EdPAC Cooperative Purchasing Agreement
Library Books with Trade Binding

Contract #: JF18-01

Purpose: Cooperative purchasing discount for trade binding library books and services.

Effective Dates:
- Contract Start: July 14, 2017
- Contract Expiration: June 30, 2020
- Renewal Options: annually through 6/30/2022

Vendor: Follett School Solutions, Inc
Vendor Number: 151029
Quotes Contact: fssbidadmin@follett.com
Local Rep: David Brown dbrown@follett.com
Phone: (801) 420-0908
Customer Service/Orders: Wendy Moore wmorre@follett.com
Phone: (888) 511-5114 ext 48056

Contract Pricing: See attached pages
Ordering Process: See attached pages

Exceptions:
Library books will be purchased from the contracted vendor with the following exceptions:
A. the contract vendor does not carry the title desired;
B. a local retailer or publisher sale where titles are available for less than the contracted discount pricing (for example annual 40% off sale that exceeds traditional available discounts);
and/or
C. the contracted vendor is unable to obtain the required titles in the timeframe required.

If any of these exceptions apply, you are required to obtain two quotes if the purchase is over $499.99.

Purchasing Agent: Julie Fisher
Phone: (385) 646-4309
E-mail: jlfisher@graniteschools.org
ATTACHMENT B
GRANITE SCHOOL DISTRICT
INVITATION FOR BID
LIBRARY BOOKS AND SERVICES
Solicitation # JF17-806

Purpose
This solicitation is being executed by Granite School District acting as lead district on behalf of EdPAC (Utah State Education Purchasing Advisory Committee) Cooperative Purchasing Organization. We would like to establish a cooperative annual contract to purchase library books and services that will provide deeper discounts for the cooperative members. As required by Utah State Procurement Code 63G-6a-2105, in order to participate in any resulting contract, a school district must enter into a “Participating Addendum” (Exhibit A). Only the districts listed (Exhibit B) shall be eligible to purchase books under this contract; however, it does not obligate them to make any purchases under the resulting contract.

Contract Period
Granite School District on behalf of EdPAC reserves the right to extend the contract for up to four (4) subsequent years through June 30, 2023 if it is in the best interest of the district(s) and the vendor is willing to maintain its discount. Upon determination by the district(s) to renew this contract for an additional term, written notification will be given to the Vendor.

Scope
This solicitation covers books (fiction and non-fiction, adult and children) as well as processing and cataloging. Any deviation from these specifications, failure to address specifications, and/or repeated delivery of partial orders will be considered grounds for non-award and/or cancellation of contract. Bidders shall list the discounts offered for the materials and services to be provided. All discounts should apply to first and backorder shipments for each order, including standing orders, placed by the school/department.

Quantities
Based on library expenditures for books last year, awards resulting from this bidding effort could represent as much as $400,000.00 in business to the selected vendor. However, actual quantities will be contingent upon the annual book needs of the libraries/schools and total number of libraries and schools that determine to make a purchase from resulting contract (as participation is voluntary).

General Requirements and Services
A. Inferior goods or “factory seconds” will not be accepted and we reserve the right to request a replacement title or return such item(s) within thirty days of receipt. Vendor shall be responsible for the cost of returning the title.

B. Vendor will be required to show approximate numbers of titles and volumes in stock, as this information will be used in the evaluation of vendors.

C. Vendor will supply any current title in print in the United States in the latest edition unless otherwise specified, which is available to book jobbers through normal channels.

D. Vendor shall provide an assigned customer service representative(s) to handle phone orders, special orders, problems and questions. Vendor will provide its email address and toll-free phone number including any applicable extension (Attachment C). The representative(s) shall respond within one business day to all inquiries via email or returned phone call.
E. Services include electronic ordering, receiving, invoicing, cataloging, processing, shipping and handling, and quality assurance.

F. Vendors cataloging and processing error rate shall not exceed 5%.

G. Vendors shipping error rate shall not exceed 2%.

H. Vendor must be willing to accept payment with purchasing cards, purchase orders, and/or pay vouchers.

**Cataloging and Processing Specifications**

A. Processing will be specified by the individual school/location placing the order.

B. Barcode label will contain the school name and book title for use with Follett Destiny.

C. For theft detection, Checkpoint security tags or 3M magnetic strips will be attached in a specified location.

D. Books will be shelf-ready:
   a. with spine labels that meet the specific District standard specifications provided by the District or School. This may include printing horizontally or vertically depending on book width.
   b. with mylar covers. The mylar cover is the dust jacket and must be attached to the book.

