

ARLINGTON COUNTY, VIRGINIA  
OFFICE OF THE PURCHASING AGENT  
2100 CLARENDON BOULEVARD, SUITE 500  
ARLINGTON, VIRGINIA 22201

NOTICE OF RIDER CONTRACT

TO: EBSCO INFORMATION SERVICES  
PO BOX 2543  
BIRMINGHAM, ALABAMA 35202

DATE ISSUED:

7/1/2021

CURRENT REFERENCE NO:

22-LIB-R-330

CONTRACT TITLE:

EBSCO LIBRARY  
MATERIALS

---

**THIS IS A NOTICE OF A RIDER CONTRACT AND NOT AN ORDER. NO WORK IS AUTHORIZED UNTIL THE  
VENDOR RECEIVES A VALID COUNTY PURCHASE ORDER ENCUMBERING CONTRACT FUNDS.**

Arlington rides the Lead Agency's contract referenced below for the goods and services so referenced. The contract documents consist of this notice and terms and conditions of the Lead Agency Agreement including any attachments or amendments thereto.

**LEAD AGENCY NAME:** COMMONWEALTH OF VA LIBRARY OF VA

**LEAD AGENCY CONTRACT NUMBER:** LVA-SER-21-003

**EFFECTIVE DATE:** 7/1/2021

**EXPIRES:** 6/30/2024

**RENEWALS:** 2 (TWO) 1 (ONE) YEAR RENEWALS REMAINNG

**LIVING WAGE:** N

**EMPLOYEES NOT TO BENEFIT:**

**NO COUNTY EMPLOYEE SHALL RECEIVE ANY SHARE OR BENEFIT OF THIS CONTRACT NOT AVAILABLE TO THE GENERAL PUBLIC.**

---

**VENDOR CONTACT:** KARLA TEEL

**VENDOR TEL. NO.:**

(205) 980-2734

**EMAIL ADDRESS:** KTEEL@EBSCO.COM

**COUNTY CONTACT:** JUSTIN MARTIN (LIB)

**COUNTY TEL. NO.:**

(703) 228-6332

**COUNTY CONTACT EMAIL:** JBMARTIN@ARLINGTONVA.US



# LIBRARY OF VIRGINIA

Sandra Gioia Treadway  
Librarian of Virginia

## STANDARD CONTRACT LVA-SER-21-003

This Contract entered by EBSCO Information Services, P. O. Box 2543, Birmingham, AL 35202 hereinafter called the "Contractor" and Commonwealth of Virginia through the Library of Virginia, 800 East Broad Street, Richmond, Virginia 23219 hereinafter called the "Library".

**WITNESSETH** that the Contractor and the Library, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

**SCOPE OF CONTRACT:** The Contractor shall provide goods/services to the Purchasing Agency as set forth in the Contract Documents.

**PERIOD OF PERFORMANCE:** July 1, 2021 through June 30, 2024 with two one-year optional renewals.

The contract documents shall consist of the following and will be incorporated herein:

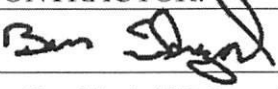
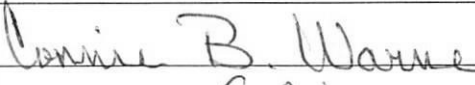
1. This signed form,
2. The following portions of the Request for Proposals dated March 9, 2021, and
  - a. The Statement of Needs
  - b. The General Terms and Conditions
  - c. The Special Terms and Conditions
  - d. Attachment B
  - e. Attachment C
3. The Contractor's Proposal dated March 29, 2021 and negotiation points dated May 3, 2021

**STATUS OF PERSONNEL:** MALIA has been designated as the Library administrator for this Agreement.

**IN WITNESS WHEREOF**, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

LIBRARY

Signature: 	Signature: 
Title: Senior Vice President, EIS Operations & Finance	Title: Deputy of Administration
Date: May 6, 2021	Date: 5/6/2021

**Note:** This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, sexual orientation, gender identity, political affiliation, or veteran status or any other basis prohibited by state law relating to discrimination in employment.

800 East Broad Street  
Richmond, Virginia 23219

[www.lva.virginia.gov](http://www.lva.virginia.gov)

804.692.3500 phone  
804.692.3976 tty

The panel would like to see lower per-title title cancellation fee and when do you assess those fees.

**Our cancellation fee covers the cost of cancelling an order with the publisher, obtaining a refund and providing that refund to the library. This fee does not apply if you elect to cancel the title at the time of renewal, if the publisher ceases publication, or if the cancellation is a result of an EBSCO error – only if a library chooses to cancel a subscription mid-term. When an order is canceled, we will credit your account an amount equal to what we are refunded by the publisher, less the \$15 processing fee. We cannot lower this fee, but libraries can easily avoid the fee by handling cancellations at the time of subscription expire.**

The panel would like to see if the prepayment schedule is adaptable to the fiscal year.

**EBSCO's prepayment schedule is based on the number of months prior to subscription start dates that a library makes payment to EBSCO for those subscriptions. The schedule is provided in this response on a calendar year basis because most institutions order subscriptions that begin January 1. For institutions that order subscriptions on another schedule (such as beginning July 1 or September 1) EBSCO can modify the prepayment schedule accordingly.**

The panel would like credit card fees waived.

**Profit margins for subscription agents are very thin; to ensure the best pricing for each institution, we are unable to accept credit card payment at the same terms as ACH or check. Therefore, payment via a purchasing card or credit card may affect the service charge or discount that is offered. EBSCO prefers payment by ACH or check.**

Panel would like a lower or no service charge.

**EBSCO has provided a discount/service charge range for each library type. We calculate all discounts and service fees based on the mix of titles presented for quotation. Some publishers provide agents with a commission, whereas others charge agencies the same price that our customers pay. The mix of titles a library orders determines the discount we can provide or the fee required to provide subscription management services. For many libraries, we are able to provide services at retail or offer a discount, and that pricing is reflected in the ranges included with our bid.**

Panel would like a discount offered to the academic libraries.

**For academic libraries, EBSCO will revise our price range to offer a 2% discount – 6% service charge, based on the mix of titles ordered.**

The panel would like to see the surcharge (net title fee) dropped to \$10.00.

**EBSCO can work with institutions on an individual basis to address net title fees. These fees are only applied to titles where a publisher offers no discounts to agents and therefore impacts libraries to varying degrees depending on the material purchased. We believe \$15 is a fair calculation of the cost of handling these subscriptions.**

The panel is requesting that the vendor offers a call tag for returns.

**As EBSCO is a subscription agent, we are not a representative of the publisher and we do not receive, stock or mail the issues. Issues are mailed to the libraries via the publisher; therefore, EBSCO cannot receive returned items and cannot provide call tags for returns.**

Panel would like to see an explanation on the return policy.

**As EBSCO is a subscription agent, we are not a representative of the publisher and we do not receive, stock or mail the issues. Issues are mailed to the libraries via the publisher; therefore, EBSCO cannot receive returned items. However, it is our job to work diligently for the subscriber to secure delivery or replacements for missing issues.**

**We will work to secure replacements, free of charge, from publishers. If a publisher refuses to supply a replacement free of charge, then the cost to you will be whatever the publisher charges us to obtain the replacement issue.**

**If replacements are unavailable, we will try to obtain a credit from publishers on your behalf.**

**If you are missing an issue of a publication or a publication is damaged beyond use, you may also take advantage of the *EBSCO Missing Copy Bank*, a free service for EBSCO customers. The *Missing Copy Bank* is a one-year back file of 35,000 issues from approximately 2,000 serials titles, with more than 120,000 issues distributed to customers annually. You can search for needed issues via *EBSCONET* and order them online or call your Customer Service Representative to order missing issues by phone.**

Panel would like a discount on the EBSCO usage consolidation for MALiA libraries.

**If EBSCO is chosen as the primary subscription vendor for MALiA libraries, we can offer a 25% discount on *EBSCO Usage Consolidation*. Our *Usage Loading Service (ULS)* team manages harvesting and loading statistics to *Usage Consolidation*, and will load statistics for five platforms as part of a *Usage Consolidation* subscription. Additional platforms can be loaded for a per-platform fee.**

Panel would like a discount for MARC records for-fee services, JETS, and Spine Label.

**EBSCO offers a MARC records service via a third-party vendor as a for-fee service. We are unable to offer a discount for this service as pricing is set by the vendor. We do not mark up this service.**

**We are unable to offer a discount on JETS; however, we do not foresee many MALiA libraries taking advantage of this service. JETS pricing is largely based on cost recovery and is set on a per-title basis. The price per title includes receipt, packing, scanning and preparing your titles for shipment. Actual freight costs are separate, and are invoiced at cost.**

**We are unable to offer a lower cost for spine labels. They are offered at only \$0.79 per title per year, an already low price, and are available for most popular magazines.**

# **EBSCO** Information Services

Library of Virginia

Request for Proposals # LVA-SER-21-003  
Library Serials/Subscriptions

March 31, 2021



March 31, 2021

Nancy Sconzo  
Library of Virginia, on behalf of  
Mid-Atlantic Library Alliance, Inc. (MALiA)  
Purchasing Department  
800 East Broad Street  
Richmond, VA 23219

Dear Ms. Sconzo,

Thank you for allowing EBSCO Information Services to present this subscription proposal to the Library of Virginia. EBSCO is the leading provider of subscription services and databases. We service thousands of school and public libraries in the United States and would welcome the opportunity to continue to manage your subscription account.

**Please see Attachment C for the discounts and service charges we are offering to each library type.**

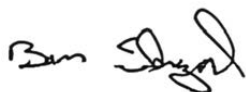
As a company, our top priority is our customer. Your libraries will continue to have a personal representative who will manage your entire account, and your libraries will have direct access to your representative by email or toll-free phone at any time. You will also have access to *EBSCONET*, our web interface for managing orders and claims. Complimentary training on *EBSCONET* and other EBSCO products is available to library staff and other users.

