50:40 AM

Sum By Totals		Titles	Quantity	Extended List Price	Extended Disc. Price
Location	Fund				
buf	abfr	6	6	\$114.74	\$68.84
buf Totals		6	6	\$114.74	\$68.84
cen	abfr	6	6	\$114.74	\$68.84
cen Totals		6	6	\$114.74	\$137.68
chl	abfr	6	6	\$114.74	\$68.84
chl Totals		6	6	\$114.74	\$206.52
Selection List Totals		6	18	\$344.22	\$206.52

Find and Replace for Grid Data

At a selection list level, users can now perform a 'find and replace' function to update grid data attached to the list or items in the list. This feature is available from the Search Result View of a selection list.

Using this feature will allow the user to quickly update any occurrence of one grid data element with a different value option. For example, this is especially helpful as libraries roll to a new fiscal year and need to update a fund value.

Exporting Grid Information in Excel

Library users can now set their Excel downloads to pull in grid information. Under Template Preferences on the User Settings page, users will see the option as a yes/no toggle. This option is set to No by default. Any user wishing to include grid information in his/her downloads should set this option to Yes.

The screenshot shows the 'Display Option Preferences' and 'Template Preferences' sections. In the 'Template Preferences' section, the 'Include Grid Data in Excel Download' option is set to 'Yes' and is circled in red. Other options include 'Number of Items per Page on Grid Info' set to 25, and 'Receive Email Order Confirmations' with a 'Send me confirmations for only the orders I place' checkbox.

Applying Grids to New Title Notification/Standing Order Programs

New Title Notification/Standing Order Programs enrollments used to require that customers create an enrollment for each grid template used. For example, if a library wanted to send a certain number of copies of popular titles in our Graphic Novel (Adult & Youth) New Title Notification/Standing Order Programs to its branches but a different number of copies for less popular titles, they would need to establish two grid templates and set up two separate enrollments, one for each grid template. Libraries can now apply multiple grids within a single enrollment, greatly reducing time spent on setting up and managing New Title Notification/Standing Order Programs.

The screenshot shows the 'Author (Adult) Standing Order Program' interface. It includes a table with columns for 'Select', 'Contributor', and various binding/format options. The 'Adler, Elizabeth' row is highlighted with a red circle, showing 'Hardcover' selected. The table also includes 'Grid Applied' and 'Backorder Hold/Release' columns.

Select	Contributor	(✓ all) Hardcover	(✓ all) Large Print Trade Edition	(✓ all) Large Print Library Edition	(✓ all) Abridged CD	(✓ all) Unabridged CD	(✓ all) Library Edition CD	(✓ all) Portable Audiobooks	(✓ all) Downloadable Audiobooks	(✓ all) E-books	Grid Applied	Backorder Hold/Release
<input type="checkbox"/>	Adler, Elizabeth	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None Selected	HOLD
<input type="checkbox"/>	Allende, Isabel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None Selected	HOLD
<input type="checkbox"/>	Andrews, V. C.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None Selected	HOLD
<input type="checkbox"/>	Archer, Jeffrey	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None Selected	HOLD
<input type="checkbox"/>	Auel, Jean	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None Selected	HOLD
<input type="checkbox"/>	Bachman, Richard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None Selected	HOLD

Price This List Feature

ipage shows current list price. Libraries can submit selection lists for product pricing based on the library's

specific discount structure. On the *Orders, Selection List* page, the Library will see a button labeled *Price this List*. Clicking this button will send the list as a pseudo-order using the active ship-to account of the ipage user. The total estimated price of product on the selection list will display. This pricing will disappear from the site if the selection list is changed or edited in any way. The Library should note that the list price is set by the publisher and is subject to change without notice in the interim between using the Price This List function, placing an order, and Ingram processing and invoicing that order. To “lock in” the current title pricing for up to 60 days, the Library can use our online Quotation Service available through ipage.