E. Provide MARC Records in RDA format with enhancements beyond the 852 tag, including Sears and LOC subject headings, series 490 tags, and reading/interest levels.

F. When requested by the school, provide lamination for paperbacks at the specified rate.

**Fill Rate**

A. Fill rate must be done in two complete shipments.
   a. First shipment must arrive to the ship to location within seven (7) calendar days.
   b. Final shipment must arrive to the ship to location within thirty (30) additional calendar days of original order receipt unless an extension has been authorized in writing by the individual submitting the order.
   c. Unless specified in the original order, orders that are unable to ship within the specified time-period will be cancelled and the individual submitting the order will be notified in writing.

B. Fill rate must meet above requirements unless vendor obtains prior written authorization to ship incomplete sets from the individual submitting the order.

C. If a title is unavailable and must be obtained from another source, additional charges are NOT to be added to the school/location price.

**Ordering**

A. Orders will be placed throughout the school year.

B. Vendor shall accept orders over the phone toll free, via fax, email, and electronically.

C. Vendor shall provide an interactive selection and online ordering catalog (website) at no additional cost that allows for the building of “carts” of materials that are to be purchased. The website must include tools that allow the selector ordering to: search for titles; view list and discount price; delete/add titles to a list; merge lists; print lists; view quantity in stock; view publication date and reviews; track orders; and view order history and other information. The website will compute and calculate each list/cart (based on discount price) as quantities and titles are added to the cart. The Vendor shall allow any number of users to be added at no cost. The vendor shall provide a comprehensive catalog of popular titles for all age groups as is appropriate for a K-12 library. Vendor inventory shall include both current and backlisted popular titles.

D. Vendor shall provide information on the types of selection lists offered and will, upon request, provide examples of print resources.
E. Vendor shall confirm all orders electronically with a list of titles submitted within 12 hours from the time of the original order. Order confirmations will report items that are not available and will specify whether the title is temporarily or permanently unavailable from the publisher.

F. District(s) reserve the right to purchase directly from publisher(s) should more favorable pricing become available during the term of the agreement.

G. As a general practice, most titles will be ordered in multiple quantities; however, there shall be no minimum requirement on the number of items purchased.

Receiving/Invoicing

A. Invoice shall list any cancelled books and the reason for cancellation.

B. Vendor shall provide a packing slip and an invoice for every order in the shipping container/delivery. The box that contains the invoices and packing slip shall be clearly marked.

C. Vendor shall provide separate invoices for each purchase order.

D. Invoice and packing slip will include title-specific information in alphabetical order:
   a. Bill to: School/location address
   b. Ship to: School/location address
   c. Original vendor name
   d. Purchase order number
   e. Order date
   f. Quantity
   g. Title
   h. Author
   i. Publisher
   j. ISBN/ISSN
   k. List price
   l. Discount
   m. Unit price after discount
   n. Processing price
   o. Cataloging price
If the first shipment does not contain all of the items, the packing slip will indicate which items will be shipped in the Final shipment. If applicable, the Final shipment will include a list of books that were not shipped and the amount of credit to be issued.

E. To accommodate specific fiscal year appropriations, each participating school reserves the right to require that shipments received prior to June 30th be invoiced prior to June 30th and that shipments for orders shipped after July 1st be invoiced after July 1st. If applicable, this fiscal year information will be included on the purchase order.

F. Credit memos issued for damaged items or incorrect shipments will contain the Purchase Order number, titles, school or department location, and number of copies.

G. Vendor will issue credit statements within 10 business days of notification and/or return of materials in question.

**Shipping Requirements**

A. In-stock items must be sent in the First shipment and not held to consolidate shipments.

B. All shipping shall be F.O. B. destination and paid by the vendor. There shall be no handling charges.

C. Vendor shall utilize a carrier with order tracking capability.

D. Vendor shall provide quick shipping of unprocessed books (in emergencies) with MARC records to follow within 15 working days.

