



June 28, 2016

Mr. Gerald Elrod, Contracting Officer
Office of Management and Enterprise Services
Central Purchasing
5005 N Lincoln Blvd, Suite 300
Oklahoma City, OK 73105

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Mr. Gerald Elrod
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Byron E. Shattuck,
Director of Business Development


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Date of Issuance: 06/08/2016

Solicitation No. SW16012

Requisition No. _____

Amendment No. 1

Hour and date specified for receipt of offers is changed: No Yes, to: _____ CST

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent.

Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

ISSUED BY and RETURN TO:

U.S. Postal Delivery:

Gerald Elrod
Contracting Officer

405 - 522 - 1037
Phone Number

_____, OK -
or

Personal or Common Carrier Delivery:

Gerald.Elrod@omes.ok.gov
E-Mail Address

_____, OK -

Description of Amendment:

a. This is to incorporate the following:

The contract has been revised as follows:

Section 4 of Page 1 of the cover page has been revised to read "July 5th, 2016".

Section D.2.1 of the RFP has been revised to read "D.2.1. The State intends to award to multiple Suppliers as a result of this Request for Proposal (RFP). Said contract will be awarded to the responsible Supplier(s) whose response, conforming to the RFP, is deemed best value."

Attachment C has been revised to read "Attachment C" in the title of the document.

Revised copies of affected documents have been posted.

b. All other terms and conditions remain unchanged.

Emery-Pratt Company
Supplier Company Name (PRINT)

06/28/2016
Date

Byron E. Shattuck
Authorized Representative Name (PRINT)

Director of Bus Development
Title


Authorized Representative Signature



Responding Bidder Information

"Certification for Competitive Bid and Contract" MUST be submitted along with the response to the Solicitation.

1. RE: Solicitation # SW16012

2. Bidder General Information:

FEI / SSN : 38-0518880 VEN ID: _____

Company Name: Emery-Pratt Company

3. Bidder Contact Information:

Address: 1966 W M 21

City: Owosso State: MI Zip Code: 48867

Contact Name: Byron E. Shattuck

Contact Title: Director of Business Development

Phone #: 800 248-3887 FAX#: 800 523-6379

Email: byron.shattuck@emery-pratt.com Website: emery-pratt.com

4. Oklahoma Sales Tax Permit¹:

YES – Permit #: _____

NO – Exempt pursuant to Oklahoma Laws or Rules

5. Registration with the Oklahoma Secretary of State:

YES - Filing Number: _____

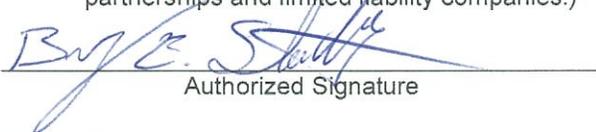
NO - Prior to the contract award, the successful bidder will be required to register with the Secretary of State or must attach a signed statement that provides specific details supporting the exemption the supplier is claiming (www.sos.ok.gov or 405-521-3911).

6. Workers' Compensation Insurance Coverage:

Bidder is required to provide with the bid a certificate of insurance showing proof of compliance with the Oklahoma Workers' Compensation Act.

YES – include a certificate of insurance with the bid

NO - attach a signed statement that provides specific details supporting the exemption you are claiming from the Workers' Compensation Act (Note: Pursuant to Attorney General Opinion #07-8, the exemption from 85 O.S. 2011, § 311 applies only to employers who are natural persons, such as sole proprietors, and does not apply to employers who are entities created by law, including but not limited to corporations, partnerships and limited liability companies.)²


Authorized Signature

6-28-16
Date

Byron E. Shattuck
Printed Name

Director of Business Development
Title

¹ For frequently asked questions concerning Oklahoma Sales Tax Permit, see <http://www.tax.ok.gov/fag/fagbussales.html>

² For frequently asked questions concerning workers' compensation insurance, see <http://www.ok.gov/oid/faqs.html#c221>



NOTE: A certification shall be included with any competitive bid and/or contract exceeding \$5,000.00 submitted to the State for goods or services.

Agency Name: Office of Management & Enterprise Serv. Agency Number: _____

Solicitation or Purchase Order #: SW16012

Supplier Legal Name: The Emery-Pratt Company

SECTION I [74 O.S. § 85.22]:

A. For purposes of competitive bid,

1. I am the duly authorized agent of the above named bidder submitting the competitive bid herewith, for the purpose of certifying the facts pertaining to the existence of collusion among bidders and between bidders and state officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to said bid;
2. I am fully aware of the facts and circumstances surrounding the making of the bid to which this statement is attached and have been personally and directly involved in the proceedings leading to the submission of such bid; and
3. Neither the bidder nor anyone subject to the bidder's direction or control has been a party:
 - a. to any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding,
 - b. to any collusion with any state official or employee as to quantity, quality or price in the prospective contract, or as to any other terms of such prospective contract, nor
 - c. in any discussions between bidders and any state official concerning exchange of money or other thing of value for special consideration in the letting of a contract, nor
 - d. to any collusion with any state agency or political subdivision official or employee as to create a sole-source acquisition in contradiction to Section 85.45j.1. of this title.

B. I certify, if awarded the contract, whether competitively bid or not, neither the contractor nor anyone subject to the contractor's direction or control has paid, given or donated or agreed to pay, give or donate to any officer or employee of the State of Oklahoma any money or other thing of value, either directly or indirectly, in procuring this contract herein.

SECTION II [74 O.S. § 85.42]:

For the purpose of a contract for services, the supplier also certifies that no person who has been involved in any manner in the development of this contract while employed by the State of Oklahoma shall be employed by the supplier to fulfill any of the services provided for under said contract.

The undersigned, duly authorized agent for the above named supplier, by signing below acknowledges this certification statement is executed for the purposes of:

the competitive bid attached herewith and contract, if awarded to said supplier;

OR

the contract attached herewith, which was not competitively bid and awarded by the agency pursuant to applicable Oklahoma statutes.


Supplier Authorized Signature

06/28/2016
Certified This Date

Byron E. Shattuck
Printed Name

Director of Business Development
Title

800 248-3887
Phone Number

byron.shattuck@emery-pratt.com
Email

800 523-6379
Fax Number

A. General Provisions

Emery-Pratt understands and meets the requirements of the parameters listed.

B. Special Provisions

Emery-Pratt understands and meets the requirements of the parameters listed.

C.5. Service Level Requirements and Expectations

Section C.5.1 lists the State's Mandatory Service Level Requirements. Respondents must indicate whether they are able to meet these service level requirements. Respondents that are unable to meet any of these service level requirements shall be eliminated from consideration for an award.

Section C.5.2 lists the State's Desired Service Level Expectations. These expectations are desired by the State and the State will evaluate these responses as part of the technical/qualitative evaluation. Respondents must indicate whether they are able to meet these service level expectations.

Mandatory Service Level Requirements and Desired Service Level Expectations shall be met at no additional cost to the State.

