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Texas Comptroller of
Public Accounts
Glenn Hegar



(<http://www.txsmartbuy.com>)

Contracts

SPD Applications

Help (/help/)



0 items

Contract Details: # 715-M2

Number	715-M2
Description	Publications, Audiovisual Materials, Books, and Cataloging Services (Prepared Materials Only)
Category	Managed
Type	Term
Start Date	8/25/2014
End Date	8/31/2019
Purchase Category Code(Agencies Only)	PCC C
Optional Renewal Terms	No renewals remaining.
Purchase Orders	<p>Customers will issue an internal purchase order that references this CPA Contract Number and current item description(s) and pricing as stated on this contract. The Contractor will not ship any products or provide related services until receipt of a Purchase Order generated by the State Agency, Higher Education or Cooperative member.</p> <p>The Categories Discount and Services Matrix contain the Contractor Web site link to obtain pricing to be utilized with the associated contract discounts, as applicable.</p>
NIGP Code(s)	715-04 715-46 715-10 715-55
CPA Contract Management	<p>Questions regarding contract management issues, price changes, amendments or other post-award concerns should be directed to:</p> <p>SPD Contract Management Office (SCMO) Texas Comptroller of Public Accounts (CPA) Phone: (512) 463-3034 option 3 Email: spd.cmo@cpa.texas.gov (mailto:spd.cmo@cpa.texas.gov)</p>

Contract Items and Pricing	<p>715-M2 Price Sheet (http://www.txsmartbuy.com/SSP Applications/NetSuite Inc. - Shopping/Custom ShopFlow/Documents/Contract Attachments/715-M2 Price Sheet_09-2018.xlsx)</p> <p>Tab 1 = Category Discounts Tab 2 = Services Pricing Tab 3 = Services Descriptions</p> <p>A: Exclusions - The following items are not part of this contract: 1. Periodicals such as magazines, journals, etc. 2. Reference books not generally distributed through jobbers, i.e. encyclopedia, etc. 3. Lease plan books 4. Government Publications 5. Standing order titles (direct from publisher, including Gale, Bowker, Wilson Recorded Books, etc.) 6. Materials from specialized publishers or publishers who do not sell to the vendor (i.e. specialized genealogical publications, etc.) 7. Materials in specialized AV format (microfilm, etc.)</p> <p>B: Standards: The binding for books to be utilized in libraries must be in compliance with ANSI/NISO/LBI Z39.78- 2000, ISSN: 1041-5653, as amended and published by National Information Standards Organization (NISO) developed by NISO and the Library Binding Institute (LBI).</p> <p>Available at the following link: http://www.lbibinders.org/assets/documents/LibraryBindingStandard.pdf</p>
Warranty Details	<p>Review Contractors' Web site for detailed warranty and replacement policies.</p> <p>The contractor shall guarantee replacement of products due to defective materials during the initial contract period and any renewal options, as exercised.</p>
Adding New Products to the Contract	<p>Additional products or services of the same general category that are not already on the contract may be added by submitting an Open Market Requisition (https://comptroller.texas.gov/purchasing/forms/) to the Statewide Contract Development section at open.market@cpa.texas.gov (mailto:open.market@cpa.texas.gov).</p>
Expedited Payment Discount	<p>Ingram Library Services: 1% 10 days</p>
Delivery Delays by Contractor	<p>If delay is foreseen, Contractor shall give written notice to the Customer and must keep Customer advised at all times of status of order.</p> <p>Default in promised Delivery Days After Receipt of Order (ARO) without accepted reasons or failure to meet specifications authorizes the Customer to purchase goods and services of this contract elsewhere and charge any increased costs for the goods and services, including the cost of re-soliciting, to the Contractor.</p> <p>Failure to pay a damage assessment is cause for contract cancellation and/or debarment or removal of the contractor, as applicable, from the State's Centralized Master Bidders List (CMBL).</p>
Compliant Products by Contractor	<p>Delivery does not occur until the Contractor delivers products, materials or services in full compliance with the specifications to Customer's F.O.B. destination, unless delivery is specifically accepted, in whole or in part, by the Customer. Providing products, materials or services which do not meet all specification requirements does not constitute delivery.</p> <p>Customer reserves the right to require new delivery or a refund in the event that materials or products not meeting specifications are discovered after payment has been made.</p>
Purchase Order Cancellation	<p>The Customer may request that a Contractor cancel a specific line item or an entire purchase order. There shall be no fees charged for cancellation of an item and/or order prior to shipment by the Contractor. A Purchase Order Change Notice should be processed and sent to Contractor.</p>
Restocking Fee for Returned Products	<p>The Customer may request that a Contractor accept return of products already delivered. If the return is required through no fault of the Contractor, the Contractor may request a reasonable restocking charge. The Customer may pay a restocking charge if the CPA or Customer determines that the charge is justifiable. As a guideline, such charges shall not exceed 10%.</p>
Substitutions	<p>During the Contract term, the Contractor shall not substitute a product or brand unless the Contractor has obtained prior written approval from the CPA Contract Manager in coordination with the Customer. The Contractor must have written confirmation from the CPA Contract Manager of the substitution before making delivery.</p>

Contractor Performance	<p>Statewide Procurement Division (SPD), administers a vendor performance program for use by all customers per Texas Government Code (TGC), §2262.055, and 34 Texas Administrative Code (TAC), §20.108. The Vendor Performance relies on the customer's participation in gathering information on vendor performance. State agency customers shall report vendor performance on purchases of \$25,000 or more from contracts administered by CPA, or any other purchase of \$25,000 or more made through delegated authority granted by CPA (TAC 20.108), or purchases exempt from CPA procurement rules and procedures. State agencies are additionally encouraged to report vendor performance on purchases under \$25,000.</p> <p>Vendor Performance shall be reported through the CPA VENDOR PERFORMANCE TRACKING SYSTEM. (http://www.window.state.tx.us/procurement/prog/vendor_performance/)</p> <p>The purpose of the Vendor Performance Tracking System is to:</p> <ul style="list-style-type: none">• Identify vendors that have exceptional performance• Aid purchasers in making a best value determination based on vendor past performance• Protect the state from vendors with unethical business practices• Provide performance scores in four measurable categories for the CMBL vendors• Track vendor performance for delegated and exempt purchases
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Contractors Information

<p>VID: 15617617293</p> <p>Contractor: Baker & Taylor, Inc</p> <p>Contact Name: Customer Services</p> <p>Email: clarice.stanton@baker-taylor.com</p> <p>Phone: (800) 775-1200</p> <p>Alternate Contact Name: Jennifer Rhyne</p> <p>Alternate Email: jennifer.rhyne@baker-taylor.com</p> <p>Alternate Phone: 1 (800) 775-7930 x3248</p> <p>Address: 2550 West Tyvola Road Suite 300 Charlotte NC 28217</p>
<p>VID: 12322487583</p> <p>Contractor: Brodart Company</p> <p>Contact Name: Linda Eckman</p> <p>Email: linda.eckman@brodart.com</p> <p>Phone: (800) 233-8467</p> <p>Address: 500 Arch Street Williamsport PA 17701</p>
<p>VID: 17428522449</p> <p>Contractor: Complete Book & Media Supply, LLC</p> <p>Contact Name: Sandra Vanelli</p> <p>Email: customerservice@completebook.com</p> <p>Phone: (800) 986-1775</p> <p>Alternate Contact Name: Jessica Kelly</p> <p>Alternate Email: kendall@completebook.com</p> <p>Alternate Phone: (800) 986-1775</p> <p>Address: 1200 Toro Grande Drive Suite 200 Cedar Park TX 78613</p> <p>HUB Eligibility: AS</p> <p>HUB Gender: M</p>

VID: 12013880609

Contractor: Findaway World, Llc

Contact Name: Customer Service

Email: customerservice@findawayworld.com

Phone: (877) 893-0808

Alternate Contact Name: Karen Peck

Alternate Email: kpeck@playaway.com

Alternate Phone: (877) 893-0808

Address: 31999 Aurora Rd Solon Ohio 44139

VID: 16217466966

Contractor: Ingram Library Services, Inc

Contact Name: Christi Copous

Email: christi.copous@ingramcontent.com

Phone: (800) 937-5300 x35766

Alternate Contact Name: Customer Service

Alternate Email: ils.orders@ingramcontent.com

Address: One Ingram Blvd La Vergne TN 37086-1986

VID: 14308345058

Contractor: Midwest Library Service

Contact Name: Library Service Representative

Email: banta@midwestls.com

Phone: (800) 325-8833

Alternate Contact Name: Trish Banta

Alternate Email: banta@midwestls.com

Alternate Phone: (800) 325-8833

Address: 11443 Saint Charles Rock Rd Bridgeton Missouri 63044

VID: 13714996868

Contractor: Midwest Tape, L.L.C.

Contact Name: Customer Service Representative

Email: kwhite@midwesttapes.com

Phone: (800) 875-2785

Alternate Email: JTIMM@MIDWESTTAPES.COM

Alternate Phone: (800) 875-2785

Address: 6950 Hall Street Holland OH 43528

VID: 13920538553

Contractor: Proquest, LLC

Contact Name: Christopher Kaul

Email: Christopher.Kaul@proquest.com

Phone: (800) 521-0600

Address: 789 East Eisenhower Parkway P.O. Box 1346 Ann Arbor, MI 48106-1346

VID: 13518247294

Contractor: Taped Editions Dba Tei Landmark Audio

Contact Name: Customer Service

Email: eherr@teilandmarkaudio.com

Phone: (800) 850-1701

Alternate Contact Name: Judy May

Alternate Email: jmay@tapeditions.com

Alternate Phone: (317) 849-1700

Address: Taped Editions Dba Tei Landmark Audio 5160 E 65Th St Suite 115 Indianapolis Indiana 46220-4882

VID: 12020800392

Contractor: Textbook Warehouse

Contact Name: Customer Service

Email: sales@tbwarehouse.com

Phone: (800) 796-9152 x212

Address: 936 Curie Dr Alpharetta Georgia 30005-8369



Texas Comptroller of Public Accounts Glenn Hegar

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POLICIES

- Privacy and Security Policy (<https://comptroller.texas.gov/about/policies/privacy.php>)
- Accessibility Policy (<https://comptroller.texas.gov/about/policies/accessibility.php>)
- Link Policy (<https://comptroller.texas.gov/about/policies/links.php>)
- Texas.gov (<http://texas.gov>)
- Search from the Texas State Library (<https://www.tsl.texas.gov/trail/index.html>)
- Texas Homeland Security (<http://www.dhs.gov/geography/texas>)
- Texas Veterans Portal (<https://veterans.portal.texas.gov/>)
- Public Information Act (<https://comptroller.texas.gov/about/policies/public-information-act.php>)
- Texas Secretary of State (<http://www.sos.state.tx.us/>)
- HB855 Browser Statement

OTHER STATE SITES

- texas.gov (<https://www.texas.gov/>)
- Texas Records and Information Locator (TRAIL) (<http://www.tsl.state.tx.us/trail/>)
- State Link Policy
(<http://publishingext.dir.texas.gov/portal/internal/resources/DocumentLibrary/State%20Website%20Linking%20and%20Privacy%20Policy.pdf>)
- Texas Veterans Portal (<http://veterans.portal.texas.gov>)

COMPTROLLER OF PUBLIC ACCOUNTS



TEXAS PROCUREMENT AND SUPPORT SERVICES DIVISION

REQUEST FOR PROPOSALS

**Publications, Audiovisual Materials, Books
And Cataloging Services
(Prepared Materials Only)**

RFP No. 715-M2

NIGP CLASS ITEM(S)

715-04	715-10	715-46	715-55
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Proposal Due Date: May 9, 2014

Proposal Due Time: 4:00 pm (Central Time in Austin, Texas)

Posting Date: April 11, 2014

****NOTE**** This RFP is composed of two parts: (1) Part A, Special Instructions, and (2) Part B, General Instructions and Contract Terms and Conditions. In the event an instruction or term in Part A conflicts with an instruction or term in Part B, the instruction or term in Part A prevails, and any addenda or amendments to either Part A or Part B control over the original versions. The Definitions in Part B, Section B.1.2 apply to Part A. The RFP controls over any attachments or exhibits to the RFP, including any technical specifications.

RESPONSE SUBMISSION CHECKLIST

IMPORTANT:

ALL INQUIRIES AND COMMUNICATIONS CONCERNING THIS RFP MUST BE ADDRESSED TO THE INDIVIDUAL AS LISTED IN [SECTION A.15.2](#) – POINT OF CONTACT.

COMMUNICATIONS WITH OTHER THAN THE POINT OF CONTACT MAY RESULT IN DISQUALIFICATION OF A RESPONSE.

Read all documentation and requirements contained within this RFP package.

To be responsive and considered for evaluation and award, respondents must return the documentation required and requested in this RFP package. The documents must be completed and signed as required.

Reference [Section A.19](#) – Organization of the Proposal for Submission

Responses received without the required documentation, as identified below, may be disqualified, except as noted.

- ☐ CONFIDENTIAL/PROPRIETARY INFORMATION
- ☐ EXECUTION OF PROPOSAL – ATTACHMENT A
- ☐ RESPONDENT CONTACT INFORMATION FORM – ATTACHMENT B
- ☐ PREFERENCES – ATTACHMENT C
- ☐ HUB SUBCONTRACTING PLAN (HSP) – Reference [Section A.16](#)

There are no exceptions for the submission of the HSP, therefore, responses received without the completed and signed HSP, shall be rejected as a material failure to comply with the requirements of this RFP and will be disqualified.

- ☐ MANDATORY PRICE SHEET (XML): Submit electronically in the original format.
- ☐ ASSUMPTIONS AND EXCEPTIONS
- ☐ THE CONFLICT OF INTEREST DISCLOSURE

Reference [Section A.20](#) for Submission Requirements

As indicated in the referenced section:

THE PRICE SHEET MUST BE SUBMITTED ELECTRONICALLY IN THE ORIGINAL FORMAT.

Please read all instructions carefully for submitting electronically:

Use the following e-mail address to submit your response electronically **and it is recommended to begin the process well in advance of 4:00 pm on the due date:**

TPASS.ebids@cpa.state.tx.us

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A.1 DEFINITIONS

When capitalized, the following terms and acronyms have the meaning set forth below. All other terms have the meaning set forth in Webster’s II New College Dictionary.

TERM	DEFINITION
Contract	Any contract(s) resulting from this solicitation. <i>Note: There is no guarantee that any contract will result from this solicitation.</i>
Contractor	The Respondent(s) awarded a Contract as a result of the RFP.
CPA	The Comptroller of Public Accounts, the state agency issuing this solicitation.
Customer	Those state and local entities that are required and permitted by law to purchase goods and services under contracts established by the CPA.
ESBD	The Electronic State Business Daily, which is available online at http://esbd.cpa.state.tx.us/ .
Gov't Code	The Texas Government Code.
Party / Parties	Either the CPA and Respondent separately or collectively.
Proposal	The response submitted by a vendor to the CPA as a result of this solicitation.
Respondent	Any person or vendor who submits a Proposal in response to this solicitation.
RFP	Request for Proposals, which is the type of solicitation embodied in this document.
TAC	The Texas Administrative Code, which is the publication for administrative rules.

A.2 DESCRIPTION

The Texas Procurement and Support Services (TPASS), a division of the Texas Comptroller of Public Accounts (CPA) is seeking sealed proposals to establish a contract for publications, audiovisual materials, books and cataloging services (prepared materials only) and cataloging services.

The customers for the CPA term contracts are State of Texas Agencies; Higher Education and Cooperative Purchasing Members.

Information about the Cooperative Purchasing program and the member list can be accessed at: <http://www.window.state.tx.us/procurement/prog/coop/>

A listing of the State Agencies can be found at: <http://esbd.cpa.state.tx.us/agaddress/addresslist.cfm>

A.3 TERM OF THE CONTRACT

The Contract shall commence upon the issuance of a Notice of Award by the CPA and shall automatically expire on August 31, 2015.

Four (4) one-year periods for renewal will be at the sole option of the CPA.

1st Renewal Option: September 1, 2015 through August 31, 2016

2nd Renewal Option: September 1, 2016 through August 31, 2017

3rd Renewal Option: September 1, 2017 through August 31, 2018

4th Renewal Option: September 1, 2018 through August 31, 2019

The Contract may be extended as needed, not to exceed a total of six (6) months.

A.4 DISCOUNT AND PRICING STRUCTURE

Proposed prices/discounts offered to the State may be considered the Respondent's most favored Customer pricing; however, CPA reserves the right to negotiate pricing. In the event a Contractor offers or provides a decrease in price or increase in discount to its Customers for the same commodities or services, under the same terms and conditions, provided for the State of Texas pursuant to its contract, the Contractor shall provide the same decrease in price or increase in discount for the State of Texas. It is recommended that the Contractor provide said price decrease or discount increase voluntarily.

For proposal purposes, please use the following to complete the Mandatory Price Sheet:

Shipping shall be F.O.B. Destination. The proposed Discount from list per category and the price for cataloging services must include all shipping, handling/delivery fees and fuel surcharges.

No additional costs shall be incurred by the customer for shipping from separate warehouses.

A.4.1 Firm Discount for Categories

Category discounts shall not decrease throughout the initial term and all renewal periods.

Discount increases will be accepted at any time throughout the contract periods.

Discounts must be proposed and based upon the publisher's list price and not the freight pass-through price.

A.4.2 Firm Price for Cataloging Services

The unit price for cataloging services must remain firm for the initial period of the contract and may be adjusted at time of renewal.

A.5 DISCOUNT AND PRICE ADJUSTMENTS

A.5.1 Discount Increases for Categories

Price adjustments for cataloging services may be adjusted annually at time of renewal. Adjustment requests for other than at time of renewal shall be at the sole discretion of CPA.

Price adjustment requests must be submitted to CPA, TPASS Contract Management Office (TCMO) at least thirty (30) days prior to each renewal period. Contractor must also provide supporting documentation as justification for the request. Failure by the Contractor to provide supporting documentation will not be considered a properly submitted price adjustment request.

The TCMO reserves the right to accept, reject or negotiate increases within 15 calendar days after receipt of a properly submitted request. The contractor will receive written notification from TCMO documenting action taken, to include effective dates when appropriate.

If the price adjustment is rejected, the Contractor may request cancellation of such items from the Contract by giving the TCMO written notice. Cancellation will not go into effect for 15 calendar days after receipt of the written request.

Purchase orders dated prior and up to the official date of CPA approval and/or cancellation must be honored at the price reflected on the order.

The request can be sent by e-mail to: tpass_cmo@cpa.state.tx.us

Or mail to:

Texas Comptroller of Public Accounts

Attn: TPASS Contract Management Office (TCMO)

PO Box 13186

Austin, TX 78711-3186

A.6 EXCLUSIONS

The following items are not part of this contract:

- a. Periodicals such as magazines, journals, etc.
- b. Reference books not generally distributed through jobbers, i.e. encyclopedias, etc.
- c. Lease plan books
- d. Government publications
- e. Standing order titles direct from publisher, including Gale, Bowker, Wilson, Recorded Books, etc.
- f. Materials from specialized publishers or publishers who do not sell to the Respondent such as specialized genealogical publications, etc.
- g. Materials in specialized AV format such as microfilm, etc.