E. Vendor shall mark each and every carton with the Purchase order number.

F. Vendor shall deliver materials to inside the location.

G. Vendor must identify multi-box shipments on the outside of each box with a sequential shipment number and a label noting the number of boxes in the shipment and corresponding box number.

H. Vendor agrees to accept and pay for the return of items found by the school/department to be defective, not ordered, unauthorized substitution, damaged, or incorrect book processing.

I. Vendor shall make all deliveries Monday through Friday, or as individually specified. No holiday or Saturday deliveries will be accepted.

**Order Rejection/Returns**

A. Vendor will furnish instructions for returning materials and note whether or not libraries must receive authorization before making returns (Attachment C). Orders may be rejected in whole or in part and returned to the Vendor at the Vendor’s expense for adjustments or replacements as determined by the District, for the following reasons:

   a. An order is received without an approved purchase order number issued by the District purchasing department or p-card.

   b. Materials received in an order are defective, damaged, are substituted editions, versions, or titles from those specified or otherwise not in compliance with the original order.

   c. Unauthorized shipments are received for orders that are 1) shipped after the Final shipment thirty-seven (37) day window has expired or 2) consist of an unauthorized duplicate shipment.
d. An order includes materials that are processed incorrectly, including but not limited to materials that lack spine labels, barcodes, or property labels; materials with barcodes that are not scannable; materials with incorrect label placement; or materials with protective covers that inhibit barcode scanning.

B. Awarded vendor will allow an unprocessed item to be returned that was ordered in error by the end user. In this instance, the end user may pay for the return shipping.

C. Vendor shall not charge additional service charges, including for special requests and re-stocking charges for returned material, etc.

D. Vendor shall provide a pre-paid return label for credit or replacement (see section A., a. through d. above).

**Vendor Rewards/Gift Programs**

It is the policy of the State of Utah not to participate in any rewards programs offered by vendors and not to accept any gifts or gift cards or other rewards from vendors for purchases made.

**Consideration, Award and Rejection of Bids**

The Vendor's past performance history, organization, and demonstrated ability to perform and complete its contracts in the manner and within the time limit specified will be considered prior to award.

**Contract Pricing**

A. Bids must be based on a percentage discount from the publisher's lowest list price at time of bid. Although the price list in effect may vary during a contract term, the fixed percentage shall remain firm for the entire term of the contract including any renewal period.

B. Adjustments will be allowed only once a year on the anniversary of the contract award and must be made at least 30 days prior to the effective date. Adjustments must be fully documented and tied to PPI/CPI.

C. The unilateral imposition of additional surcharges (e.g. fuel, delivery, etc.) at any point during the contract term is prohibited.

D. Bid price must include insurance, packing (handling), and complete shipping charges.

**References**

Vendors shall supply three names of similarly sized consortia or other customers as references (Attachment B). We will also perform an internal reference check.

**Clarifications/Revisions**

Prior to award, we reserve the right to seek clarifications, request bid revisions, or to request any information deemed necessary for proper evaluation of bids from all bidders deemed to be eligible for the contract award. Failure to provide requested information may result in rejection of the bid.

**Award**

Award will be made to a one vendor and, if in the best interest of the District, a secondary vendor per category that provides the greatest overall discount on current publisher's lowest list price for books in the following categories defined as follows:

1. Trade binding: books that are mass produced and sold commercially. Publishers use a lower quality binding in order to offer books at a lower price.

2. Library binding from paperback book: as defined by the Library Binding Institute as a first-time hardcover binding of paperbound books for library use. Must have the Library Binding Institute certification.
Awards will be made by Granite School District, acting in consultation with and on behalf of EdPAC members, based on the following criteria for each category listed above and the ability to fulfill all the requirements and specifications listed in the bid:

- a. Amount of discount off of publisher’s current published price.
- b. Number of publishers/titles Vendor can provide (Attachment C)
- c. Three reference checks (Attachment B) and an internal reference check.
- d. Market basket (Attachment D).
- e. Cost (if any) of cataloging and processing.

Library books will be purchased from the contracted vendor with the following exceptions:

- A. the contract vendor does not carry the title desired;
- B. a local retailer or publisher sale where titles are available for less than the contracted discount pricing. (for example annual 40% off sale that exceeds traditional available discounts); and/or
- C. the Contracted vendor is unable to obtain the required titles in the timeframe required.