C.5.1. Mandatory Service Level Requirements

This section of the document contains Mandatory Service Level Requirements that the successful respondent is required to meet at NO extra charge. Respondents who cannot meet Requirements C.5.1.1 through C.5.1.4 shall be qualified on the grounds of non-responsiveness.

C.5.1.1. A supplier must have been in business for a minimum of 24 months to be eligible for a contract award.

Meets Requirement

C.5.1.2. For all products sold, Contractor must be an original manufacturer, authorized distributor, or dealer authorized by manufacturer. If requested, Respondent must be able to identify an account number with manufacturers represented.

Meets Requirement

C.5.1.3. Each product sold will have a minimum of manufacturer's standard warranty.

Meets Requirement

C.5.1.4. If any prices fluctuate between the time of order and delivery, Contractor shall charge the prices in effect as of the order date.

Meets Requirement

C.5.1.5. The Contractor will not invoice service fees or additional costs to the Authorized Users during the term of the contract. For instance, there will be no small order, minimum order, special order, shipping (except Rush delivery as specified in the Cost Proposal), hazardous materials, pallet, or fuel charges or surcharges.

Meets Requirement

C.5.2. Desirable Service Level Expectations

This section of the document contains Desirable Service Level Expectations that the Contractor is expected to perform at NO extra charge. All Mandatory Requirements listed in Section C.5.1 supersede the Desirable Service Level Expectations listed below. Respondents are required to indicate any inability to provide the Desirable Service Level Expectation. In addition, respondents are required to propose alternatives to Desirable Service Level Expectations that cannot be met.

C.5.2.1. Response Time

The Contractor should respond to all communications no later than one business day.

Meets Requirement – The only exemption(s) are requests received in the afternoon on Fridays or days immediately before holidays.

C.5.2.2. Fill Rate

The Contractor should maintain a Fill Rate of 98%. The fill rate will be calculated by each Facility, by dividing the number of line items delivered on time by the number of line items ordered for delivery during that month and multiplying the result by 100 to arrive at the percent (%) fill rate.

Meets Requirement

C.5.2.3. Invoice Accuracy

The Contractor should strive to achieve invoice accuracy of 100% as measured by SKUs ordered.

Meets Requirement

C.5.2.4. Delivery Standards

Respondent should make deliveries on dates and times acceptable to Authorized Users. If a regular delivery day falls on a State holiday, Authorized Users and Contractor may determine an alternate date.

The Contractor should deliver the Products by the delivery date specified in any executed Attachment, Appendix, or Order referencing the Agreement. The Contractor should ensure Delivery Date standards are met 97% of the time.

Meets Requirement

C.5.2.5. Non-Delivery

After notification of impending short or out-of-stock items, Authorized User may cancel balance of incomplete deliveries without penalty. Authorized User may purchase shorted items that cannot be supplied by the Contractor by date required elsewhere.

Meets Requirement

C.5.2.6. Overall Customer Satisfaction

Contractor should develop a plan to conduct a quarterly survey of end-users to determine the level of customer service satisfaction experienced by Authorized Users, and should conduct such a survey upon request from the Contracting Officer. Both the raw and analyzed survey results should be provided to the Contracting Officer. The following includes some of the areas to be measured on the survey: Responsiveness, Communication, Courtesy, Competence, Effectiveness, and Overall Satisfaction.

Meets Requirement

C.5.2.7. Ordering Methods

Contractors should have a local Oklahoma telephone number or a toll free (800) number. Each Authorized User will be responsible for placing its own orders, which may be accomplished by written purchase order, telephone, fax or computer on-line systems. The State encourages Contractors to have online ordering capabilities, such as a dedicated State website, to facilitate online orders. In the response, please include screenshots of the relevant web interface.

Meets Requirement – See Attached

C.5.2.8. Payment Options

Authorized Users will pay the Contractor by check, electronic funds transfer, or with the State's authorized P-card (credit card).

Meets Requirement

C.5.2.9. Freight Policy

All shipments should be F.O.B. Destination to the specified location, with inside delivery if requested. Contractor is responsible for filing and expediting all freight claims with the carrier. The Contractor should pay title and risk of loss or damage charges.

Meets Requirement

C.5.2.10. Rush Delivery

Respondents should be able to provide Rush Delivery to Authorized Users within a 24 hour window. Explain your rush delivery capabilities in your response.

Emergency/rush delivery requiring special shipping and handling will be at Authorized Users' expense (with prior approval from the Authorized User). Rush delivery that occurs as a result of the Contractor's error will be free of charge.

Meets Requirement - All material ordered and asked to be shipped outside of our normal weekly shipments may be subject to a rush fee and any additional shipping fees. Fees may be waived if the book is in stock and we are able to ship with other titles going to your library. Also see attached for fee schedule.

C.5.2.11. Shipping

The State is committed to recycling and reuse of packaging materials. Some Authorized Users may also require shrink wrapping. Authorized Users will inform Contractor of any such requirements.

All hazardous materials should be shipped per all Federal and State regulations.

All products should be shipped in a manner which will enable the receiving person(s) to easily check the shipment with the invoice.

Meets Requirement

C.5.2.12. Return of Product

Authorized Users may return to the Contractor at the Contractor's expense any materials delivered in poor condition, in excess of the amount authorized by the requisition form or not included on the requisition form or purchase order within 30 days of delivery. Credit for returned goods shall be made immediately once the Contractor receives the returned goods.

If any product is returned to a Contractor for failure of performance, the Contractor will, at the State's discretion, refund all amounts paid to the Contractor for such product or replace the product, and the following shall apply: Within twenty (20) days of written notification by the Authorized User, the Contractor should make arrangements for the return of the product.

The Contractor should bear all shipping and insurance costs.

Contractor should be liable for damages to the product, unless caused by fault or negligence of the Authorized User that occur during the return process.

Please describe your return policy in detail.

Meets Requirement - Materials can be returned without question as long as in resalable condition within 60 days by using our online return form. If outside of 60 days, or damaged material, we ask you to contact us first so we can make sure claims are handled correctly. Emery-Pratt issues a credit to your account once material has been received. The credit is applied to your account and used based on your specifications.