The Contractor must give immediate electronic or written notice to the customer of any title on any order that must be sent directly to the publisher.

A.7 REQUIREMENTS FOR LIBRARY PUBLICATIONS

The binding for books to be utilized in libraries must be in compliance with ANSI/NISO/LBI Z39.78-2000, ISSN: 1041-5653, as amended and published by National Information Standards Organization (NISO) developed by NISO and the Library Binding Institute (LBI). Available at the following link:

<http://www.lbibinders.org/assets/documents/LibraryBindingStandard.pdf>

A.8 PUBLICATION CATEGORIES

A.8.1 Category Line Items

Reference the Mandatory Price Sheet for categories and services

Respondents may submit proposals for all or any one category.

Standard Publisher's Editions

- Line Item No. 1: Music/Audio Compacts Disc Pre-Recorded
- Line Item No. 2: Spoken Word/Audio Compact Disc Pre-Recorded; Abridged
- Line Item No. 3: Spoken Word/Audio Compact Disc Pre-Recorded; Un-Abridged
- Line Item No. 4: Spoken Word/Audio MP3 Format Pre-Recorded; Un-Abridged
- Line Item No. 5: Digital Audio Books
- Line Item No. 6: Digital Pre-Loaded; All-in-One Audio Books
- Line Item No. 7: Digital Pre-Loaded; All-in-One Audio Book Pack Kits - Includes player and book
- Line Item No. 8: Digital Pre-Loaded; All-in-One Video Books
- Line Item No. 9: Adult Trade; Fiction/Non-Fiction Hardcover or Paperback
- Line Item No. 10: Juvenile Trade; Fiction/Non-Fiction Hardcover or Paperback
- Line Item No. 11: Mass Market Paperback; Rack
- Line Item No. 12: Non-Trade Publications
- Line Item No. 13: Legal Publications
- Line Item No. 14: Audiovisual DVD Pre-Recorded; Feature/Non-Feature Films

Durable and Reinforced Bound Books

- Line Item No. 15: Adult Library Bound; Fiction/Non-Fiction
- Line Item No. 16: Juvenile Library Bound; Fiction/Non-Fiction

Pre Bound Books

Books that require reinforcement for use in a library:

- a. Paperback – Books originally published in paperback and given a reinforced hardcover binding and a laminated paper picture cover
- b. Hardback – Books given extra strong binding and picture cover

- Line Item No. 17: Pre-Bound Hardback; Fiction/Non-Fiction
- Line Item No. 18: Pre-Bound Paperback; Fiction/Non-Fiction

Services

- Line Item No. 19: Cataloging Services
- Line Item No. 20: On-line Ordering Initial/Renewal Start-up Service

A.8.2 Quantities:

CPA does not guarantee a specific volume to be purchased throughout the term of the Contract. No minimum compensation to the Contractor is guaranteed.

A.9 CATALOGING

A.9.1 Cataloging Service:

Services will be provided at the request of the customer and will be coordinated and mutually agreed upon by both parties.

Respondents pricing for these services must include all incidental costs and be all inclusive, including inside delivery, unloading, shipping, fuel costs, insurance, etc. for the initial term of the contract and all subsequent renewal periods, as exercised.

a. **Contemporary:**

1. Mylar jacket for dust covers
2. Plastic adhesive for paperbacks
3. KAPCO®-like cover-ups.
4. Re-packaging of audio-visual formats
5. Security strip inserted
6. Barcode affixed to customer's specifications
7. Spine label with Dewey or local call number attached
8. Complete Machine Readable Cataloging (MARC) bibliographic record

b. **Trend:**

1. Mylar jacket for dust covers
2. Plastic adhesive for paperbacks
3. Re-packaging of audio-visual formats
4. RFID device programmed and attached
5. Spine label with Dewey or local call number attached
6. Complete MARC bibliographic record

c. **Minimal:** Complete MARC bibliographic record

A.9.2 Cataloging Levels:

Respondents are requested to provide pricing in "*Monetary Values*" on the cataloging service line item numbers as indicated on Mandatory Price Sheet.

a. **Level 1: No Customized Service**

Important Note: Level 1 shall be considered "No Charge" and is not included on the Mandatory Price Sheet

b. **Level 2: Item Conversion Only**

No cataloging required. Requires the online linking of item level, copy specific information to existing appropriate bibliographic records. May involve adding an additional ISBN so that a paperback edition may be added to MARC record.

c. **Level 3: Copy Cataloging**

Contractor's catalogers will overlay a brief order record with a fully cataloged bibliographic record, using either OCLC or the Contractor's own bibliographic utility as the source of the record. Contractor will also perform item conversion.

d. **Level 4: Original Cataloging**

No cataloging record is found anywhere requiring Contractor's catalogers to create a record, assign name and subject heading and create a Dewey Decimal Classification (DDC) call number. Contractor will also perform item conversion.

A.10 ELECTRONIC ORDERING

A.10.1 Electronic on-line ordering

Respondents are requested to indicate availability of on-line ordering.

This service should include but not be limited to the following:

- a. Real time inventory counts
- b. Ability to build, manage, edit and archive selection lists or Book Carts and to export these lists in MARC format for import into local systems.
- c. Searching capabilities by:
 1. Title
 2. Author
 3. Dewey
 4. ISBN/ISSN
 5. Publisher
 6. Series
 7. Keyword
 8. Duplicate Check
 9. Subject
 10. Category
- d. Clear descriptions of publication availability
 1. Backordered(BO)
 2. Not Yet Published (NYP)
 3. Out of Print (OP)
 4. Out of Stock (OS)

A.11 WARRANTY REPLACEMENT REQUIREMENTS

Proposed and delivered products shall be new, unused, of current production, and in first class condition, including containers suitable for shipment and storage, unless otherwise specified in the solicitation.

a. **Warranty/Guarantee**

1. The publication to be warranted against defects in workmanship and materials with repair or exchange options.
2. Initial warranty period is 60 days from the date of purchase.

b. **Returns or Replacement**

1. The contractor shall guarantee replacement of products due to defective materials during the initial contract period and any renewal options, as exercised.
2. The replacements must be processed and received by the customer within two (2) weeks of written notification.

c. **Return Policy/Procedure**

Respondents must provide with response their return policy/procedure.

A.12 SHIPPING, DELIVERY AND PACKAGING

A.12.1 Identification of Shipments and Documentation:

In addition to the complete destination address, each delivery must be clearly marked with the purchase order number. Each shipment must be accompanied by a packing slip.

A.12.2 Packaging and Labeling:

All items shipped must be properly labeled, with weather resistant labeling, showing the brand name, package quantity, lot number (if applicable) and any other necessary identifying information.

Maximum weight of each case shall not exceed 50 pounds.

A.12.3 Delivery Schedule and Requirements:

Customers may have specific, internal delivery rules and policies. These will be provided on each purchase order issued by the customer. The contractor(s) will be required to adhere to those requirements.

- a. Initial Shipment to be made from the materials in stock within ten (10) days After Receipt of Order (ARO).
- b. Multiple copies of any title are to be shipped together.
- c. Maximum weight of each case shall not exceed 50 pounds.

A.12.4 Hours of Delivery:

Delivery shall be made during the hours of 8:00 am to 4:00 pm (Central Time). Respondent is encouraged to obtain Customer's hours of operation at time of order.

Prior approval by the customer is required for after-hours delivery. In the event of any approval by the Customer for after-hours delivery, Respondent may not invoice any additional charges for that delivery.

A.12.5 Delivery Delays:

If delay is foreseen, Contractor shall give written notice to the Customer and must keep Customer advised of the status of order. Default in promised delivery (without accepted reasons) or failure to meet specifications authorizes the Customer to purchase goods and services of this RFP elsewhere and charge any increased costs for the goods and services, including the cost of re-soliciting, to the Contractor. Failure to pay a damage assessment is cause for Contract cancellation and/or debarment or removal of the Respondent from the State's Centralized Master Bidders List (CMBL).

A.12.6 Compliant Products:

Providing products or materials which do not meet all specification requirements does not constitute delivery. Delivery does not occur until the Respondent delivers products or materials in full compliance with the specifications to Customer's F.O.B. destination, unless delivery is specifically accepted, in whole or in part, by the Customer. Customer reserves the right to require new delivery or a

refund in the event that materials or products not meeting specifications are discovered after payment has been made.

A.13 RESTOCKING FEE:

The Customer may request that a Contractor accept return of merchandise already delivered or that a Contractor cancel an order prior to delivery. If the return is required through no fault of the Contractor, the Contractor may request a reasonable restocking charge. The Customer may pay a restocking charge if the CPA or Customer determines that the charge is justifiable. As a guideline, such charges shall not exceed 10%. There shall be no fees charged for cancellation of an order prior to shipment by the Contractor.

A.14 FINANCIAL MATTERS

A.14.1 Invoices and Expedited Payment Discounts

Reference Part B, General Instructions and Contract Terms and Conditions, Section B.5.3 Invoicing and Payment Requirements.

Payment terms for the State of Texas are typically 30 days. Please indicate the additional discount extended to each monthly invoice on Attachment B – Respondent Contact Information Form.

A.14.2 Customer Purchase Order

Customers will issue internal purchase orders and only purchase orders issued referencing the number for the CPA Managed Contract are eligible for Contract pricing.

The Contractor agrees not to ship any materials until issuance of a Purchase Order by the authorized ordering entity (State Agency, Higher Education, or Cooperative members).

A.15 PROPOSAL INFORMATION

A.15.1 Calendar of Events

Respondents shall submit Proposals to the CPA in time for verification and confirmation that each Proposal is received and documented in accordance with the due date and time indicated in the schedule below.

The CPA reserves the right to revise this schedule or any portion of this RFP by published Addendum.

Event	Date
ESBD Posting Date	April 11, 2014
Deadline for Submitting Questions	April 23, 2014
Official Response to Questions	April 25, 2014 or as soon thereafter as practical
Answers to questions will be provided through an Addendum, posted on the ESBD and notification sent via e-mail.	
PROPOSAL/RESPONSE DUE DATE/TIME	
Date:	May 9, 2014
Time:	4:00 pm Central Time in Austin TX

Any amendment to this solicitation will be posted as an addendum on the ESBD. It is the responsibility of interested parties to periodically check the ESBD for updates to the RFP prior to submitting a

Proposal. The Respondent's failure to periodically check the ESBD will in no way release the selected Contractor(s) from the requirements of "addenda or additional information" nor will any resulting additional costs to meet the requirements be allowed after award(s).

A.15.2 Point of Contact

Respondents shall direct all inquiries and communications concerning this RFP to the Point of Contact listed below.

Respondents shall make no contact with other CPA or agency personnel regarding this RFP, except as permitted by the CPA Purchaser as listed below.

Failure to comply with these requirements and communications with other than the point of contact may result in disqualification of a response.

Note: This e-mail address is NOT to be used for submission of a response. Follow the instructions outlined in Sections A.14 and A.15 for proper submission.

CPA Purchaser:

Melissa McIlroy, CTPM, CTCM

512-463-3174

E-mail: melissa.mcilroy@cpa.state.tx.us

After award of this RFP's subsequent contract, all requests for Contract changes and all communications relating to the contract will be processed through the TPASS Contract Management Office.

A.15.3 Documents and Attachments Included with this Part A of the RFP package.

The RFP package also includes the following Documents and Attachments, which are posted separately on the ESBD.

Documents and Attachments – Posted Separately on the ESBD	
1.	XML Price Sheet Instructions
2.	Mandatory Price Sheet (to be returned in format requested)
3.	Part A: Special Instructions (This Document)
4.	Part B: General Instructions and Contract Terms and Conditions
5.	Execution of Proposal and Assurances (with Certification) – Attachment A Respondent Information Form – Attachment B Preferences – Attachment C HUB Subcontracting Plan (HSP)

A.16 HUB SUBCONTRACTING PLAN – REFERENCE PART B; SECTION B.2.3

The HUB Subcontracting Plan (HSP) documentation must be completed, signed and returned with the proposal to be considered responsive. Responses received without the HSP, shall be rejected as a material failure to comply with the requirements of this RFP.

For assistance with the HSP, please contact:

CPA Purchaser:
Melissa McIlroy, CTPM, CTCM
512-463-3174
E-mail: melissa.mcilroy@cpa.state.tx.us
Probable subcontracting opportunities:

NIGP Class/Item	Description
962-86	Transportation of Goods and Other Freight Services IMPORTANT INFORMATION REGARDING FREIGHT SERVICES: <ul style="list-style-type: none">• Third Party Shipping: Respondent shipping or delivering goods from their facility within the state of Texas using a third party, complete Method B (Attachment B), Good Faith Effort.• Method B requires HUBs to be provided seven (7) business days to respond.• The Good Faith Effort must be concluded and submitted with the proposal by or prior to the due date/time of this RFP. Reference the detailed instructions within the HUB Subcontracting Plan.
715-All	Publications, Audiovisual Materials, Books, Textbooks (Prepared Materials Only)
956-10	Cataloging Services
956-38	Library Services (Not Otherwise Classified)

This list should not be considered a mandatory or an exhaustive list. Other areas of subcontracting may be more appropriate given the Respondent's business structure and internal resources. Please see the attached HUB Subcontracting Plan for further instructions which require vendors to identify the specific areas intended for subcontracting.

A.17 EVALUATION OF PROPOSALS

The CPA reserves the right to award contract(s) without any negotiations and reserves the right to not make awards.

The Respondent is strongly encouraged to provide its best price in its Proposal because the CPA makes absolutely no guarantee that there will be any opportunity to negotiate or provide alternative pricing at any point during the RFP process. The CPA may limit the number of proposals in the competitive range to consist of the greatest number of proposals that will permit an efficient competition among the respondents based in accordance with the proposed pricing and the required criteria specified in the RFP. CPA may seek additional information and solicit BAFOs only from those proposers determined to be in the competitive range.

A.17.1 Evaluation

Each member evaluating proposals shall execute a confidentiality agreement (Non-Disclosure Affirmation) for this RFP.

Proposals will be evaluated by CPA employees and by other non-CPA employees who may be invited to assist as evaluators.

In determining the best value, CPA shall consider the following best value factors:

- (1) Price of the item, to include total cost of ownership, such as installation costs, life cycle costs, and warranty provisions.

- (2) Compliance with the stated specification(s) coupled with the quality and reliability of the goods and services, such as fitness for use that meets or exceeds Customers expectations, and the characteristics of the product or service that bear on its ability to meet the stated/implied needs.
- (3) Delivery timeframe from receipt of purchase order (ARO).
- (4) Indicators of probable performance under the Contract to include: past vendor performance, financial resources and ability to perform, experience or demonstrated capability and responsibility, references, and the vendor's ability to provide reliable maintenance agreements and support.
- (5) Other relevant factors, such as the vendor's anticipated economic impact to the state or a subdivision of the state, including potential tax revenue and employment, the effect of a purchase on agency productivity, and the cost of any employee training associated with the purchase.

CPA reserves the right to conduct studies and other investigations as necessary to evaluate any proposal. CPA reserves the right to waive any minor or immaterial response requirements noted in the submission process. Submission of proposals confers no legal rights upon any Respondent. The CPA will determine whether negotiations or Best and Final Offers are necessary and may invite selected Respondents to provide oral presentations of their proposals. Pursuant to Government Code §2155.087, the Chief Clerk of the CPA, in a public meeting, may consider award recommendations for contracts related to this solicitation.

Respondent(s) should be aware that sealed Proposals and information regarding sealed proposals cannot and will not be disclosed to the public prior to award of Contract(s).

Past Performance: A Respondent's past performance will be measured based upon pass/fail criteria, in compliance with applicable provisions of §§2155.074, 2155.075, 2156.007, 2157.003, and 2157.125, Gov't Code. Respondents may fail this selection criterion for any of the following conditions:

- A score of less than 90% in the Vendor Performance System,
- Currently under a Corrective Action Plan through the CPA,
- Having repeated negative Vendor Performance Reports for the same reason,
- Having a record of repeated non-responsiveness to Vendor Performance issues
- Having purchase orders that have been cancelled in the previous 12 months for non-performance (i.e. late delivery, etc.).

Contractor performance information is located on the CPA web site at:

http://www.window.state.tx.us/procurement/prog/vendor_performance/

CPA may conduct reference checks with other entities regarding past performance. In addition to evaluating performance through the Vendor Performance Tracking System (as authorized by 34 Texas Administrative Code §20.108), CPA may examine other sources of vendor performance including, but not limited to, notices of termination, cure notices, assessments of liquidated damages, litigation, audit reports, and non-renewals of contracts. Such sources of vendor performance may include any governmental entity, whether an agency or political subdivision of the State of Texas, another state, or the Federal government. Further, CPA may initiate such examinations of vendor performance based upon media reports. Any such investigations shall be at the sole discretion of CPA, and any negative findings, as determined by CPA, may result in non-award to the Respondent.

A.18 AWARD PROCESS

A.18.1 Award

Comptroller shall award a Contract(s) to the Respondent(s) whose proposal is considered to be the best value to the state, as defined in §2155.074, Gov't Code.

The CPA may make its award to Respondent(s) based on any combination, including, but not limited to individual line item, commodity groups, all or none or a combination thereof that provides best value to the State.

A.18.2 Multiple Awards

The CPA anticipates multiple term contracts may be awarded from this solicitation. The Respondent(s) providing the best value to the State for each NIGP group description may be chosen as the State's primary or "best value vendor" for that group. Additional Respondents may be awarded contracts at the sole discretion of CPA in order to provide product variety.

A.18.3 Substitutions

During the Contract term, the Contractor shall not substitute a product or brand unless the Contractor has obtained prior written approval from the CPA Contract Manager in coordination with the Customer. The Contractor must have written confirmation from the CPA Contract Manager of the substitution before making delivery.

A.18.4 Adding New Commodities and/or Services to the Contract after Award

Following the Contract award, additional commodities and/or services of the same general category that could have been encompassed in the award of this contract, and that are not already on the contract, may be added. A formal written request may be sent to successful Contractor (s) to provide a proposal on the additional commodities and/or services and shall submit proposals to the CPA as instructed. All prices are subject to negotiation with a Best and Final Offer ("BAFO"). CPA may accept or reject any or all proposals, and may issue a separate RFP for the products after rejecting some or all of the proposals. The commodities and/or services covered under this provision shall conform to the specifications and requirements as outlined in the request.

A.19 ORGANIZATION OF THE PROPOSAL FOR SUBMISSION

The Proposal shall include all information required in this RFP and shall be in the format described herein. The Respondent is solely responsible for thoroughly understanding the RFP and its attachments, exhibits, and forms. Any questions concerning this RFP should be directed to the Point of Contact by the Deadline for Submitting Questions identified in Part A. The Respondent is cautioned to pay particular attention to the clarity and completeness of its Proposal. The Respondent is solely responsible for its Proposal and all documentation submitted.

The Respondent shall be as precise, accurate, and succinct as possible. The Respondent shall provide detailed descriptions of how they will fulfill each requirement. The clarity and completeness of a Proposal may be considered by the CPA evaluators.