**Reporting**

The Contractor shall submit a quarterly report listing the publisher’s pricing and the invoiced amount so that the discount percentage may be determined and reviewed. The format of the quarterly report will be determined and agreed upon after contract execution.
EXECUTIVE SUMMARY
ABOUT FOLLETT

For over 140 years, Follett has served as the trusted partner for students and educators at all levels of learning. Today, we work with more than 70,000 early childhood, primary and secondary schools. **We are the world’s largest single source provider of educational materials and technology solutions to PreK-12 libraries.** Headquartered in Westchester, Illinois, Follett is a $3.6 billion privately held company.

OUR DEDICATED TEAM

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

An Expert Team of Catalogers works diligently to enhance the bibliographic data for each and every title we provide. To ensure we create the highest quality MARC records in the industry, we have over 30 catalogers and annotators within our staffs that oversee this task. To benefit your students, special attention is paid to enhancements such as the addition of reading levels, interest levels, annotations, as well as appropriate subject headings. We can also add specific information that relates to your Utah school districts. We are committed to making sure you are satisfied with every aspect of our products and services as well as the overall experience. Our goal is to create a business relationship in which you turn to Follett for all of your material needs for many years to come.

Local Sales Support is available to serve your district members. School Districts on the Wasatch Front have appreciated local service and support through Utah’s Follett Representative, Mitch Bingham. Mitch has lived in Utah for 20 years and is proud that his children attend elementary school in the Beehive State. He is passionate about working with librarians, and empowering them to improve education. Mitch is readily available to answer any questions over the phone, via email, and meets with librarians face to face every day throughout the school year.

David Brown
(877) 899-8550 ext 46462
(801) 420-0908
dbrown@follett.com

Please note David Brown has replaced Mitch as local sales support.

In Person Training: Between district and site staff changes, software updates, and new releases, it can be difficult to stay up to date in the library. Mitch provides onsite trainings throughout the year for the librarians in every district on the Wasatch front. Librarians utilize these trainings, which he provides at no additional cost, as an opportunity to ask questions and share best practices. From there, Mitch is able to meet individually with school librarians who may have additional questions.

A Dedicated Customer Service Representative is specifically assigned to the needs of your district members. Wendy Moore is available to assist with questions pertaining to the availability of titles, order status, shipping status and any special requests you may have that are unique to your schools. Whatever your needs, Wendy can help. You can reach Wendy directly at 888.511.5114, X48056, or via email at wmoore@follett.com.

Curriculum Alignment Services: Follett customers in Utah have access to our Curriculum Alignment Services team, yet another unique service provided at no charge to our customers. Our CAS team is made up of former librarians and teachers with Masters Degrees, who are up to date on the latest library titles and curriculum standards. Librarians work with CAS to find the best titles that align with
what students are learning in the classroom. Neighboring districts are using CAS on a daily basis to save time finding the best library resources for their students. Across the country, this popular service was used over 1,000 times for customized projects last school year. For more information about our Curriculum Alignment services, please watch this video.

http://link.brightcove.com/services/player/bcpid2041871171001?bkey=AQ~~.AAABVRdr8TE-.-yl
uTfo6WFRT6VzYoeBd-Tv2TYfvezln2&bclid=4034276193001
ADDITIONAL BENEFITS

Delivery/Shipping
Follett School Solutions offers FREE shipping and handling on all books, classroom materials, and audiovisual orders within the United States and its territories.

Follett will deliver the initial shipment within 7 calendar days, excluding holidays, after receipt of order. If a backorder is necessary, it would be shipped within 30 days of the original order.

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

Inventory
With access to thousands of publishers, offering over 1.2 million print and digital resources to our customers, Follett holds the largest inventory position of resources within our warehouses across the country. Our McHenry, Illinois warehouse alone covers six football fields and ships over 17 million books per year. With such a tremendous inventory position on materials, this means greater availability of titles and industry leading turn-times. Please click on the link below to take a digital tour of our McHenry warehouse:

http://players.brightcove.net/1464976798001/4JLaEVfdefault/index.html?videoId=4892202919001
- Over 3.2 million units (296,000 titles) in inventory in our McHenry facility
- Over 600,000 eBooks
- Over 244,000 audiovisual titles
- Over 105,000 foreign language titles
- Over 12,000 interactive manipulative items to support Early Childhood development