Continuing its tradition of working with libraries to help users quickly and conveniently access the content they want and need, EBSCO presents *Flipster* Digital Magazines as an easy way to access magazine content on the go. *Flipster* provides the ability for students and teachers to access many popular titles via computer, tablet and phone.

EBSCO is pleased to offer libraries who make EBSCO their primary subscription agent a 25% discount on *Flipster* digital magazine titles. With this exciting offer, libraries are able to offer both print and digital editions of highly in-demand titles, as well as build their digital library collection and capitalize on existing subscriptions – all while maximizing budget. Additionally, if a library subscribes to *EBSCOhost* databases, a 50% discount is available. We have provided some general information on *Flipster* within this response and your EBSCO representative is available at any time for a demonstration.

We appreciate your review of our subscription proposal.

Best Regards,



Bowen Thagard  
Senior Vice President, EIS Operations & Finance  
EBSCO Information Services

## Table of Contents

RFP Cover Sheet	Page 1
Completed Offeror Data Sheet (Attachment A)	Page 2
Response to Service Requirements (Attachment B)	Page 3
Offeror Discount Pricing Sheet (Attachment C)	Page 22
Small Business Subcontracting Plan (Attachment E)	Page 23
SCC Registration Information (Attachment F)	Page 25
Proprietary/Confidential Information Identification (Attachment G)	Page 26
Clarifications	Page 27
Appendix A – Sample Invoices and Credit Memo	Page 28
Appendix B – Financial Stability Package	Page 33
<i>Flipster</i> Information	Page 37

**REQUEST FOR PROPOSALS (RFP)**

Issue Date: March 9, 2021 RFP# LVA-SER-21-003  
Title: Library Serials/Subscriptions  
Commodity Code: 71500, 71510  
Issuing Agency: Library of Virginia, on behalf of  
Mid-Atlantic Library Alliance, Inc. (MALiA)  
Purchasing Department  
800 East Broad Street  
Richmond, VA 23219


Period of Contract: July 1, 2021 through June 30, 2024 with two one-year optional renewals

Submission Of Electronic Proposals Via The eVA Website Will Be Received Until March 31, 2021 at 2:00 PM EST For Furnishing The Goods/Services Described Herein.

All Inquiries For Information Should Be Directed To: Nancy Sconzo [nancy.sconzo@lva.virginia.gov](mailto:nancy.sconzo@lva.virginia.gov) . **No questions will be answered by phone or verbally. No questions will be accepted after 5:00 p.m. on March 16, 2021**

In compliance with this Request For Proposals (RFP) and all conditions imposed in this RFP, the undersigned firm hereby offers and agrees to furnish all goods and services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation, and the undersigned firm hereby certifies that all information provided below and in any schedule attached hereto is true, correct, and complete.

\* Virginia Contractor License No. N/A \* DSBSD-certified Small Business No. N/A  
Class: N/A Specialty Codes: N/A

Name And Address Of Firm: EBSCO Information Services Date: 3/29/21  
P.O. Box 2543 By:   
Birmingham Zip Code: 35202 Name: Bowen Thagard  
( Signature In Ink)

eVA Vendor ID or DUNS #: 00-339-6256 (Please Print)  
Fax Number: (205) 995-1613 Title: Senior Vice President  
E-mail Address: ebsconorthamerica@ebSCO.com Telephone Number: (800)633-4604

**Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, sexual orientation, gender identity, political affiliation, or veteran status or any other basis prohibited by state law relating to discrimination in employment. Faith-based organizations may request that the issuing agency not include subparagraph 1.e in General Terms and Condition C. Such a request shall be in writing and explain why an exception should be made in that invitation to bid or request for proposal**



**Attachment A**

**OFFEROR DATA SHEET**

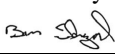
Note: The following information is required as part of your response to this solicitation. Failure to complete and provide this sheet may result in finding your bid nonresponsive. (In the case of a two-step IFB, it may cause the proposal portion to be determined to be not acceptable.)

- 1. Qualification: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.
- 2. Vendor's Primary Contact:  
Name: Bowen Thagard Phone: 800-633-4604
- 3. Years in Business: Indicate the length of time you have been in business providing this type of good or service:  
77 Years 0 Months
- 4. Vendor Information: eVA Vendor ID or DUNS Number: DUNS Number: 00-339-6256

Indicate below a listing of at least four (4) current or recent accounts, either commercial or governmental, that your company is serving, has serviced, or has provided similar good. Include the length of service and the name, address and telephone number of the point of contact.

- A. Company: Longwood University Contact: Mary Fran Bell-Johnson, Serials Specialist  
Phone: ( 434 ) 395-2447 email: belljohnsonmf@longwood.edu  
Project: Subscription Services  
Dates of Service: 2009 - Present \$ Value: \$120,000
- B. Company: Loudoun County Public Schools Contact: Sapna Venkatachalam  
Phone: ( 571 ) 252-1618 email: Sapna.Venkatachalam@lcps.org  
Project: Subscription Services, Flipster  
Dates of Service: 2010 - Present \$ Value: \$34,000
- C. Company: Cleveland Public Library Contact: Paula Stout, Acquisitions  
Phone: ( 216 ) 623-2815 email: cpl-ser@cpl.org  
Project: Subscription Services, Flipster  
Dates of Service: 2009 - Present \$ Value: \$493,000
- D. Company: San Francisco Public Library Contact: Chi Ling Wong, Collection & Technical Service  
Phone: ( 415 ) 575-4310 email: ChiLing.Wong@sfpl.org  
Project: Subscription Services, Flipster  
Dates of Service: 2009 - Present \$ Value: \$412,000

I certify the accuracy of this information.

Signed:  Title: Bowen Thagard, Senior Vice President Date: 3/29/21

**Service Requirements Deemed Important  
in Consideration of Vendor Selection**

Offerors shall return a completed copy of this attachment with their proposals, fully addressing each requirement/question. Additional documents may be attached only if necessary.

I. COMPANY DATA

1. How long has the vendor offered serials to libraries?

**EBSCO has been providing serials to libraries for over 77 years.**

2. What is the vendor's total staff size and where are they located?

**Headquartered in Birmingham, Alabama, EBSCO currently employs more than 5,100 people worldwide and has more than 40 operating divisions in 23 countries, with the Information Services division representing the majority of its business activities.**

3. Specify the general qualifications and training of the staff who would be working with MALiA libraries on serials services.

**Each Library will have a dedicated Customer Service Representative assigned to personally handle any questions concerning orders, delivery, claims, renewals, e-journal access and troubleshooting. EBSCO's Customer Service Representatives are also available to assist with management reports, invoices, credits and any other requests related to your subscription account. Our Customer Service Representatives are empowered to call publishers on the Library's behalf to resolve claims and other issues. In addition, they are experts in e-resources and receive training specifically on managing e-journals and e-packages.**

**All of EBSCO's Customer Service Representatives work in dedicated teams, sharing common issues and proposing solutions. Their team structure encourages collaboration and ensures the best service for your account. In addition, this structure enables us to provide a back-up Customer Service Representative who is familiar with your account and can assist when your primary Customer Service Representative is out of the office, ensuring consistently prompt response to communications.**

**EBSCO offers a comprehensive training program for new Customer Service Representatives, and provides ongoing training on EBSCO systems and services, customer-facing tools and industry topics/issues to ensure full understanding of customer concerns and requests.**

4. What is the approximate number of libraries the vendor serves in each of the following categories?

Academic 4,188    Public 4,056    Special 4,185    School 5,119

5. Describe the scope, coverage, and format of the vendor's serials offerings (annuals, standing orders, periodicals, newspapers, memberships, etc.).

**EBSCO can provide service on all serials including those listed above. EBSCO offers the entire subscription catalog from most every publisher with whom we work, covering all available formats, with few if any exceptions. If the Library wishes to subscribe to a title that is not currently included in our title database, staff in our title information group will research and add that title to the database so that it is available for purchase.**

6. What is the approximate number of serials titles the vendor can supply? If the title list is available online, please provide the URL.

**With *EBSCONET*, our subscription and e-resource management web service, you can search our title database and view details of more than 385,000 titles from 128,000 publishers around the world, including prices, basic bibliographic information, available formats, and publication frequency, and access details, activation instructions and license terms for online titles. *EBSCONET* is available to our customers free of charge and can be accessed via [www.ebsconet.com](http://www.ebsconet.com).**

7. Approximately what percentage of serials titles supplied by the vendor are available in the following format categories: 1) print-only, 2) both print and electronic, and 3) electronic-only? Please describe any changes to this mix that the vendor anticipates over the next couple of years.

**EBSCO currently offers the following mix of title formats:**

**Print-only: 42%**

**Print and electronic: 15%**

**Electronic-only: 31%**

**Other: 12%**

**Both format offerings and library demand have shifted significantly towards online in the past five years, and we expect that trend to continue.**

8. What is the approximate number of serials publishers the vendor can supply?

**EBSCO can provide titles from over 128,000 serials publishers.**

9. Describe electronic journal package options available to member libraries.

**EBSCO can provide more than 950 e-packages from more than 250 different publishers.**

10. For electronic serials supplied by the vendor, describe any license/use/access restrictions that would apply. Please specify limits on the number of users that can access an e-resource at the same time, and the authentication methods used to restrict access to member library patrons.

**Access policies for online titles in EBSCO's title database are set by the publishers of those titles. These policies are available online via *EBSCONET* at the title level. EBSCO's title information group maintains robust access and licensing information, including years of access provided with a current subscription, authentication requirements (IP, password, etc.), and site-wide vs user-based access. We also maintain a standardized version of more than 50**

I.10.