*C.5.2.7

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Binding:

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| 2016-05-27 | PO | -388/2015 | 100 Chemical Myths : Misconceptions, Misunderstandings. | 9783319084183 | OXFORD U PR | KOVCS, LAJOS | On order with publisher | 1 | 69.99 | 69.99 | |
| 2015-06-19 | PO | -302/2014 | 100 Ideas That Changed Graphic Design | 9781656697941 | HACHETTE BOOK GROUP USA | VIENNE, VERO | Shipped | 1 | 26.36 | 26.36 | |
| 2016-06-01 | PO | -427/2015 | 101 Careers In Social Work | 9780826129055 | SPRINGER PUBLISHING CO | RITTER, JESS | On order with publisher | 1 | 30.00 | 30.00 | |
| 2015-02-06 | PO | -275/2014 | 101 Things To Learn In Art School | 9780262016216 | TRILITERAL LLC | WHITE, KIT | Shipped | 1 | 14.04 | 14.04 | |
| 2016-05-10 | PO | -382/2015 | 1946 | 9781101670426 | PENGUIN RANDOM HOUSE LLC | SEBESTYEN, V | Shipped | 1 | 19.20 | 19.20 | |
| 2016-06-01 | PO | -427/2015 | \$2.00 A Day | 97806544303188 | HOUGHTON MIFFLIN HARCOURT PUBL | EDIN, KATHRY | Shipped | 1 | 17.92 | 17.92 | |
| 2016-05-24 | PO | -407/2015 | 40 Strategies For Guiding Readers Through Informational Abominable Sciencel : Origins Of The Yeti, Nessie, And O | 9781462526093 | GUILFORD PUBL INC | MOSS, BARBAR | On order with publisher | 1 | 32.00 | 32.00 | |
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| 2016-05-27 | PO | -414/2015 | Adhd Explosion : Myths, Medication, Money, And Today's P | 9780199790555 | OXFORD U PR | HINSHAW, STE | On order with publisher | 1 | 36.55 | 36.55 | |
| 2016-05-17 | PO | -389/2015 | Advanced Fitness Assessment And Exercise Prescription-7t | 9781450466004 | HUMAN KINETICS PUBL INC | HEYWARD, VIV | Shipped | 1 | 99.96 | 99.96 | |
| 2016-01-26 | L12379 | | Advances In Experimental Social Psychology Vol 53 | 9780120047378 | ELSEVIER | | Shipped | 1 | 119.00 | 119.00 | |

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| 1 | Advances In Experimental Social Psychology | | I12379 | Yearly |
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| 1 | Almanac Of Business & Industrial Financial Ratios | | I12379 | Yearly |
| 1 | Anchor Yale Bible Commentary-Cloth | | I12379 | 6 months |
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| Title | ISBN | Ordered by | Dept | Date | Fund | PO | Qty | Est. List Price | Total |
|--|---------------|----------------|---------|------------|------|----|-----|-----------------|-------|
| <input type="checkbox"/> American Girls : Social Media and the Secret Lives of Teenagers | 9780385353922 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 26.95 | 26.95 |
| <input type="checkbox"/> Arrangement, The | 9780525429661 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 26.00 | 26.00 |
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| <input type="checkbox"/> Brotherhood in Death | 9780399170898 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 28.00 | 28.00 |
| <input type="checkbox"/> Calamity | 9780385743600 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 18.99 | 18.99 |
| <input type="checkbox"/> Cometh the Hour | 9781250061621 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 27.99 | 27.99 |
| <input type="checkbox"/> Few of the Girls : Stories, A | 9781101947418 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 26.95 | 26.95 |
| <input type="checkbox"/> Find Her | 9780525954576 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 27.00 | 27.00 |
| <input type="checkbox"/> Forgetting Time, The | 9781250076427 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 25.99 | 25.99 |
| <input type="checkbox"/> Glass Sword | 9780062310668 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 19.99 | 19.99 |
| <input type="checkbox"/> High Mountains of Portugal, The | 9780812997170 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 27.00 | 27.00 |
| <input type="checkbox"/> Hoot and Peep | 9780525428374 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 17.99 | 17.99 |
| <input type="checkbox"/> How Do Dinosaurs Stay Friends? | 9780545820342 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 16.99 | 16.99 |
| <input type="checkbox"/> In Other Words | 9781101675551 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 26.95 | 26.95 |
| <input type="checkbox"/> Just My Luck | 9780062330659 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 16.99 | 16.99 |
| <input type="checkbox"/> Leonard : My Fifty-Year Friendship with a Remarkable Man | 9781250083319 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 25.99 | 25.99 |
| <input type="checkbox"/> Listen, Liberal : Or, What Ever Happened to the Party of the People? | 9781627795395 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 27.00 | 27.00 |
| <input type="checkbox"/> Love, Loss, and What We Ate : A Memoir | 9780062202611 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 26.99 | 26.99 |
| <input type="checkbox"/> Master of Ceremonies : A Memoir | 9781250057235 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 27.99 | 27.99 |
| <input type="checkbox"/> Midnight Sun | 9780385354202 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 23.95 | 23.95 |
| <input type="checkbox"/> Mother's Reckoning : Living in the Aftermath of Tragedy, A | 9781101902752 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 28.00 | 28.00 |
| <input type="checkbox"/> Opposite of Everyone, The | 9780062105684 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 26.99 | 26.99 |
| <input type="checkbox"/> Point Is : Making Sense of Birth, Death, and Everything in Between, The | 9781455550463 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 26.00 | 26.00 |
| <input type="checkbox"/> Pretty Happy : Healthy Ways to Love Your Body | 9780062434234 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 26.99 | 26.99 |
| <input type="checkbox"/> Private Paris | 9780316407052 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 28.00 | 28.00 |
| <input type="checkbox"/> Quality of Silence, The | 9781101903674 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 26.00 | 26.00 |
| <input type="checkbox"/> Robert B. Parker's Blackjack | 9781101982532 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 27.00 | 27.00 |
| <input type="checkbox"/> Rushing Waters : A Novel | 9780345531094 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 26.99 | 26.99 |
| <input type="checkbox"/> Same but Different : Teen Life on the Autism Express | 9780545094669 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 17.99 | 17.99 |
| <input type="checkbox"/> Saturday Night Sleepover | 9780062260850 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 17.99 | 17.99 |
| <input type="checkbox"/> Secret Language of Sisters, The | 9780545639556 | Byron Shattuck | Library | 05-23-2016 | FIC | | 1 | 18.99 | 18.99 |

www.emery-pratt.com/bookbag/orderreview2.php

Request Password Promotions Home

IN-PRINT SEARCH BY: Subjects Publisher Author Title ISBN LC Class
 EBOOKS SEARCH BY: Subjects Publisher Author Title ISBN LC Class
 IN-STOCK SEARCH BY: Subjects Publisher Author Title ISBN