A. Confidential/Proprietary Information:

If any material in the Proposal is considered by Respondent to be confidential or proprietary information, Respondent **must** clearly mark the applicable pages of their submission to indicate their claim of confidentiality. Additionally, Respondent must include a statement on company letterhead identifying all Proposal section(s) and page(s) which have been marked as confidential.

B. Execution of Proposal – Attachment A

Respondent's signature is required to acknowledge that they can meet all requirements as stated and failure to sign and submit this form with its Proposal may disqualify the Proposal.

C. Respondent Contact Information Form – Attachment B

All information on this form must be provided as requested.

D. Preferences – Attachment C

Respondents are encouraged to carefully review this attachment and complete as applicable.

E. HUB Subcontracting Plan - Reference Section A.11

The Respondent shall fill out the HUB Subcontracting Plan (HSP) and submit with the Proposal to be considered responsive. Responses received without the HSP, shall be rejected as a material failure to comply with the requirements of this RFP.

F. Mandatory Price Sheet (XML)

The Respondent shall complete the Pricing Sheet and return with response in the format requested.

G. Assumptions and Exceptions

The Respondent shall clearly state any assumptions it made in its Proposal. The Respondent shall also clearly identify any exceptions it takes to specific provisions of this RFP, noting the specific RFP section number. If there are no exceptions, the Respondent shall explicitly state that the Respondent takes no exception to any part of this RFP. Any exception may result in the Contract not being awarded to the Respondent.

NOTE: The CPA, as a state agency, is prevented by the Texas Constitution from indemnifying vendors. The Respondent is discouraged from including a term in its Proposal that requires the CPA to indemnify it. Such a term may result in the Proposal being deemed non-responsive.

On company letterhead or in Excel, the Respondent shall identify exceptions using the following format:

Section	Section Title	Exception	Proposed Language

H. The Conflict of Interest Disclosure

By signing the Execution of Proposal, the Respondent affirms that the execution of an agreement between Respondent and the State will not create a conflict of interest or cause an appearance of a conflict of interest. In its proposal, Respondent must disclose any existing or potential conflicts of interest or possible issues that might create appearances of impropriety relative to Respondent's (and its proposed subcontractors') submission of a proposal and possible selection as contractor or its performance of the Contract. A description of some conflicts of interest may be found in Part B,

General Instructions and Contract Terms and Conditions, Section B.1.3, but this list should not be considered exhaustive or limiting.

If the circumstances certified by Respondent change or additional information is obtained subsequent to submission of proposals, by submitting a response Respondent agrees that it is under a continuing duty to supplement its response under this provision, and Respondent shall submit updated information as soon as reasonably possible upon learning of any change to their affirmation.

A.20 SUBMITTING THE PROPOSAL TO THE CPA

The Proposal shall clearly state the Proposal Due Date and Time identified in [Section A.15.1](#) Calendar of Events and be titled: Proposal Submitted for RFP No. 715-M2 - Publications, Audiovisual Materials, Books and Cataloging Services (Prepared Materials Only)

THE PRICE SHEET MUST BE SUBMITTED ELECTRONICALLY IN THE ORIGINAL FORMAT.

Please read all instructions carefully for submitting electronically:

Use the following e-mail address to submit your response electronically **and it is recommended to begin the process well in advance of 4:00 pm on the due date:**

TPASS.ebids@cpa.state.tx.us

The e-mail subject line should contain the RFP number and title as indicated on the cover page.

The respondent is solely responsible for ensuring that their complete electronic bid is sent to, and actually received by, CPA in a timely manner and at the proper destination server.

IMPORTANT NOTE: CPA recommends a limit on the attachments to 10MB each. This may result in the sending multiple e-mails to TPASS.ebids@cpa.state.tx.us for the submission of all documentation contained in a response.

ALL DOCUMENTS SHOULD BE SUBMITTED IN MICROSOFT OFFICE FORMATS (WORD AND EXCEL) OR IN A FORM THAT MAY BE READ BY MICROSOFT OFFICE SOFTWARE. ANY DOCUMENTS WITH SIGNATURES SHALL BE SUBMITTED AS AN ADOBE PORTABLE DOCUMENT FORMAT (PDF) FILE. CPA IS NOT RESPONSIBLE FOR DOCUMENTS THAT CANNOT BE READ OR CONVERTED. UNREADABLE PROPOSALS MAY BE, IN CPA'S DISCRETION, REJECTED AS NONRESPONSIVE.

Note: Please be aware that your Internet Service Provider may limit file sizes on your outgoing emails, so try to avoid graphics, pictures, letterheads, etc., which consume a lot of space. These typically include *.tif/*.tiff, *.gif, & *.bmp file extensions, but may include others, as well. CPA's firewall virus protection runs at all times, so during times of new active virus alerts, incoming traffic may be delayed while virus software scans emails with attachments.

CPA takes no responsibility for electronic bids that are captured, blocked, filtered, quarantined or otherwise prevented from reaching the proper destination server by any CPA anti-virus or other security software.

To confirm receipt of all electronic submissions, contact 512-463-3377 or request a confirmation by e-mail.

By Hard Copy Submission:

In lieu of electronic submission, CPA currently still accepts hard copy proposal. The Respondent must submit one (1) original signed paper copy.

CPA will no longer provide proof of delivery for proposals delivered by hand to the outside drop box or by courier; however, all proposals received by CPA will be documented with a date/time stamp for receipt documentation purposes.

The Proposal may be sent to the TPASS Bid Services at the following addresses:

By U.S. Mail:

Attn: TPASS Bid Services
Texas Comptroller of Public Accounts
P.O. Box 13186
Austin, TX 78711-3186

By Hand Delivery to (8:00 am - 5:00 pm):

Attn: TPASS Bid Services
*Drop Box – located next to front outside door on San Jacinto Blvd.
Central Services Building
1711 San Jacinto Blvd.
Austin, TX 78701

*Note: The drop box is checked periodically during each day and 4:00 p.m. with proposals appropriately date/time stamped. Proposals placed in this box after 4:00 p.m. on the due date of responses will be considered non-responsive and will be returned to the Respondent un-opened.

By Overnight/Express Mail to (7:45 am - 4:45 pm):

Attn: TPASS Bid Services
Room 174-A (CPA Mailroom, N.E. Back Dock)
1711 San Jacinto Blvd.
Austin, TX 78701

NOTE: Facsimile Responses are *not allowed* without prior written approval from CPA.

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B.1 INTRODUCTION

B.1.1 Authority to Contract

Pursuant to the authority and responsibility provided in §§2155.061, 2156.061, and 2156.121, Government Code, the Comptroller's office is authorized to procure statewide contracts using the sealed proposal method.

Pursuant to §§ 2155.202 – 2155.204, Government Code, statewide contracts procured by the Comptroller’s office may additionally be used by community mental health and mental retardation centers, the Texas Legislature and related legislative agencies, and local government entities pursuant to Subchapter D, Chapter 271, Local Government Code. Local government is defined by §271.081 of the Local Government Code to include a county, municipality, special district, school district, junior college district, a local workforce development board created under Section 2308.253, Government Code, or other legally constituted political subdivision of the state.

B.1.2 Definitions

When capitalized, the following terms and acronyms have the meaning set forth below. All other terms have the meaning set forth in Webster’s II New College Dictionary.

TERM	DEFINITION
Contract	Any contract(s) resulting from this solicitation. <i>Note: There is no guarantee that any contract will result from this solicitation.</i>
Contractor	The Respondent(s) awarded a Contract as a result of the RFP.
CPA	The Comptroller of Public Accounts, the state agency issuing this solicitation.
Customer	Those state and local entities that are required and permitted by law to purchase goods and services under contracts established by the CPA.
ESBD	The Electronic State Business Daily, which is available online at http://esbd.cpa.state.tx.us/ .
Gov't Code	The Texas Government Code.
Party / Parties	Either the CPA and Respondent separately or collectively.
Proposal	The response submitted by a vendor to the CPA as a result of this solicitation.
Respondent	Any person or vendor who submits a Proposal in response to this solicitation.
RFP	Request for Proposals, which is the type of solicitation embodied in this document.
TAC	The Texas Administrative Code, which is the publication for administrative rules.

B.1.3 Conflicts of Interest

B.1.3.1 Actual and Perceived Conflicts

By submitting a Proposal, the Respondent represents and warrants that neither it nor its employees and subcontractors have an actual or potential conflict of interest in entering a Contract with the CPA. The Respondent also represents and warrants that entering a Contract with the CPA will not create the appearance of impropriety. In its Proposal, the Respondent shall disclose any existing or potential conflict of interest that it might have in contracting with the CPA. The requirement to disclose any actual or potential conflict of interest shall continue during the term of the contract, and shall survive until the end of the recordkeeping requirement in B.7.4. The CPA will decide, in its sole discretion, whether an actual or perceived conflict should result in Proposal disqualification or Contract termination.

B.1.3.2 Current and Former CPA Employees

In addition to the disclosures required above, the Respondent shall also disclose any of its personnel who are current or former officers or employees of the CPA or who are related, within the third degree by consanguinity (as defined by §573.023, Gov't Code) or within the second degree by affinity (as defined by §573.025, Gov't Code), to any current or former officers or employees of the CPA.

Respondents must comply with all applicable Texas and federal laws and regulations relating to the hiring of former state employees (see e.g., Texas Government Code Chapters 572 and 573). Such “revolving door” provisions generally restrict former agency heads from communicating with or appearing before the agency on certain matters for two years after leaving the agency. The revolving door provisions also restrict some former employees from representing clients on matters that the employee participated in during state service or matters that were in the employees’ official responsibility. Respondent, by signing this solicitation, certifies that it has complied with all applicable laws and regulations regarding former state employees.

Respondent must identify each employee who works for more than one staffing company at any facility and ensure that the employee’s cumulative weekly hours worked at all state facilities through any one staffing company does not exceed 40 hours per week.

B.1.4 Construction of this RFP and the Contract

B.1.4.1 Global Drafting Conventions

The terms “include,” “includes,” and “including” are terms of inclusion and, where used in this Contract, are deemed to be followed by the words “without limitation.”

Unless explicitly stated otherwise, any references to “Sections,” “Articles,” “Exhibits,” or “Attachments” are deemed to be references to the Sections, Articles, Exhibits, and Attachments to this RFP and the Contract.

B.1.4.2 Headings

The Article and Section headings in this RFP and the Contract are for reference and convenience only and may not be considered in the interpretation of this RFP or the Contract.

B.2 THE RFP PROCESS

B.2.1 Submitting Questions about the RFP

The Respondent will have until the Deadline for Submitting Questions, identified in Part A, to submit in writing all questions regarding this RFP. Questions may only be sent to the Point of Contact. All questions shall, to the highest degree possible, cite the specific RFP section to which the question refers. The CPA will, at its discretion, answer the questions in a Question and Answer Document posted on the ESBD.

Only answers provided in writing by the CPA shall be considered official. Information in any form other than the materials constituting this RFP, the Question and Answer Document, and any RFP addendum shall not be binding on the CPA.

All questions submitted to the CPA must include the identity of the sender, the sender's title, company name, mailing address, telephone number, and facsimile number or e-mail address, as applicable.

NOTE: Minor questions for which the answer will not affect the interpretation of the RFP or change the contents of a Proposal (for example, a question regarding delivery of the sealed Proposal) may be answered orally or by e-mail by the CPA.

B.2.2 Addenda to the RFP

Should an addition or correction to this RFP become necessary, an addendum relating the necessary information will be posted on the ESBD. The Respondent is responsible for periodically checking the ESBD for addenda or additional information relating to this RFP. The Respondent is required to acknowledge each addendum by returning a signed copy of the addendum with its Proposal.

B.2.3 Testing and Inspection

The CPA and Customers may test and inspect goods and services purchased under the Contract to ensure compliance with the specifications of this RFP and the Contract. The CPA may also test and inspect goods and services before they are purchased under the Contract.

Authorized CPA personnel shall have access to the Respondent's place of business for the purpose of inspecting the goods. To the extent practical, the CPA inspections will not disrupt the Respondent's daily operations. Tests shall be performed on samples submitted with the Proposal or on samples taken from regular shipments. All costs of testing and inspection shall be borne by the Respondent. In the event the goods tested fail to meet or exceed all conditions and requirements of the RFP and Contract, the goods will be rejected in whole or in part, at the State's option, and returned to the Respondent or held for disposition at the Respondent's expense. Latent defects may result in cancellation of the Contract at no expense to the state.

If material fails to meet specifications, the Respondent will be notified by fax / mail or e-mail. The Respondent will have ten (10) working days after receipt of the notification to remove the rejected material from state property. Material will be removed at the Respondent's expense. Material not removed in the allotted time period will be disposed by the Customer. The Respondent will be charged for all disposable expenses conducted by the Customers.

B.2.4 Accuracy of the Proposal

The Respondent's Proposal shall be true and correct and shall contain no cause for claim of omission or error. Proposals may be withdrawn in writing at any time prior to the submittal deadline.

B.2.5 HUB Subcontracting Plan Requirements

It is the policy of the CPA to promote and encourage contracting and subcontracting opportunities for State of Texas certified Historically Underutilized Businesses (HUBs) in all contracts in compliance with Chapter 2161, Gov't Code. Eligible Respondents are encouraged to become HUB certified. State of Texas HUB applications may be found at:

<http://www.window.state.tx.us/procurement/prog/hub/hub-forms/>

Definitions for State of Texas HUB certifiable businesses can be found in 34 TAC Chapter 20, Subchapter B, which is available at:

[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.ViewTAC?tac_view=5&ti=34&pt=1&ch=20&sch=B&rl=Y](http://info.sos.state.tx.us/pls/pub/readtac$ext.ViewTAC?tac_view=5&ti=34&pt=1&ch=20&sch=B&rl=Y)

A HUB Subcontracting Plan Form must be filled out and returned with the Proposal to be considered responsive. If the Proposal does not include a HUB Subcontracting Plan, it shall be rejected as a material failure to comply with advertised specifications.

Any probable subcontracting opportunities are identified in Part A. This list should not be considered a mandatory or an exhaustive list. Other areas of subcontracting may be more appropriate given the Respondent's business structure and internal resources. Please see the attached HUB Subcontracting Plan for further instructions which require vendors to identify the specific areas intended for subcontracting.

Search the State of Texas HUB Database for HUB vendors by the NIGP class and item at:

<http://www2.cpa.state.tx.us/cmbl/hubonly.html>

Additional minority and women owned business association resources are available for subcontracting notices at: <http://www.window.state.tx.us/procurement/prog/hub/mwb-links-1/>

Questions about the HUB Subcontracting Form, finding HUB vendors, or the State of Texas HUB Program, should be directed to the HUB Coordinator identified in Part A.

Additional information and training regarding how to complete a HUB Sub-Contracting Plan can be found on the CPA Website at the following link:

<http://www.window.state.tx.us/procurement/prog/hub/hub-subcontracting-plan/>

B.2.6 Cost of Submitting the Proposal

The CPA will not reimburse the Respondent for any cost related to its Proposal. The Respondent is responsible for any expense related to the preparation and submission of its Proposal.

B.2.7 Public Information Act Disclosures

The CPA is a government agency subject to the Texas Public Information Act (PIA), Chapter 552, Gov't Code. The Proposal and other information submitted to the CPA by the Respondent are subject to release as public information. The Proposal and other submitted information shall be presumed to be subject to disclosure unless a specific exception to disclosure under the PIA applies. If it is necessary for the Respondent to include proprietary or otherwise confidential information in its Proposal or other submitted information, the Respondent must clearly label that proprietary or confidential information and identify the specific exception to disclosure in the PIA. Merely making a blanket claim that the entire Proposal is protected from disclosure because it contains some proprietary information is not acceptable, and shall make the entire Proposal subject to release under the PIA. In order to trigger the process of seeking an Attorney General opinion on the release of proprietary or confidential information, the specific provisions of the Proposal that are considered by the Respondent to be proprietary or confidential must be clearly labeled as described above. Any information which is not clearly identified as proprietary or confidential shall be deemed to be subject to disclosure pursuant to the PIA.

If Respondent's proposal contains any information, which Respondent claims is confidential and not subject to release under the PIA, Respondent must prepare and deliver to CPA four CDs containing the following information:

1. Two CDs containing complete copies of all of Respondent's submissions pursuant to this RFO. These shall be marked "Complete Offer Documents, [Offeror's Name], CPA RFO . CONTAINS CONFIDENTIAL INFORMATION."
2. Two CDs, each containing copies of all of Respondent's submissions with all information claimed as confidential excised, blacked out or otherwise redacted. Each of these CDs shall also contain an Appendix which contains clear references to all redacted information including a general description of the redacted information. These CDs shall be marked "For Public Release: Redacted Version of [Offeror's Name], CPA RFO ."

The Respondent, by submitting a Proposal, shall thereby be irrevocably deemed to have fully indemnified and agreed to defend the CPA from any claim of infringement in the intellectual rights of Respondent or any third party for any materials appearing in the Proposal.

B.2.8 Irrevocability of the Proposal

The Proposal is irrevocable for one hundred twenty (120) calendar days following the Proposal Opening Date and Time identified in Part A. This period may be extended at the CPA's request with the Respondent's written agreement.

B.3 CONTRACT INFORMATION

B.3.1 Amending the Contract

Any alterations, additions, or deletions in the Contract or any terms and conditions of the Contract shall be by written amendment executed by both Parties and put into effect with a Contract Amendment issued by the CPA. The Respondent shall not be entitled to payment for any additional services, work, or products that are not authorized by a properly executed Contract amendment.

B.3.2 Order of Precedence

In the event of conflicts or inconsistencies between this contract and its exhibits or attachments, such conflicts or inconsistencies shall be resolved by reference to the documents in the following order of priority: Signed Contract (or Notice of Award), Attachments to the Contract (or Notice of Award), Request for Proposals, and Respondent's Response to Request for Proposals.

B.3.3 Terminating the Contract

B.3.3.1 Convenience of the State of Texas

The CPA reserves the right to terminate the Contract at any time, in whole or in part, without cost or penalty, by providing 30 calendar days' advance written notice, if the CPA determines that such termination is in the best interest of the state. In the event of such a termination, the Respondent shall, unless otherwise mutually agreed upon in writing, cease all work immediately upon the effective date of termination. Customers shall be liable for payments for any goods or services ordered from the Respondent before the termination date.

B.3.3.2 Cause/Default

If the Respondent fails to provide the goods or services contracted for according to the provisions of the Contract, or fails to comply with any of the terms or conditions of the Contract, the CPA may, upon written notice of default to the Respondent, immediately terminate all or any part of the Contract. Termination is not an exclusive remedy, but will be in addition to any other rights and remedies provided in equity, by law or under the Contract.

The CPA may exercise any other right, remedy or privilege which may be available to it under applicable law of the state and any other applicable law or may proceed by appropriate court action to enforce the provisions of the Contract, or to recover damages for the breach of any agreement being derived from the Contract. The exercise of any of the foregoing remedies will not constitute a termination of the Contract unless the CPA notifies the Respondent in writing prior to the exercise of such remedy. The Respondent shall remain liable for all covenants and indemnities under the Contract. The Respondent shall be liable for all costs and expenses, including court costs, incurred by the CPA with respect to the enforcement of any of the remedies listed herein.