**terms and conditions of use in publishers' standard license agreements. The information is also available via the *License Details Report* and the *E-Journal Access and Registration Report*, both of which are available via *EBSCONET*. The reports may be exported in Excel, HTML, comma delimited, tab delimited or XML formats suitable for uploading into your ERMS.**

11. Include a statement regarding the financial condition of the vendor. This statement could be a financial investment prospectus, a statement of financial solvency from the vendor major lender, or an internal auditor's report. A letter of credit from a financial institution would also be relevant.

**EBSCO is the best financial partner in the industry for both library customers and publishers. We consistently rank in Forbes' annual list of the top 200 largest privately held corporations in America and maintain a Dun & Bradstreet financial strength rating of 5A1, which is the highest awarded to comparable companies. Please see Appendix B for a copy of our financial stability package, which includes auditors' letters.**

12. What distinguishes the vendor from other vendors of its kind?

**EBSCO Information Services is the only organization in the world that can offer you a complete range of Information Management and Discovery Solutions. We provide solutions that enable the library to manage subscriptions for e-journals, e-packages, eBooks and print journals and make those subscriptions accessible to library patrons. With more than 385,000 subscription titles from over 128,000 publishers around the world, we give you access to the e-resources you need, using a unique suite of fully integrated solutions for access. We provide premium content, including more than 450 databases, accessible through a single interface.**

**We provide dedicated services for publishers such as simplifying subscription data exchange via EDI and reducing order processing times by providing orders, renewals, and payment in bulk. EBSCO also pays publishers in the publishers' local currency as required and provides a web portal for key publishers.**

**EBSCO is constantly investing in new technology, research, and development. Our IT and information experts work together and consult customers in order to develop proprietary software and dedicated solutions. The solutions we provide are completely integrated and tailored to the needs of our customers. We are here to provide you with the latest solutions and advice as you grow with the "e" environment of today.**

**A key part of our identity as a company is our focus on Customer Service. Our "Customer First" philosophy is employed throughout our various business lines, and our customers drive both our current and our future priorities. The goal of our customer service team with regard to subscription management is to serve as an extension of your library's staff. Each EBSCO customer has a dedicated Customer Service Representative who manages day-to-day tasks, as well as an Account Services Manager, a role unique to EBSCO, who provides on-site training and consultative services to help your library make the most of EBSCO's services.**

**EBSCO is a reliable financial partner for customers and for publishers. We consistently rank in Forbes' annual list of the top 200 largest privately held corporations in America and maintain a Dun & Bradstreet financial strength rating of 5A1, which is the highest award.**

**As your consultative partner, we bring you solutions that cater to your specific information need**

I.12.

**and provide comprehensive evaluation products and services to help you make informed purchasing decisions.**

13. Are there other aspects of company data the vendor would like to comment on that have not been thoroughly covered in this section?

**No, we do not have any additional information to add.**

## II. ORDERS AND CANCELLATIONS

1. What methods are available to member libraries for placing and tracking orders?

**Orders can be placed via *EBSCONET*, our online subscription management system, or via phone call or email to your Customer Service Representative. *EBSCONET* users can view the most current pricing and ordering options for titles, and those with authorization to order can add titles to the “New Orders” cart and submit the cart to EBSCO for processing.**

**Via *EBSCONET*, you can see order status and make modifications if necessary. New orders are visible in the Orders section of *EBSCONET* as soon as they are placed. Based on publishers' cancellation policies, you may also cancel orders via *EBSCONET*.**

**You can see your order history for the previous six years and the current year for all orders placed through EBSCO.**

2. Is the vendor able to process and confirm new orders within ten (10) working days after receipt of orders from member libraries?

**Yes, EBSCO can process and confirm new orders within ten (10) working days. The average time frame for EBSCO to process a new order is one to three working days.**

3. How many days should member libraries generally allow before expecting receipt of the first issue of a new order?

**Delivery is typically within 45-60 days of order.**

4. Member libraries reserve the right to obtain titles from another source if the vendor is not able to supply them in a timely manner. Is the vendor able to notify member libraries within thirty (30) days if unable to supply a title and state the reason for nonfulfillment?

**If the Library places a mid-year order for a title EBSCO is unable to supply, the customer will be notified by the Customer Service Representative within 48 hours. If a title's status changes during the term of the subscription so that it can no longer be ordered by EBSCO, the Library may be notified in multiple ways; in every case the notice should happen within thirty (30) days of EBSCO learning of the status change.**

**The renewal list will indicate titles that are no longer orderable via EBSCO and state the reason; the invoice will also indicate titles that can no longer be ordered. Customers are also advised of important changes to subscriptions via the *Title Changes* page within the *EBSCONET* interface.**

II.4.

**Title Changes** are posted as they are updated in EBSCO's title database. Users can elect to be notified via *EBSCONET* Alerts and/or a weekly email.

5. Will the vendor accept rush orders for serials? How does the vendor define "rush"?

**EBSCO considers "rush" orders as those that are required by the library in less time than the publisher expects to deliver through the normal ordering process. Typically, the library specifies that a "rush" order is needed, and EBSCO honors that request. EBSCO will place and pay for rush orders, upon request, within two hours of receipt. We respect that some orders must be handled this way and do not charge an extra fee. In order to expedite the process, when rush orders are made, payment is made by credit card.**

6. Will the vendor seek to establish a common start date and common expiration date for subscriptions as instructed by member libraries?

**EBSCO will establish a common expiration date as specified by the customer, except where prohibited due to publisher restrictions. Orders can be prorated or entered for long terms to achieve a common expire when allowed by publishers.**

7. Will the vendor supply information about "comes with" titles, and notify member libraries of options to buy titles in combinations, when available?

**EBSCO catalogs all title offerings from publishers, including titles that come in combination with another title. Individual titles as well as the combinations available are clearly indicated within our title catalog in *EBSCONET*. In addition, EBSCO includes "comes with" titles on renewals; the *EBSCONET* renewal list indicates when a title on order includes other titles or comes with a combination purchase. Title combinations are also included on reports. A "Combination Membership" report, available within *EBSCONET*, includes all combination and membership titles currently on order.**

8. Is the vendor able to accept orders for back issues of periodicals for past years, for any previous year, for single-purchase issues, and other?

**For online subscriptions, many publishers include some backfile with current orders. Details on available backfile for online titles, including archive content available for purchase separately, are provided on *EBSCONET*. For print subscriptions, EBSCO is able to handle back issue orders. To locate the back issues you request, we first go to the publisher to see if the back issues are available. If not, we then try to obtain the back issues through a third-party source. We will advise you of any costs before ordering on your behalf.**

9. Will the vendor accept library supplied identification numbers (such as OCLC numbers) or other data and request that publishers include such numbers or data as part of the address label for each subscription?

**EBSCO stores library-supplied identification numbers including ILS, Fund Code and other data. We can request that publishers include certain data on the address labels, but we cannot guarantee it.**

10. Is the vendor able to place all orders directly with publishers and not through other vendors, jobbers, or fulfillment houses?

**EBSCO clears orders directly with publishers or their authorized fulfillments to ensure timely order processing and delivery.**

11. Will the vendor request publishers to send replacement copies for serials found to be defective, mutilated, damaged, or lost in shipment, provided the loss is reported within the publishers' announced time frame?

**EBSCO will work to secure replacements, free of charge, from publishers. If a publisher refuses to supply a replacement free of charge, then the cost to you will be whatever the publisher charges us to obtain the replacement issue.**

**If replacements are unavailable, we will try to obtain a credit from publishers on your behalf.**

**If you are missing an issue of a publication or a publication is damaged beyond use, you can take advantage of the *EBSCO Missing Copy Bank*, a free service for EBSCO customers. The *Missing Copy Bank* is a one-year back file of 35,000 issues from approximately 2,000 serials titles, with more than 120,000 issues distributed to customers annually. You can search for needed issues via *EBSCONET* and order them online or call your Customer Service Representative to order missing issues by phone.**

12. When can a serials title be canceled? Are there restrictions? If so specify.

**EBSCO can accept cancellations at any time during the subscription period, except where prevented by publisher policy. If an order is canceled, we will credit your account an amount equal to what we are refunded by the publisher, less a processing fee of \$15.00 per title. This processing fee does not apply if you elect to cancel the title at the time of renewal or if the publisher ceases publication.**

13. In the event of a cancellation, will the vendor notify the library of exactly what the last piece to be received will be (e.g. volume, number, year, month)?

**Yes, the library will be notified of the details of the last piece to be received.**

14. In the event a member library transfers its account away from the vendor, how would the vendor handle the cancellations of all titles for the library?

**Should a member library choose to move to a new agent, EBSCO will work closely with the library to ensure the transition is as smooth and seamless as possible. As part of closing an account with a customer, EBSCO assists with collating all relevant information regarding the library's current subscription holdings and online archives, and will provide a detailed report clearly specifying all this information. EBSCO will cancel any active standing order titles so that they can be picked up by the new vendor. We would not cancel annual subscriptions; your orders would simply not be renewed, and would be handled by the new agent as "transfer" orders when submitted to the publisher.**

15. Are there other aspects of orders and cancellations the vendor would like to comment on that have not been thoroughly covered in this section?

**No, we do not have any additional information to add.**

### III. CLAIMS

1. How are claims for serials processed by the vendor?

**EBSCO provides claiming for both print and electronic resources. Claims can be made through *EBSCONET*, to your Customer Service Representative by e-mail or phone, or via FTP or EDI through your ILS, whichever best suits your needs.**

**Claims Using *EBSCONET* Subscription Management**

**Claims can be submitted, and claim status can be reviewed, via the claiming functionality in *EBSCONET*.**

**A claim can be created from the Order Details page by selecting "submit service request" and choosing "claim for print" from the drop-down menu. You can then view claim restrictions, select a claim reason, enter or select a volume/issue and submit your claim to EBSCO.**

2. Within how many days of receipt are serials claims processed, and what is the average turn-around time for processing claims?