Total Products in List:	10
Total Units in List:	10
Total Retail Price*:	\$252.77
<input checked="" type="checkbox"/> Stock Availability	\$ Price this List
<input type="checkbox"/> iMatch this List	Set DNE Priorities

Price This Title

Ingram offers an option to include a *Price This Title* button on the title detail page. Like the *Price This List* function, clicking this button will send the title as a pseudo-order using the active ship-to account of the ipage user. The estimated product price per unit will then be displayed.

Oh, the Places You'll Go! - Accelerated Reader - Reading Counts!
Contributor(s): [Seuss \(Author\)](#)

ISBN: 0679805273 EAN: 9780679805274
Publisher: [Random House Children's Books](#) ([View Publisher's Titles](#))
US SRP: \$18.99 US - (Discount: REG) **\$ Price this Title**
Binding: Hardcover
Pub Date: January 22, 1990
Copyright Date: 1990
Annotation: In this joyous ode to life, Dr. Seuss addresses graduates of the get-up-and-go to move mountains with the unrivaled exuberance of...

Online Quotations

ipage subscribers can set up a selection list of titles and then request a price quotation for that list using the *Get Quote* function. Utilizing the *Get Quote* function will also keep the current title pricing firm for up to 60 days, if the quoted order is then placed through ipage.



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



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

Packaging

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

Inside Delivery

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

No Partial Shipments

Accounts can be profiled to receive No Partial Shipments. With this account setting, if the entire quantity of a title is not in stock at the time of order, Ingram backorders that title and ships it when the entire quantity is received from the publisher. Please note that this profile option may lessen initial fill rate of an order. We are happy to discuss with the Library to determine the best option to meet your workflows.

Drop Shipments

With orders place both through iPage and Enriched EDI we offer the ability to drop ship to branches as well as simplify account management. iPage orders are shipped to branch locations based on account number. Enriched EDI orders are place on a single account and Ingram separates the orders based on the enriched data that allows us to process orders per the library's specifications and route them to the correct branch.

"What Shipped Yesterday" Email Alert

ipage users can now receive a personalized email alerting them when a shipment is on its way! The "What Shipped Yesterday" electronic notification is a **proactive communication** to our customers. An email is sent the morning after an order has shipped, to let the user know that their shipments left the Ingram warehouse(s) the previous day, and to expect delivery soon. The email contains the shipment tracking number, plus an order entry number used to identify the warehouse the shipment is coming from and all the items in a single shipment. This service works regardless of the method used for placing orders, e.g., phone, ipage, EDI.



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

Tracking Orders

ipage allows users to track shipments under the Order tab. To track a standard shipment, click Order Status, then Recently Shipped Orders. This opens a table displaying all recent shipments. Click the shipping tracking number for the shipment you want to track. This links you to a page where you can view tracking information.

“Invoice in the Box”

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

ipage Invoices

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

Financial Information on ipage

The Library’s ipage Administrator can designate which staff members have access to view account-specific accounting items such as All Open Accounting Items, Open Invoices, and Open Credit Memos. Using the Advanced Search feature, the Library can further refine their search results for these accounting items by

PUBLIC LIBRARY

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* In-stock, non-processed, and non-cataloged book orders ship within 24 hours at your designated Ingram distribution center. For more information, visit ingramcontent.com/delivery

** Shipping terms may vary by customer and are based on state contracts or local agreements. All shipments are based on the most efficient method for damage-free delivery. Libraries can easily manage their order status, shipping notifications, and more in ipage®.

MEET YOUR REP ✉ ilsalesupport@ingramcontent.com | ☎ 800.937.5300 x 23182



Reclaim Your Time. Our Shelf-Ready Services.

Remove backroom stress and go from box to stacks with reliable cataloging and precise processing, tailored to your specific collection needs.

