



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

Dear Mr. Elrod:

It is a privilege to serve the libraries of the State of Oklahoma. Thank you for giving Emery-Pratt Company the opportunity to offer our services to all of your University Libraries through your Solicitation No. SW16012.

Emery-Pratt Company is offering the following discounts and services to your libraries.

- 37% Discount off trade discounted material
- 13% Discount off technical & reference material
- 3% Discount off non-discounted material and all Standing Orders
- FREE SHIPPING to your library

With any of the above options, your libraries can take advantage of the following:

No minimum quantity per order.

You may order any type of material- technical, reference, trade, library bindings, paperback, audio-visual, e-books, etc.

Orders may be sent...

- by point & click ordering via our website [www.emery-pratt.com](http://www.emery-pratt.com)
- by fax - your call is toll-free
- by our toll-free INTERACTIVE TELEPHONE ORDER ENTRY SYSTEM
- by mail

Discounts and good prices are important to you and us in all aspects of buying. In addition, careful thought also needs to be given in areas of experience and service. Emery-Pratt Company provides the following . . .

1. Experience in the book business since 1873
2. Availability of more than 16 million titles from over 200,000 publishing sources
3. Search thousands of titles in stock directly from our website at [www.emery-pratt.com](http://www.emery-pratt.com)
4. Category free pricing - materials are priced based on buying power, not book content
5. Fast shipping of stock titles
6. Extensive follow-up and research on your back ordered items
7. Flexible automatic back-order time limits
8. Availability of MARC records, and full processing
9. Theft detection strips
10. Website, toll-free phone or fax inquiry

  
Book Distributors since 1873

  
1966 West M-21  
Owosso, Michigan  
48867-1397

  
1 800 248-3887

  
1 800 523-6379

  
[customer.service@emery-pratt.com](mailto:customer.service@emery-pratt.com)  
[www.emery-pratt.com](http://www.emery-pratt.com)

THE NICEST PEOPLE IN THE BOOK BUSINESS





Mr. Gerald Elrod

Page 2

June 28, 2016

11. IMMEDIATE return authorization when you use our book return/credit memo form for defectives or for unmarked items determined to be a duplication ordered in error
12. Custom invoicing - invoices can be sequenced by author, title or purchase order number and/or separated by purchase order number or fund
13. Comprehensive reporting-new information about your orders is updated daily at [www.emery-pratt.com](http://www.emery-pratt.com)
14. Paperbacks rebound in hard cover or reinforced with clear self-adhesive book-cover
15. Publisher "PREPAYMENT" service
16. Standing Order Service
17. Price Variance Protection
18. Duplicate Order Alert
19. Automatic New Title Selection Plans
20. Rush Order Service

While you may not need all of these services now, you have the peace of mind knowing "we're there when you need us".

Our website is very user friendly and full of information and services. You can search for titles by subject, author, publisher, ISBN or title; do your ordering; check the status of your open and completed orders; and watch for special promotions all from one easy to use website... [www.emery-pratt.com](http://www.emery-pratt.com). And it is provided FREE OF CHARGE.

Emery-Pratt is committed to provide you with the best CUSTOMER SERVICE in the book vendor industry. Our priority is to serve you with the courtesy and respect you deserve while helping to supply your information needs.

Feel free to contact us if we can answer any questions. We look forward to working for each of your libraries.

Sincerely,  
EMERY-PRATT COMPANY

Byron E. Shattuck,  
Director of Business Development



Book Distributors since 1873



1966 West M-21  
Owosso, Michigan  
48867-1397



1 800 248-3887



1 800 523-6379



customer.service@emery-pratt.com  
[www.emery-pratt.com](http://www.emery-pratt.com)

THE NICEST PEOPLE IN THE BOOK BUSINESS



State of Oklahoma

## Amendment of Solicitation

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 5<sup>th</sup>, 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

Byron E. Shattuck

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 Permit<sup>1</sup>:

☐ 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](http://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.)<sup>2</sup>

  
Authorized Signature

6-28-16

Date

Byron E. Shattuck

Printed Name

Director of Business Development

Title

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

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



# CERTIFICATE OF LIABILITY INSURANCE

EMERCOI-01 MPRUSSNER

DATE (MM/DD/YYYY)