B.3.3.3 Change in Federal or State Requirements

If federal or state laws or regulations or other federal or state requirements are amended or judicially interpreted so that either the CPA or the Respondent cannot reasonably fulfill the Contract and if the Parties can not agree to an amendment that would enable substantial continuation of the Contract, the Parties shall be discharged from any further obligations under the Contract.

B.3.3.4 TCPDP Purchasing Preference

Pursuant to Texas Human Resources Code Chapter 122, state agencies shall purchase products and services meeting the agency's specifications offered by a Community Rehabilitation Program (CRP) certified by the Texas Council on Purchasing from People with Disabilities (TCPDP), or its Central Nonprofit Agency, Texas Industries for the Blind and Handicapped (TIBH). Should any item(s) awarded under any contract pursuant to this RFP become available from a CRP through TIBH or TCPDP during the term of the contract, the state may cease all

use of the awarded contract immediately upon the availability of such product or service, and may terminate the contract for some or all of such products or services awarded.

B.3.3.5 Rights upon Termination or Expiration of Contract

In the event that the Contract is terminated for any reason, or upon its expiration, the CPA and the Customers shall retain ownership of all associated work products and documentation obtained from the Respondent under the Contract.

B.3.3.6 Survival of Terms

Termination of the Contract for any reason shall not release the Respondent from any liability or obligation set forth in the Contract that is expressly stated to survive any such termination or by its nature would be intended to be applicable following any such termination, including the provisions regarding confidentiality, indemnification, transition, records, audit, property rights, dispute resolution, and invoice and fees verification.

B.3.4 Contract Documentation

The Contract will consist of the Notice of Award, Listing of Awarded Items, and any Contract Amendments thereto issued by the CPA; this RFP, together with any modifications made through Addenda thereto; and the successful Proposal, together with any clarifications thereto that are submitted at the request of the CPA. In the event of any conflict or contradiction between or among these documents, the Notice of Award, as modified by any Contract Amendments, shall control over the RFP and the Proposal. The RFP, as modified by any Addenda, shall control over the Proposal.

B.4 CONTRACT MANAGEMENT

B.4.1 Contract Managers

B.4.1.1 The CPA Contract Manager

The CPA Contract Manager has the authority to:

- sign Controlled Correspondence
- serve as the day-to-day point of contact
- coordinate quality control reviews
- approve invoices
- coordinate meetings with the Respondent
- investigate complaints
- receive requests for substitutions or changes in goods or services awarded under the Contract
- initiate contract amendments
- accept, deny or negotiate pricing changes

B.4.1.2 The Respondent's Contract Manager

The Respondent shall identify its Contract Manager to the CPA in writing within 10 days of the issuance of the Purchase Order. Changes to the Respondent's Contract Manager shall hereafter be documented by the Respondent through Controlled Correspondence. The Respondent's Contract Manager has the authority to:

- make decisions regarding the deliverables required by the Contract
- sign Controlled Correspondence

- serve as the day-to-day point of contact
- coordinate quality control reviews
- coordinate meetings with the CPA
- investigate complaints

B.4.2 Controlled Correspondence

In order to track and document requests for decisions and/or information pertaining to the Contract, and the subsequent response to those requests, the CPA and the Respondent shall use Controlled Correspondence. The CPA shall manage the Controlled Correspondence for the Contract. For each Controlled Correspondence document, the CPA shall assign a tracking number and the document shall be signed by the appropriate Party's Contract Manager.

Controlled Correspondence shall not be used to change pricing or alter the terms of the Contract. Controlled Correspondence shall not be the basis of a claim for equitable adjustment of pricing. Any changes that involve the pricing or the terms of the Contract must be by a properly executed Contract amendment. However, the Controlled Correspondence process may be used to document refinements and interpretations of the provisions of the Contract, to document the cost impacts of proposed changes, and to document CPA-approved changes to the Respondent's HUB subcontracting plan.

Controlled Correspondence documents shall be maintained by both Parties in on-going logs and shall become part of the normal status reporting process. Any communication not generated in accordance with such process shall not be binding upon the Parties and shall be of no effect.

B.4.3 Notices and Liaisons

B.4.3.1 Delivery of Written Notices

Any notice required or permitted to be given under the Contract by one Party to the other Party shall be in writing and shall be addressed to the receiving Party at the address hereinafter specified. The notice shall be deemed to have been given immediately if delivered in person to the recipient's address hereinafter specified. It shall be deemed to have been given on the date of certified receipt, if placed in the United States mail, postage prepaid, by registered or certified mail with return receipt requested, addressed to the receiving Party at the address hereinafter specified.

B.4.3.2 Notice to the Respondent

Within 10 days of the issuance of the Purchase Order, the Respondent shall identify in writing to the CPA the address and contact person for all notices. If there is any change to this information during the term of the contract, the Respondent shall notify the CPA by Controlled Correspondence.

B.4.3.3 Notice to the CPA

The CPA's address for all purposes under this Contract and for all notices hereunder shall be:

Director, TPASS Division
 Comptroller of Public Accounts
 P. O. Box 13186 (physical address: 1711 San Jacinto Blvd)
 Austin, Texas 78711-3186 (physical: 78701)

With copies to (registered or certified mail with return receipt is not required for copies):

Deputy General Counsel for TPASS
Comptroller of Public Accounts
P. O. Box 13186 (physical address: 1711 San Jacinto Blvd)
Austin, Texas 78711-3186 (physical: 78701)

B.4.4 Subcontracting Approval

The Respondent shall perform the Contract with its own resources and those subcontractors identified in the Respondent's HUB Subcontracting Plan. In the event that the Respondent should determine that it is necessary or expedient to execute additional or alternative subcontracts for any of the performances under the Contract, the Respondent shall submit a revised HUB Subcontracting Plan for prior approval before executing any subcontracts. The Respondent shall also transmit to the CPA for review and prior CPA approval a true copy of the subcontract it proposes to execute with a subcontractor.

The Respondent, in subcontracting for any performances specified herein, expressly understands and acknowledges that in entering into such subcontract(s), the CPA is in no manner liable to any subcontractor(s) of the Respondent. In no event shall this provision relieve the Respondent of the responsibility for ensuring that the performances rendered under all subcontracts are rendered so as to comply with all terms of this RFP and Contract. The Respondent shall manage all quality and performance, project management, and schedules for subcontractors. The Respondent shall be held solely responsible and accountable for the completion of all work for which the Respondent has subcontracted.

B.4.5 No Implied Authority

Any authority delegated to the Respondent by the CPA is limited to the terms of the Contract. The Respondent shall not rely upon implied authority and specifically is not delegated authority under the Contract to: (1) make public policy; (2) promulgate, amend, or disregard CPA program policy; or (3) unilaterally communicate or negotiate, on behalf of the CPA, with any member of the U.S. Congress or any member of their staff, any member of the Texas Legislature or any member of their staff, or any federal or state agency.

B.4.6 Cooperation with the CPA

The Respondent must ensure that it cooperates with the CPA and other state or federal administrative agencies, at no charge to the CPA, for purposes relating to the administration of the Contract. The Respondent agrees to reasonably cooperate with and work with the CPA's contractors, subcontractors, and third party representatives as requested by the CPA.

B.4.7 Dispute Resolution

Chapter 2260 of the Texas Government Code prescribes dispute resolution processes for certain breach of contract claims applicable to certain contracts for goods and services. As required by Chapter 2260, the CPA has adopted rules, codified at 34 TAC §§1.360-1.387. The Respondent shall comply with such rules, as revised from time to time.

The dispute resolution process provided for in Chapter 2260 shall be used, as further described herein, to attempt to resolve any claim for breach of contract asserted by the Respondent under the Contract. If the Respondent's claim for breach of Contract cannot be resolved by the Parties in the ordinary course of business, it shall be submitted to the negotiation process provided in Chapter 2260. To initiate the process, the Respondent shall submit written notice, as required by Chapter 2260, to the Deputy Comptroller or his or her designee. The notice shall also be given to the individual identified in the Contract for receipt of notices. Compliance by the Respondent with Chapter 2260 is a condition precedent to the filing of a contested case proceeding under Chapter 2260.

The contested case process provided in Chapter 2260 is the Respondent's sole and exclusive process for seeking a remedy for an alleged breach of Contract by the CPA if the Parties are unable to resolve their disputes as described above.

Compliance with the contested case process provided in Chapter 2260 is a condition precedent to seeking consent to sue from the Legislature under Chapter 107, Civil Practices and Remedies Code. Neither the execution of the Contract by the CPA nor any other conduct of any representative of the CPA relating to the Contract shall be considered a waiver of sovereign immunity to suit.

For all other specific breach of contract claims or disputes under the Contract, the CPA and the Respondent shall first attempt to resolve them through direct discussions in a spirit of mutual cooperation. If the Parties' attempts to resolve their disagreements through negotiations fail, the dispute will be mediated by a mutually acceptable third party to be chosen by the CPA and the Respondent within fifteen (15) days after written notice by one of them demanding mediation under this Section. The Respondent shall pay all costs of the mediation unless the CPA, in its sole good faith discretion, approves its payment of all or part of such costs. By mutual agreement, the CPA and the Respondent may use a non-binding form of dispute resolution other than mediation. The purpose of this Section is to reasonably ensure that the CPA and the Respondent shall, in good faith, utilize mediation or another non-binding dispute resolution process before pursuing litigation. The CPA's participation in, or the results of, any mediation or other non-binding dispute resolution process under this Section or the provisions of this Section shall not be construed as a waiver by the CPA of (1) any rights, privileges, defenses, remedies or immunities available to the CPA as an agency of the State of Texas or otherwise available to the CPA; (2) the CPA's termination rights; or (3) other termination provisions or expiration dates of the Contract.

Notwithstanding any other provision of the Contract to the contrary, unless otherwise requested or approved in writing by the CPA, the Respondent shall continue performance and shall not be excused from performance during the period any breach of contract claim or dispute is pending under either of the above processes; however, the Respondent may suspend performance during the pendency of such claim or dispute if the Respondent has complied with all provisions of §2251.051, Gov't Code, and such suspension of performance is expressly applicable and authorized under that law.

B.4.8 Fraud, Waste, and Abuse

By submitting a Proposal to the RFP, the Respondent represents and warrants that it has read and understood and shall comply with CPA's Anti-Fraud Policy, found at: <http://www.window.state.tx.us/ssv/ethics.html>, as such Policy currently reads and as it is amended throughout the term of the Contract.

B.4.9 Renegotiation of Price

The CPA shall monitor market prices and prices paid by other states for substantially similar goods and services during the term of the Contract. If the CPA determines that substantially similar goods and services are selling for meaningfully lower prices than the prices established in the Contract, the CPA may initiate price renegotiations with the Respondent and amend the Contract to reflect a new, lower price, if agreed to by the Parties.

B.4.10 Name Changes and Sales

If the Respondent changes its name or is sold to another entity, it must notify the CPA through Controlled Correspondence. The Respondent, in its notice, shall describe the circumstances of the name change or sale, state its new name, provide the new Tax Identification Number, and describe how the change will impact its ability to perform the Contract. If the change entails personnel changes for personnel performing the responsibilities of the Contract for the Respondent, the Respondent shall identify the new personnel and provide resumes to the CPA, if resumes were originally required by the RFP. The CPA may request other information about the change and its impact on the Contract and the Respondent shall supply the requested information within five (5) working days of receipt of the request.

The CPA may terminate the Contract due to a sale of or change to the Respondent that materially alters the Respondent's ability to perform under the Contract. The CPA has the sole discretion to determine if termination is appropriate.

B.4.11 News Releases

The CPA does not endorse any vendor, commodity, or service. News releases pertaining to this transaction and/or advertisements, publications, declarations and any other pronouncements by the Respondent using any means or media mentioning the State of Texas or the CPA must be approved in writing by the CPA prior to public dissemination. Respondent may not send out unsolicited electronic mail or facsimile transmissions to CPA and/or customer entities without prior written approval of the CPA Contract Manager, regardless of whether the proposed communication specifically references the awarded contract.

B.5 FINANCIAL INFORMATION

B.5.1 Appropriations

All obligations of the CPA and Customers are subject to the availability of legislative appropriations and, for Customers expending federal funds, to the availability of the federal funds applicable to the Contract. The Respondent acknowledges that the ability of the CPA and the Customers to make payments under the Contract is contingent upon the continued availability of funds. The Respondent further acknowledges that funds may not be specifically appropriated for the Contract and the CPA's or Customers' continual ability to make payments under the Contract is contingent upon the funding levels appropriated for each particular appropriation period. The CPA and the Customers will use all reasonable efforts to ensure that such funds are available. The Respondent agrees that if future levels of funding for the CPA or a Customer are not sufficient to continue operations without any operational

reductions, the CPA or the Customer, in its discretion, may terminate the Contract or a pending order under the Contract, either in whole or in part. In the event of such termination, the CPA or the Customer will not be considered to be in default or breach under the Contract, nor shall it be liable for any further payments ordinarily due under the Contract, nor shall it be liable for any damages or any other amounts which are caused by or associated with such termination. The CPA and the Customer shall make best efforts to provide reasonable written advance notice to the Respondent of any such Contract or order termination. In the event of such a termination, the Respondent shall, unless otherwise mutually agreed upon in writing, cease all work immediately upon the effective date of termination, either on that particular order if an order is being terminated, or the Contract, if the Contract is being terminated. The CPA or the Customer shall be liable for payments limited only to the portion of work the CPA or the Customer authorized in writing and which the Respondent has completed, delivered to the CPA or Customer, and which has been accepted by the CPA or Customer. All such work shall have been completed, per the Contract requirements, prior to the effective date of termination.

B.5.2 Audit Requirements

Pursuant to §2262.003, Gov't Code, the State Auditor's Office, or successor agency, may conduct an audit or investigation of the Respondent or any other entity or person receiving funds from the state directly under the Contract or indirectly through a subcontract under the Contract. The acceptance of funds by the Respondent or any other entity or person directly under the Contract or indirectly through a subcontract under the Contract acts as acceptance of the authority of the State Auditor's Office, under the direction of the legislative audit committee, to conduct an audit or investigation in connection with those funds. Under the direction of the legislative audit committee, the Respondent or other entity that is the subject of an audit or investigation must provide the State Auditor's Office with access to any information the State Auditor's Office considers relevant to the investigation or audit. The Contract may be amended unilaterally by the CPA to comply with any rules and procedures of the State Auditor's Office in the implementation and enforcement of §2262.003. **The Respondent shall ensure that this clause concerning the authority to audit funds received indirectly by subcontractors through the Respondent and the requirement to cooperate is included in any subcontract it awards.**

Customers who order under the Contract using federal or grant funds may have additional audit requirements that are required by law or regulation. Those additional requirements will be included on the purchase order for that particular order.

B.5.3 Invoicing and Payment Requirements

In order to receive payment under the Contract, the Respondent must submit an original invoice to the Customer placing the order, which will be designated in the purchase order as the "Bill To" address. To be a proper invoice that may be accepted and paid, the invoice must include the following information and/or attachments:

- (1) Name and address of the Respondent.
- (2) The Respondent's Texas Identification Number (TIN).
- (3) The Respondent's invoice remittance address.
- (4) The purchase order number authorizing the delivery of products or services.

- (5) A description of what the Respondent delivered, including, as applicable, the time period, serial number, unit price, quantity, and total price of the products and services. If the invoice is for a lease, the Respondent must also include the payment number (e.g., 1 of 36).

If an authorized dealer has fulfilled the purchase order, then the dealer's information should be supplied in lieu of the Respondent's information.

If an invoice does not meet this Section's requirements, the state will send the Respondent written notice with the improper invoice within 21 calendar days after receipt of the invoice. The notice will contain a description of the defect or impropriety and any additional information the Respondent needs to correct the invoice.

NOTE: For purposes of this Section and Sections B.5.4 and B.5.5, the CPA shall only be receiving and paying invoices when the CPA has placed an order with the Respondent for CPA needs. Otherwise, the orders will be for the Customers, as defined in Section B.1.2.

B.5.4 Disputed Invoices

As stated above, the Respondent will receive notice of an error in an invoice submitted for payment by not later than the 21st day after the date the invoice was received by the state. If an invoice dispute is resolved in favor of the Respondent, the Respondent is entitled to receive interest on the unpaid balance of the invoice, beginning on the date the invoice became overdue, pursuant to §2251.021, Gov't Code. If a dispute is resolved in favor of the CPA or a Customer, the Respondent shall submit a corrected invoice that must be paid in accordance with §2251.021. The unpaid balance accrues interest if the corrected invoice is not paid by the appropriate date.

B.5.5 Time and Manner of Payment

Pursuant to Texas Government Code Chapter 2251, Payment by the CPA or a state entity Customer is overdue on the 31st day after the later of: (1) the date the CPA or Customer receives the goods under the Contract; (2) the date the performance of the service under the contract is completed; or (3) the date the CPA or Customer receives the invoice for the goods or service.

Payment by a political subdivision Customer whose governing body meets only once a month or less frequently is overdue on the 46th day after the later event of: (1) the date the Customer receives the goods under the Contract; (2) the date the performance of the service under the contract is completed; or (3) the date the Customer receives the invoice for the goods or service.

B.5.6 Antitrust and Assignment of Claims

Pursuant to Texas Government Code §2155.005, the Respondent affirms that the Respondent and any person, firm, corporation, partnership, or institution represented by the Respondent, and any person or entity representing the Respondent (1) have not violated the antitrust laws of Texas (Tex.Bus. & Com.Code §15.01, *et seq.*) or the United States (15 U.S.C. §1 *et seq.*); and (2) have not, directly or indirectly, communicated Respondent's Proposal for the Contract, or any pertinent portion thereof, to any competitor or any other person engaged in such line of business.

The Respondent hereby assigns to the State of Texas all of Respondent's rights, title and interest in and to all claims and causes of action Respondent may have under the antitrust laws of Texas or the United States for overcharges associated with the Contract.

B.5.7 Debts and Delinquencies

As required by §2252.903, Gov't Code, the Respondent agrees that any payments due under the Contract shall be directly applied towards eliminating any debt or delinquency including, but not limited to, delinquent taxes, delinquent student loan payments, and delinquent child support.

B.5.8 Liability for and Payment of Taxes

The CPA and certain Customers are exempt from State Sales tax and Federal Excise tax. Customers will furnish Tax Exemption Certificate(s) to the Respondent upon request. The Respondent shall pay all taxes resulting from the RFP and Contract including but not limited to any federal, state or local income, sales, excise or property taxes. The CPA and the Customers shall not be liable to reimburse the Respondent for the payment of such taxes incurred by the Respondent in acquiring any goods or services as a part of any work called for in this RFP and the Respondent's invoice shall not include any amount for such taxes, as long as the Customer has provided the requested Tax Exemption Certificates.

B.5.9 Method of Purchase and Vesting Ownership

All goods or services purchased pursuant to the Contract shall be purchased using an outright purchase. Upon installation, acceptance, and payment, the Customer shall receive title to any personal property delivered pursuant to the purchase, except as otherwise agreed to in the Contract.

B.5.10 No Debt Against the State

The Contract shall not be construed as creating any debt by or on behalf of the State of Texas.