Customizable Cataloging & Processing Packages

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Simplified Setup · Two-Week Timeline*
Restricted Customization

Offering limited but common configurations and filtered encoding preferences, **Basic** allows libraries to quickly and inexpensively receive shelf-ready materials to meet patron demand.

\$\$ Enhanced

Personalized Setup · Contingent Timeline*
Expanded Customization

Meet local practice requirements with an **Enhanced** setup that expands configuration and encoding preferences to personalize call numbers, circulation item data, local MARC-formatted records, and more.

**Timeline and pricing are contingent on the Library’s response, requirements, and onboarding queue.*

Automated Cataloging & Processing Package

Book Jacket or Label Protector, Spine Label, Barcode, & Best Locally Available MARC-Formatted Record **\$ 1.19**

GET SHELF READY ✉ requirements@ingramcontent.com | ☎ 800.937.5300 x 24820

Circulation-Ready Materials

Cataloging	Unit Price
Brief On-Order Record	FREE
Best Locally Available MARC-Formatted Record	\$ 0.35
Upgrades & Customizations	contingent on specs
Original	contingent on specs
Book Processing	Unit Price
Book Cover Hardcover: Dust Jacket, attached	\$ 0.72
Book Cover Hardcover: Dust Jacket, unattached	\$ 0.69
Book Cover Paperback: Prebinding	\$ 5.70
Book Cover Paperback: Laminate, 5 mil	\$ 1.99
Book Cover Paperback: Laminate, 15 mil	\$ 1.85
Label Barcode	\$ 0.25
Label Bibliographic	\$ 0.45
Label Reading: AR, Scholastic, & Lexile	\$ 0.25
Label Spine	\$ 0.20
Label Other, per application	\$ 0.25
Label Protector	\$ 0.25
Pocket Paper	\$ 0.35
Pocket Vinyl	\$ 0.65
Spine Tape: Outside	\$ 0.99
Spine Tape: Inside	\$ 1.69
Stamp Ownership, per impression	\$ 0.20

Audiovisual Processing	Unit Price
Bundle Digital Media, up to 6 labels	\$ 2.95
Audio Case ClamShell: Small, up to 12 discs	\$ 3.80
Audio Case ClamShell: Medium, up to 20 discs	\$ 4.75
Audio Case ClamShell: Large, up to 30 discs	\$ 6.00
Audio Case MediaSAFE: Small, up to 14 discs	\$ 4.95
Audio Case MediaSAFE: Large, up to 26 discs	\$ 5.30
DVD Case Poly-Box: Single	\$ 1.99
DVD Case Locking: Single	\$ 2.59
DVD Case Locking: Multi, up to 6 discs	\$ 3.50
Music Case Locking: Single	\$ 3.00
Music Case Locking: Double	\$ 3.50
Label Hub, per application	\$ 0.30
Cellophane Wrap, removal	\$ 0.55

Inventory Control	Unit Price
RFID Linkage: Pre-Programmed, 1 barcode	\$ 0.80
RFID Linkage: Pre-Programmed, 2 barcodes	\$ 0.85
RFID Universal: Programmed, applied	\$ 0.99
RFID StingRay: Full Disc Overlay	\$ 1.29

Customer Supplied Items, per application **\$ 0.05**

Don't see what you're looking? Contact our [customer integration team](#) to explore other options available.

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Unlimited Categories	\$ 0.00



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- Mix and match list size by category

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Adult, Teen, OR Children's	\$ 775 each
Adult, Teen, AND Children's	\$ 2,100 \$2,325



iCurate Core

Essential Collection Gap Analysis

- One-time set of essential titles missing from your collection
- Author/Title match with your holdings to identify gaps

One-Time List Price:

Adult, Teen, OR Children's	\$ 1,000 each
Adult, Teen, AND Children's	\$ 2,800 \$3,000



iCurate Custom

Tailor-made Special Project Curation

- High-quality curation for time-consuming projects
- ODCs, Grants, Year-End Spend, Ongoing Custom Lists, and More