6/15/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> CLH Insurance Agency 200 W. Exchange St. Owosso, MI 48867	<b>CONTACT NAME:</b> Mary E. Prussner	
	<b>PHONE (A/C, No, Ext):</b>	<b>FAX (A/C, No):</b> (989) 723-5382
	<b>E-MAIL ADDRESS:</b> mary@clh-insurance.com	
<b>INSURED</b>  Emery-Pratt Co. Inc. 1966 W Main St. Owosso, MI 48867	<b>INSURER(S) AFFORDING COVERAGE</b>	
	<b>INSURER A:</b> Cincinnati Casualty Co.	
	<b>INSURER B:</b>	
	<b>INSURER C:</b>	
	<b>INSURER D:</b>	
	<b>INSURER E:</b>	
	<b>INSURER F:</b>	

<b>COVERAGES</b>	<b>CERTIFICATE NUMBER:</b>	<b>REVISION NUMBER:</b>
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.		

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:					EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS					COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	EWC 0361270	01/01/2016	01/01/2017	PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ 100,000 E.L. DISEASE - EA EMPLOYEE \$ 100,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

<b>CERTIFICATE HOLDER</b>  Office of Management and Enterprise Services Central Purchasing 5005 N Lincoln Blvd, Ste 300 Oklahoma City, OK 73105	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE <i>Michael D. Anderson</i>
---	--

© 1988-2014 ACORD CORPORATION. All rights reserved.



State of Oklahoma

**Certification for Competitive  
Bid and/or Contract  
(Non-Collusion Certification)**

**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

Byron E. Shattuck

Printed Name

800 248-3887

Phone Number

800 523-6379

Fax Number

06/28/2016

\_\_\_\_\_  
Certified This Date

Director of Business Development

\_\_\_\_\_  
Title

byron.shattuck@emery-pratt.com

\_\_\_\_\_  
Email

## **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

www.emery-pratt.com/index.php

Request Password Contact Us Services Promotions Conferences Links Home

**Emery-Pratt**

The Best Resources Convenient Ordering Customer Services Specialty Services Attention to Detail

Log In Name Password Log In

## “What makes our customers so happy?”

**Dependability. Reliability. Smileability.**

We genuinely care about our customers, and we're committed to offering the most extensive selection of products and services.

**Millions of titles. One single source.**

With millions of titles, and over 195,000 print and digital sources, we can access all of the in-print and out-of-print titles, from best sellers to hard-to-find books, from hard-to-reach publishers. Plus, we have titles from several thousand publishers in stock. And, we constantly meet with publishers to discuss future publications.

www.emery-pratt.com/ordering.php

Request Password Promotions Home

**Emery-Pratt**

IN-PRINT SEARCH BY:	Subjects	Publisher	Author	Title	ISBN	LC Class
EBOOKS SEARCH BY:	Subjects	Publisher	Author <td>Title <td>ISBN <td>LC Class</td> </td></td>	Title <td>ISBN <td>LC Class</td> </td>	ISBN <td>LC Class</td>	LC Class
IN-STOCK SEARCH BY:	Subjects	Publisher	Author <td>Title <td>ISBN <td></td> </td></td>	Title <td>ISBN <td></td> </td>	ISBN <td></td>	

Order Form Ordering Menu Book Bag Log Out

### Ordering - Main Menu

#### In-Print

- Search by Subjects.
- Search by Publisher.
- Search by Author.
- Search by Title.
- Search by ISBN.
- Search by LC Class Number.

#### eBooks

- Search by Subjects.
- Search by Publisher.
- Search by Author.
- Search by Title.
- Search by ISBN.
- Search by LC Class Number.

#### In-Stock

- Search by Subjects.
- Search by Publisher.
- Search by Author.
- Search by Title.
- Search by ISBN.

#### Promotions

- Title Listings
- Medical
- The 100 Best Novels of the 20th Century
- Choice's Outstanding Academic Titles
- New Title Selection Plan

#### My Account

- Returns
- Manage New Title Selection Plan

\*C.5.2.7

www.emery-pratt.com/books/orderform.php

Request Password Contact Us Services Promotions Conferences Links 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

### Emery-Pratt - Book Order Form

This form is available for any title not found in our database. Please give us as much information about the title as possible and we will order it for you.