**Claims are processed daily via EDI, email, or telephone, depending on the publisher and type of claim. Typically, your Customer Service Representative will respond within 24 hours and upon that response, immediately contact the publisher.**

**The average claim fulfillment time depends on the nature of the claim, but we will work diligently to ensure every claim is handled as quickly as possible, and will submit multiple claims as practical until resolution by the publisher or another settlement is achieved.**

3. Under what circumstances, if any, are serials claims ever held and batched by the vendor?

**EBSCO sends claims to publishers based upon pre-established service agreements. Some publishers require claims to be batched daily and sent via EDI (electronically); others require claims to be sent individually by email or hard copy.**

4. How and within how many days will the vendor notify a member library regarding the status of a claim?

**Claims correspondence is included in the Customer Service Portal in *EBSCONET* for all claims placed through EBSCO. Claim status is updated as information is received from the publisher, and those updates are viewable in *EBSCONET* in real time. Each *EBSCONET* user can sign up to be alerted via email when new correspondence is added. Claims are also recorded in the *EBSCONET Claim Checker*, which allows the Library to view existing claims and act on them, including acknowledging receipt or reclaiming.**

5. Will the vendor provide a monthly summary of claims and their status to member libraries?

**The *Claims Processed Report*, available via *EBSCONET*, offers a comprehensive report of all claims. It clearly indicates all types of claims EBSCO makes on behalf of the library, including claims for missing issues and loss of online access. The total number of claims and titles are reflected as well as the publishers' replies. This report is viewable online and also exportable.**



6. Provide a sample of the vendor's serials claims reports.

The **Claims Processed Report** provides a summary of claims made during a selected time span.

Title Name	Title Number	ISSN	Claim Number	Claim Date	Claim Reason	Comments	Publisher Reply	Format	Frequency	Fund Code	ILS Number	Subscriber Code	Account Number
<a href="#">Click</a>	212-649-222	1094-4273	1	09/10/2018	Listed Issues Not Received	Vol 21 Iss 6 Jul-Aug (2018) 07/01/2018		Print	Irregular			MI	BR27255-01
<a href="#">Click</a>	212-649-222	1094-4273	1	09/10/2018	Listed Issues Not Received	21/6		Print	Irregular			MI	BR27255-01
<a href="#">INSTYLE / /FOR US/ CARRIER</a>	434-011-615	1076-0830	1	08/17/2018	Damaged Issue/Replace	September 2018 Issue		Print	Monthly-8 To 12 Per Year (Consecutive Months)			MI	BR27255-01
<a href="#">Investors Business Daily</a>	451-294-862	1061-2890	1	07/23/2018	Publisher Please Note	7-23-18 MISSED PAPER NEEDED PLEASE SEND	[07/27/2018] PER PUB CREDIT GIVEN FOR MISSED ISSUE	Print	Weekly-50 To 54 Per Year			18	BR27255-01
<a href="#">JUNIOR BASEBALL / /FORMERLY JUNIOR LEAGUE BASEBALL FOR YOUTH PLAYERS &amp; PARENTS</a>	501-115-034		1	10/01/2018	Verify Expiration			Print	Bimonthly-6 Or 6 Per Year (Every 2 Months)			63	BR27255-01
<a href="#">New York Times - National &amp; Northeast Edition</a>	630-820-116	0362-4331	1	09/28/2018	Publisher Please Note	SEPT 27, 28, 2018 MISSED PAPERS, CREDIT ACCOUNT		Newspaper	Daily & Sunday-365 Per Year			MI	BR27255-01

The "My Claims" section of **EBSCONET** also provides information on claims placed within the past two years. Claim history is available at the individual order level with **EBSCONET** order history for the past six years plus the current year, and a **Claims Processed Report** is available to download on demand. This report is a summary of claims made during a selected time span. It clearly indicates all types of claims EBSCO makes on behalf of the library, including claims for missing issues and loss of online access. The total number of claims and titles are reflected as well as the publishers' replies. This report is viewable online and also exportable.

7. If a serials claim submitted to the vendor is within the time period designated by the publisher, will the vendor supply the missing issue(s) free of charge or secure an extension to the subscription at the request of a member library?

**EBSCO will work to secure replacements, free of charge, from publishers. If a publisher refuses to supply a replacement free of charge, then the cost to you will be whatever the publisher charges us to obtain the replacement issue.**

**If replacements are unavailable, we will try to obtain a credit from publishers on your behalf.**

**If you are missing an issue of a publication or a publication is damaged beyond use, you can take advantage of the *EBSCO Missing Copy Bank*, a free service for EBSCO customers. The *Missing Copy Bank* is a one-year back file of 35,000 issues from approximately 2,000 serials titles, with more than 120,000 issues distributed to customers annually. You can search for needed issues via **EBSCONET** and order them online or call your Customer Service Representative to order missing issues by phone.**

8. Will the vendor supply all bibliographic and financial information needed to place a claim for missing issues either through the vendor or directly with the publisher?

**Bibliographic information needed to place a claim can be found within *EBSCONET*, and proof of payment can be provided by your Customer Service Representative if needed. EBSCO will handle all communication and correspondence with publishers in regard to claims. The Library may claim directly with the publisher; however, our experience has been that it is best if the claim is routed through EBSCO so that we may monitor the status on your behalf.**

9. Will the vendor provide preprinted claim forms and/or electronic claims for use in claiming missing issues?

**Claims can be made online via *EBSCONET* or via email or phone to your Customer Service Representative. With *EBSCONET*, you can generate reports and place and follow up on claims. EBSCO does not provide printed claim forms.**

10. Will the vendor submit claims to the publisher within five (5) working days of receipt from member libraries?

**Yes, claims are processed daily via EDI, email, or telephone, depending on the publisher and type of claim. Typically, your Customer Service Representative will respond within 24 hours and upon that response, immediately contact the publisher.**

11. How will the vendor deal with a pattern of receipt of duplicate serials issues?

**Upon notification of the receipt of duplicate titles, EBSCO will examine our records to determine the cause of the duplicate(s) and advise the publisher to take the appropriate action.**

12. Are there other aspects of claims the vendor would like to comment on that have not been thoroughly covered in this section?

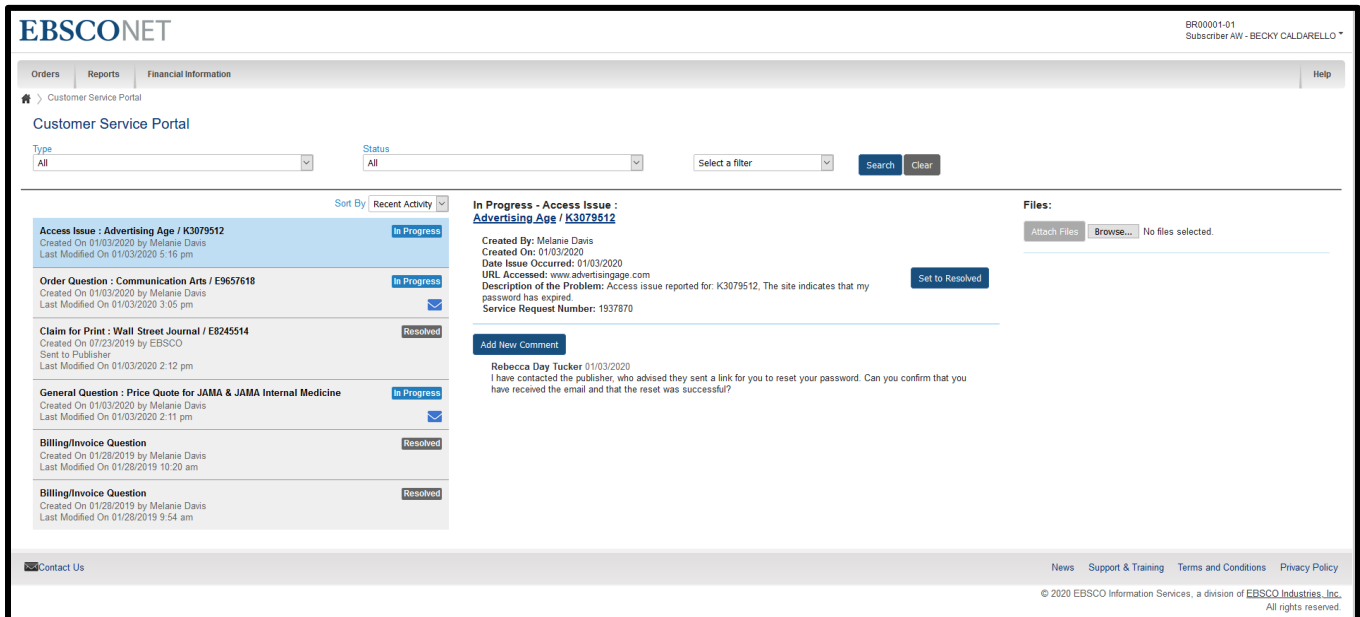
**The Customer Service Portal within *EBSCONET* provides a central location for communicating with your EBSCO Customer Service Representative and provides an archive of all communications. The Customer Service Portal allows users to enter queries related to:**

- **Online Access Issues**
- **Print Claims**
- **Account/Invoice Questions**
- **Order-Specific Queries**
- **General Questions**

**Queries entered into the Customer Service Portal allow you to enter questions or information as well as supporting documents or screenshots. Each entry creates a ticket for your EBSCO Customer Service Representative, who will respond within *EBSCONET*. The chain of communication for all issues is available for review within the Portal at any time. Order-specific claims and questions are also visible at the order level within the Orders and Renewals sections of *EBSCONET* for easy reference.**

### III.12.

The **EBSCONET** Customer Service Portal has recently been enhanced with new functionality to help you manage your e-journal collection. When your Library orders a new online title for which registration is required, a “Registration Required” service request will be added to the Customer Service Portal in advance of the order’s start date. This communication will include instructions for establishing online access, as well as the registration URL.