List Price:

One-Time Projects	contingent on specs
Ongoing Projects	contingent on specs

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Your Mission. Our Purpose. #TheLibraryLife

City of Peoria, AZ
Cooperative Purchasing Clause

Libraries in Arizona – Eligible with approval from Ingram VP

Ingram Library Services LLC is contracted with the City of Peoria, Arizona for the supply of Library Materials and Processing, under Contract P22-0029(D). Under the contract’s Cooperative Purchasing clause, other public agencies may utilize this contract with the approval of the contractor. Please accept this letter as notification that Ingram agrees to allow your Library to utilize Contract P22-0029(D) for your purchases from Ingram.

EFFECTIVE DATES: February 1, 2025 through January 31, 2026

Ingram pricing is based upon several factors including dollar value of commitment, actual expenditure, number of accounts and shipping locations. Ingram reserves the right to offer pricing, delivery terms, and other services to other Ingram customers based solely on Ingram management criteria. Ingram will allow Cooperative Purchasing under this contract on a case-by-case basis.

DISCOUNTS:

Trade Hardcover	43.0%
Trade Quality Paperbacks.....	42.0%
Mass Market Paperbacks.....	42.0%
Library Bindings	18.0%
* Short Discounted Titles.....	8.0 – 35.0%
University Press	16.0%
** Spoken Word Audio CD (Trade).....	46.0%
*** DVD/Blu-ray (<i>Discount based on List Price of item</i>):	
< \$14.99.....	35.0%
\$15.00-\$19.99	30.0%
\$20.00 +.....	25.0%
Music	26.0%
Video Games.....	5.0%
Playaway	20.0%
Net Titles.....	0.0%

- * *Short Discount/Non-Trade: Lower demand, small print-run books in various bindings, and includes graphic novels, legal, technical, reference, scientific, and medical titles as defined by Ingram subject categories. Titles are generally published by small or university presses. Also included are print and audiobook titles purchased at lower than full trade discount; titles with limited sales volume; and/or titles from publishers not in compliance with Ingram’s purchasing requirements. Ingram is pleased to make this broad base of titles available to our customers with no service charges.*
- ** *Eighty to eighty-five percent of all Spoken Word Audio is at the 45% discount; however, some Spoken Word Audio is short discounted by the publisher.*
- *** *Although the majority of Ingram’s DVD inventory is eligible for the maximum discounts, some titles receive smaller discounts.*

Processing and Cataloging:

Processing and cataloging components are available at the current standard pricing in place at the time the option is added to your account profile. Standard pricing is subject to change with notice. Ingram will review this offer with the library annually.

Cooperative Purchasing Freight Terms

Ingram offers Ingram-paid freight from your primary and secondary distribution centers. Orders of 15 or more units from both your primary and secondary distribution center will ship with Ingram Paid Freight. Shipments of less than 15 units will be charged a flat \$6.00 shipping fee. The qualifying unit quantity is subject to change with notice. Items picked, packed, and shipped together count as an individual shipment. Distribution center designation is subject to change by Ingram to provide the best service for your Library.

UPS ground service is used to transport the majority of Ingram's goods. Ingram will choose the most cost-effective shipping method. Ingram has the right to adjust distribution center designations in order to provide the greatest service to your Library. Orders will ship FOB Destination. Ingram defines FOB Destination as Ingram being responsible for the products until they are delivered to the library. Once the items have been delivered, liability lies with the receiving agency. When freight charges on an individual account surpass 2.5% of the account's expenditures, Ingram reserves the right to change the shipping settings under this offer. Changes to account settings such as one warehouse for shipments or shipment timetables and order consolidation levels are examples of such alterations. We will work closely with the Library to ensure if changes are made, they are in the best interests of both parties. Ingram reserves the right to adjust freight terms on an account-by-account basis.