Order Form Ordering Menu Book Bag Log Out

Book bag - "Quote" (Quote Bag) - Review - Account 43699 Quote (Owner: Byron Shattuck)

| Title | ISBN | Ordered by | Dept | Date | Fund | PO | Qty | Est. List Price | Total |
|--|----------------|----------------|---------|------------|-------|-------|-----|-----------------|----------|
| <input type="checkbox"/> ABC's of Collecting Online, The | 9780875885834 | Byron Shattuck | Library | 05-04-2016 | | | 1 | 12.95 | 12.95 |
| <input type="checkbox"/> Diversity in the Workplace : Current Issues and Emerging Trends | 9780415859028 | Byron Shattuck | Library | 10-07-2015 | | 23359 | 1 | 160.00 | 160.00 |
| <input type="checkbox"/> Echo | 9780439874021 | Byron Shattuck | Library | 02-24-2016 | | | 1 | 19.99 | 19.99 |
| <input type="checkbox"/> Essential Tagalog Grammar : A Reference for Learners of Tagalog | 97899081513548 | Byron Shattuck | Library | 05-18-2015 | | | 215 | 45.00 | 9675.00 |
| <input type="checkbox"/> Finding Winnie : The True Story of the World's Most Famous Bear | 9780316324908 | Byron Shattuck | Library | 02-24-2016 | | | 1 | 18.00 | 18.00 |
| <input type="checkbox"/> Health Informatics : An Interprofessional Approach | 9780323100953 | Byron Shattuck | Library | 12-19-2014 | Nurs | | 1 | 78.95 | 78.95 |
| <input type="checkbox"/> Helping Kids in Crisis : Managing Psychiatric Emergencies in Children and Adolescents | 9781585624829 | Byron Shattuck | Library | 12-19-2014 | Psych | | 1 | 55.00 | 55.00 |
| <input type="checkbox"/> How It Went Down | 9780905098693 | Byron Shattuck | Library | 10-07-2015 | | 23359 | 1 | 17.99 | 17.99 |
| <input type="checkbox"/> Last Stop on Market Street | 9780389257742 | Byron Shattuck | Library | 02-24-2016 | | | 1 | 16.99 | 16.99 |
| <input type="checkbox"/> Last Summer of the Death Warriors, The | 9780545151337 | Byron Shattuck | Library | 10-07-2015 | | 23359 | 1 | 17.99 | 17.99 |
| <input type="checkbox"/> Learning Tagalog - Fluency Made Fast and Easy - Course Book 1 B and W + Free Audio Download | 9783902909084 | Byron Shattuck | Library | 05-18-2015 | | | 152 | 29.00 | 4408.00 |
| <input type="checkbox"/> Learning Tagalog - Fluency Made Fast and Easy - Course Book 2 + Free Audio Download | 9783902909046 | Byron Shattuck | Library | 05-18-2015 | | | 150 | 39.00 | 5850.00 |
| <input type="checkbox"/> Learning Tagalog - Fluency Made Fast and Easy - Course Book 3 B and W + Free Audio Download | 9783902909107 | Byron Shattuck | Library | 05-18-2015 | | | 167 | 29.00 | 4843.00 |
| <input type="checkbox"/> Learning Tagalog - Fluency Made Fast and Easy - Workbook | 9783902909022 | Byron Shattuck | Library | 05-18-2015 | | | 167 | 9.00 | 1503.00 |
| <input type="checkbox"/> Linea, La | 9780312373542 | Byron Shattuck | Library | 10-07-2015 | | 23359 | 1 | 8.99 | 8.99 |
| <input type="checkbox"/> Minjung's Pocket English-Korean and Korean-English Dictionary | 9780930878023 | Byron Shattuck | Library | 05-18-2015 | | | 196 | 67.50 | 13230.00 |
| <input type="checkbox"/> Monster | 9780060280772 | Byron Shattuck | Library | 10-07-2015 | | 23359 | 1 | 17.99 | 17.99 |
| <input type="checkbox"/> Oxford Picture Dictionary | 9780194740104 | Byron Shattuck | Library | 05-18-2015 | | | 89 | 26.19 | 2330.91 |
| <input type="checkbox"/> Oxford Picture Dictionary | 9780194740180 | Byron Shattuck | Library | 05-18-2015 | | | 208 | 26.19 | 5447.52 |
| <input type="checkbox"/> Oxford Picture Dictionary - English-French | 9780194740135 | Byron Shattuck | Library | 05-18-2015 | | | 186 | 26.19 | 4871.34 |
| <input type="checkbox"/> Robertson's Practical English-Thai Dictionary | 9780904833851 | Byron Shattuck | Library | 05-18-2015 | | | 216 | 14.95 | 3229.20 |
| <input type="checkbox"/> Roller Girl | 9780903740167 | Byron Shattuck | Library | 02-24-2016 | | | 1 | 12.99 | 12.99 |
| <input type="checkbox"/> Step from Heaven Teacher Guide, A | 9781581307726 | Byron Shattuck | Library | 10-07-2015 | | 23359 | 1 | 11.99 | 11.99 |
| <input type="checkbox"/> Surrender Tree : Poems of Cuba's Struggle for Freedom, The | 9780905086744 | Byron Shattuck | Library | 10-07-2015 | | 23359 | 1 | 16.95 | 16.95 |
| <input type="checkbox"/> That's So Gay! : Microaggressions and the Lesbian, Gay, Bisexual, and Transgender Community | 9781433812804 | Byron Shattuck | Library | 10-07-2015 | | 23359 | 1 | 0.00 | 0.00 |
| <input type="checkbox"/> Trombone Shorty | 9781419714650 | Byron Shattuck | Library | 02-24-2016 | | | 1 | 17.95 | 17.95 |
| <input type="checkbox"/> Voice of Freedom - Fannie Lou Hamer : The Spirit of the Civil Rights Movement | 9780763665319 | Byron Shattuck | Library | 02-24-2016 | | | 1 | 17.99 | 17.99 |
| <input type="checkbox"/> Waiting | 9780062368430 | Byron Shattuck | Library | 02-24-2016 | | | 1 | 17.99 | 17.99 |
| <input type="checkbox"/> When I Was the Greatest | 9781442458489 | Byron Shattuck | Library | 10-07-2015 | | 23359 | 1 | 9.99 | 9.99 |
| <input type="checkbox"/> Wreath for Emmett Till, A | 9780547076362 | Byron Shattuck | Library | 10-07-2015 | | 23359 | 1 | 7.99 | 7.99 |

Titles on hold: 0 0.00
 Titles not on hold: 1766 56926.65

RUSH ORDER SERVICE

Because *we care*, you can get your title...

FAST

— *your order is sent to you immediately upon receipt at Emery-Pratt* —
— *your preference of standard or overnight delivery* —
— *only \$3.50 per title (regardless of quantity) plus shipping* —

OR

REALLY FAST

— *your order is phoned to the publisher* —
— *availability is verified* —
— *expedited shipping directly to your specified location* —
— *only \$4.99 per title (regardless of quantity) plus shipping* —

EXPRESS SHIPPING

— *materials are shipped everyday* —
— *no additional service charges plus shipping* —

C.5.2.13. Returns Due to User Error

Contractor should provide for return of unopened items ordered in error for up to 30 calendar days from delivery. For all returns of unopened items or returns due to user error, returns should be provided free-of-charge as long as they occur at a regularly-scheduled delivery time. Otherwise, Authorized Users should be responsible for all costs associated with the preparation of the product for shipping, and all shipping costs to the Contractor's nearest service location for such returns; no additional charges are allowed, including restocking fees.

Respondent should issue a credit to Authorized User's account as soon as items have been received by the Contractor.