B.5.11 Refunds

If the CPA determines that it or a Customer has overpaid the Respondent under the Contract, the Respondent shall refund that amount to the CPA or Customer, depending on the entity that overpaid. The CPA or Customer may offset and deduct the amount of the overpayment from any amount owing, as a reimbursement, but unpaid to the Respondent. The Respondent shall refund any overpayment within 30 calendar days of receipt of the notice of the overpayment.

If any reimbursement, or a portion of a reimbursement, is disallowed as a result of an audit finding that the Respondent failed to follow the requirements for the Contract, then the Respondent agrees that the CPA or Customer may recoup the disallowed amount from funds payable under the Contract, to the extent the disallowed amount was incurred by the CPA or Customer. If an audit identifies a disallowed amount after the expiration date of the Contract, the CPA or Customer shall send the Respondent notice of the audit results and specifically identify the amount that must be refunded by the Respondent. The Respondent shall refund the disallowed amount within 30 calendar days of receipt of the notice.

B.5.12 Travel

Any travel or per diem required by the Respondent to perform its obligations under the Contract will be at the Respondent's expense. All travel and per diem that the state requests in addition to what the Contract requires the Respondent to provide at the Respondent's expense will be paid in accordance with State of Texas Travel Allowance Guide.

B.5.13 Direct Deposit

The Texas Comptroller of Public Accounts encourages vendors to receive payment by direct deposit. To receive future payments by direct deposit, vendors should download and fill out the New Setup Direct Deposit/Advance Payment Notification, Form 74-207 available at www.txdirectdeposit.org.

Vendors may request Advance Payment Notification by fax or e-mail. This feature includes notification one business day before the deposit posts to the vendor's bank account. It also provides the amount of the deposit and which agency it came from. Vendors may also receive remittance information with the notification.

B.6 CONFIDENTIALITY AND SECURITY

The Respondent should not receive any sensitive or confidential information under the Contract. Any information the Respondent compiles or creates as a result of the Contract must be maintained and protected in accordance with any federal, state, or local laws and regulations that apply. The Respondent shall establish a method to secure the confidentiality of records and other information relating to clients in accordance with applicable federal and state laws, rules, and regulations.

The obligations of the Contractor under this Security and Confidentiality Article shall survive this Contract and shall be included in all subcontracts.

B.7 TERMS AND CONDITIONS

B.7.1 Affirmations

Submitting a Proposal with a false statement is a material breach of contract and shall void the Proposal or the Contract, and the Respondent shall be removed from all bid lists. By signature thereon affixed, the Respondent thereby certifies that:

B.7.1.1 The Respondent has not given, offered to give, and does not intend 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 response. Violation of this requirement may result in the termination of the Contract at the discretion of the CPA.

B.7.1.2 The CPA is subject to the provisions of the Texas Public Information Act. Contractor is required to make any information created or exchanged with the state pursuant to this contract, and not otherwise excepted from disclosure under the Texas Public Information Act, available in a format that is accessible by the public at no additional charge to the state. If a request for disclosure of this Contract or any information related to the goods or services provided under the Contract or information provided to the CPA under this Contract constituting a record under

the Act is received by the CPA, the information must qualify for an exception provided by the Texas Public Information Act in order to be withheld from public disclosure. The Respondent authorizes the CPA to submit any information contained in the Contract, provided under the Contract, or otherwise requested to be disclosed, including information Respondent has labeled as confidential proprietary information, to the Office of the Attorney General for a determination as to whether any such information may be excepted from public disclosure under the Act. If the CPA does not have a good faith belief that information may be subject to an exception to disclosure, the CPA is not obligating itself by this Contract to submit the information to the Attorney General. It shall be the responsibility of the Respondent to make any legal argument to the Attorney General or appropriate court of law regarding the exception of the information in question from disclosure. The Respondent waives any claim against and releases from liability the CPA, its officers, employees, agents, and attorneys with respect to disclosure of information provided under or in this Contract or otherwise created, assembled, maintained, or held by the Respondent and determined by the Attorney General or a court of law to be subject to disclosure under the Texas Public Information Act.

B.7.1.3 The Respondent shall promptly notify the CPA in the event that any representations and warranties provided in this Contract are no longer true and correct. The Respondent acknowledges that all of its representations and warranties contained in any part of its Proposal and this Contract are material and have been relied upon by the CPA in selecting the Respondent for the award of the Contract. Further, the Respondent warrants and represents that all of its statements and representations made to the CPA prior to being awarded the Contract, and those made during the negotiation of this Contract, are material, true and correct.

B.7.2 Civil Rights

The Respondent agrees that no person shall, on the ground of race, color, religion, sex, national origin, age, disability, political affiliation, or religious belief, be excluded from the participation in, be denied the benefits of, be subjected to discrimination under, or be denied employment in the administration of, or in connection with, any program or activity funded in whole or in part with funds available under this Contract. The Respondent shall comply with Executive Order 11246, "Equal Employment Opportunity," as amended by Executive Order 11375, "Amending Executive Order 11246 relating to Equal Employment Opportunity," and as supplemented by regulations at 41 C.F.R. Part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity Department of Labor."

B.7.3 Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion

CPA is federally mandated to adhere to the directions provided in the President's Executive Order (EO) 13224, Executive Order on Terrorist Financing - Blocking Property and Prohibiting Transactions With Persons Who Commit, Threaten to Commit, or Support Terrorism, effective 9/24/2001 and any subsequent changes made to it via cross-referencing respondents/vendors with the Federal General Services Administration's System for Award Management (SAM), <https://www.sam.gov>, which is inclusive of the United States Treasury's Office of Foreign Assets Control (OFAC) Specially Designated National (SDN) list.

Respondent certifies that the responding entity and its principals are eligible to participate in this transaction and have not been subjected to suspension, debarment, or similar ineligibility determined by any federal, state or local governmental entity and the Respondent is in compliance with the State of Texas statutes and rules relating to procurement and that Respondent is not listed on the federal

government's terrorism watch list as described in Executive Order 13224. Entities ineligible for federal procurement are listed at <https://www.sam.gov>.

B.7.4 Records Retention

The Respondent shall retain all financial records, supporting documents, statistical records, and any other records or books relating to the performances called for in the Contract. The Respondent shall retain all such records for a period of four (4) years after the expiration of the Contract, or until the CPA or State Auditor's Office is satisfied that all audit and litigation matters are resolved, whichever period is longer. The Respondent shall grant access to all books, records and documents pertinent to the Contract to the CPA, the State Auditor of Texas, and any federal governmental entity that has authority to review records due to federal funds being spent under the Contract.

B.7.5 Environmental Protection

The Respondent shall be in compliance with all applicable standards, orders, or regulations issued pursuant to the mandates of the Clean Air Act (42 U.S.C. §7401 *et seq.*) and the Federal Water Pollution Control Act, as amended, (33 U.S.C. §1251 *et seq.*).

B.7.6 Prohibition on Lobbying

The Respondent shall comply with the provisions of a federal law known generally as the Lobbying Disclosure Act, 2 U.S.C. §1601 *et seq.* By submitting a Proposal, the Respondent certifies that it shall not and has not used federally appropriated funds to pay any person or organization for influencing or attempting to influence any officer or employee of any federal agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. §1352. It also certifies that the Respondent shall disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award by completing and submitting Standard Form LLL.

B.7.7 Copyrights and Publications

The Respondent understands and agrees that, where activities supported by the Contract produce original books, manuals, films, or other original material (hereinafter referred to as “the works”), the Respondent may copyright the works subject to the reservation by the CPA and affected Customers of a royalty-free, nonexclusive, and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, for state and/or political subdivision purposes:

- the copyright in the works developed under the Contract, and
- any rights of copyright to which the Respondent purchases ownership with funding from the Contract.

The Respondent may publish, at its expense, the results of Contract performance with prior CPA review and approval of that publication. Any publication (written, visual, or sound) shall include acknowledgment of the support received from the CPA and Customers. One (1) copy of any such publication must be provided to the CPA. The CPA reserves the right to require additional copies before or after the initial review. All copies shall be provided free of charge to the CPA.

B.7.8 Certifications

B.7.8.1 Child Support Obligations

Under §231.006, Texas Family Code, (relating to child support) the Respondent, by submitting its Proposal, certifies that it is not ineligible to receive a payments under the Contract and acknowledges that the Contract may be terminated and payment may be withheld if this certification is inaccurate.

B.7.8.2 Texas Corporate Franchise Tax Certification

The Respondent, by submitting its Proposal, certifies that its Corporate Texas Franchise Tax payments are current, or that it is exempt from or not subject to such tax.

B.7.8.3 Certification Concerning Dealings with Public Servants

The Respondent, by submitting its Proposal, certifies that it has not given and does not intend 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 this transaction.

B.7.8.4 Certification Concerning Financial Participation

Pursuant to §2155.004, Gov't Code, the Respondent certifies that the individual or business entity named in its Proposal is not ineligible to receive the Contract and acknowledges that the Contract may be terminated and payment withheld if this certification is inaccurate. Section 2155.004 prohibits a person or entity from receiving a state contract if that person or entity received compensation for participating in preparing the solicitation or specifications for the Contract.

B.7.8.5 Certification Concerning Hurricane Relief

Sections 2155.006 and 2261.053, Government Code, prohibit the CPA from awarding a contract to any person who, in the past five years, has been convicted of violating a federal law or assessed a penalty in connection with a contract involving relief for Hurricane Rita, Hurricane Katrina, or any other disaster, as defined by §418.004, Gov't Code, occurring after September 24, 2005. Under §2155.006, Gov't Code, the Respondent certifies that the individual or business entity named in its Proposal is not ineligible to receive the Contract and acknowledges that the Contract may be terminated and payment withheld if this certification is inaccurate.

B.7.9 Independent Contractor

The Contract shall not render the Respondent an employee, officer, or agent of the CPA for any purpose. The Respondent is and shall remain an independent contractor in relationship to the CPA. The CPA shall not be responsible for withholding taxes from payments made under the Contract. The Respondent shall have no claim against the CPA for vacation pay, sick leave, retirement benefits, social security, worker's compensation, health or disability benefits, unemployment insurance benefits, or employee benefits of any kind.

B.7.10 No Assignment by Contractor

The Respondent shall not assign its rights under the Contract or delegate the performance of its duties under the Contract without prior written approval from the CPA.

B.7.11 Indemnification and Liability

CONTRACTOR SHALL DEFEND, INDEMNIFY, AND HOLD HARMLESS THE STATE OF TEXAS, ITS OFFICERS, AND EMPLOYEES, AND CPA, ITS OFFICERS, AND EMPLOYEES AND CONTRACTORS, FROM AND AGAINST ALL CLAIMS, ACTIONS, SUITS, DEMANDS, PROCEEDINGS, COSTS, DAMAGES, AND LIABILITIES, INCLUDING WITHOUT LIMITATION ATTORNEYS' FEES AND COURT COSTS, ARISING OUT OF, CONNECTED WITH, OR RESULTING FROM ANY ACTS OR OMISSIONS OF CONTRACTOR OR ANY AGENT, EMPLOYEE, SUBCONTRACTOR, OR SUPPLIER OF CONTRACTOR IN THE EXECUTION OR PERFORMANCE OF THIS CONTRACT. CONTRACTOR SHALL COORDINATE ITS DEFENSE WITH THE TEXAS ATTORNEY GENERAL AS REQUESTED BY CPA.

THIS PARAGRAPH IS NOT INTENDED TO AND SHALL NOT BE CONSTRUED TO REQUIRE CONTRACTOR TO INDEMNIFY OR HOLD HARMLESS THE STATE OR CPA FOR ANY CLAIMS OR LIABILITIES RESULTING FROM THE NEGLIGENT ACTS OR OMISSIONS OF CPA OR ITS EMPLOYEES.

B.7.12 Respondent Liability for Damage to Government Property

The Respondent shall be liable for all damages to government-owned, leased, or occupied property and equipment caused by the Respondent and its employees, agents, subcontractors, and suppliers, including any delivery or cartage company, in connection with any performance pursuant to the Contract. The Respondent shall notify the CPA Contract Manager in writing of any such damage within one (1) calendar day.

B.7.13 Force Majeure

The CPA, any Customer, and the Respondent shall not be responsible for delays in performance under the Contract should it be prevented from performance by an act of war, order of legal authority, act of God, or other unavoidable cause not attributable to the fault or negligence of the CPA, Customer or the Respondent.

In the event of an occurrence under this Section, the CPA, Customer or Respondent (parties) will be excused from any further performance or observance of the requirements so affected for as long as such circumstances prevail and the party continues to use commercially reasonable efforts to recommence performance or observance whenever and to whatever extent possible without delay. The party shall immediately notify the other party by telephone (to be confirmed in writing within five (5) calendar days of the inception of such occurrence) and describe at a reasonable level of detail the circumstances causing the non-performance or delay in performance.

B.7.14 Buy Texas

In accordance with §2155.4441, Gov't Code, the Respondent shall, in performing any services under the Contract, purchase products and materials produced in Texas when they are available at a comparable price and in a comparable period of time to products and materials produced outside Texas.

B.7.15 Miscellaneous Terms and Conditions

B.7.15.1 Permits

The Respondent shall be responsible, at the Respondent's expense, for obtaining any and all permits or licenses required by city, county, state, or federal rules, regulations, law, or codes that pertain to the Contract.

B.7.15.2 Electrical Items

All electrical items provided by the Respondent to the CPA or a Customer under the Contract must meet all applicable OSHA standards and regulations, and bear the appropriate listing from UL, FMRC, or NEMA.

B.7.15.3 Executive Head

Pursuant to §669.003, Gov't Code, the CPA may not enter into a contract with a person who employs a current or former Executive Head of a state agency until four years have passed since that person was the executive head of the state agency. Bidder certifies that they are in compliance with Texas Government Code, Title 6, Subtitle B, Section 669.003 of the Government Code, relating to contracting with executive head of a state agency. By submitting a Proposal, the Respondent certifies that it does not employ any person who was the Executive Head of a state agency in the past four years.

B.7.15.4 Terminated Contracts

By submitting a Proposal, the Respondent certifies that it has not had a contract terminated or been denied the renewal of any contract for non-compliance with policies or regulations of any state or federally funded program within the past five (5) years nor is it currently prohibited from contracting with a governmental agency. If the Respondent does have such a terminated contract, the Respondent shall identify each and provide an explanation for the termination.

B.7.16 Non-Waiver of Rights

Failure of a Party to require performance by another Party under the Contract will not affect the right of such Party to require performance in the future. No delay, failure, or waiver of either Party's exercise or partial exercise of any right or remedy under the Contract shall operate to limit, impair, preclude, cancel, waive or otherwise affect such right or remedy. A waiver by a Party of any breach of any term of the Contract will not be construed as a waiver of any continuing or succeeding breach.

B.7.17 No Waiver of Sovereign Immunity

The Parties expressly agree that no provision of the Contract is in any way intended to constitute a waiver by the CPA or the State of Texas of any immunities from suit or from liability that the CPA or the state may have by operation of law.

B.7.18 Severability

If any provision of the Contract is construed to be illegal or invalid, such construction will not affect the legality or validity of any of its other provisions. The illegal or invalid provision will be deemed severable and stricken from the contract as if it had never been incorporated herein, but all other provisions will continue in full force and effect.

B.7.19 Applicable Law and Venue

The Respondent agrees that the Contract in all respects shall be governed by and construed in accordance with the laws of the State of Texas, except for its provisions regarding conflicts of laws. The Respondent also agrees that the exclusive venue and jurisdiction of any legal action or suit concerning the CPA under this Contract is, and that any such legal action or suit shall be brought, in a court of competent jurisdiction in Travis County, Texas.

B.7.20 Compliance with Laws; Dealing with Public Servants

The Respondent must comply with all applicable laws at all times, including, without limitation, the following: (i) §36.02 of the Texas Penal Code, which prohibits bribery; (ii) §36.09 of the Texas Penal Code, which prohibits the offering or conferring of benefits to public servants; (iii) §2155.003, Gov't Code, which prohibits the chief clerk or any other employee of the CPA from having an interest in, or in any manner be connected with, a contract or bid for a purchase of goods or services by an agency of the state or accept from any person to whom a contract has been awarded anything of value or a promise, obligation, or contract for future reward or compensation.

The Respondent shall give all notices and comply with all laws and regulations applicable to furnishing and performance of the Contract. Except where otherwise expressly required by applicable laws and regulations, CPA shall not be responsible for monitoring Respondent's compliance with any laws or regulations. If Respondent performs any work knowing or having reason to know that it is contrary to laws or regulations, Respondent shall bear all claims, costs, losses and damages caused by, arising out of or resulting therefrom.

B.7.21 Insurance and Other Security

The Respondent represents and warrants that it will obtain and maintain for the term of the Contract all insurance coverage required to ensure proper fulfillment of the Contract and its liabilities thereunder. The Respondent shall insure any of its motor vehicles used to fulfill its duties under the Contract and ensure that its subcontractors do the same. Such insurance shall comply with Texas statutory requirements and also cover any cargo being delivered to Customers.

The Respondent represents and warrants that all of the above coverage will be obtained from companies that are licensed in the state of Texas, have an "A" rating from Best, and are authorized to provide the coverage. The Respondent shall furnish proof of insurance upon request of a Customer or the CPA.

B.7.22 Deceptive Trade Practices; Unfair Business Practices

The Respondent represents and warrants that it has not been the subject of allegations of Deceptive Trade Practices violations under Tex. Bus. & Com. Code, Chapter 17, or allegations of any unfair business practice in any administrative hearing or court suit and that the Respondent has not been found to be liable for such practices in such proceedings. The Respondent certifies that it has no officers who have served as officers of other entities who have been the subject of allegations of Deceptive Trade Practices violations or allegations of any unfair business practices in an administrative hearing or court suit and that such officers have not been found to be liable for such practices in such proceedings.

B.7.23 Immigration

The Contractor represents and warrants that it shall comply with the requirements of the Immigration Reform and Control Act of 1986 and 1990 regarding employment verification and retention of verification forms for any individuals hired on or after November 6, 1986, who will perform any labor or services under the Contract and the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 ("IIRIRA") enacted on September 30, 1996.

B.7.24 Change Management

The Respondent agrees that the key personnel assigned to the Contract shall remain available for the entirety of the project throughout the term of the Contract as long as that individual is employed by the Respondent or unless the CPA agrees to a change in the key personnel.

B.7.25 Federal, State, and Local Requirements

Respondent shall demonstrate on-site compliance with the Federal Tax Reform Act of 1986, Section 1706, amending Section 530 of the Revenue Act of 1978, dealing with issuance of Form W-2's to common law employees. Respondent is responsible for both federal and State unemployment insurance coverage and standard Worker's Compensation insurance coverage. Respondent shall comply with all federal and State tax laws and withholding requirements. The State of Texas shall not be liable to Respondent or its employees for any Unemployment or Workers' Compensation coverage, or federal or State withholding requirements. Contractor shall indemnify the State of Texas and shall pay all costs, penalties, or losses resulting from Respondent's omission or breach of this Section.

B.7.26 No Liability Upon Termination

If this Contract is terminated for any reason, CPA and the State of Texas shall not be liable to Respondent for any damages, claims, losses, or any other amounts arising from or related to any such termination. However, Respondent may be entitled to the remedies provided in Government Code, Chapter 2260.