### IV. TITLE CHANGES

1. In the event of a title change, will the vendor notify the library of exactly what the last piece to be received will be (e.g. volume, number, year, month)?

**Yes, the library will be notified of the details of the last piece to be received.**

2. When a title changes, will the library be given a choice of not subscribing to the new title, or will the vendor automatically enter a subscription to the new title for the library?

**EBSCO advises the library of title changes, including format, number of volumes and/or issues, status, and more. In some cases (for example, if a publisher changes from print to electronic format) EBSCO will obtain approval before placing the renewal order. In other cases (for example, a change in number of issues that does not result in a price increase) EBSCO will advise the library of the change but will renew unless other instructions are received.**

3. Will the vendor agree to not make title substitutions or additions without advance written approval of member libraries on a title-by-title, library-by-library basis?

**EBSCO agrees to make no substitutions or additions of titles without the advance written approval of member libraries on a title-by-title, library-by-library basis.**

4. When a title ceases, what efforts will the vendor make to secure a refund for the library?

**EBSCO has a policy of monitoring publications where the publisher has a history of cessation. Publications such as these are often placed on a "delayed publication" status to prevent the publisher from collecting subscription fees and later discontinuing the publication. If you wish to order one of the titles, we will list the order on your invoice and mark it as "Delayed" or "EBSCO will order when current", meaning the order is in the queue without money being collected from you and sent to the publisher. This same process allows us to return your subscription fee if we learn of a cessation during the renewal cycle.**

**If a title is ceased mid-term, EBSCO will, whenever possible, try to obtain a full or partial refund. This refund could take the form of a pro rata refund for the issues not received, receipt of another title in its place, etc.**

5. Will the vendor notify the library of suspended titles? If yes, at what point is the title considered “dead” and procedures for a refund initiated?

**Yes, the *Title Changes* page in *EBSCONET* will show any titles that have been suspended. A title is considered “discontinued” when the publisher advises that no more issues will be published. EBSCO can request a refund for a suspended title at any time, upon request from the library. Refund requests for discontinued titles will be made automatically.**

6. Are there other aspects of title changes the vendor would like to comment on that have not been thoroughly covered in this section?

**Customers are advised of important changes to subscriptions via the *Title Changes* page within the *EBSCONET* interface. *Title Changes* are posted as they are updated in EBSCO’s title database. Users can elect to be notified via *EBSCONET* Alerts and/or a weekly email.**

**The *Title Changes* page shows changes in:**

- **Publisher**
- **Frequency**
- **Number of issues**
- **Format**
- **Title Status (for example, if a title changes from "Active" to "Discontinued")**
  - **Includes title name, cessations, splits, suspensions, delays, mergers and absorptions**

**Reported date, title name, publisher, type, previous and new values, and effective date are included with each title change notification. Title changes can be filtered and sorted within the *Title Changes* results list and exported to Excel or other popular formats. They can also be marked as "Read" or shared with external staff via email by clicking the "Share" button next to a specific alert. An alert can be shared with anyone, even if they do not have an *EBSCONET* account.**

**In addition to the *Title Changes* page, these changes are displayed in a "Title History" tab that appears on the *Title Details* and *Order Details* pages.**

**Users who prefer not to receive alerts can unsubscribe from within *EBSCONET*'s Account Preferences.**

## V. INVOICING

1. Within how many days after the vendor's receipt of a serials order should a library expect an invoice?

**For new orders, we send you an invoice as soon as your order is placed. This invoice confirms your order is being sent to the publisher and that we have met all the publisher's payment criteria. For renewal orders, EBSCO typically invoices around 60 days prior to subscription expiry to prevent lapses in service.**

2. Describe the vendor's invoicing practices in detail.

**EBSCO invoices are available in both print and electronic format; PDF or Excel formats of current and prior invoices are instantly available via *EBSCONET*.**

**EBSCO's invoice is designed to serve as a payment document, and contains the following information:**

- **Bill-to Address**
- **Ship-to Address**
- **EBSCO Account Number**
- **ISSN/eISSN**
- **Title Name**
- **EBSCO Title Number**
- **Frequency**
- **Format**
- **Purchase Order Number**
- **Term**
- **Start Date**
- **Volume/Coverage Information**
- **Quantity (if more than one)**
- **Fund Code**
- **ILS Number**
- **Price**

**The standard monthly account summary statement shows any open items and is available electronically as a PDF or Excel file. You can view invoices and current and previous monthly statements (which reflect payments and credits) via the Financial Information link under the Orders menus on *EBSCONET*. *EBSCONET* also indicates the balance of each invoice or credit.**

3. How are discounts, credits, and service charges shown on invoices? Provide a sample itemized invoice with these items.

**Service charges or discounts are listed on the item level or at the end of each invoice. Credits are issued monthly and will be included on a credit memo. Invoices and credit memos are available via *EBSCONET* in PDF and Excel format. Please see Appendix A for a sample itemized invoices and a sample of a credit memo.**

4. Does the vendor provide discounts or credits for early payment of invoices? Describe and enumerate any early payment percentage schedules.

**EBSCO offers institutions the opportunity to realize savings by participating in our pre-payment program. When EBSCO receives a pre-payment of \$10,000 or more toward your annual EBSCO purchases, we will credit the institution's account for the amount of the pre-payment plus an additional credit as noted below. The credit percentages listed below are for January 2022 renewals; percentages are based on the current interest rate environment and may fluctuate from year to year.**

<b>Prepayment Received By:</b>	<b>Receive a Credit of:</b>
<b>April 30, 2021</b>	<b>0.750%</b>
<b>May 31, 2021</b>	<b>0.625%</b>
<b>June 30, 2021</b>	<b>0.500%</b>
<b>July 31, 2021</b>	<b>0.375%</b>
<b>August 31, 2021</b>	<b>0.250%</b>
<b>September 30, 2021</b>	<b>0.125%</b>

**For example, if EBSCO receives a \$100,000.00 prepayment by May 31, 2021, your library will receive a credit in the amount of \$625.00. You may use this credit toward products or services purchased through EBSCO.**

5. Is a penalty imposed for late payment of a serials invoice? If yes, indicate the time period and amount of the penalty.

**EBSCO's standard payment terms are net due upon receipt of invoice. A finance charge of 1 percent per 30 days will be charged beginning on the 60th day for unpaid balances.**

6. Does the vendor accept credit card payment (American Express, VISA, MasterCard) without imposing an extra charge?

**Profit margins for subscription agents are very thin; to ensure the best pricing for each institution, we cannot accept credit card payment at the same terms as ACH or check. Therefore, payment via a purchasing card or credit card may affect your service charge or discount. EBSCO prefers payment by ACH or check.**

7. Will the vendor automatically create and send an invoice for any unscheduled, additional, or supplemental volumes that are a numbered part of the current year subscription?

**EBSCO will automatically order and invoice for any unscheduled, additional or supplemental volumes that are a numbered part of the current year subscription. These volumes are invoiced monthly on the 13<sup>th</sup> of each month.**

8. Will the vendor automatically merge additional titles ordered throughout the year alphabetically into the following annual renewal invoice so that all titles being handled by the vendor will be listed on a single, updated annual renewal invoice?

**EBSCO accepts and places new orders at any time. New orders are merged automatically into the next year's main invoice so that all titles will be listed in a single updated renewal list. We will**

V.8.

**also back-date starts during the year to the first issue/volume of the year, subject to publisher acceptance or order partial year subscriptions, as allowed by publishers, in order to accommodate a common expiration date.**

9. Are there other aspects of invoicing the vendor would like to comment on that have not been thoroughly covered in this section?

**Invoices, credit memos and statements are available to view or download at any time via EBSCONET.**

## VI. OVERALL COST CONSIDERATIONS

1. What pricing model and discount options does the vendor offer for serials? Enumerate and describe available options in detail (e.g. purchase vs. lease, discounts for prepayment/volume purchasing/title bundling/titles purchased in both print and electronic format, etc.).

**EBSCO manages subscription orders on behalf of libraries, and places those orders directly with publishers. Subscription models are set by the publisher and are clearly indicated within EBSCO's title catalog.**

**EBSCO prices each library's subscription list based on the mix of titles included; please see question 3 in this section for more information, and Attachment C for the discounts and service charges we are offering to each library type.**

2. On Attachment C, "Offeror Discount Pricing Sheet," list the discounts the vendor will provide to MALiA libraries over the contract period.

**Please see Attachment C for the discounts and service charges we are offering to each library type.**

3. Describe the vendor's service charges (flat-fee and other) for serials, and how they are calculated or vary depending on type of service. Specify and give examples of how service charge options would work.

**EBSCO calculates all discounts and service fees based on the mix of titles presented for quotation. Some publishers provide EBSCO with a commission, whereas others charge agencies the same price that our customers pay and do not provide any type of commission for the services we render to them. The mix of titles you order determines the natural gross profit in your subscription list. We then review the profitability and determine the discount we can provide or fee required to provide subscription management services for your account.**

4. Describe the vendor's credit practices in detail, including under what circumstances the vendor will provide credits to member libraries.

**EBSCO sends monthly credit memos showing credits to the Library's accounts resulting from overcharges, cancellations or cessations. Cancellation fees are deducted from the publisher's credit if the cancellation is made by the Library midterm. Credit memos and supplemental invoices are issued on the 13th of each month for the previous month. These memos show the title being credited as well as the reason for the credit. Outstanding credits will be carried on the**

VI.4.

**customer's account until EBSCO is advised to apply the credit or the customer requests reimbursement.**

5. Will the vendor provide at no charge to member libraries priority handling and delivery of rush orders within fifteen (15) days? Describe additional special handling charges for expedited rush materials (e.g. overnight, two-day, etc.).

**EBSCO will place and pay for rush orders, upon request, within two hours of receipt. We respect that some orders must be handled this way and do not charge an extra fee.**

6. Describe any additional fees charged by the vendor (e.g. special/blanket fees per title(s), annual subscription/access fees, other).