Meets Requirement

C.5.2.14. Post-Order Customer Service

The Contractor should provide to all Authorized Users a single point of contact (and a backup) to handle questions and resolve problems that arise. At least one Customer Service Representative should be available during standard business hours in the Central time zone, regardless of the time zone where Contractor is located. All service representatives should have access to information to provide immediate response to inquiries concerning the status of orders (shipped or pending), delivery information, back-order information, statewide contract pricing, contracted product offerings/exclusions, contract compliance requirements, and general product information. Representatives should be available by email, fax, or phone (local or 800 number).

Meets Requirement - You are welcome to contact our Customer Service department any time. Each person is trained to handle your requests and questions. However, you can request a specific individual if you so choose. Your Account Manager is:

Byron E. Shattuck

byron.shattuck@emery-pratt.com

Toll-Free 800 248-3887

Cell 989 277-5446

C.5.2.15. Price Verification

The Contractor should be able to provide manufacturer price lists and its own list price lists at the State's request in order for the State to verify pricing. The Contractor should have its own auditing system to verify that correct pricing is being offered to the State. In addition, the State reserves the right to audit Contractor records in order to identify discrepancies. If discrepancies are found, at a minimum, the Contractor will refund the State the difference and may be subject to other legal remedies.

Meets Requirement

C.5.2.16. Respondents should offer all rebates and special offers (including commercial and consumer offers) made available by the manufacturer, in addition to contracted pricing.

Meets Requirement – Occasionally there are some pricing specials publishers offer to libraries which they do not allow wholesalers to take advantage of.

C.5.2.17. Quality Assurance and Warranty Guarantee

The Contractor should guarantee its products to be free from defects in materials and workmanship, given normal use and care, over a minimum of the manufacturer's warranty period. The Contractor should agree to repair and/or immediately replace without charge (including freight both ways) to Authorized Users any product or part thereof that proves to be defective or fails within the warranty period as specified.

Meets Requirement

C.5.2.18. Notification of Back Orders

Please describe in detail your back order notification procedures.

Meets Requirement – Emery-Pratt notifies you of back ordered titles through our website, updated daily, and by order reports, sent out weekly. If a title is back ordered through a publisher we will provide you an estimated date the publisher expects to have more available.

C.5.2.19. Receiving Procedures and Order Inspection

State personnel may inspect and verify deliveries. Products may be matched against the packing slip and order specifications. Authorized Users may identify and reconcile delivery discrepancies of quantity or quality after delivery. Product delivered will also be inspected at time of use and is subject to refusal/return for issues of quality. Any cases damaged during loading or delivery will be rejected. Contractor should replace with like or acceptable product at no charge within two business days of notice.

When receiving deliveries, Authorized Users may:

Inspect each item at the time of receipt

Note any count discrepancies and visible damage on the Contractor's packing slip. Discrepancies or damages noted should be initialed by the Contractor's delivery agent

If, upon inspection at the time of receipt, products are found to be in unacceptable condition, Authorized User may refuse delivery and note reason on delivery receipt. Contractor's delivery agent shall initial any such notes

When satisfied that the shipment is in proper order and/or all discrepancies have been properly noted and initialed, the receiving person shall sign the Contractor's packing slip and retain a copy for their records

Authorized Users reserve the right to reject all or part of a delivery

Contractor should allow ample time for these procedures at each delivery location.

Meets Requirement

C.5.2.20. Invoice Requirements

All invoices should reflect the prices and discounts established for the items on this contract for all orders placed by Authorized Users.

Before payment is made, the State will verify that all invoiced charges are correct as per the Contract(s). Only properly submitted invoices will be officially processed for payment. Prompt payment requires that your invoices be accurate, clear and complete in conformity with the instructions below. All invoices must be itemized showing:

- Contractor name
- Remit to address
- Purchase order number (or purchase method and user name, if there is no purchase order)
- Invoice Number
- Date of order/ release
- Item manufacturer's name or abbreviation (if applicable)
- Complete item description
- Unit of measure
- Quantity per UOM
- Manufacturer's product number
- Contractor's catalog and/or stock numbers
- Contract price
- Quantity shipped
- Extended prices
- Shipping charges (if applicable)
- Discounts
- Agency Name
- Purchaser name
- Account number
- Invoice total

Respondent should provide original invoice and requested number of copies to the designated accounts payable representative(s) or addresses for each Authorized User.

Each invoice should contain only those products covered by the purchase order or other purchase method designated on that invoice. Invoices that have pricing other than approved contract pricing will not be considered valid invoices.

Meets Requirement – See attached sample invoice

C.5.2.21. Complaint Resolution Procedure

The Contractor should have a robust complaint resolution procedure. Please describe in detail.

Meets Requirement – If any questions or complaints come up, Authorized Users can contact Customer Service, their Account Manager, Byron E. Shattuck, or the President of Emery-Pratt for resolution.

C.5.2.22. Catalogs

Contractor should have web based catalog(s) and deliver hard copies, CD-ROM, or electronic media copies of the most current catalog to each Authorized User upon request. Contractor should provide Contracting Officer with an electronic copy of its most recent catalog within five (5) business days of publication. The most recent catalog must be included with a Supplier's response to the RFP.

Meets Requirement – Website, emery-pratt.com, is update daily with either new titles or corrections if needed. Log in and Password available upon request.

INVOICE ORIGINAL

Emery-Pratt

Dependability. Reliability. Smileability.

1966 W M 21 • Owosso, MI 48867-9317
 Phone (toll-free) 800 248-3887 customer.service@emer-y-pratt.com
 Fax (toll-free) 800 523-6379 emer-y-pratt.com
 SAN 170-1401



BILL TO: YOUR LIBRARY
 STREET
 CITY STATE ZIP

SHIP TO: YOUR LIBRARY
 STREET
 CITY STATE ZIP

ACCT NO. 00000 INVOICE NO. 000000 INVOICE DATE 00/00/00 PAGE 1 TERMS: 30 DAYS NET

FEDERAL EMPLOYER ID #38-058880

SPECIAL INSTRUCTIONS
 Invoice with books

| PO NUMBER | AUTHOR | TITLE | QTY | UNIT PRICE | DISC | UNIT EXT | TOTAL EXT | ISBN |
|---|--------|--|-----|------------|------|----------|-----------|---------------|
| 0332168 | | AT THE CENTER OF THE STORM note Circulation date 00/00/00 | 1 | 30.00 | 33.0 | 20.10 | 20.10 | 9780061147791 |
| Shipping charge PAID by EMERY-PRATT Another great reason to rely on... www.emery-pratt.com NO SUBSCRIPTION FEES | | | | | | | | |

* C.5.2.20

Please pay 1 this amount 20.10

E.4. Solicitation Submission

Suppliers should submit the following components to ensure a complete response will be evaluated.