Due to the impact of rising oil prices, Ingram has instituted a \$2.50 fuel surcharge. This charge is subject to change with notice. These charges will appear as a Shipping and Handling charge on your invoice.

Payment Terms:

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

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

New Account Setup:

Any library wishing to establish a new Ingram account is required to contact our Account Services Department by calling (800) 937-5300. Libraries wishing to establish a new account will be asked to complete an Ingram New Account Application and Terms of Sale Form. When setting up an account under the terms of the offer, the Library will be asked to provide a copy of their tax exemption certificate.

Special Notice:

Ingram does not automatically set up libraries under the City of Peoria offer. It is the responsibility of each ordering agency to inform Ingram's Inside Sales Department that they wish to set up a new account or maintenance an existing account under the terms of this offer. Account Services may be reached by dialing (800) 937-5300, options 1, then 4. Ingram cannot issue credits for accounts failing to follow the proper notification and account set up procedures. Any item ordered prior to the start date of these offer is not eligible to receive the terms. This applies to all backorders,

standing orders, and firm orders placed prior to the enactment of this offer. Should a Library receive a previously ordered item after the offer is in effect, previous discounts will apply.

Ingram Contact List:

The library has toll-free telephone access to any Ingram point of contact at (800) 937-5300. Your call will be answered by an automated voice system that will offer several prompts to assist you in reaching the correct department. You may also reach your Senior Sales Representative directly at:

- Amy Sackett, Senior Sales Representative(724) 953-9807
Email: amy.sackett@ingramcontent.com
- Hannah Jones, Sales Representative(801) 999-8404
Email: hannah.jones@ingramcontent.com
- Brandy Cain, Inside Sales Representative(615)-213-5786
Email: brandy.cain@ingramcontent.com

- Ingram Library Services(615) 793-5000
- Credit Department(800) 937-8100

Email: ILSCustomer.service@ingramcontent.com
To Discuss Concerns or Issues Regarding Your Account
Email: requirements@ingramcontent.com
To Set Up / Update an Account

Ingram’s team of Customer Care Support Specialists trained specifically on the requirements of library contracts are available five days a week. Customer Service hours of operation are Monday through Friday, 7:00 a.m. – 5:00 p.m. (Central Time.) Every attempt will be made to respond within 24 hours (during normal working hours) from phone call or receipt of correspondence. However, some issues may necessitate additional research in order to provide the best service and most complete response to the Library.

Remittance address:
Ingram Library Services LLC
P.O. Box 277616
Atlanta, GA 30394-7616
Please mail only payments to this address.

AF 775800



CONTRACT AUTHORIZATION AND SIGNATURE – COVER SHEET

(This cover sheet is for internal City routing only and is not a part of contract)

CONTRACT DETAILS

New Contract
 Amendment
 Extension
 Other: _____

Purchasing Job Number: P22-0029 (C)
Buyer Name: Mark Brown / DG

Vendor / Contractor: Ingram Library Services Inc.

Contract Title: Library Materials and Processing

Description: Extension two of three.

Contract Type: One Time
 Term
Initial Term: 5
Remaining Term: 2

FINANCIAL DETAILS

City Department: Arts, Culture and Library Services
Department Rep: Kathleen Wade

Budget Account #: _____
CIP#: _____

A. This document amount: \$ _____

B. Total of all previous executed amounts for this contract: \$ _____

C. Total Contract Amount: \$ _____

APPROVALS

Council Approval Required?: No
 Yes: Council Date: _____

Special Instructions: <https://peoriaaz.bonfirehub.com/contracts/101219/documents>

Department Manager: _____	Risk Manager: _____
Department Director: <i>Marylou Stephens</i>	City Manager: _____
Deputy City Manager: _____	City Attorney: <i>Brad K. Keogh for</i>
Materials Manager: <i>Christine Finney</i>	City Clerk: <i>Agnes Goodwine</i>

CONTRACT NUMBER: ACON03722B
REFERENCE DOCUMENT(S): _____