#### **Net Title Fees**

**EBSCO will always use the publisher's retail list or quoted price, which is clearly shown on each invoice. The only exceptions are titles for which a publisher does not offer a sufficient discount to EBSCO. These titles will incur a surcharge, currently of up to \$15.00, which will be added to the list price. This surcharge is subject to change based on market conditions and our agreements with publishers.**

#### **Cancellation Fees**

**EBSCO can accept cancellations at any time during the subscription period, except where prevented by publisher policy. If an order is canceled, we will credit your account an amount equal to what we are refunded by the publisher, less a processing fee of \$15.00 per title. This processing fee does not apply if you elect to cancel the title at the time of renewal or if the publisher ceases publication.**

#### **Payment Terms**

**EBSCO's standard payment terms are net due upon receipt of invoice. A finance charge of 1 percent per 30 days will be charged beginning on the 60th day for unpaid balances.**

7. Does the vendor charge member libraries for delivery/postal fees? If yes, please explain.

**No, delivery or postal fees will not be charged to the libraries.**

8. Describe the vendor's return policy.

**EBSCO is not a representative of the publisher and does not receive, stock or mail the issues. Consequently, EBSCO cannot guarantee ultimate delivery or warrant the goods provided, nor can it assume the subscriber's financial risk in the event of publisher failure or other non-agent responsibilities. However, it is our job to work diligently for the subscriber to secure delivery and replacements for missing issues.**

9. Will the vendor provide sample issues of periodicals at a member library's request? If yes, is there a fee for this service?

**EBSCO will request samples for print publications or trials for electronic publications if requested. Evaluating a publication before ordering allows you to make better-informed decisions about collection development. If the publisher charges for sample issues or trials, we will consult you**



VI.9.

**before ordering.**

10. Are there other aspects of overall cost considerations the vendor would like to comment on that have not been thoroughly covered in this section?

**No, we do not have any additional information to add.**

## VII. CUSTOMER SERVICE

1. Is the vendor able to respond to inquiries from member libraries within three (3) working hours?

**Your Customer Service Representative will respond to all inquiries from member libraries within one (1) business day.**

2. What form(s) of vendor communication are available to member libraries (e.g. toll free number, email, chat, etc.)?

**Your Customer Service Representative is available via toll free phone or email. Inquiries may also be submitted via the Customer Service Portal within EBSCONET.**

3. What electronic/online systems are available at the vendor's website to facilitate member library activities such as placing orders/claims/cancellations, invoice requests/review, title/price lookup, on-demand reports, other?

***EBSCONET Subscription Management, our online subscription and e-resource management platform, is available to you 24 hours a day, 7 days a week. It is the premier serials management system used by libraries worldwide and is a value-added service provided at no charge to customers of EBSCO's subscription services division.***

***EBSCONET is designed to be an interactive platform where customers can not only view comprehensive details about their subscription accounts but can also communicate and exchange data with EBSCO in a variety of ways, including through the Customer Service Portal and comprehensive online renewal tools.***

***With EBSCONET, you can search the entire EBSCO catalog as well as your current and past orders. EBSCONET lets you:***

- **Search our title database and view title details for more than 385,000 titles from 128,000 publishers worldwide, including all available formats and purchase options**
- **Place orders**
- **View real-time information about your orders**
- **Access historical order information for up to seven years (in detail) and order history at the title level back to the mid-1990s**
- **Manage renewals for individual titles and e-journal packages**
- **View detailed information about publishers' online access policies and license terms**
- **Generate and download reports, and use the *EBSCONET Analytics* tool to evaluate your collection using a variety of facets**
- **Place and follow up on claims**
- **Report and track subscription-related issues via our Customer Service Portal**

### VII.3.

- Receive title notifications advising you of important changes to your subscriptions, including changes in publisher, frequency, number of issues, format, and title status
- Download copies of invoices, credit memos and monthly account statements

***EBSCONET*** is specifically designed to help you manage each stage of the subscription life cycle and empowers you to make informed, timely decisions about the resources you have on order.

Flexible account permissions allow libraries to create an unlimited number of administrative accounts, as well as multiple user accounts for individual library staff, providing them with access only to the features they need. Staff accounts can be restricted to read-only access or allow full editing functionality with multiple levels of user authorization, allowing you to tailor ***EBSCONET*** access to your library's needs and workflow.

You can also use ***EBSCONET*** to determine whether alternative formats are available or if a title is available in a publisher package. Publishers' terms and conditions are clearly displayed so you can view policies on orders, cancellations and claims. You can also review publisher access instructions (including URLs), license details and pricing models for online titles.

4. What technical support does the vendor provide for electronic serials and related services? Please describe the type of tech support available (e.g. chat, email, phone, onsite), hours of availability (e.g. 24/7), and associated charges.

**Institutional staff and users benefit from accessible, knowledgeable training and technical support for EBSCO products at no charge to libraries.**

**EBSCO's training site, <http://training.ebsco.com>, provides access to live web-based training sessions conducted by our Customer Success group; recorded sessions are available to view on demand.**

**Our support site, <http://connect.ebsco.com>, offers links to tutorials and support centers, answers to FAQs, email support and many more tools to help you with any issues you may experience. Our technical support team will track and update you on any issues reported via this site or our technical support email address.**

**Your Customer Service Representative provides support for managing electronic serial orders, either by providing information required for access (URL, activation instructions, identification numbers) or by claiming missing access with the publisher on your behalf. EBSCO recognizes that electronic access is critical for researchers, and your representative will work diligently to quickly resolve any electronic access issues.**

5. For electronic serials, how are usage statistics provided?

***EBSCO Usage Consolidation* is a for-fee service that provides an interface for collection of COUNTER-compliant usage statistics for e-resources, including e-journals, databases, eBooks and more. EBSCO's *Usage Loading Service (ULS)* team manages the task of harvesting and loading statistics to *Usage Consolidation*. As part of a *Usage Consolidation* subscription, statistics for five platforms (including current data plus two years of historical data) are loaded by the EBSCO ULS team. The ULS team will load additional platforms for a per-platform fee.**

## VII.5.

**A number of statistical reports are available via *Usage Consolidation*. Data from *Usage Consolidation* is available during the renewal process via *EBSCOadmin*, where use and cost-per use information can be reviewed, downloaded and used to analyze the subscription collection.**

6. Describe the standard and customizable fiscal and management reports the vendor can provide to member libraries. Include associated costs where applicable, and whether there is a limit on the number of different reports or the number of times a library can receive a single report annually at no cost.

**Twenty-seven management reports are available at no charge via *EBSCONET*. Of those, 17 are available online and generate in real time; the remaining 10 are on a request/retrieve, 24-hour turnaround basis (generated overnight). *EBSCONET*'s report schedule also allows you to set up recurring requests for reports. You can customize online reports to include specific data elements and export them easily in Excel, HTML, comma-delimited, tab-delimited and XML formats. There is no limit on the number of different reports or the number of times a library can receive a single report annually at no cost.**

**Additional custom reports are available upon request through your Customer Service Representative. Simply let them know what data you are interested in and they will request a special report to accommodate your needs.**

7. What kinds of electronic cataloging records does the vendor provide (e.g. MARC, authority, serials holding, etc.), and are there any extra costs involved?

**EBSCO previously provided MARC records from our own system via *EBSCO/RETRO*. Due to low demand, we have discontinued this service. However, EBSCO will work with a third party vendor, MARCIVE, at EBSCO's expense, to provide MARC records for your print subscriptions.**

**EBSCO also offers a MARC records service that can provide records for your entire subscription collection. This is a for-fee service. MARC records are delivered via FTP.**

8. Describe any additional value-added serials services (e.g. shelf-ready processing, enhanced bibliographic records, other) the vendor can provide. Enumerate and describe in detail the costs associated with each service.

### **JETS**

**EBSCO offers the option of our *Journal Expediting and Technical Services (JETS)* to handle many of the tasks associated with delivery of print issues — check in, claiming, reporting and more. This is a paid shipment service for print journals which can be used to ensure that subscription deliveries are consolidated, registered, security tagged, bar coded as required, and automatically claimed in case of non-delivery. Any arrangements for extensions of claim dates are also handled as/when required.**

**JETS pricing is on a per-title basis and includes receipt, packing, scanning and preparing your titles for shipment. Actual freight costs are separate, and invoiced at cost.**

### **Spine Labels**

**Spine labels are \$0.79 per title per year. They are available for most popular magazines, but may not be available for all titles.**

9. Does the vendor agree to submit to the MALiA Contract Administrator an annual report of total usage of this agreement according to the following requirements?
  - A. Row information on the report will include MALiA library name, address, PO #, PO Date, PO Item #, PO Item Description, and PO Item Amount in U.S. dollars.
  - B. The report will provide subtotals that show the total amount purchased in U.S. dollars for each MALiA library customer.
  - C. The report will show the grand total amount purchased in U.S. dollars across all MALiA library customers.
  - D. The report will cover the period from July 1<sup>st</sup> of the preceding year to June 30<sup>th</sup> of the current year.
  - E. The vendor will email the report to the MALiA Contract Administrator no later than September 1<sup>st</sup> of the current year.
  - F. The MALiA Contract Administrator will share the report with the Library of Virginia procurement officer upon request.

**EBSCO agrees to submit an annual report of total usage in US dollars of this agreement to the MALiA Contracts Administrator upon request.**

10. Are there other aspects of customer service the vendor would like to comment on that have not been thoroughly covered in this section?

**No, we do not have any additional information to add.**

## ATTACHMENT C

### OFFEROR DISCOUNT PRICING SHEET

Offerors shall return a completed copy of this attachment with their proposals.