Title:   
 ISBN:   
 Author:   
 Publisher name:   
 Edition:   
 Binding:   
 Estimated price: \$  (Single price only)

Quantity:  P.O. number:  Fund number:   
 Comments:   
 This:   
 That:

[Add to Book Bag](#) [Order](#) (Owner: Byron Shamuck)

Price and availability subject to change without notice.  
 © Copyright 1999-2016 Emery-Pratt Company. All rights reserved.  
 Last modified: May 16 2016 11:01:55.  
 Use of this web site demonstrates your acceptance of our Terms of Service

www.emery-pratt.com/order\_report/report.php

Request Password Contact Us Services Promotions Conferences Links Home

The Best Convenient Customer Speciality Attention to  
 Resources Ordering Services Service Detail

### Order Report

Customer Number: 43699 Shipman Library-E Maertens  
 Adrian College  
 110 S Madison  
 Adrian, MI 49221

Emery-Pratt Company  
 1066 West Main Street  
 Owosso, MI 48867-1397  
 Phone Toll-Free 1 800 248 3887  
 Fax Toll-Free 1 800 523-6379  
 E-mail: custserv@emery-pratt.com  
 http://www.emery-pratt.com

Fund PO#	Qty
Barrons Profiles Of American Colleges 2017 Our# 6160-8062-00-0	001
112379 Back ordered-not yet published <a href="#">View detail</a>	ISBN: 1438006895
Petersons Scholarships Grants & Prizes 2017 21st Edition Our# 6160-8064-00-0	001
112379 Back ordered-not yet published <a href="#">View detail</a>	ISBN: 0768940886

• [Printer Friendly Version](#)

Price and availability subject to change without notice.  
 © Copyright 1999-2016 Emery-Pratt Company. All rights reserved.  
 Use of this web site demonstrates your acceptance of our Terms of Service



\*C.5.2.7

www.emery-pratt.com/status/statusreview.php?mode=search&searchtype=all&filtertype=&sort=title

Michigan Library Dire Client Lookup SquirrelMail OCAA Ebooks OMES Division of Cal FedBid OCLC Web Portal freezer cooking Inv EVA

Request Password Contact Us Services Promotions Conferences Links Home

The Best Resources Convenient Ordering Customer Services Specialty Services Attention to Detail

Standing Order Selection Plan Order Status Order Report Ordering Book Bag Log Out

### Order Status - Account 43699

Oldest Order Date: Any Newest Order Date: Any Search

Showing All Orders Showing all titles  
 (Show Completed Orders) (Show only titles that have status changes within 3 days)  
 (Show Active Orders) (Show only ISBN) Search

Titles in this color indicate the status has changed in the last 3 days • Select columns to be displayed

Order Date	Fund	PO	Title (Click book title to see detail)	ISBN	Publisher	Author	Status	Qty	Est. List Price	Unit Price	Total
2016-05-18	PO	-356/2015	1000 Chairs	9783836546744	INGRAM PUBLISHERS SERVICES INC	FIELL, CHARL	Shipped	1	35.53	35.53	
2016-05-27	PO	-368/2015	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	-362/2015	1946	9781101670426	PENGUIN RANDOM HOUSE LLC	SEBESTYEN, V	Shipped	1	19.20	19.20	
2016-06-01	PO	-427/2015	\$2.00 A Day	9780544303188	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	
2015-05-27	PO	-299/2014	Academic Writing And Plagiarism : A Linguistic Analysis	9780231153201	PERSEUS DISTRIBUTION	LOXTON, DAN	Shipped	1	19.17	19.17	
2014-10-01	PO	-260/2014	Accidental Ethnography : An Inquiry Into Family Secrecy	9781441139535	MPS	PECORARI, DI	Shipped	1	46.01	46.01	
2015-12-07	PO	-337/2015	Adl Injuries In The Female Athlete : Causes, Impacts, An	9781598741469	CHICAGO DISTRIBUTION CTR	POULOS, CHRI	Shipped	1	34.25	34.25	
2016-06-02	PO	-439/2015	Actor's Choice - Monologues For Men	9783642325515	SPRINGER NATURE	NOYES, FRANK	On order with publisher	1	279.00	279.00	
2016-05-27	PO	-419/2015	Adhd Explosion : Myths, Medication, Money, And Today's P	9780970304652	PLAYSCRIPTS INC	DETRICK, ERI	On order with publisher	1	14.95	14.95	
2016-05-27	PO	-414/2015	Advanced Fitness Assessment And Exercise Prescription-7t	9780199790555	OXFORD U PR	HINSHAW, STE	On order with publisher	1	36.95	36.95	
2016-05-17	PO	-369/2015	Advances In Experimental Social Psychology Vol 53	9781450466004	HUMAN KINETICS PUBL INC	HEYWARD, VIV	Shipped	1	99.96	99.96	
2016-01-26	L12379		Advances In Experimental Social Psychology Vol 53	9780120347378	ELSEVIER		Shipped	1	119.00	119.00	

www.emery-pratt.com/standingorder/statusreview.php

Michigan Library Dire Client Lookup SquirrelMail OCAA Ebooks OMES Division of Cal FedBid OCLC Web Portal freezer cooking Inv EVA