E.4.1. Past Performance Information

E.4.1.1. A list of references (minimum of five) who have utilized the Offeror's services in a like manner (services similar in size and scope of this RFP). Please refer to Attachment B for complete instructions. A form to be forwarded to the references (past clients) is provided in that attachment. These forms must be filled out and included with your proposal response.

See Attached

E.4.2. Organizational Capacity

E.4.2.1. A statement concerning the length of time in business, the number of employees, the financial condition, ownership, location and total number of clients served. A detailed listing of products offered. This may be via company's online website, or by an electronic catalog. All products shall list the manufacturer name.

Emery-Pratt Company has been a supplier of books for over 140 years, since 1873. We have been a distributor to academic libraries since 1957. Emery-Pratt Company originated as a retail bookseller in Lansing, MI. We developed our book distribution business to libraries in 1957. In 1965 we discontinued our retail division and expanded our distribution to libraries throughout the United States. The business was owned by Mr. Archibald Emery and Mr. Hubert Pratt. In 1956 it was sold to Mr. Maurice Shattuck and Burdette Shattuck. Mr. Maurice B. Shattuck, son of Mr. Burdette Shattuck, purchased the company from his father and uncle in 1985 and continues to own it today along with his wife Pamela and two sons, Maurice B. II and Byron. Emery-Pratt is a privately held corporation in Michigan with a good financial standing and footing as we move to the future.

Emery-Pratt has been providing quality book distribution service to thousands of libraries in the United States and Canada for many years. In independent surveys conducted by Marketing Solutions, a consulting firm in Indianapolis, IN, our company was rated as having the highest level of service of the major book vendors. We are committed to taking care of our customer's book ordering needs to the highest level.

Today, Emery-Pratt Company has an online ordering system that enables our customers to search and select for ordering any books & A-V materials needed for their library collections. We have also expanded our online system to be able to transmit data to our customer's Acquisition Module of their automated system. We have also developed an Approval Plan (New Title Selection Plan) that enables our customer to setup parameters to preselected areas of interest for collection development.

E.4.3. Technical Proposal

E.4.3.1. Complete response to Section C of the RFP.

See Section C of Emery-Pratt's response.

E.4.3.2. Electronic copy of a Supplier's current catalogue in accordance with C.5.2.22 of the RFP.

See Section C.5.2.22 of Emery-Pratt's response.

E.4.4. Price Response

E.4.4.1. Complete response to Attachment C Bid Sheet.

See attached

REFERENCE LISTING

| Code | FIRST NAME | LAST NAME | PHONE | FAX | COMPANY | CITY | STATE | DURATION |
|------|--------------|-----------|-------|-----|---------|------|-------|----------|
| 101 | See Attached | | | | | | | |
| 102 | See Attached | | | | | | | |
| 103 | See Attached | | | | | | | |
| 104 | See Attached | | | | | | | |
| 105 | See Attached | | | | | | | |
| 106 | See Attached | | | | | | | |
| 107 | See Attached | | | | | | | |
| 108 | | | | | | | | |
| 109 | | | | | | | | |
| 110 | | | | | | | | |
| 111 | | | | | | | | |
| 112 | | | | | | | | |
| 113 | | | | | | | | |
| 114 | | | | | | | | |
| 115 | | | | | | | | |

Ms. Hanna Paquette – Collection Development
Phone 715 394-8437
Fax 715 394-8462
University of Wisconsin – Superior
PO Box 2000
Superior WI 54880

Cheri Colter – Acquisition
Phone 765 674-6901
Fax 765 677-2676
Jackson Library
Indiana Wesleyan University
4201 S Washington
Marion IN 46953

Karen Reish
Phone 517 241-0021
Fax 517 373-5700
Library of Michigan
702 W Kalamazoo St
Lansing MI 48915

Galadriel Lackey – Acquisition
Phone 405 744-6306
Fax 405 744-7579
Edmond Low Library
Oklahoma State University
1210 N Boomer Rd
Stillwater OK 74075

Maurine McCourry – Technical Services
Phone 517 607-2402
Fax 517 607-2248
Hillsdale College
33 College St
Hillsdale MI 49242

Michelle Gregory – Acquisitions
Phone 910 893-1426
Fax 910 893-1426
Wiggins Memorial Library
Campbell University
113 Main St
Buies Creek NC 27506

Elizabeth Taylor – Technical Services
Phone 313 593-5402
Fax 313 593-5561
Mardigian Library
University of Michigan – Dearborn
4901 Evergreen Rd
Dearborn MI 48128

Survey Questionnaire – State of Oklahoma

To: Hanna Pagivette
(Name of person completing survey)

Phone: 715 - 394 - 8437 Fax: 715 - 394 - 8462

Subject: Past Performance Survey of: Emery-Pratt
(Name of Vendor)

The State of Oklahoma is implementing a process that collects past performance information on firms and their key personnel. The information will be used to assist the State in the selection of firms to perform various services. The firm/individual listed above has listed you as a client for which they have previously performed work for. We would appreciate your taking the time to complete this survey.

Rate each of the criteria on a scale of 1 to 10, with 10 representing that you were very satisfied (and would hire the firm/individual again) and 1 representing that you were very unsatisfied (and would never hire the firm/individual again). Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, leave it blank.

Client Name: Jim Dan Hill Library Completion
Project Name: Ongoing Date: 6/16/16

Past Performance Survey of:

Emery - Pratt
(Name of Vendor)

| NO | CRITERIA | Scale | Score |
|----|--|--------|-------|
| 1 | Ability to provide a wide selection of products. | (1-10) | 9 |
| 2 | Ability to maintain schedule (delivery as scheduled, or quoted) | (1-10) | 10 |
| 3 | Quality of products offered. | (1-10) | 10 |
| 4 | Professionalism and ability to manage (includes customer service, response time, returns phone calls , emails) | (1-10) | 10 |
| 5 | Accounts Receivable/ Invoice Operations | (1-10) | 10 |
| 6 | Communication, (includes explanation of products available, offers suggestions, cross reference abilities) | (1-10) | 10 |
| 7 | Return Policies | (1-10) | 9 |
| 8 | Overall customer satisfaction and comfort level in hiring vendor again | (1-10) | 10 |

| | |
|-----------------------------|--------------------------|
| <u>Hanna Paquette</u> | <u>Hanna Paquette</u> |
| Printed Name (of Evaluator) | Signature (of Evaluator) |

Thank you for your time and effort in assisting the State of Oklahoma in this important endeavor.

Please list any additional comments you may have in the space provided below.

Emery-Pratt's customer service is impeccable. They show interest towards their customers and work with them to customize what best suits their users needs. I highly recommend Emery-Pratt as a valuable vendor.

Survey Questionnaire – State of Oklahoma

To: Cheri Colter
(Name of person completing survey)

Phone: 765 677 2193 Fax: 765 677 2676

Subject: Past Performance Survey of: Emery-Pratt
(Name of Vendor)

The State of Oklahoma is implementing a process that collects past performance information on firms and their key personnel. The information will be used to assist the State in the selection of firms to perform various services. The firm/individual listed above has listed you as a client for which they have previously performed work for. We would appreciate your taking the time to complete this survey.