CATALOGS

Follett's Paper Catalogs
Specialized paper catalogs will be provided to your school district throughout the school year. In addition, Follett School Solutions, Inc. hosts the following online ordering tools and catalogs:

Follett’s Online Catalogs
For Library, Classroom, Early Learning and Instructional Materials visit: titlewave.com
For Textbooks visit: fes.follett.com

To find information on all of Follett’s products, visit follettlearning.com.
Fill your library with the newest, most sought-after books to keep your students excited about reading! Titlewave.com is the most powerful online collection development and curriculum support resource available for your school, library, or classroom needs. You will be able to create lists of books, audiovisual materials and other educational materials, and submit quotes and/or orders electronically with or without cataloging specifications. Search across 12 million PreK-12-appropriate books, from picture books for young readers to timeless classic literature.

Titlewave allows you to stock your library comprehensively and easily with our 24/7-access collection development. Whether you’re looking for hardbound, pre-bound, eBook, paperback, audiovisual, board, toy/movable, or big book formats, Titlewave provides search function by title, author, FLR, and ISBN.

Titlewave also offers search parameters including reading level, keywords, publication date, and review sources.

Explore Using Curriculum Tags
Follett’s curriculum experts apply real-life experience—as teachers, librarians, and administrators—to connect educators with exemplary content, technology and support. Titlewave’s Curriculum Tags make it easy to find quality library books by exploring a variety of genres, subjects and themes, or dig deeper and discover materials to support teaching by key skills, text structure and text type.

You can also access specific tags such as “Bullying,” “Support Struggling Reader” or “Primary Sources.” Our curriculum experts apply real-life experience as teachers and administrators to connect you with exemplary content, technology and support.
Artifact™ - Enhanced Metadata Tags

Follett has partnered with Unbound Concepts through their platform, Artifact. Artifact helps districts, teachers, librarians and curriculum buyers discover the best content for their students. It does this by cataloging the topics, themes, concepts, K-12 educational objectives and literary elements in content—all of which can be found in the form of enhanced metadata tags in Titlewave.

While conventional metadata tags for books include basic information (such as subject, author, and publisher), these enhanced metadata tags allow you the opportunity to provide evidence-based curation. This means you can ensure your print and digital text collections support exactly what your students need and align with your instructional objectives.

Each artifact includes three key items:

1) An artifact type, which is selected from Unbound Concepts taxonomy.

   Examples: How does this story provide examples of compare and contrast? How does this story reveal examples of characters making predictions? How does this story provide examples of female protagonists?

2) A rationale, which is written by a teacher and shows how and why the artifact is in the text.

3) A quotation from the text to provide direct evidence.

Artifacts are created by specialists at Unbound Concepts, and are reviewed by the publishers they are created for to maintain quality and accuracy. Artifacts are not currently available for every title on Titlewave. If a title has artifacts available, they will be displayed under the Support Your Learning Objectives header.

Support Your Learning Objectives
Artifacts by Unbound Concepts

Basketball
Just when Josh has nearly given up on perfecting his crossover, he succeeds and sinks the game-winning shot at the most important game of the season.

One... It's a blur. It's a flash. And JOSH DUNKS!!!

Coming of age
After Josh's father, Chuck, dies from a heart attack before he turns forty, Josh confronts the challenges of grieving, loss, and moving forward for the first time.

I am unprepared for death. This is a game I cannot play. It has no rules, no referee. You can't win.

Growing up
When twelve year old Josh's father, Chuck, is hospitalized with a heart condition, Josh begins to think about life and death, and about how much he needs his father, as he navigates the challenges of growing up.

So, if you're listening. I'd like to know, when did you decide to jump ship? I thought you were Da Man. And one more thing. If we make it to the finals, I will not miss the big game for a small man.

See all 7 Artifacts...

Example of Artifacts for The Crossover by Kwame Alexander
So you don’t have to rush through your list making process, the prices on your lists are guaranteed for 60 days. Titlewave.com is available 24 hours a day, 7 days a week and offers time-saving features such as:

**TitleWise® – Online Collection Analysis**
TitleWise makes it easy for you to identify the strengths and areas of need in your school and district library collections as well as view and/or print reports, graphs, and charts that help you concentrate on the areas that may need improvement. *This service is available at no charge.*

![TitleWise Analysis](image)

**TitleCheck™**
TitleCheck will help you avoid ordering unwanted duplicate titles that you may already own. This will help you save time in the process of collection development and ordering new materials.