Request Password Contact Us Services Promotions Conferences Links Home

The Best Resources Convenient Ordering Customer Services Specialty Services Attention to Detail

Standing Order Selection Plan Order Status Order Report Ordering Book Bag Log Out

### Standing Orders - Account 43699

Qty	Title	Fund	PO	To Be Shipped
1	Advances In Experimental Social Psychology		I12379	Yearly
1	Almanac Of American Politics-Paper		I12379	2 years
1	Almanac Of Business & Industrial Financial Ratios		I12379	Yearly
1	Anchor Yale Bible Commentary-Cloth		I12379	6 months
1	Annual Review Of Ecology/Evolution & Systematics		I12379	Yearly
1	Annual Review Of Entomology		I12379	Yearly
1	Annual Review Of Genetics		I12379	Yearly
1	Annual Review Of Psychology		I12379	Yearly
1	Annual Review Of Sociology		I12379	Yearly
1	Asian Pacific Amer Award For Lit: Children & Ya		I12379	Yearly
1	Atla Monograph Series		I12379	6 months
1	Barrons Profiles Of American Colleges		I12379	Yearly
1	Boston Globe-Horn Award Fiction & Poetry		I12379	Yearly
1	Boston Globe-Horn Award Nonfiction		I12379	Yearly
1	Boston Globe-Horn Award Picture Book		I12379	Yearly
1	Caldecott Medal Winner		I12379	Yearly
1	Cambridge History Of China		I12379	Yearly
1	Classics Of Western Spirituality		I12379	6 months
1	Coretta Scott King Author Award Winner		I12379	Yearly
1	Coretta Scott King Illustrator Award Winner		I12379	Yearly
1	Crime In The United States		I12379	Yearly
1	Dece Studies In Contemporary Critism		I12379	6 months
1	Economic Report Of The President		I12379	6 months
1	Graphis Design Annual		I12379	Yearly
1	Hermenela: Critical/Hist Commentary On The Bible		I12379	6 months



\*C.5.2.7

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 - "Order" (Order Bag) - Review - Account 43699

Order (Owner: Byron Shattuck)

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
<input type="checkbox"/> Art of War, The	9781250041999	Byron Shattuck	Library	05-23-2016	FIC		1	27.99	27.99
<input type="checkbox"/> Breakdown	9780345541406	Byron Shattuck	Library	05-23-2016	FIC		1	28.95	28.95
<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	9781260061621	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	9780062306659	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 Parts	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	9780545839556	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	97809081513548	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

www.emery-pratt.com/bookinfo/getbookinfo2.php?mode=edit&bookid=2244831&line=...

## 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](mailto: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](http://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-pratt.com  
 Fax (toll-free) 800 523-6379 emer-pratt.com

SAN 170-1401



BILL TO: YOUR LIBRARY

STREET  
 CITY STATE ZIP

SHIP TO:

00000-00  
 YOUR LIBRARY  
 STREET  
 CITY STATE ZIP

ACCT NO. INVOICE NO. INVOICE DATE PAGE TERMS: FEDERAL EMPLOYER ID #38-0518880

00000 000000 00/00/00 1 30 DAYS NET

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

Project Name: Ongoing

Completion  
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 Pratt</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).

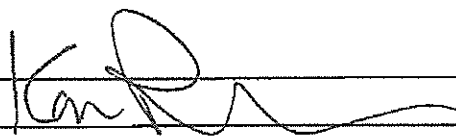
Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, leave it blank.

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: \_\_\_\_\_

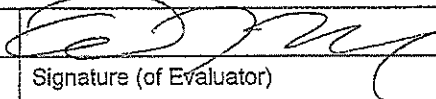


Past Performance Survey of:

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

<u>Galadriel Lackey</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.

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	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: 10-17-11

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 Gregory</u>	<u>Michelle Gregory</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.

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

Completion

Project Name: \_\_\_\_\_

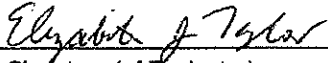
Date: June 20, 2016

\* 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%	