B.7.27 Felony Criminal Convictions

Respondent represents and warrants that Respondent has not and Respondent's employees have not been convicted of a felony criminal offense, or that, if such a conviction has occurred, Respondent has fully advised CPA as to the facts and circumstances surrounding the conviction. If awarded the contract, Respondent has a continuing duty to amend, supplement or correct this representation and warranty not later than ten (10) days after discovering additional information relating to felony criminal convictions of Respondent or any of its employees. Respondent shall not allow any employee convicted of a felony criminal offense to perform tasks related to the contract without such disclosure and express permission from CPA.

B.7.28 Drug Free Workplace

The contractor shall comply with the applicable provisions of the Drug-Free Work Place Act of 1988 (Public Law 100-690, Title V, Subtitle D; 41 U.S.C. 701 ET SEQ.) and maintain a drug-free work environment; and the final rule, government-wide requirements for drug-free work place (grants), issued by the Office of Management and Budget and the Department of Defense (32 CFR Part 280, Subpart F) to implement the provisions of the Drug-Free Work Place Act of 1988 is incorporated by reference and the contractor shall comply with the relevant provisions thereof, including any amendments to the final rule that may hereafter be issued.

B.7.29 Vendor Performance

In accordance with Texas Government Code, 2155.074 and 2155.75, vendor performance may be used as a factor in the award.

B.7.30 Electronic and Information Resources Accessibility Standards, As Required by 1 TAC Chapter 213 (Applicable to State Agency and Institutions of Higher Education Purchases Only)

(1) Effective September 1, 2006 state agencies and institutions of higher education shall procure products which comply with the State of Texas Accessibility requirements for Electronic and Information Resources specified in 1 TAC Chapter 213 when such products are available in the commercial marketplace or when such products are developed in response to a procurement solicitation.

(2) Respondent shall provide DIR with the URL to its Voluntary Product Accessibility Template (VPAT) for reviewing compliance with the State of Texas Accessibility requirements (based on the federal standards established under Section 508 of the Rehabilitation Act), or indicate that the product/service accessibility information is available from the General Services Administration "Buy Accessible Wizard" (<http://www.buyaccessible.gov>). Respondents not listed with the "Buy Accessible Wizard" or supplying a URL to their VPAT must provide DIR with a report that addresses the same accessibility criteria in substantively the same format. Additional information regarding the "Buy Accessible Wizard" or obtaining a copy of the VPAT is located at <http://www.section508.gov/>.



**Texas Procurement and Support Services (TPASS)
ADDENDUM**

RFP NO:	715-M2	ADDENDUM NO.:	1
RFP Proposal Due Date/Time:	May 9, 2014 at 4:00 pm (Central Time in Austin, TX)		
TPASS PURCHASER:	Melissa McIlroy CTPM, CTCM		

PURPOSE OF ADDENDUM: Questions and Answers

Q: Execution of Proposal: No individual holds 25% ownership or more, though a small group of partnerships and trusts do. Do we need to provide names for those entities?

A: Pursuant to Tx. Family Code §231.006(c), responses must include names and Social Security Numbers of **each person** with at least 25% ownership of the business entity submitting the response. If **any person** meets the 25% ownership criteria, failure to provide the required information will result in disqualification of the bid.

Q: HUB - State of Texas Vendor ID: Does Section A of the Hub Subcontracting Opportunity Notification need to be completed if our organization will not be subcontracting any portion of the contract?

A: NOTE: Responses that do not include a completed HSP shall be rejected pursuant to Texas Gov't Code §2161.252(b).

Q: HSP Good Faith Effort: Does Section B-3 of the HSP Good Faith Effort need to be completed if our organization will not be subcontracting any portion of the contract?

A: Please read the HSP: SELF PERFORMING JUSTIFICATION (If you responded "No" to SECTION 2, Item a, you must complete this SECTION and continue to SECTION 4.)

Q: Pricing Sheet - Line 20: – The categories for service pricing are unfamiliar. Do we need to reply to Line 20?

A: Respondents may bid on a single a few or all categories.

Q: Pricing: Can libraries receive/are they eligible for larger discounts than what is noted on the bid, if we are offering special promotions or programs?

A: Contractors shall provide the same discount to all customers per category. Proposed prices/discounts offered to the State may be considered the Respondent's most favored Customer pricing; however, CPA reserves the right to negotiate pricing. In the event a Contractor offers or provides a decrease in price or increase in discount to its Customers for the same commodities or services, under the same terms and conditions, provided for the State of Texas pursuant to its contract, the Contractor shall provide the same decrease in price or increase in discount for the State of Texas. It is recommended that the Contractor provide said price decrease or discount increase voluntarily.

	S U S A N	TEXAS COMPTROLLER <i>of</i> PUBLIC ACCOUNTS WWW.WINDOW.STATE.TX.US	
	C O M B S		

Q: On the bid form (“pricing sheet”) I see noted for each line’s response “Reference Part A.6.3.” I am having trouble locating this. Unless I’m in the wrong spot, A.6 is “Exclusions” and I do not see a number “3” noted under this section. Please clarify for me. Thanks.

A: A.8 PUBLICATION CATEGORIES Sec A.8.1 Category Line Items

Q: I’d like to clarify with you if we can do this bid: We have supplemental instructional materials which includes some books—can we bid? I wasn’t sure if the books are for library. Also, when looking at the HUB forms, we are not a corporation, we are a limited partnership—do we still fill those forms out? Thank you for your time.

A: I am not able to advise you on participation in the proposal process. We invite all interested parties to take part in the process. However if you bid you must send in all documents required:

NOTE: Responses that do not include a completed HSP shall be rejected pursuant to Texas Gov’t Code §2161.252(b).

Price Sheet Clarification on all line item numbers:

From: Reference Part A.6.3

To: Reference Part A.8.1

THIS ADDENDUM SHALL BE ATTACHED TO AND FORM A PART OF THE REFERENCED RFP AND ANY RESULTING AWARDED CONTRACT

RESPONDENT SHOULD ACKNOWLEDGE RECEIPT OF THIS ADDENDUM, BY SIGNING AND RETURNING WITH RESPONSE, OTHERWISE THE PROPOSAL MAY NOT BE GIVEN CONSIDERATION.

RESPONDENT COMPANY NAME

REPRESENTATIVE SIGNATURE

PRINTED NAME

S U S A N

C O M B S

TEXAS COMPTROLLER *of* PUBLIC ACCOUNTS

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**Texas Procurement and Support Services (TPASS)
ADDENDUM**

RFP NO:	715-M2	ADDENDUM NO.:	2
RFP Proposal Due Date/Time:	May 16, 2014 at 4:00 pm (Central Time in Austin, TX)		
TPASS PURCHASER:	Melissa McIlroy CTPM, CTCM		

PURPOSE OF ADDENDUM: BID OPENING EXTENSION

CHANGE BID OPENING DATE FROM:

RFP Proposal Due Date/Time:	May 9, 2014 at 4:00 pm (Central Time in Austin, TX)
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TO:

RFP Proposal Due Date/Time:	May 16, 2014 at 4:00 pm (Central Time in Austin, TX)
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**THE MANDATORY PRICE SHEET HAS BEEN REVISED AND PLACED ON THE ESBD:
PACKAGE 2**

IF ANY RESPONDENTS HAVE SUBMITTED PROPOSALS **YOU MAY RE-SUBMIT THE PRICE SHEET NO LATER THAN THE REVISED BID OPNEING DATE.**

CLARIFICATIONS:

A.8 PUBLICATION CATEGORIES

Standard Publisher's Editions

A.8.1 CHANGE FROM:

Line Item No. 9: Adult Trade; Fiction/Non-Fiction Hardcover or Paperback

Line Item No. 10: Juvenile Trade; Fiction/Non-Fiction Hardcover or Paperback

Line Item No. 12: Non-Trade Publications

TO:

Line Item No. 9: Adult Trade; Fiction/Non-Fiction Hardbound

Line Item No. 10: Adult Trade; Fiction/Non-Fiction Paperback

Line Item No. 11: Juvenile Trade; Fiction/Non-Fiction Hardbound

Line Item No. 12: Juvenile Trade; Fiction/Non-Fiction Paperback

Line Item No. 14: Non-Trade Publications Hardbound

Line Item No. 15: Non-Trade Publications Paperback

ADDED Line Item No. 27: University Press

CHANGE FROM:

Services

Line Item No. 19: Cataloging Services

Line Item No. 20: On-line Ordering Initial/Renewal Start-up Service

TO:

Line Item No. 21: On-line Ordering Initial/Renewal Start-up Service

Line Item No. 22: Hardbound Cataloging Services

Line Item No. 23: Paperback Cataloging Services

Line Item No. 24: DVD/CD Cataloging Services

Line Item No. 25: MP3 Cataloging Services

Line Item No. 26: Digital Audio/Video Cataloging Services

A.9.1 Cataloging Service:

CHANGE FROM:

Services will be provided at the request of the customer and will be coordinated and mutually agreed upon by both parties.

Respondents pricing for these services must include all incidental costs and be all inclusive, including inside delivery, unloading, shipping, fuel costs, insurance, etc. for the initial term of the contract and all subsequent renewal periods, as exercised.

TO:

Services will be provided at the request of the customer and will be coordinated and mutually agreed upon by both parties.

Respondents pricing for these services must include all incidental costs and be all inclusive, including inside delivery, unloading, shipping, fuel costs, insurance, etc. for the initial term of the contract and all subsequent renewal periods, as exercised.

Respondents may offer a **range** in pricing on the Mandatory Price Sheet.

Questions and Answers

Q1: E-Books are not listed as a category. Would the State please consider adding this product to the scope of the contract and to the Bid Form?

A1: E-Books Category Discount may be considered after further research has been conducted.

Q.2 A.9 CATALOGING

a. Contemporary: Please describe the difference between 2) Plastic Adhesive for Paperbacks and 3) KAPCO-like cover-up.

Change From:

A2: A9: Contemporary:

2. Plastic adhesive for paperbacks
3. KAPCO®-like cover-ups. Re-packaging of audio-visual formats

Change TO:

a. **Contemporary:**

2. **Flexible** adhesive cover for paperbacks
3. **Inflexible** adhesive cover-ups

Q3: General: Are there any participation or usage fees associated with this contract? Fees charged to the Vendor? Fees charged to the participating agencies/libraries?

A3: No this is a CPA Managed Contract without any associated fees.

Q4: Does the State anticipate award to multiple vendors? Is there a limit on the number of awarded vendor positions?

A4: A.18.2 Multiple Awards

The CPA anticipates multiple term contracts may be awarded from this solicitation. The Respondent(s) providing the best value to the State for each NIGP group description may be chosen as the State's primary or "best value vendor" for that group. Additional Respondents may be awarded contracts at the sole discretion of CPA in order to provide product variety.

THIS ADDENDUM SHALL BE ATTACHED TO AND FORM A PART OF THE REFERENCED RFP AND ANY RESULTING AWARDED CONTRACT

RESPONDENT SHOULD ACKNOWLEDGE RECEIPT OF THIS ADDENDUM, BY SIGNING AND RETURNING WITH RESPONSE, OTHERWISE THE PROPOSAL MAY NOT BE GIVEN CONSIDERATION.

RESPONDENT COMPANY NAME

REPRESENTATIVE SIGNATURE

PRINTED NAME

Contract Category No. 715-M2

Publications, Audiovisual Materials, Books And Cataloging Services (Prepared Materials Only)

CATEGORY DISCOUNTS

Category Description	Contractor	Contractor Web Site	K-12 Schools Category Discount %	Academic Institutions Category Discount %	Public Libraries Category Discount %	State Agencies Co-Op Member Category Discount %
Category 1: Music/Audio Compacts Disc Pre-Recorded	Baker & Taylor, LLC	http://www.btol.com	25	25	25	25
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	25	20	25	25
	Midwest Tape, LLC	http://www.midwesttapes.com	20	20	20	20
	Proquest, LLC	www.ingramcontent.com		20		
	Taped Editions, Inc.	http://www.tapeditions.com	5	5	5	5
Category 2: Spoken Word/Audio Compact Disc Pre-Recorded Abridged	Baker & Taylor, LLC	http://www.btol.com	42.5	34	45.5	34
	Brodart Co.	http://www.brodartbooks.com	40	40	40	40
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	45	20	45.5	45
	Proquest, LLC	www.ingramcontent.com		20		
Category 3: Spoken Word/Audio Compact Disc Pre-Recorded Un-Abridged	Baker & Taylor, LLC	http://www.btol.com	42.5	34	45.5	34
	Brodart Co.	http://www.brodartbooks.com	40	40	40	40
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	20	20	20	20
	Proquest, LLC	www.ingramcontent.com		20		
	Taped Editions, Inc.	http://www.tapeditions.com	20	20	20	20
Category 4: Spoken Word/Audio MP3 Format Pre-Recorded Un-Abridged	Baker & Taylor, LLC	http://www.btol.com	42.5	34	45.5	34
	Brodart Co.	http://www.brodartbooks.com	40	40	40	40
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	20	20	20	20
	Midwest Tape, LLC	http://www.midwesttapes.com	20	20	20	20
	Proquest, LLC	www.ingramcontent.com		20		
	Taped Editions, Inc.	http://www.tapeditions.com	20	20	20	20
Category 5: Digital Audio Books	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	20	20	20	20

Contract Category No. 715-M2

Publications, Audiovisual Materials, Books And Cataloging Services (Prepared Materials Only)

CATEGORY DISCOUNTS

Category Description	Contractor	Contractor Web Site	K-12 Schools Category Discount %	Academic Institutions Category Discount %	Public Libraries Category Discount %	State Agencies Co-Op Member Category Discount %
Category 6: Digital Pre-Loaded All-in-One Audio Books	Baker & Taylor, LLC	http://www.btol.com	20	20	20	20
	Brodart Co.	http://www.brodartbooks.com	22	22	22	22
	Findaway World, LLC	http://www.findawayworld.com			25	
	Ingram Library Services LLC	www.ingramcontent.com	20	20	20	20
	Proquest, LLC	www.ingramcontent.com		20		
	Taped Editions, Inc.	http://www.tapeditions.com	17	17	17	17
Category 7: Digital Pre-Loaded All-in-One Audio Book Pack Kits	Findaway World, LLC	http://www.findawayworld.com			10	
	Ingram Library Services LLC	www.ingramcontent.com	20	20	20	20
	Proquest, LLC	www.ingramcontent.com		20		
	Taped Editions, Inc.	http://www.tapeditions.com	16	16	16	16
Category 8: Digital Pre-Loaded	Findaway World, LLC	http://www.findawayworld.com			10	
	Taped Editions, Inc.	http://www.tapeditions.com	16	16	16	16
Category 9: Adult Trade Fiction/Non-Fiction Hardbound	Baker & Taylor, LLC	http://www.btol.com	42.5	40	46.5	40
	Brodart Co.	http://www.brodartbooks.com	46.5	46.5	46.5	46.5
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	38	20	47	38
	Midwest Library Service	http://www.midwestls.com	33	33	33	33
	Proquest, LLC	www.ingramcontent.com		20		
	Textbook Warehouse	https://www.tbwarehouse.com	37	37	37	37
Category 10: Adult Trade Fiction/Non-Fiction Paperback	Baker & Taylor, LLC	http://www.btol.com	30	20	40.5	40.5
	Brodart Co.	http://www.brodartbooks.com	40	40	40	40
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	36	20	41	41
	Midwest Library Service	http://www.midwestls.com	33	33	33	33
	Proquest, LLC	www.ingramcontent.com		20		
	Textbook Warehouse	https://www.tbwarehouse.com	37	37	37	37

Contract Category No. 715-M2

Publications, Audiovisual Materials, Books And Cataloging Services (Prepared Materials Only)

CATEGORY DISCOUNTS

Category Description	Contractor	Contractor Web Site	K-12 Schools Category Discount %	Academic Institutions Category Discount %	Public Libraries Category Discount %	State Agencies Co-Op Member Category Discount %
Category 11: Juvenile Trade Fiction/Non-Fiction Hardbound	Baker & Taylor, LLC	http://www.btol.com	42.5	40	46.5	40
	Brodart Co.	http://www.brodartbooks.com	46.5	46.5	46.5	46.5
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	38	20	47	38
	Midwest Library Service	http://www.midwestls.com	33	33	33	33
	Proquest, LLC	www.ingramcontent.com		20		
	Textbook Warehouse	https://www.tbwarehouse.com	37	37	37	37
Category 12: Juvenile Trade Fiction/Non-Fiction Paperback	Baker & Taylor, LLC	http://www.btol.com	30	20	40.5	20
	Brodart Co.	http://www.brodartbooks.com	40	40	40	40
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	36	20	41	36
	Midwest Library Service	http://www.midwestls.com	33	33	33	33
	Proquest, LLC	www.ingramcontent.com		20		
	Textbook Warehouse	https://www.tbwarehouse.com	37	37	37	37
Category 13: Mass Market Paperback Rack	Baker & Taylor, LLC	http://www.btol.com	30	20	40.5	20
	Brodart Co.	http://www.brodartbooks.com	40	40	40	40
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	36	20	41	36
	Midwest Library Service	http://www.midwestls.com	10	10	10	10
	Proquest, LLC	www.ingramcontent.com		20		
	Textbook Warehouse	https://www.tbwarehouse.com	37	37	37	37

Contract Category No. 715-M2

Publications, Audiovisual Materials, Books And Cataloging Services (Prepared Materials Only)

CATEGORY DISCOUNTS

Category Description	Contractor	Contractor Web Site	K-12 Schools Category Discount %	Academic Institutions Category Discount %	Public Libraries Category Discount %	State Agencies Co-Op Member Category Discount %
Category 14: Non-Trade Publication Hardbound	Baker & Taylor, LLC	http://www.btol.com	7.5	20	8	20
	Brodart Co.	http://www.brodartbooks.com	12	12	12	12
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	10	20	10	10
	Midwest Library Service	http://www.midwestls.com	15	15	15	15
	Proquest, LLC	www.ingramcontent.com		20		
Category 15: Non-Trade Publications Paperback	Baker & Taylor, LLC	http://www.btol.com	7.5	20	8	20
	Brodart Co.	http://www.brodartbooks.com	12	12	12	12
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	10	20	10	10
	Midwest Library Service	http://www.midwestls.com	15	15	15	15
	Proquest, LLC	www.ingramcontent.com		20		
Category 16: Audiovisual DVD Pre-Recorded Feature/Non-Feature Films	Baker & Taylor, LLC	http://www.btol.com	28.5	28.5	28.5	28.5
	Ingram Library Services LLC	www.ingramcontent.com	25	20	31.5	25
	Midwest Tape, LLC	http://www.midwesttapes.com	20	20	20	20
	Proquest, LLC	www.ingramcontent.com		20		
Category 17: Adult Library Library Bound Fiction/Non-Fiction	Baker And Taylor, Inc.	http://www.btol.com	23	20	21.5	20
	Brodart Co.	http://www.brodartbooks.com	23	23	23	23
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	10	20	15.5	10
	Midwest Library Service	http://www.midwesttapes.com	20	20	20	20
	Proquest, LLC	www.ingramcontent.com		20		
Category 18: Juvenile Library Bound Fiction/Non-Fiction	Baker & Taylor, LLC	http://www.btol.com	23	20	21.5	20
	Brodart Co.	http://www.brodartbooks.com	23	23	23	23
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	10	20	15.5	10
	Midwest Library Service	http://www.midwestls.com	20	20	20	20
	Proquest, LLC	www.ingramcontent.com		20		