**The written statement of the offeror's proposed discount structure must be firm for the entire period of the contract.**

1. Specify the discount rate(s) from publisher list price that the offeror will provide. Complete 1a if the discount rate applies to all libraries. Complete 1b if the discount rate will vary based on type of library.

a). Discount rate for all libraries: \_\_\_\_\_

b). Discount rate by type of library:

Discount rate for public libraries: 15.0% Discount - 2.0% Service Charge

Discount rate for academic libraries: 0% Service Charge - 6.0% Service Charge

Discount rate for school Libraries: 18.0% Discount - 0% Service Charge

Discount rate for special Libraries: 2.0% Discount - 6.0% Service Charge

2. Outside of the discounts above, please list any other serials-related discounts the offeror will provide. Specify each discount as a percentage or dollar amount, along with a brief description of the serials item or service it covers. The offeror may list the discounts by type of library if these vary.

**EBSCO is pleased to offer libraries who make EBSCO their primary subscription agent a 25% discount on *Flipster* digital magazine titles. With this exciting offer, libraries are able to offer both print and digital editions of highly in-demand titles, as well as build their digital library collection and capitalize on existing subscriptions – all while maximizing budget. Additionally, if your Library subscribes to *EBSCOhost* databases, a 50% discount is available. We have provided some general information on *Flipster* within this response and your EBSCO representative is available at any time for a demonstration.**

**ATTACHMENT E**

**Small Business Subcontracting Plan**

It is the goal of the Commonwealth that over 42% of its purchases be made from small businesses. All potential bidders are required to include this document with their bid response in order to be considered responsive.

**Small Business:** "Small business (including micro)" means a business which holds a certification as such by the Virginia Department of Small Business and Supplier Diversity (DSBSD) on the due date for bids. This shall also include DSBSD-certified women- owned and minority-owned businesses and businesses with DSBSD service disabled veteran owned status when they also hold a DSBSD certification as a small business on the bid due date. Currently, DSBSD offers small business certification and micro business designation to firms that qualify.

Certification applications are available through DSBSD online at [www.SBSD.virginia.gov](http://www.SBSD.virginia.gov) (Customer Service).

**Bidder Name:** EBSCO Information Services

**Preparer Name:** Bowen Thagard **Date:** 3/29/21

**Who will be doing the work:**  I plan to use subcontractors  I plan to complete all work

**Instructions**

- A. If you are certified by the DSBSD as a micro/small business, complete only Section A of this form.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business for the initial contract period in relation to the bidder’s total price for the initial contract period in Section B.

**Section A**

If your firm is certified by the DSBSD provide your certification number and the date of certification.

Certification number: N/A Certification Date: N/A

**Section B**

If the “I plan to use subcontractors box is checked,” populate the requested information below, per subcontractor to show your firm's plans for utilization of DSBSD-certified small businesses in the performance of this contract for the initial contract period in relation to the bidder’s total price for the initial contract period. Certified small businesses include but are not limited to DSBSD-certified women-owned and minority-owned businesses and businesses with DSBSD service disabled veteran-owned status that have also received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc. It is important to note that these proposed participation will be incorporated into the subsequent contract and will be a requirement of the contract. Failure to obtain the proposed participation dollar value or percentages may result in breach of the contract.

**B. Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement**

**Subcontract #1**

Company Name: \_\_\_\_\_ SBSD Cert #: \_\_\_\_\_

Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_

Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_

Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_

Description of Work: \_\_\_\_\_

**Subcontract #2**

Company Name: \_\_\_\_\_ SBSD Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_

**Subcontract #3**

Company Name: \_\_\_\_\_ SBSD Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_

**Subcontract #4**

Company Name: \_\_\_\_\_ SBSD Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_

**Subcontract #5**

Company Name: \_\_\_\_\_ SBSD Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_

**Attachment F**

**Virginia State Corporation Commission (SCC) registration information.**

**The offeror:**

is a corporation or other business entity with the following SCC identification number: F0199861

**-OR-**

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offeror's out-of-state location) **-OR-**

is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

**\*\*NOTE\*\*** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver):



**Attachment G**

**Proprietary/Confidential Information Identification**

Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the *Virginia Freedom of Information Act*; however, the Offeror must invoke the protections of § 2.2-4342F of the *Code of Virginia*, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected including the section of the proposal in which it is contained and the page numbers, and state the reasons why protection is necessary. The proprietary or trade secret material submitted in the original and all copies of the proposal must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. In addition, a summary of proprietary information submitted shall be submitted on this form. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw such a classification designation, the proposal will be rejected.

Name of Offeror (Firm): EBSCO Information Services invokes the protections of § 2.2-4342F of the *Code of Virginia* for the following portions of my proposal submitted on 3/31/21.

Date

Signature: 

Title: Bowen Thagard, Senior Vice President

No portion of this bid / proposal is to be considered confidential and/or proprietary.

DATA/MATERIAL TO BE PROTECTED	SECTION NO., & PAGE NO.	REASON WHY PROTECTION IS NECESSARY

## Clarifications

### III. Statement of Needs

Participating MALiA member libraries that become dissatisfied with the service received during the course of this contract may withdraw at any time with no penalty.

**Clarification: A MALiA member may cancel the contract at any time; however, the purchaser will be liable for charges for any subscriptions for which EBSCO has already paid the publisher.**

### VII. General Terms and Conditions

#### M. Testing and Inspection

**Clarification: Please note that EBSCO is not a representative of the publisher and does not receive, stock or mail the issues. Consequently, EBSCO cannot warrant the goods provided, nor can it assume the subscriber's financial risk in the event of publisher failure or other non-agent responsibilities. However, it is our job to work diligently for the subscriber to secure delivery and replacements for missing issues.**

If you are missing an issue of a publication or a publication is damaged beyond use, you can take advantage of the *EBSCO Missing Copy Bank*, a free service for EBSCO customers. The *Missing Copy Bank* is a one-year back file of 35,000 issues from approximately 2,000 serials titles, with more than 120,000 issues distributed to customers annually. You can search for needed issues via *EBSCONET* and order them online or call your Customer Service Representative to order missing issues by phone.

#### P. Default

**Clarification: Please note that EBSCO is not a representative of the publisher and does not receive, stock or mail the issues. Consequently, EBSCO cannot guarantee ultimate delivery, nor can it assume the subscriber's financial risk in the event of publisher failure or other non-agent responsibilities. However, it is our job to work diligently for the subscriber to secure delivery and replacements for missing issues.**

#### S. Transportation and Packaging

**Clarification: Subscriptions are delivered directly from the publisher or their fulfillment center. Because EBSCO does not deliver your subscriptions, we, and all other vendors, are limited in our ability to control packaging. We will, however, pass along your shipping instructions to publishers.**

# **EBSCO** Information Services

## Appendix A

Sample Invoices and Credit Memo



PLEASE ALLOW DOMESTIC PUBLISHERS 60 TO 90 DAYS FROM DATE OF INVOICE TO BEGIN SERVICE.

PAYMENT PROCESSING CENTER 800-633-4604 205-991-1211  
PO BOX 204661 DALLAS, TX 75320-4661 FAX 205-995-1613

**INVOICE**

BILLING ADDRESS:

SUBSCRIBER:

When making remittance, and when inquiring about this invoice, please refer to both the invoice number and account number.

Currency: USD

Your Purchase No.	Account No.	Sub	Date	Ref. Code	Invoice No.	Page No.
.	BR-F-78311-01	AU	02-12-2020		0718951	1

**Health** **15.97**  
 Title Number: 387859382 10 issues per year  
 Print  
 EBSCO Order Number: C1630403 1 Year 01/01/2020  
 Print ISSN: 1059-938X  
 Coverage: 34(01/20)-34(12/20)  
 Fund Code: ATH000

**Shape Magazine** **24.00**  
 Title Number: 815827399 10 issues per year  
 Print  
 EBSCO Order Number: C1589453 1 Year 01/01/2020  
 Print ISSN: 0744-5121  
 Coverage: 39(01/20)-40(12/20)  
 Fund Code: ATH000

**Sports Illustrated** **39.00**  
 Title Number: 844927152 39 issues per year  
 Print  
 EBSCO Order Number: C1631613 1 Year 12/12/2019  
 Print ISSN: 0038-822X  
 Coverage: (12/19)-(12/20)  
 Fund Code: ATH000

Invoice Subtotal	78.97
Service Charge	4.34
Inv Subtotal after SC	83.31
<b>Net Amount Due in U.S. Dollars</b>	<b>83.31</b>

US DOLLAR WIRE TRANSFERS CAN BE SENT TO:  
 WELLS FARGO BANK, SAN FRANCISCO, CALIFORNIA  
 ACCOUNT NUMBER: 2000027339684  
 ABA FOR WIRES: 121000248  
 ABA FOR ACH'S: 121000248

An (\*) reflects recently updated prices.  
 Net due upon receipt. Late payment will incur a carrying charge of 1% per 30 days until paid. Pay this invoice in full. This invoice is submitted to you by EBSCO in its capacity as your agent.  
 EBSCO guarantees payment to all publishers.  
 EBSCO'S FEDERAL I.D. NO 63-6014186

INVUS1



PLEASE ALLOW DOMESTIC PUBLISHERS 60 TO 90 DAYS FROM DATE OF INVOICE TO BEGIN SERVICE.

PAYMENT PROCESSING CENTER 800-633-4604 205-991-1211  
 PO BOX 204661 DALLAS, TX 75320-4661 FAX 205-995-1613

**INVOICE**

BILLING ADDRESS:

SUBSCRIBER:

When making remittance, and when inquiring about this invoice, please refer to both the invoice number and account number.