Rate each of the criteria on a scale of 1 to 10, with 10 representing that you were very satisfied (and would hire the firm/individual again) and 1 representing that you were very unsatisfied (and would never hire the firm/individual again). Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, leave it blank.

Client Name: _____
Project Name: _____

Completion
Date: 6/15/16

Past Performance Survey of:

Emery-Pratt

(Name of Vendor)

| NO | CRITERIA | Scale | Score |
|----|--|--------|-------|
| 1 | Ability to provide a wide selection of products. | (1-10) | 10 |
| 2 | Ability to maintain schedule (delivery as scheduled, or quoted) | (1-10) | 10 |
| 3 | Quality of products offered. | (1-10) | 10 |
| 4 | Professionalism and ability to manage (includes customer service, response time, returns phone calls , emails) | (1-10) | 10 |
| 5 | Accounts Receivable/ Invoice Operations | (1-10) | 10 |
| 6 | Communication, (includes explanation of products available, offers suggestions, cross reference abilities) | (1-10) | 10 |
| 7 | Return Policies | (1-10) | 10 |
| 8 | Overall customer satisfaction and comfort level in hiring vendor again | (1-10) | 10 |

| | |
|-----------------------------|--------------------------|
| Cheri Colter | Cheri Colter |
| Printed Name (of Evaluator) | Signature (of Evaluator) |

Thank you for your time and effort in assisting the State of Oklahoma in this important endeavor.

Please list any additional comments you may have in the space provided below.

Survey Questionnaire – State of Oklahoma

To: Karen Reich
(Name of person completing survey)

Phone: 517 241 0021 Fax: 517 373 5700

Subject: Past Performance Survey of: Emery Pratt
(Name of Vendor)

The State of Oklahoma is implementing a process that collects past performance information on firms and their key personnel. The information will be used to assist the State in the selection of firms to perform various services. The firm/individual listed above has listed you as a client for which they have previously performed work for. We would appreciate your taking the time to complete this survey.

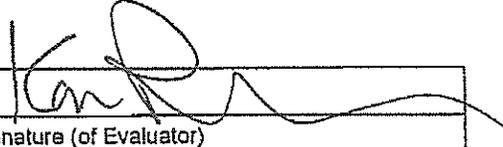
Rate each of the criteria on a scale of 1 to 10, with 10 representing that you were very satisfied (and would hire the firm/individual again) and 1 representing that you were very unsatisfied (and would never hire the firm/individual again). Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, leave it blank.

Client Name: Library of Michigan Completion
Project Name: Every Child Ready to Read Books Date: 6-30-16

Past Performance Survey of:

Emery Pratt
(Name of Vendor)

| NO | CRITERIA | Scale | Score |
|----|--|--------|-------|
| 1 | Ability to provide a wide selection of products. | (1-10) | 10 |
| 2 | Ability to maintain schedule (delivery as scheduled, or quoted) | (1-10) | 10 |
| 3 | Quality of products offered. | (1-10) | 10 |
| 4 | Professionalism and ability to manage (includes customer service, response time, returns phone calls , emails) | (1-10) | 10 |
| 5 | Accounts Receivable/ Invoice Operations | (1-10) | 10 |
| 6 | Communication, (includes explanation of products available, offers suggestions, cross reference abilities) | (1-10) | 10 |
| 7 | Return Policies | (1-10) | NA |
| 8 | Overall customer satisfaction and comfort level in hiring vendor again | (1-10) | 10 |

| | |
|-----------------------------|--|
| <u>Karren Reish</u> |  |
| Printed Name (of Evaluator) | Signature (of Evaluator) |

Library of Michigan

Thank you for your time and effort in assisting the State of Oklahoma in this important endeavor.

Please list any additional comments you may have in the space provided below.

Emery Pratt's service was timely, complete and included additional assistance as we needed it. We were very pleased.

Survey Questionnaire – State of Oklahoma

To: Galadriel Lackey
(Name of person completing survey)

Phone: (405) 744-6306 Fax: _____

Subject: Past Performance Survey of: Emery-Pratt
(Name of Vendor)

The State of Oklahoma is implementing a process that collects past performance information on firms and their key personnel. The information will be used to assist the State in the selection of firms to perform various services. The firm/individual listed above has listed you as a client for which they have previously performed work for. We would appreciate your taking the time to complete this survey.

Rate each of the criteria on a scale of 1 to 10, with 10 representing that you were very satisfied (and would hire the firm/individual again) and 1 representing that you were very unsatisfied (and would never hire the firm/individual again). Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, leave it blank.

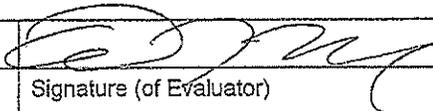
Client Name: _____ Completion _____
Project Name: _____ Date: _____

Past Performance Survey of:

Emery-Pratt

(Name of Vendor)

| NO | CRITERIA | Scale | Score |
|----|---|--------|-------|
| 1 | Ability to provide a wide selection of products. | (1-10) | 10 |
| 2 | Ability to maintain schedule (delivery as scheduled, or quoted) | (1-10) | 10 |
| 3 | Quality of products offered. | (1-10) | 10 |
| 4 | Professionalism and ability to manage (includes customer service, response time, returns phone calls, emails) | (1-10) | 10 |
| 5 | Accounts Receivable/ Invoice Operations | (1-10) | 10 |
| 6 | Communication, (includes explanation of products available, offers suggestions, cross reference abilities) | (1-10) | 10 |
| 7 | Return Policies | (1-10) | 10 |
| 8 | Overall customer satisfaction and comfort level in hiring vendor again | (1-10) | 10 |

| | |
|-----------------------------|--|
| Galadriel Lackey |  |
| Printed Name (of Evaluator) | Signature (of Evaluator) |

Thank you for your time and effort in assisting the State of Oklahoma in this important endeavor.

Please list any additional comments you may have in the space provided below.

Oklahoma State University has had a very long and satisfactory relationship with vendor. They offer many electronic services that support our workflows enabling us to do more with fewer local staff.

Survey Questionnaire – State of Oklahoma

To: Maurine McCourry
(Name of person completing survey)

Phone: 517-607-2402 Fax: 517-607-2248

Subject: Past Performance Survey of: Emery-Pratt Company
(Name of Vendor)

The State of Oklahoma is implementing a process that collects past performance information on firms and their key personnel. The information will be used to assist the State in the selection of firms to perform various services. The firm/individual listed above has listed you as a client for which they have previously performed work for. We would appreciate your taking the time to complete this survey.

Rate each of the criteria on a scale of 1 to 10, with 10 representing that you were very satisfied (and would hire the firm/individual again) and 1 representing that you were very unsatisfied (and would never hire the firm/individual again). Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, leave it blank.