Contract Category No. 715-M2

Publications, Audiovisual Materials, Books And Cataloging Services (Prepared Materials Only)

CATEGORY DISCOUNTS

Category Description	Contractor	Contractor Web Site	K-12 Schools Category Discount %	Academic Institutions Category Discount %	Public Libraries Category Discount %	State Agencies Co-Op Member Category Discount %
Category 19: Pre-Bound Hardbound	Baker & Taylor, LLC	http://www.btol.com	25		10	
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	38	20	30	38
	Midwest Library Service	http://www.midwestls.com	10	10	10	10
	Proquest, LLC	www.ingramcontent.com		20		
	Textbook Warehouse	https://www.tbwarehouse.com	37	37	37	37
Category 20: Pre-Bound Paperback	Baker & Taylor, LLC	http://www.btol.com	25		10	
	Brodart Co.	http://www.brodartbooks.com	23	23	23	23
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services LLC	www.ingramcontent.com	36	20	41	36
	Midwest Library Service	http://www.midwestls.com	10	10	10	10
	Proquest, LLC	www.ingramcontent.com		20		
Category 21: University Press	Textbook Warehouse	https://www.tbwarehouse.com	37	37	37	37
	Baker & Taylor, LLC	http://www.btol.com	7.5	20	8	20
	Ingram Library Services LLC	http://www.brodartbooks.com	12	12	12	12
	Complete Book & Media Supply, Inc.	https://www.completebook.com	Average 5%: Trade up to 45%: Qty. Discounts may apply			
	Ingram Library Services Inc	www.ingramcontent.com	10	20	10	10
	Midwest Library Service	http://www.midwestls.com	15	15	15	15
	Proquest, LLC	www.ingramcontent.com		20		

CPA Statewide Procurement Division

Contract Category No. 715-M2

Publications, Audiovisual Materials, Books And Cataloging Services (Prepared Materials Only)

SERVICES

Service Description	CONTRACTOR	UOM	Contemporary Service	Trend Service	Minimal Service	Level 1 Service	Level 2 Service	Level 3 Service
Hardbound Cataloging Services	Baker And Taylor, Inc.	Each	\$1.78	\$1.48	\$0.25	N/A		
	Brodart Co., By Nubro Inc., General Part	Each	\$1.45 - \$4.05	\$1.10 - \$4.50	\$0.25	\$1.50	\$1.50	N/A
	Ingram Library Services Inc	Each	\$1.66	\$1.53	\$0.25	\$0.25	\$0.25	\$1.20
	Midwest Library Service	Each	\$3.20	\$3.00	\$0.75	\$0.00	\$0.75	\$0.45
	Midwest Tape, LLC.	Each	No Charge					
	Proquest, LLC	Each	\$1.41	\$1.28	\$1.00 - \$20.00	\$0.00 - \$1.00	\$1.20	3.15
Paperback Cataloging Services	Baker And Taylor, Inc.	Each	\$2.14	\$1.84	\$0.25	N/A		
	Brodart Co.	Each	\$3.45	\$3.10	\$0.25	\$1.50	\$1.50	N/A
	Ingram Library Services Inc	Each	\$2.80	\$2.67	\$0.25	\$0.25	\$0.25	\$1.20
	Midwest Library Service	Each	\$4.25	\$4.05	\$0.75	\$0.00	\$0.75	\$0.45
	Midwest Tape, LLC	Each	No Charge					
	Proquest, LLC	Each	\$2.51	\$2.42	\$1.00 - \$20.00	0.00-1.00	\$1.20	N/A
DVD/CD Cataloging Services	Baker And Taylor, Inc.	Each	\$2.68	\$2.58	\$0.40	N/A		
	Ingram Library Services Inc	Each	\$2.60	\$2.65	\$0.25	\$0.25	\$1.20	\$1.20
	Midwest Tape, LLC	Each	\$0.00	\$3.75	\$0.00	\$0.25	\$1.20	\$6.50
MP3 Cataloging Services	Baker And Taylor, Inc.	Each	\$3.74	\$3.44	\$0.25	N/A		
	Ingram Library Services Inc	Each	\$2.60	\$2.65	\$0.25	\$0.25	\$1.20	\$1.20
	Midwest Tape, LLC	Each	\$0.00	\$3.75	\$0.00	\$0.25	\$1.20	\$6.50
Digital Audio /Video Cataloging Services	Baker And Taylor, Inc.	Each	N/A	N/A	\$0.00	No Charge	N/A	
	Findaway World, LLC	Each	N/A		\$0.99	N/A		
	Midwest Tape, LLC	Each	No Charge					

N/A = Not Available

No Charge = No Additonal Charge

CPA Statewide Procurement Division

Contract Category No. 715-M2

Publications, Audiovisual Materials, Books And Cataloging Services (Prepared Materials Only)

SERVICE DESCRIPTIONS

Cataloging Services:

a. Contemporary

1. Mylar jacket for dust covers
2. Flexible adhesive cover for paperbacks
3. Inflexible adhesive cover-ups
4. Re-packaging of audio-visual formats
5. Security strip inserted
6. Barcode affixed to customer's specifications
7. Spine label with Dewey or local call number attached
8. Complete Machine Readable Cataloging (MARC) bibliographic record

b. Trend:

1. Mylar jacket for dust covers
2. Plastic adhesive for paperbacks
3. Re-packaging of audio-visual formats
4. RFID device programmed and attached
5. Spine label with Dewey or local call number attached
6. Complete MARC bibliographic record

c. Minimal: Complete MARC bibliographic record

Cataloging Levels:

a. Level 1: No Customized Service

b. Level 2: Item Conversion Only

No cataloging required.

Requires the online linking of item level, copy specific information to existing appropriate bibliographic records.

May involve adding an additional ISBN so that a paperback edition may be added to MARC record.

c. Level 3: No Charge

Contractor's catalogers will overlay a brief order record with a fully cataloged bibliographic record, using either OCLC or the Contractor's own bibliographic utility as the source of the record.

Contractor will also perform item conversion.

Electronic on-line ordering:

May include but not be limited to the following:

a. Real time inventory counts

b. Ability to build, manage, edit and archive selection lists or Book Carts and to export these lists in MARC format for import into local systems.

c. Searching capabilities by:

1. Title
2. Author
3. Dewey
4. ISBN/ISSN
5. Publisher
6. Series
7. Keyword
8. Duplicate Check
9. Subject
10. Category

d. Clear descriptions of publication availability

1. Backordered(BO)
2. Not Yet Published (NYP)
3. Out of Print (OP)
4. Out of Stock (OS)



September 21, 2017

City of League City Manager
Helen Hall Library
City of League City
100 W. Walker Street
League City, TX 77573

RE: Terms and Conditions of Sale available from Baker & Taylor, Inc.

Dear Sir or Madam:

Baker & Taylor is pleased to provide this letter outlining discount terms and conditions of sale currently available to the Helen Hall Library.

Books and Spoken Word Audio Materials

Baker & Taylor, Inc. is pleased to outline the discount terms and conditions of sale available to the Helen Hall Library. **Attachment A** provides a discount outline for each product category offered by Baker & Taylor for firm order books and spoken word audio materials. **Attachment A-1** provides a discount outline for each product category offered by Baker & Taylor for Continuation Services.

Please see Attachment B for Category Definitions, which will list the Category Number which corresponds to the discount categories (and number) as listed on Attachments A and A-1. This will clarify to the Helen Hall Library what criteria is used to classify a particular book category by Baker & Taylor, and how they relate to the discounts outlined.

"Baker & Taylor's Enhanced Services Program" (Attachment C) describes in detail a valuable service that will save time and money when procuring titles from small and hard to find publishers. By utilizing B&T's vast publisher and title database, the library can purchase a wide variety of low demand and small print run titles from associations and limited edition, prepayment, and non-returnable publishers. These titles will be invoiced at list price plus \$4.95/unit.

Shipping (Books and Spoken Word Audio)

Delivery of books and spoken word audio materials to the Helen Hall Library will be F.O.B. Destination, Free Shipping from your primary Baker & Taylor Service Center in Commerce, GA.

Shipping (Continuation Services)

Delivery of books and spoken word audio materials to the Helen Hall Library will be F.O.B. Destination, Free Shipping from your primary Baker & Taylor Service Center in Commerce, Georgia.

A transportation surcharge of 1.0% per invoice total (excluding cataloging and processing fees) for continuation services materials will appear as a separate line item on each invoice. The minimum fee will be \$1.00 per invoice and the maximum will be \$25.00 per invoice.

Customer Service (Books and Spoken Word Audio)

Your Customer Service Representative, **Cretia Fitzpatrick**, is available to answer any questions you may have and can be reached at **(800) 775-1200 ext. 2264**.

Customer Service (Continuation Services)

Your Customer Service Representative, **Jennifer Kennedy**, is available to answer any questions you may have and can be reached at **(800) 775-3600 ext. 7293**.

Audiovisual Materials

Audiovisual materials ordered through Baker & Taylor will receive the following terms:

Music Compact Discs..... 25.0 %

DVD / Blu-Ray 28.5 %

List prices are manufacturer's suggested list prices, where available. Where no list price is supplied by the manufacturer, a list price will be assigned by Baker & Taylor. Titles receiving minimal discount or which have supplier restrictions, or titles from small, specialty vendors will be invoiced at manufacturer's suggested retail price.

Shipping

Delivery for Music Compact Disc and DVD orders will be FOB Destination, Free Shipping from your Baker & Taylor Service Center.

Customer Service (AV Materials)

Your Customer Service Representative, **Vicki Doherty**, is available to answer any questions you may have and can be reached at **(800) 775-2600 ext. 2046**.

Additional Information

Baker & Taylor will accept the authorized return of items that are damaged, defective (i.e. publisher's defects), or incorrectly shipped. Please see the attached **Baker & Taylor Returns Policies** for detailed information on credits and returns.

Baker & Taylor's payment terms are Net 30 days from the date of invoice.

Your Sales Representative, **Tammy Roberts**, will be able to assist you on a local basis to insure accurate order and service fulfillment. **Tammy** can be reached by calling **(800) 775-7930, ext. 1270**.

Thank you for your consideration of Baker & Taylor's service. Should you require further information regarding any of our products and services, please do not hesitate to contact me at **(800) 775-1800, ext. 3248**.

Sincerely,


Jennifer Rhyne
Sr. Pricing Analyst

Attachment A

Baker & Taylor
Discount Terms and Conditions of Sale (Firm Order Print Book)
Helen Hall Public Library
League City, TX

Baker & Taylor is pleased to offer the discount terms and conditions contained in this Attachment A. The pricing grid below provides discounts for each product category offered by Baker & Taylor.

Product Category	Category Definition (a)	Price Indicator	Discount
I.	Adult Trade Hardcover Editions (Popular Fiction & Non-Fiction, and may include some spoken word audio)	0 - (zero) (Hardcover Trade Editions) C - (Hardcover Computer Books)	46.5%
II.	Juvenile Trade Hardcover Editions (Popular Fiction & Non-Fiction)	J	46.5%
III.	Adult Quality Paperback Editions (Popular Fiction & Non-Fiction)	B - (Paperback Trade Editions) C - (Paperback Computer Books)	40.5%
IV.	Juvenile Quality Paperback Editions (Popular Fiction & Non-Fiction)	G	40.5%
V.	Mass Market Paperback Editions	P	40.5%
VI.	Single Edition Reinforced (Juvenile)	R	21.5%
VII.	Publisher's Library Edition (Juvenile)	Z	21.5%
VIII.	University Press Trade Editions (may be of any binding and include some spoken word audio)	A	8.0 %
IX.	Text, Technical, Reference, Professional Medical, Small Press, some University Press titles (excluding University Press Trade Editions) and/or Titles of Limited Demand (may be of any binding and include some spoken word audio)	S/X/N - (Text, Technical, or Reference Editions) L - (Hardcover Editions from Small Press and Hardcover Titles of Limited Demand—primarily Adult) 7 - (Hardcover Titles of Limited Demand—primarily Juvenile) M - (Paperback Editions from Small Press and Paperback Titles of Limited Demand—primarily Adult) 1 - (Paperback Titles of Limited Demand—primarily Juvenile) T/U/V/W/4/Letter O - (Specialty Textbooks) 5/6/B - (Professional Medical Titles)	<div style="display: flex; justify-content: space-between;"> <div> S = 8.0 % X = 8.0 % N = 8.0 % (b) L = 8.0 % (c)(d) 7 = 46.5% (d) M = 8.0 % (c)(d) 1 = 40.5% (d) T = 8.0 % U = 8.0 % V = 8.0 % W = 8.0 % </div> <div> 4 = 8.0% Letter O = 8.0 % 5 = 8.0 % 6 = 8.0 % 8 = 8.0 % </div> </div>
X.	Imported English and Non-English Language Editions	F/K/3	F = 0.0 % K = 8.0 % 3 = 8.0 %
XI.	Enhanced Service Program	Y / Q	Q = 8.0% Y = 0.0 % plus \$6.50/unit (e)
XII.	Spoken Word Audio	H	45.5%
XIII.	Board Books	I	Hardcover = 46.5% Paperback = 40.5%
XIV.	Novelty Items/Activity Books	I	Hardcover = 46.5% Paperback = 40.5%
XV.	Special Programs, such as: - PawPrints Editions - Turtleback Editions - Playaway Audio Editions	D E All Playaway Audio editions	D = 10.0 % E = 10.0 % 20.0%

(a) Please see Attachment B for full category definitions, which are attached hereto and incorporated herein by reference. Materials produced for TextStream print-on-demand services may fall into any category.

**Baker & Taylor
Discount Terms and Conditions of Sale**

- (b) Titles which receive minimal publisher discount will be invoiced at 8.0%.
- (c) Represents publishers with limited sales volume, based upon a semi-annual review. These titles may be of any binding type or publisher of origin.
- (d) Represents individual titles which do not qualify for preferred stock status (based upon a quarterly review) and individual titles which qualify for preferred stock status, but have limited demand (calculated over a rolling 12 month period). These titles may be of any binding type or publisher of origin.
- (e) Titles where Baker & Taylor receives no discount from the publisher or prepayment is required by the publisher or publishers whose titles have limited demand and/or non-commercial publishers will be invoiced at list price plus \$6.50/unit service charge.

Also, please note that:

- Publisher's list price is subject to change without notice.
- Except where otherwise noted, book discounts are applied to current publisher's list price at the time of shipment.
- Baker & Taylor reserves the sole right to be the final determinant of product categories, category definitions and price indicators. The discounts vary based on this determination.
- Titles are categorized by Baker & Taylor for pricing purposes by considering the binding, general marketing categories, demand for certain titles, preferred stock status, cost of acquisition, cost of distribution, and the size or type of publisher, as well as factors related to relationships with publishers such as shipping terms, payment terms, publisher's discount, returnability to publishers and other factors.
- Product categories, category definitions and price indicators are subject to change at Baker & Taylor's sole discretion, without notice, based upon the above-described factors for categorizing titles.
- For domestic titles where no publisher list price is assigned by the publisher, Baker & Taylor will assign such titles a price in its electronic catalog which is based upon Baker & Taylor's estimate of market conditions.
- For imported titles where no publisher list price is assigned by the publisher for the U.S. market, Baker & Taylor will assign such titles a U.S. dollar price in its electronic catalog which is based upon Baker & Taylor's estimate of market conditions.
- For PawPrints editions, Baker & Taylor will assign such titles a price in its electronic catalog which is based upon Baker & Taylor's estimate of market conditions.
- Titles of limited demand or from small or specialty publishers generally are included in Product Category IX or Product Category XI.
- The discount terms and conditions in this Attachment A do not apply to Baker & Taylor's Continuation Services or Approval Programs.
- Baker & Taylor provides an invoice that identifies the publisher's current list price, the discount offered, and the exact price charged for each title ordered.

Baker & Taylor
Discount Terms and Conditions of Sale (Continuation Services)
Helen Hall Public Library
League City, TX

Baker & Taylor is pleased to offer the discount terms and conditions contained in this Attachment A-1. The pricing grid below provides discounts for each product category offered by Baker & Taylor.

Product Category	Category Definition (a)	Price Indicator	Discount	
I.	Adult Trade Hardcover Editions (Popular Fiction & Non-Fiction, and may include some spoken word audio)	0 - (zero) (Hardcover Trade Editions) C - (Hardcover Computer Books)	35.0%	
II.	Juvenile Trade Hardcover Editions (Popular Fiction & Non-Fiction)	J	35.0%	
III.	Adult Quality Paperback Editions (Popular Fiction & Non-Fiction)	B - (Paperback Trade Editions) C - (Paperback Computer Books)	35.0%	
IV.	Juvenile Quality Paperback Editions (Popular Fiction & Non-Fiction)	G	35.0%	
V.	Mass Market Paperback Editions	P	35.0%	
VI.	Single Edition Reinforced (Juvenile)	R	5.0%	
VII.	Publisher's Library Edition (Juvenile)	Z	5.0%	
VIII.	University Press Trade Editions (may be of any binding and include some spoken word audio)	A	5.0%	
IX.	Text, Technical, Reference, Professional Medical, Small Press, some University Press titles (excluding University Press Trade Editions) and/or Titles of Limited Demand (may be of any binding and include some spoken word audio)	S/X/N - (Text, Technical, or Reference Editions) L - (Hardcover Editions from Small Press and Hardcover Titles of Limited Demand—primarily Adult) 7 - (Hardcover Titles of Limited Demand—primarily Juvenile) M - (Paperback Editions from Small Press and Paperback Titles of Limited Demand—primarily Adult) 1 - (Paperback Titles of Limited Demand—primarily Juvenile) T/U/V/W/4/Letter O - (Specialty Textbooks) 5/6/8 - (Professional Medical Titles)	S = 5.0 % X = 5.0 % N = 0.0 % (b) L = 5.0 % (c)(d) 7 = 35.0% (d) M = 5.0 % (c)(d) 1 = 35.0% (d) T = 0.0 % U = 5.0 % V = 5.0 % W = 0.0 %	4 = 5.0% Letter O = 58.0 % 5 = 0.0 % 6 = 5.0 % 8 = 5.0 %
X.	Imported English and Non-English Language Editions	F/K/3	F = 0.0 % K = 5.0 % 3 = 5.0 %	
XI.	Enhanced Service Program	Y / Q	0.0 % plus \$4.95/unit (e)	
XII.	Spoken Word Audio	H	N/A	
XIII.	Board Books	I	5.0%	
XIV.	Novelty Items/Activity Books	I	5.0%	
XV.	Special Programs, such as: - PawPrints Editions - Turtleback Editions	D E	N/A	

(a) Please see Attachment B for full category definitions, which are attached hereto and incorporated herein by reference. Materials produced for TextStream print-on-demand services may fall into any category.

Baker & Taylor
Discount Terms and Conditions of Sale

- (b) Titles which receive minimal publisher discount will be invoiced at publisher's list price.
- (c) Represents publishers with limited sales volume, based upon a semi-annual review. These titles may be of any binding type or publisher of origin.
- (d) Represents individual titles which do not qualify for preferred stock status (based upon a quarterly review) and individual titles which qualify for preferred stock status, but have limited demand (calculated over a rolling 12 month period). These titles may be of any binding type or publisher of origin.
- (e) Titles where Baker & Taylor receives no discount from the publisher or prepayment is required by the publisher or publishers whose titles have limited demand and/or non-commercial publishers will be invoiced at list price plus \$4.95/unit service charge.

Also, please note that:

- Publisher's list price is subject to change without notice.
- Except where otherwise noted, book discounts are applied to current publisher's list price at the time of shipment.
- Baker & Taylor reserves the sole right to be the final determinant of product categories, category definitions and price indicators. The discounts vary based on this determination.
- Titles are categorized by Baker & Taylor for pricing purposes by considering the binding, general marketing categories, demand for certain titles, preferred stock status, cost of acquisition, cost of distribution, and the size or type of publisher, as well as factors related to relationships with publishers such as shipping terms, payment terms, publisher's discount, returnability to publishers and other factors.
- Product categories, category definitions and price indicators are subject to change at Baker & Taylor's sole discretion, without notice, based upon the above-described factors for categorizing titles.
- For domestic titles where no publisher list price is assigned by the publisher, Baker & Taylor will assign such titles a price in its electronic catalog which is based upon Baker & Taylor's estimate of market conditions.
- For imported titles where no publisher list price is assigned by the publisher for the U.S. market, Baker & Taylor will assign such titles a U.S. dollar price in its electronic catalog which is based upon Baker & Taylor's estimate of market conditions.
- For PawPrints editions, Baker & Taylor will assign such titles a price in its electronic catalog which is based upon Baker & Taylor's estimate of market conditions.
- Titles of limited demand or from small or specialty publishers generally are included in Product Category IX or Product Category XI.
- The discount terms and conditions in this Attachment A-1 do not apply to Baker & Taylor's Approval Programs.
- Baker & Taylor provides an invoice that identifies the publisher's current list price, the discount offered, and the exact price charged for each title ordered.

Category Definitions

- I. **Adult Trade Hardcover Editions (O, C)** *(may include some spoken word audio materials)*
High demand materials from widely distributed publishers designed for the general consumer, usually dealing with a subject matter having broad mass appeal. These titles are typically released in hardback and can be either fiction or current non-fiction. Publisher promotional/media expenditures and print runs are customarily higher for these titles than for most others. Inventory is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a trade edition would be: 14th Deadly Sin by James Patterson, ISBN: 9780316404021.
- II. **Juvenile Trade Hardcover Editions (J)**
High demand, juvenile materials from widely distributed publishers designed for the general consumer, usually dealing with a subject matter having broad mass appeal. These titles are typically released in hardback and can be either fiction or current non-fiction. Publisher promotional/media expenditures and print runs are customarily higher for these titles than for most others. Inventory is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a trade edition would be: Are You Ready to Play Outside by Mo Willems, ISBN: 9781423113478.
- III. **Adult Quality Paperback Editions (B, C)**
High demand paperback materials from widely distributed publishers, other than the standard rack size paperback, typically found in bookstores and other retail outlets. Inventory is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a quality paperback would be: The Boys in the Boat by Daniel Brown, ISBN 9780143125471.
- IV. **Juvenile Quality Paperback Editions (G)**
High demand, juvenile paperback materials from widely distributed publishers, other than the standard rack size paperback, typically found in bookstores and other retail outlets. Inventory is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a quality paperback would be: Tuck Everlasting by Natalie Babbitt, ISBN: 9780312369811.
- V. **Mass Market Paperback Editions (P)**
A standard rack size paperback typically found in bookstores or other retail outlets. An example of a mass market paperback would be: The City of Ember by Jeanne Duprau, ISBN: 9780375822742.
- VI. **Single Edition Reinforced (R)**
A high quality binding designed to provide a long shelf life in a heavy use environment. Although the binding is fanned and glued it may not be sewn, which is typically found in the publisher library edition. Subject content can include both fictional and non-fiction works appealing to juveniles as well as adults. These bindings are identified by the publisher to Baker & Taylor. An example of a single edition reinforced binding would be: Because of Winn Dixie by Kate DiCamillo, ISBN 9780763650070.
- VII. **Publisher Library Editions (Z)**
Fiction as well as non-fiction materials appealing to both juveniles and adults, designed with the rugged durability required of the environment typically found in a library setting. Publisher Library Editions are traditionally of the highest quality, usually fanned, sewn and glued to provide the greatest possible shelf life of any binding. These bindings are identified by the publisher to Baker & Taylor. An example of a publisher library edition would be: Curious George Visits the Library by Margaret Rey, ISBN: 9781599614199.
- VIII. **University Press Trade Editions (A)** *(may include some spoken word audio materials)*
This category would include any University Press Trade Editions, both adult and juvenile, and are subject to publisher reclassification. An example of a university press trade edition would be: Alexander McQueen: Savage Beauty by Andrew Bolton, ISBN: 9780300169782.
- IX. **Text, Technical, Reference, Small Press, and/or Titles of Limited Demand (S, X, N, L, M, V, T, U, W, Letter O, 1, 4, 5, 6, 7, 8)**
Category of materials includes, but is not limited to, text, technical, reference, professional medical, small press, and some university press titles (excluding University Press Trade Editions). It includes titles purchased from publishers on a non-returnable basis, those publishers that extend little discount to Baker & Taylor, and publishers whose titles have limited sales volume based upon a semi-annual review.

It includes individual titles which do not qualify for preferred stock status (based upon a quarterly review) and individual titles which qualify for preferred stock status, but have limited demand (calculated over a rolling 12 month period). Additionally, any publisher which is not in compliance with some of Baker & Taylor's purchasing requirements could be in this category. Materials in this category are both adult and juvenile, may be of any binding and may include some spoken word audio materials.

Examples within this category would be: The Merck Index, ISBN: 9781849736701, Strategies That Work, ISBN: 9781571104816, Beauty and the Beast, ISBN: 9781566563871, Generals of the Bulge: Leadership in the U.S. Army's Greatest Battle, ISBN 9780811711999, Frankie Works the Night Shift, ISBN 9780060090951, and Floods, ISBN 9781624030031.
- X. **Imported English and Non-English Language Editions (F,K,3)**
Titles produced and distributed outside of the domestic US. These titles may be of any binding type and represent various publishers. An example would be El Angel Caldo by Nalini Singh, ISBN 9788490625224.
- XI. **Enhanced Service Program Titles (Y/Q)**
This category includes materials where Baker & Taylor receives no discount from the publisher, or prepayment is required by the publisher, or publishers which have restrictions on returns, or books of small or non-commercial publishers with limited sales volume based upon a semi-annual review. Any publisher which is not in compliance with Baker & Taylor's purchasing requirements would be in this category. Materials in this category may be of any binding. These titles will receive no discount and are subject to a service charge. An example within this category would be: Business Income Coverage Guide, ISBN: 9781941627532.
- XII. **Spoken Word Audio (H)**
Materials designed for the general consumer, usually dealing with a subject matter having broad mass appeal. These titles can be either fiction or current non-fiction. An example of a spoken word audio edition would be: The Complete Sherlock Holmes by Sir Arthur Conan Doyle, ISBN: 9781491542286.
- XIII. **Board Books (I)**
Durable materials from widely distributed domestic publishers designed for young children; pages are manufactured of heavy gauge cardboard to prevent tearing. These editions typically feature few pages, simple themes and colorful illustrations or photographs. An example of a board book would be: Runaway Bunny by Margaret Wise Brown, ISBN: 9780061074295.
- XIV. **Novelty Items/Activity Books (Y)**
Specially packaged gift set or novelty item related to a book product or attached as an accessory to a book product. These items would include a book with toy, rag books, washable cloth books, books with accessories or kits, electronic sound books, sticker books, tracing books or coloring books. This category also includes any non-book merchandise such as model kits, hobby kits, flash cards or jigsaw puzzles. An example of an item in this category would be: Very Hungry Caterpillar Cookbook & Cookie Cutters Kit by Lara Starr, ISBN 9781452125527.
- XV. **Special Programs (D and E as indicated in Attachment A)**
Programs, formats, or editions offered only by Baker & Taylor or not included in any other category. These programs include but may not be limited to PawPrints and Turtleback editions. Examples of items in this category would be: Clifford's Valentines Day by Norman Bridwell, ISBN 9781435201736 (PawPrints prebound edition) and Junie B. Jones Is Captain Field Day by Barbara Park, ISBN 9780613337670 (Turtleback prebound edition).

Enhanced Services Program

Baker & Taylor is pleased to provide a service that will save your library time and money when procuring titles from small and hard to find publishers. By utilizing B&T's vast publisher and title database, the library can purchase a wide variety of low demand and small print run titles from associations and limited edition, prepayment, and non-returnable publishers.

Baker & Taylor's Enhanced Services Program (ESP) provides the library with access millions of active book titles representing over 75,000 imprints. This breadth of coverage is greater than that of any other book industry wholesaler.

The ESP program builds on Baker & Taylor's already outstanding publisher relations by:

- Expanding our vendor relations team responsible for the follow-up of all publisher orders, improving the speed of delivery of all titles to the library;
- Widening our publisher base to include hundreds of small non-commercial publishers formerly considered apply direct by the book industry; and
- Increasing our reporting capabilities by providing order status reports for 100% of all titles not yet published, and by supplying anticipated publication release dates for all out-of-stock items.

In order to provide these enhanced title acquisition services, Baker & Taylor will apply a service charge to qualifying titles. Material where Baker & Taylor receives no discount from the publisher, or where prepayment is required by the publisher, or books of small, limited in-demand and/or non-commercial publishers will be invoiced at list price plus the \$4.95 per unit surcharge. For libraries concerned about purchasing these types of titles, B&T's Title Source can assist the librarian in researching a particular item's category and format. Surcharge titles will appear with a Y or Q in the discount code field. Additionally, you may contact your Customer Service representative or Information Services via phone, fax, or e-mail (btinfo@baker-taylor.com) to determine surcharge titles before placing an order.

As a convenience to the library, B&T can exclude these titles from all orders by adjusting the library's account profile setup. Please contact your Customer Service Representative for additional information.

Institutional Returns Policy
(Revised July 2015)

The following guidelines are required to ensure prompt handling of your return. All product returns (excluding Book Leasing programs) require prior authorization from a Customer Service Representative. *You may contact your appropriate representative via the toll-free number listed on your packing list.*

How to Obtain Return Authorization

Please use the Return Authorization Form from your shipment's packing list to make all returns. Contact your Customer Service Representative for return authorization. ***All claims must be made within 45 days from the date of invoice.***

1. When calling for return authorization, please have the following information available:
 - A. Return Authorization Form
 - B. Your account number and ATS# from the shipment's packing list (located mid-page under the Return Authorization Form explanation)
 - C. Reason for the claim/return
 - D. Action being requested -
 1. Replacement of product
 2. Credit to your account; no replacement product necessary
2. Your Customer Service Representative will assign your return an authorization number (RTA#). To expedite the process, please clearly mark the RTA# on the Return Authorization Form and on the outside of the carton in the upper right corner from the shipping label.
3. Make your return via an insured and traceable carrier; Baker & Taylor is not liable for returns lost in transit.
4. ***Products incorrectly shipped by Baker & Taylor may be returned with authorization within 45 days of the product's date of invoice.*** Product(s) meeting the definition of Publisher defective may be returned with prior authorization within six months of the product's date of invoice. Products purchased with value-added processing services which have been shipped as ordered are considered non-returnable.

DAMAGED SHIPMENTS: If you receive a damaged carton(s) which resulted in damaged product(s), please hold the product(s) and save the carton for Carrier inspection. If the damage is visible at the time of delivery, bring it to the Carrier's attention and note it on the Bill of Lading. Then, contact your Baker & Taylor Customer Service Representative via the toll-free number listed on the packing list.

CLAIMING SHORTAGES: Please check your packing list or invoice before claiming shortages. ***All claims must be made within 45 days from the product's invoice date.*** Please ensure you have received all cartons of a shipment prior to signing for receipt from the Carrier. Cartons you have signed for as received from the Carrier are not claimable as shortages from Baker & Taylor.

INTERNATIONAL CUSTOMERS ONLY: For information on making returns of damaged, defective, or incorrect products, please contact your local International Sales Office or our International Customer Service Department (Internationallibrarycustomerservice@baker-taylor.com). You may also refer to the website

http://www.btol.com/international/libraries/details.cfm?sideMenu=Contact%20Us&home=home_help_details.cfm&ctx=1

All returns should be sent to:

Baker & Taylor Returns Center
Department R
251 Mt. Olive Church Road
Commerce, GA 30599

Library & Education Account Audio/Video Product Returns Policy

The following guidelines are required to ensure the prompt handling of your Audio / Video (AV) returns; Music CD, DVD and Blu Ray product. All AV product returns (excluding DVD lease return product - please contact AV Customer Service for separate return procedures for your DVD Lease program product) require prior return authorization from an AV Customer Service Representative. ***Please contact your AV Customer Service Rep at 800.775-2600.***

How to Obtain Return Authorization

Contact your AV Customer Service Representative for return authorization numbers. ***All claims must be made within 45 days of Invoice date.***

1. When calling for return authorization, please have the following information available:
 - A. Your account number and invoice #s
 - B. Reason for the claim/return
 - C. Action being requested -
 1. Replacement of product (defective return will receive a replacement of the same title)
 2. Credit to your account; no replacement product necessary for mls-ships
 3. Overstock return credit requires Customer Service Mgr and Sales Mgr approval
2. Your AV Customer Service Representative will assign your return an authorization number (RA#). To expedite the process, please clearly mark the RA# on the outside of the carton in the upper right corner from the shipping label and on inserted documents.
3. Ship your return via an insured and traceable carrier; Baker & Taylor is not liable for returns lost in transit.
4. ***Products incorrectly shipped by Baker & Taylor requires an authorization to be returned. Product should be returned within seven days of Invoice date; must be returned within 45 days of the product's Invoice date.*** Product(s) meeting the definition of a Manufacturer's defective may be returned with a prior authorization. Products purchased with value-added processing services which have been shipped as ordered are considered non-returnable, unless disc is defective. In which case a replacement of same title will be sent (multi disc sets require *all* discs to be returned).

DAMAGED SHIPMENTS: If you receive a damaged carton(s) which resulted in damaged Audio/Video product(s), please hold the product(s) and save the carton for Carrier inspection. If the damage is visible at the time of delivery, bring it to the Carrier's attention and note it on the Bill of Lading. Then, contact your Baker & Taylor AV Customer Service Rep via the toll-free number above.

CLAIMING SHORTAGES: Please check your packing list or invoice before claiming shortages. ***All claims must be made within 15 days from the product's Invoice date.*** Please ensure you have received all cartons of a shipment prior to signing for receipt from the Carrier. Cartons you have signed for as received from the Carrier are not claimable as shortages from Baker & Taylor.

All returns with RA# should be sent promptly to:

Baker & Taylor Returns Center
5055 W. 79th St.
Indianapolis, IN 46268

Questions? Contact your B&T AV Sales Consultant (800.775-2600) or
AV Customer Service Rep (800.775-1700).
Email via AVInfo@Baker-Taylor.com or
LibraryAVcustomerservice@baker-taylor.com

C ONTINUATION SERVICES

FROM BAKER & TAYLOR

STANDING-ORDER CANCELLATION AND RETURN POLICY

(Effective 12/07)

Baker & Taylor Continuation Services is a customized standing-order program designed for public, academic and school libraries. Customers may sign up for series on a standing-order basis, and will automatically receive every publication as they become available from publishers. Due to the nature of this program, only the exact amount of required books is ordered from each publisher on behalf of profiled customers. It is therefore necessary to adhere to a firm cancellation/return policy.

CANCELLATION POLICY

The customer must notify Continuation Services 1.800.775.3600 at least 30 DAYS PRIOR TO PUBLICATION DATE to request the cancellation of a title or the deletion of a series from their profile.

To keep customers informed of their backordered titles, Continuation Services shipments include a Backorder Status Report. This report lists titles, which a customer can expect to receive within the next three months. NOTE: Backorder Status Reports should be reviewed immediately upon receipt of shipment. Also, Master Profile Reports, a listing of all series on a customer's standing-order profile, are available upon request. Registered users may also view/maintain their standing order profiles and backordered titles via <http://compass.btol.com>.

RETURN POLICY

*The following guidelines are required to ensure prompt handling of your return.
All Continuation Services product returns require authorization from your Continuation Services Customer Account Representative in Bridgewater, New Jersey 1.800.775.3600.*

- Products incorrectly shipped by Baker & Taylor may be returned with authorization within 45 days of the product's date of invoice.
- Product(s) meeting the definition of Publisher defective may be returned with prior authorization within six months of the product's date of invoice.
- Products purchased with value-added processing services, that have been shipped as ordered or properly stamped by your library, are considered non-returnable.
- A title, which is ordered and received through Baker & Taylor Continuation Services, cannot be returned if a duplicate is received from another source. These books should be returned to the other supplier.

HOW TO OBTAIN RETURN AUTHORIZATION

*Please use the Return Authorization Form from your shipment's packing list to make all returns.
Contact your Continuation Services Customer Account Representative at 1.800.775.3600 for return authorization.
All claims for damages and shortages must be made within 45 days from the date of invoice.*

1. When calling for return authorization, please have the following information available:
 - A. Return Authorization Form- attached to the carton packing list
 - B. Your Continuation Services "C" account number, invoice and/or ATS# from the shipment's packing list
 - C. Reason for claim/return
 - D. Action being requested:
 - a. Replacement of product
 - b. Credit to your account; no replacement product necessary
2. Your Customer Account Representative will assign your return an authorization number (RTA#). To expedite the process, please clearly mark the RTA number on the Return Authorization Form and on the outside of the carton in the upper right corner of the shipping label.
Ship Returns to: Baker & Taylor Returns Center, Dept. R, 5505 West 79th Street, Indianapolis, IN 46268
3. Make your return via an insured and traceable carrier; Baker & Taylor is not liable for returns lost in transit.

DAMAGED SHIPMENTS

If you receive a damaged carton(s), which resulted in a damaged product(s), please hold the product(s) and save the carton for Carrier inspection. If the damage is visible at the time of delivery, bring it to the Carrier's attention and note it on the Bill of Lading. Then, contact your Baker & Taylor Continuation Services Customer Account Representative via the toll-free number listed above.

CLAIMING SHORTAGES

Please check your packing list or invoice before claiming shortages. All shortage claims must be made within 45 days from the product's invoice date. Please ensure you have received all cartons of a shipment prior to signing for receipt from the Carrier. Cartons you have signed for as received from the carrier are not claimable as shortages from Baker & Taylor.

Continuation Services • 1120 US Route 22 East • Bridgewater, NJ • 1.800.775.3600 • Fax 908.541.7867
<http://compass.btol.com>