**TitleMAP™**
Mitch Bingham can work with you to develop an efficient and economically effective plan to enhance your collection. Our TitleMAP™ plan will help you establish a budget, weed obsolete titles, and set library goals.
Order History
You will have the ability to track your orders online from start to finish by looking at the current status, as well as the history. In addition, you will be able to print invoices and link to FedEx for exact shipping information.

Titlewave Support Team
If you would like to speak to a person regarding your book, audiovisual, or digital needs, Follett has a team dedicated to serving you. Your Sales Consultant will be happy to demonstrate titlewave.com for one person or a group. Also available to you are a team of School Support Specialists that are immediately available from 7am to 5pm Central Time. If you need someone to help you with titlewave.com or analyze your library collection, just give them a call at 888.511.5114, X45051. You can also email any inquiry directly to them at sss@follett.com.

Online Help
You can also visit www.titlewave.com/go/tutorials to view online video tutorials that cover how to handle key tasks and navigate all the great features Titlewave has to offer.
FollettBoundSM Books

Eliminate the Cost of Replacing Worn-Out Books!

We know that wear-and-tear takes its toll on books, so Follett supplies over 50,000 FollettBound titles that are pre-bound according to strict standards and will withstand countless circulations. FollettBound books represent an exceptional value when selecting titles for your library as well as your classroom. Every FollettBound binding is also accompanied by a lifetime guarantee!

OUR PRE-BOUND BOOKS ARE BUILT TO LAST!

Wear and Tear Resistant

Our polyester endsheets are stronger than standard cotton and won't yellow or fall apart.

Extended Shelf Life

Our covers and spines hold their shape thanks to our high-quality binder board.

Unmatched Durability

Polyurethane Reactive (PUR) glue and high-strength polyester thread provide exceptional strength without sacrificing flexibility.

Student-Enticing Covers

Digitally-printed, full-color covers provide excellent full-color reproduction. Durable 2.0 mil. nylon film covers improve strength and clean easily.

Library Binding Institute Specifications

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

Laminated Covers

The life of your paperback books are extended with our laminated covers! The tough, clear material protects against marks, spills and every-day wear-and-tear. Our laminated covers are pre-applied, so your books arrive ready to distribute to your students.

Features:
- Permanent, tough, flexible, and tear resistant
- Crystal clear laminate that will not yellow or deteriorate
- Made from the highest-quality polyester and acid free adhesive
- Spine and color graphics remain fully visible
**DISCOUNT SUMMARY**

Customized Discount for the Granite School District and all EdPAC participants:

<table>
<thead>
<tr>
<th>Item</th>
<th>Includes</th>
<th>Additional Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library, Classroom, Instructional, and eBooks</td>
<td>Titlewave prices reflect discounts off publisher list price up to 45% for trade, paperback, and FollettBound\textsuperscript{SM} books, up to 30% for library binding, and up to 40% for general reference</td>
<td>20% additional</td>
</tr>
</tbody>
</table>

**Follett Cataloging and Processing:**

**FREE** Automated Processing and Cataloging for all book orders – all materials attached, *This is a $0.69 per book savings!*

Includes:

- Enhanced MARC records for every title including the 526 reading program tag
- Application of Barcode with protective label
- Protective Mylar on books with dust jackets
- Spine Label with protective label
Attachment C:

Vendor's Contact Information

Please complete the following information for our records.

Vendor name: Follett School Solutions, Inc.

Web Address: follettlearning.com / titlewave.com

Designated Customer Service Representative: Wendy Moore

Phone: 888-511-5114. X48056       Fax: 800-852-5458

Email: wmoore@follett.com

Designated: David Brown

Phone: (877) 899-8550 ext 46462
     (801) 420-0908

Email: dbrown@follett.com

Instructions for returning materials: Follett will replace or issue credit for any books, audiovisual materials, or other products that are defective, damaged, or incorrectly processed. Our FollettBound bindings are unconditionally guaranteed. If these titles fail as a result of normal wear and tear, we will replace and deliver them to you at no charge.

Number of publishers you can provide: 20,000

Number of individual K-12 titles available from your inventory: 776,995