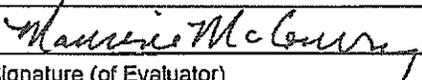
Client Name: _____ Completion _____
Project Name: _____ Date: _____

Past Performance Survey of:

Emery-Pratt Company

(Name of Vendor)

| NO | CRITERIA | Scale | Score |
|----|--|--------|-------|
| 1 | Ability to provide a wide selection of products. | (1-10) | 9 |
| 2 | Ability to maintain schedule (delivery as scheduled, or quoted) | (1-10) | 10 |
| 3 | Quality of products offered. | (1-10) | 10 |
| 4 | Professionalism and ability to manage (includes customer service, response time, returns phone calls , emails) | (1-10) | 10 |
| 5 | Accounts Receivable/ Invoice Operations | (1-10) | 9 |
| 6 | Communication, (includes explanation of products available, offers suggestions, cross reference abilities) | (1-10) | 10 |
| 7 | Return Policies | (1-10) | 9 |
| 8 | Overall customer satisfaction and comfort level in hiring vendor again | (1-10) | 9 |

| | |
|-----------------------------|--|
| Maurine McCourry |  |
| Printed Name (of Evaluator) | Signature (of Evaluator) |

Thank you for your time and effort in assisting the State of Oklahoma in this important endeavor.

Please list any additional comments you may have in the space provided below.

Survey Questionnaire – State of Oklahoma

To: Michelle Gregory
(Name of person completing survey)

Phone: 910 893 1426 Fax: 910 893 1426

Subject: Past Performance Survey of: Emery Pratt
(Name of Vendor)

The State of Oklahoma is implementing a process that collects past performance information on firms and their key personnel. The information will be used to assist the State in the selection of firms to perform various services. The firm/individual listed above has listed you as a client for which they have previously performed work for. We would appreciate your taking the time to complete this survey.

Rate each of the criteria on a scale of 1 to 10, with 10 representing that you were very satisfied (and would hire the firm/individual again) and 1 representing that you were very unsatisfied (and would never hire the firm/individual again). Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, leave it blank.

Client Name: _____
Project Name: _____

Completion
Date: 10-17-16

Past Performance Survey of

Emercy Pratt
 (Name of Vendor)

| NO | CRITERIA | Scale | Score |
|----|--|--------|-------|
| 1 | Ability to provide a wide selection of products. | (1-10) | 9 |
| 2 | Ability to maintain schedule (delivery as scheduled, or quoted) | (1-10) | 10 |
| 3 | Quality of products offered. | (1-10) | 10 |
| 4 | Professionalism and ability to manage (includes customer service, response time, returns phone calls , emails) | (1-10) | 9 |
| 5 | Accounts Receivable/ Invoice Operations | (1-10) | 9 |
| 6 | Communication, (includes explanation of products available, offers suggestions, cross reference abilities) | (1-10) | 10 |
| 7 | Return Policies | (1-10) | 9 |
| 8 | Overall customer satisfaction and comfort level in hiring vendor again | (1-10) | 10 |

| | |
|--|---|
| <u>Michelle Grayson</u> Printed Name (of Evaluator) | <u>Michelle Grayson</u> Signature (of Evaluator) |
|--|---|

Thank you for your time and effort in assisting the State of Oklahoma in this important endeavor.

Please list any additional comments you may have in the space provided below.

I have done Acquisitions for Campbell University
for 20 years and have used EP for those years
 I have transferred Standing Orders that we were getting from publishers or other Vendor due to quick service and you can't find better Customer Service anywhere else. They go out of their way to help you.

* E.4.1

Survey Questionnaire – State of Oklahoma

To: Elizabeth J. Taylor
(Name of person completing survey)

Phone: (313) 593-5402 Fax: (313) 593-5561

Subject: Past Performance Survey of: Emery Pratt
(Name of Vendor)

The State of Oklahoma is implementing a process that collects past performance information on firms and their key personnel. The information will be used to assist the State in the selection of firms to perform various services. The firm/individual listed above has listed you as a client for which they have previously performed work for. We would appreciate your taking the time to complete this survey.

Rate each of the criteria on a scale of 1 to 10, with 10 representing that you were very satisfied (and would hire the firm/individual again) and 1 representing that you were very unsatisfied (and would never hire the firm/individual again). Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, leave it blank.

Client Name: Emery Pratt

Project Name: _____

Completion
 Date: June 20, 2016

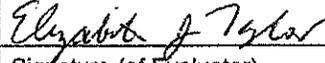
* E.4.1

Past Performance Survey of:

Emery Pratt

(Name of Vendor)

| NO | CRITERIA | Scale | Score |
|----|--|--------|-------|
| 1 | Ability to provide a wide selection of products. | (1-10) | 8 |
| 2 | Ability to maintain schedule (delivery as scheduled, or quoted) | (1-10) | 8 |
| 3 | Quality of products offered. | (1-10) | 8 |
| 4 | Professionalism and ability to manage (Includes customer service, response time, returns phone calls , emails) | (1-10) | 10 |
| 5 | Accounts Receivable/ Invoice Operations | (1-10) | 10 |
| 6 | Communication, (Includes explanation of products available, offers suggestions, cross reference abilities) | (1-10) | 9 |
| 7 | Return Policies | (1-10) | 10 |
| 8 | Overall customer satisfaction and comfort level in hiring vendor again | (1-10) | 10 |

| | |
|-----------------------------|--|
| Elizabeth J. Taylor |  |
| Printed Name (of Evaluator) | Signature (of Evaluator) |

Thank you for your time and effort in assisting the State of Oklahoma in this important endeavor.

Please list any additional comments you may have in the space provided below.

ATTACHMENT C - BID SHEET

Vendor Name:

Emery-Pratt Company

| BOOKS CATEGORIES | Responding (Yes/No) | % Discount off List | Additional Comments/Bulk Discounts/Prompt Payment Discounts |
|--|----------------------------|----------------------------|--|
| GENERAL, DOMESTIC | YES | 3% - 37% | |
| ENCYCLOPEDIA, DOMESTIC | YES | 3% - 37% | |
| LEGAL PUBLICATIONS, LAW BOOKS, DOMESTIC | YES | 3% - 37% | |
| MEDICAL BOOKS, DOMESTIC | YES | 3% - 37% | |
| MULTI-MEDIA PRODUCTS, RECORDED PUBLICATION MATERIALS | YES | 3% - 37% | |
| PERIODICAL AND OTHER SERIAL SUBSCRIPTIONS, DOMESTIC | YES | 3% - 37% | |
| REFERENCE, DOMESTIC | YES | 3% - 37% | |
| SCIENTIFIC, DOMESTIC | YES | 3% - 37% | |
| TECHNICAL, DOMESTIC | YES | 3% - 37% | |
| TEXTBOOKS, DOMESTIC | YES | 3% - 37% | |
| TRADE BOOKS, DOMESTIC | YES | 3% - 37% | |

* E.4.4.1