Currency: USD

Your Purchase No.	Account No.	Sub	Date	Ref. Code	Invoice No.	Page No.
.	BR-F-78311-01		02-12-2020		0718951	2

Fund Code	Titles	Amount	Svc/Disc	Tax Amt	Serv Total Amt.
-----					
ATH000	3	78.97	4.34		83.31
Fund Code Total	3	78.97	4.34		83.31

The Fund Code table above includes only priced items.  
 Total unpriced items with Fund Codes = 0  
 End

US DOLLAR WIRE TRANSFERS CAN BE SENT TO:  
 WELLS FARGO BANK, SAN FRANCISCO, CALIFORNIA  
 ACCOUNT NUMBER: 2000027339684  
 ABA FOR WIRES: 121000248  
 ABA FOR ACH'S: 121000248

An (\*) reflects recently updated prices.  
 Net due upon receipt. Late payment will incur a carrying charge of 1% per 30 days until paid. Pay this invoice in full. This invoice is submitted to you by EBSCO in its capacity as your agent.  
 EBSCO guarantees payment to all publishers.  
 EBSCO'S FEDERAL I.D. NO 63-6014186

INVUS1



PLEASE ALLOW DOMESTIC PUBLISHERS 60 TO 90 DAYS FROM DATE OF INVOICE TO BEGIN SERVICE.

PAYMENT PROCESSING CENTER 800-633-4604 205-991-1211  
PO BOX 204661 DALLAS, TX 75320-4661 FAX 205-995-1613

**INVOICE**

BILLING ADDRESS:

SUBSCRIBER:

When making remittance, and when inquiring about this invoice, please refer to both the invoice number and account number.

Currency: USD

Your Purchase No.	Account No.	Sub	Date	Ref. Code	Invoice No.	Page No.
.	BR-F-77316-01	AA	11-04-2020		0739368	1

**Four Wheeler** 10.00

Title Number: 352022008 12 issues per year  
Print  
EBSCO Order Number: D7306203 1 Year 01/01/2021  
Print ISSN: 0015-9123  
Coverage: 58(01/21)-58(12/21)

**National Geographic Kids** 24.00

Title Number: 612132597 10 issues per year  
Print  
EBSCO Order Number: A7245687 1 Year 01/01/2021  
Print ISSN: 1542-3042  
Coverage: (01/21)-(12/21)

**Spider** 33.95

Title Number: 843231499 9 issues per year  
Print  
EBSCO Order Number: A7199541 1 Year 01/01/2021  
Print ISSN: 1070-2911  
Coverage: (01/21)-(12/21)

**Sports Illustrated for Kids** 31.95

Title Number: 844959494 6 issues per year  
Print  
EBSCO Order Number: D7308041 1 Year 12/02/2020  
Print ISSN: 1042-394X  
Coverage: (12/20)-(12/21)

Invoice Subtotal 99.90  
Less Discount 7.39  
Inv Subtotal After DS 92.51

Net Amount Due in U.S. Dollars 92.51

US DOLLAR WIRE TRANSFERS CAN BE SENT TO:  
WELLS FARGO BANK, SAN FRANCISCO, CALIFORNIA  
ACCOUNT NUMBER: 2000027339684  
ABA FOR WIRES: 121000248  
ABA FOR ACH'S: 121000248

An (\*) reflects recently updated prices.  
Net due upon receipt. Late payment will incur a carrying charge of 1% per 30 days until paid. Pay this invoice in full. This invoice is submitted to you by EBSCO in its capacity as your agent.  
EBSCO guarantees payment to all publishers.  
EBSCO'S FEDERAL I.D. NO 63-6014186

INVUS1



PAYMENT PROCESSING CENTER 800-633-4604 205-991-1211  
 PO BOX 204661 DALLAS, TX 75320-4661 FAX 205-995-1613

**Credit Memo**

BILLING ADDRESS:

SUBSCRIBER:

Currency: USD

Your Purchase No.	Account No.	Sub	Date	Ref. Code	Credit Memo No.	Page No.
	BR-E-79443-01	AA	12-13-2020	C	2103105	1

**Athletic Training & Sports Health Care** **388.00CR**

Title Number: 091035008 Print  
 EBSCO Order Number: D2150527 1 Year 01-01-2021  
 Print ISSN: 1942-5864  
 New retail 0.00  
 Old retail 388.00  
 ADJUSTMENT REASON: \*01104\*CANCELLATION  
 FOR INV: 0732924  
 PO# 2021 EARLY PAY  
 Coverage: 13(01/21)-13(12/21)  
 SLACK INC/SLACK INC

**Sports Illustrated** **23.95CR**

Title Number: 844927004 Print  
 EBSCO Order Number: A8884283 1 Year 01-16-2021  
 Print ISSN: 0038-822X  
 New retail 65.00  
 Old retail 88.95  
 ADJUSTMENT REASON: \*01104\*RATE ADJUSTMENT  
 FOR INV: 0732924  
 PO# 2021 EARLY PAY  
 Coverage: 134(01/21)-136(01/22)  
 MAVEN

**Credit Subtotal 411.95CR**

**Credit Balance 411.95CR**

# **EBSCO** Information Services

## Appendix B

### Financial Stability Package







March 11, 2021

To Whom It May Concern:

EBSCO Industries, Inc. ("EBSCO"), founded in 1944, is a diversified company with over 5,750 employees and 40 businesses in the manufacturing, sales and service sectors. As a privately held business, EBSCO's mission statement is to grow profitability over the long term while providing the best service possible to its customers.

EBSCO Information Services, a division of EBSCO Industries, delivers integrated information systems and services and is the global leader providing information subscription management for print and online journals, databases, and books to the library, government, corporate and healthcare markets.

EBSCO's financial strength and stability is demonstrated by its strong and consistent operating performance and sound balance sheet. Barfield, Murphy, Shank & Smith, P.C., EBSCO's external certified public accountants, audited the financial records for the years ending June 30, 2019 and 2020 and rendered a "clean" unqualified opinion. On June 30, 2020, such audited financial statements reflected stockholders equity in excess of \$775 million with minimal long term debt. This, in conjunction with Dun & Bradstreet's financial strength rating of 5A1, the highest awarded, further supports EBSCO's financial strength and stability. Copies of the Barfield, Murphy, Shank & Smith, P.C. opinion letters for the fiscal years ended June 30, 2019 and 2020 are enclosed.

Additionally, EBSCO has financial relationships with many well capitalized banks, including, but not limited to, Wells Fargo Bank, Bank of America and Regions Bank, and upon request, we will provide references.

I trust the above provides adequate information reference to the financial strength of EBSCO; however, should you need additional information, feel free to call me directly at (205) 408-4871. Also, you can visit our web site at [www.ebscoind.com](http://www.ebscoind.com).

Very truly yours,

A handwritten signature in purple ink that reads "Mandy Catrett". The signature is written in a cursive, flowing style.

Mandy Catrett  
Vice President

Enclosures

To the Board of Directors and Stockholders  
EBSCO Industries, Inc.

We have audited, in accordance with auditing standards generally accepted in the United States of America, the consolidated financial statements of EBSCO Industries, Inc. as of and for the year ended June 30, 2019, and have issued our unmodified report thereon dated October 18, 2019.

Total consolidated stockholders' equity of EBSCO Industries, Inc. as reported in the consolidated financial statements at June 30, 2019 exceeded \$825,000,000.

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Our responsibility was to express an opinion on the consolidated financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the schedule in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we expressed no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

This letter is intended solely for the information of and use by the Board of Directors, Stockholders and management of EBSCO Industries, Inc. and subsidiaries and is not intended to be and should not be used by anyone other than these specified parties.

*BMSS, LLC*

Birmingham, Alabama  
October 18, 2019

To the Board of Directors and Stockholders  
EBSCO Industries, Inc.

We have audited, in accordance with auditing standards generally accepted in the United States of America, the consolidated financial statements of EBSCO Industries, Inc. as of and for the year ended June 30, 2020, and have issued our unmodified report thereon dated October 28, 2020.

Total consolidated stockholders' equity of EBSCO Industries, Inc. as reported in the consolidated financial statements at June 30, 2020 exceeded \$775,000,000.

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Our responsibility was to express an opinion on the consolidated financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the schedule in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we expressed no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

This letter is intended solely for the information of and use by the Board of Directors, Stockholders and management of EBSCO Industries, Inc. and subsidiaries and is not intended to be and should not be used by anyone other than these specified parties.

**BMSS, LLC**

Birmingham, Alabama  
October 28, 2020

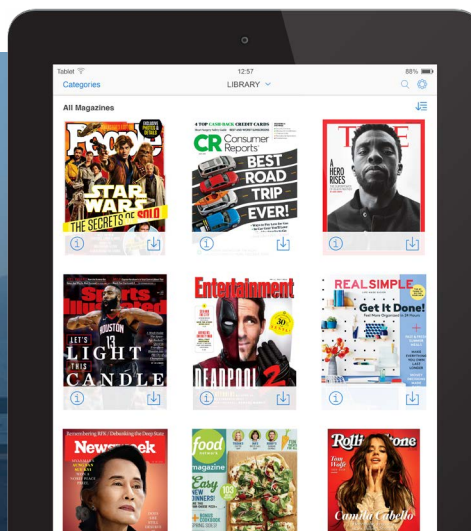
# Instant Access to Popular Magazines!

Popular Magazines











**Download** magazines from any location using the *Flipster* app!

Available on Google Play and iTunes.



Built specifically for libraries, *Flipster*® offers the easy, 24/7 access to popular magazines that your patrons crave, combined with flexible subscription options your library will love. Now with more than **1,500** best-selling and popular magazines from top publishers such as *TIME*, *National Geographic* and more, *Flipster* helps your library extend your services beyond traditional closing times and attract new patrons seeking premium digital content.

## *Flipster* supports public libraries by offering:

-  **Popular Content** for All Ages and Demographics
-  **24/7** Remote Access via Desktop and Mobile Devices
-  **Flexible** Subscription Options
-  **Unlimited Access** for Multiple Readers
-  **Hassle-Free** Authentication and Login
-  **Instant Access** to New and Back Issues
-  **Usage Reporting**
-  **Free** Customizable **Promotional Materials**

## Popular Magazines Include: