

# EBSCO



## Jefferson Parish Government

Bid #50-00123244

July 3, 2018

Original



July 3, 2018

Misty A. Camardelle  
Jefferson Parish Purchasing Department  
200 Derbigny Street  
General Government Building, Suite 4400  
Gretna, LA 70053

**RE: BID #50-00123244 – TWO (2) YEAR CONTRACT FOR A DIGITAL CONTENT SERVICE  
SUBSCRIPTION FOR THE PUBLIC LIBRARIES FOR THE JEFFERSON PARISH LIBRARY DEPARTMENT**

Dear Ms. Camardelle,

Thank you for the opportunity to respond to the Jefferson Parish Government's solicitation for a digital content service on behalf of Jefferson Parish libraries (bid #50-00123244). In response to this request, EBSCO is offering several EBSCO *eBooks* subscription collections for the library's consideration, as well as individual e-book purchase options.

As you review the following proposal, if you have any questions or need for further information, please contact your dedicated EBSCO representative:

- Ariele Pappalimberis, Account Executive, (800) 653-2726 x2738 or [arpappalimberis@ebSCO.com](mailto:arpappalimberis@ebSCO.com)

Sincerely,

Michaela Fredette  
*Marketing Coordinator*  
(800) 653-2726 x3324  
[mfredette@ebSCO.com](mailto:mfredette@ebSCO.com)

## EBSCO Response

EBSCO thanks Jefferson Parish for the opportunity to respond to its request for proposals. EBSCO understands that public libraries want and need an e-book solution that balances quality, affordability and ease of selection. As a company and as individuals working to support this contract, EBSCO is committed to helping Jefferson Parish build its e-book collections so they best meet the needs of libraries and end users.

EBSCO aims to provide this service through a robust, value-priced selection of *EBSCO eBooks* subscription collections, encompassing three public library oriented options:

### Option 1:

- ✓ The eBook Academic Collection
- ✓ The eBook Public Library Collection
- ✓ The eBook High School Collection
- ✓ The eBook K-8 Collection

### Option 2:

- ✓ The eBook Cricket Media Collection

### Option 3:

- ✓ The eBook Harvard Business Review Press Subscription

In addition to the above, **supplementary, title-level purchase** of individual e-books is available through *EBSCOhost Collection Manager* (ECM). ECM currently has more than one million titles from popular publishers, including Hachette, Harper Collins, McMillian, Penguin Random House, Bloomsbury, Disney, Perseus, Houghton Mifflin Harcourt, Kensington, NLA, Sourcebooks and more.

For the purposes of browsing available titles, EBSCO has provided the following ECM account:

- ECM Website: <http://ecm.ebscohost.com>
- Username: mcamardelle
- Password: McJpld18

For further details on all aspects of the proposed solution, including available content, please refer to the following response.

## OVERVIEW OF OFFER

In business for more than 70 years, EBSCO is dedicated to developing technology and solutions that support the needs of customers and create strong user experiences. As the leading provider of content and technology for libraries worldwide, EBSCO offers a suite of feature-rich products and tools for building and administering digital collections, analyzing usage, integrating with library systems and delivering content to end users.

Since 2010, this has included *EBSCO eBooks*.

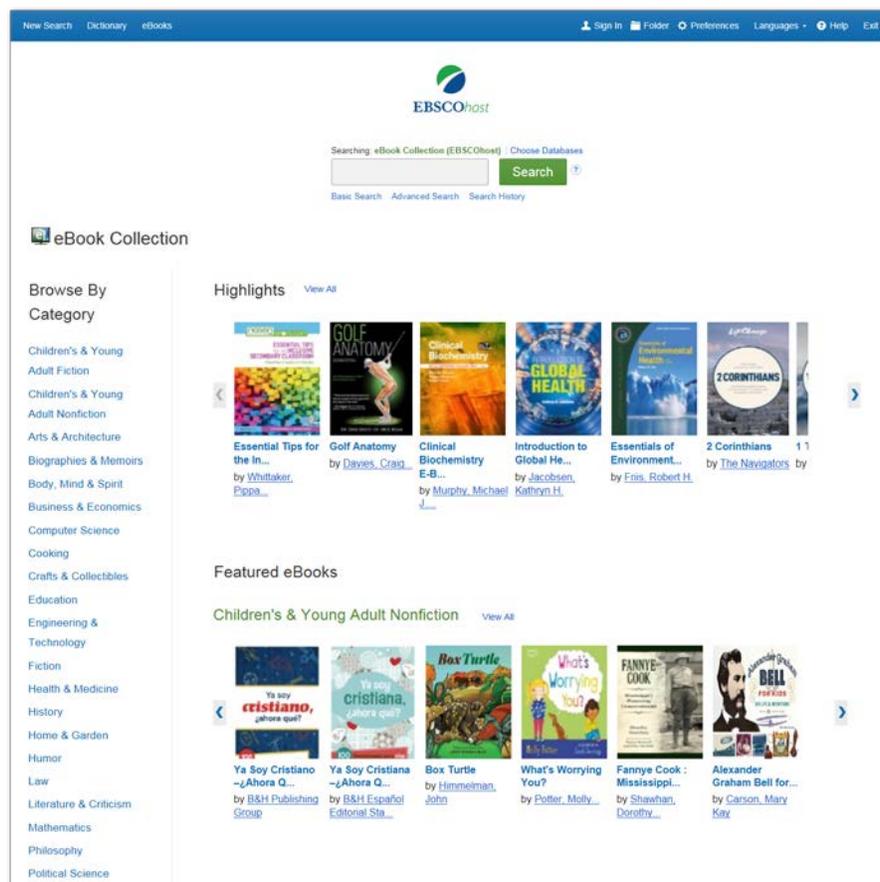
Continuing its tradition of working to satisfy user content needs and optimize library acquisition, *EBSCO eBooks* not only represents an unparalleled collection of titles, but also one of the most comprehensive e-book solutions

for libraries. Combining EBSCO's wide selection of content and intuitive, user friendly interface with simple, value-added options for subscription and acquisition – *EBSCO eBooks* provides the ultimate solution for building, maintaining and expanding an e-book collection.

Currently offering more than one million high-quality titles from nearly 1,100 leading publishers, with *EBSCO eBooks* libraries can build their collections from a growing selection of best-selling, front-list and award-winning titles, across a wide range of genres, subjects and specialty areas. Additional benefits of *EBSCO eBooks* include:

- No fees and no markups on any title, making it a cost-effective option
- A simple download process to computers, tablets and popular mobile devices
- Flexible acquisition options, with alternative licensing models available
- Complimentary collection development tools and assistance
- MARC records available for every title, at no additional charge
- Valuable usage and collection development reports, available on demand
- No-cost implementation, training and ongoing support services

As a result, through *EBSCO eBooks*, Jefferson Parish libraries could easily meet the content needs of users, optimize collection development, streamline workflows and increase e-book usage – all while maximizing budget.



The *EBSCO eBooks* Interface

In addition to the high-quality content and features of the *EBSCO eBooks* solution, EBSCO also offers several value-added benefits at no additional charge, including the following:

- ✓ Enhanced accessibility – easy-to-use interfaces, convenient for all types of users
- ✓ Complimentary marketing support and custom promotional materials
- ✓ Industry-leading customer service, with more than 92% customer satisfaction
- ✓ Decades of experience, a history of financial strength and a commitment to customers
- ✓ Dedicated project management for initial and ongoing contract maintenance
- ✓ No-cost customized training plans and on-demand training resources readily available
- ✓ Interface branding options available at the individual and library system levels
- ✓ Easy MARC record integration with library catalogs and discovery services, regardless of ILS
- ✓ Intuitive, efficient administrative modules, for easy collection and platform maintenance
- ✓ 24-hour-a-day, 365-day-a-year availability, with a guaranteed uptime of 99.9%

Further details on *EBSCO eBooks*' ability to meet the unique needs of Jefferson Parish libraries and patrons have been provided below, based on the solicitation requirements.

For more information, please visit: <http://www.ebscohost.com/ebooks>

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## FOR LIBRARY PATRONS

1. **The bidder must provide a digital content service that includes hosting and supporting a discovery website and providing downloadable books that the library can purchase and/or license, to add to the website.**

*EBSCO eBooks* is a fully hosted, web-based solution which offers complete, end-to-end e-book services, including a robust end user discovery platform. Combining EBSCO's wide selection of content and intuitive, user friendly interface with easy purchasing and value-added subscription options, EBSCO provides the ultimate solution for building, maintaining and expanding an e-book collection.

All *EBSCO eBooks* titles – whether purchased outright, or subscribed to as part of a collection – are hosted and maintained by EBSCO, and made available to end users via the feature-rich *EBSCO eBooks* platform. *EBSCO eBooks* offers an intuitive, enjoyable user experience, with easy navigation, simple searching, and efficient checkout and download processes. *EBSCO eBooks* can also be accessed both on-site and remotely through a variety of personal devices, allowing users to access high-quality titles anytime, anywhere, courtesy of their libraries.

2. **The bidder must provide free user applications (apps) that are easy to download and allow for reading and listening off line and online.**

As detailed above, *EBSCO eBooks* is a web-based, hosted solution accessible through any internet-connected device. The platform is fully responsive to accommodate any screen size, and allows for access to full features and functionality – regardless of desktop or mobile access.

Titles available through *EBSCO eBooks* can also be read online within the full text viewer; the vast majority are also available for offline reading – allowing for easy access virtually anytime, anywhere. Downloading\* to a device is simple, and accomplished in just three clicks:

1. Select "Download"
2. Select the checkout period from a drop-down list
3. Select the final "Checkout" confirmation

If accessing via mobile device, users will also be prompted with a list of compatible apps, which the downloaded title can be opened in. Compatibility extends to any Adobe Digital Editions supported app. Preferences will be remembered for the next download.

*\*Note that DRM-free downloads do not expire; users are not prompted to select a checkout period.*

**3. The apps must provide full access to the library's catalog of titles and all functions of the service including discovery, checking out, returning, downloading, reading and listening to downloadable books.**

As referenced above, the *EBSCO eBooks* solution is fully responsive, accommodating any screen size and allowing for access to full features and functionality on any device.

Regardless of desktop or mobile access, users will maintain full access to search and browse the library's catalog of *EBSCO eBooks*, as well as those same functions available in-browser. This includes the ability to browse by category, as well as by visual carousels of Highlighted and Featured Books. It also includes the ability to conduct basic and advanced searches, easily read and return books, as well as checkout titles for offline download.

Furthermore, EBSCO has enhanced its download modals to make the process more streamlined. Upon download, the e-book viewer will detect the device being used and present recommendations for compatible apps, remembering the user's preferences the next time.

**4. The service must be compatible with most devices and platforms including Kindle eReaders, Kindle Fire tablets, Android, Chromebooks, eReaders, iOS (iPhone/iPad), Kobo, Mac, MP3 Player, NOOK, Windows, Windows Mobile, etc.**

As a web-based, hosted solution, *EBSCO eBooks* is accessible through any internet-connected device, including computers, tablets and mobile phones. It is compatible with any common browser and operating system. However, for best results, EBSCO recommends use of the following minimum software and browser versions, which have been tested and confirmed to support full features and functionality:

Reading online: *EBSCO eBooks* can be viewed online by both Windows and Mac users. The minimum browser requirements are as follows: IE, Safari, iOS: 11.0 or later; FireFox, Google Chrome: Latest version plus one previous version.

Please also note:

- To vertically scroll *EBSCO eBooks*, the following browsers are recommended: Mozilla Firefox, Google Chrome or IE 11.0 or later.
- To view an e-book in EPUB, the following browsers are recommended: Mozilla Firefox, Google Chrome or IE 11.0 or later.

Downloading Offline to Computer: If downloading to a computer for desktop reading, DRM-protected e-books will require Adobe Digital Editions 1.7.1 or higher to access; DRM-free e-books can be opened with any software that supports PDF or EPUB files.

Tablets and Mobile Devices: Users can access the platform on a tablet or mobile device through any common web browser. In addition to reading in-browser, titles can be downloaded offline to any Adobe Digital Editions supported app.

Supported eBook Readers commonly include:

- Apple (iOS) Devices such as iPad, iPhone, iPod Touch
- Android Devices such as smartphones and tablets
- Sony eReader Touch Edition
- Barnes & Noble Nook
- All e-book Readers supporting the Adobe eBook DRM

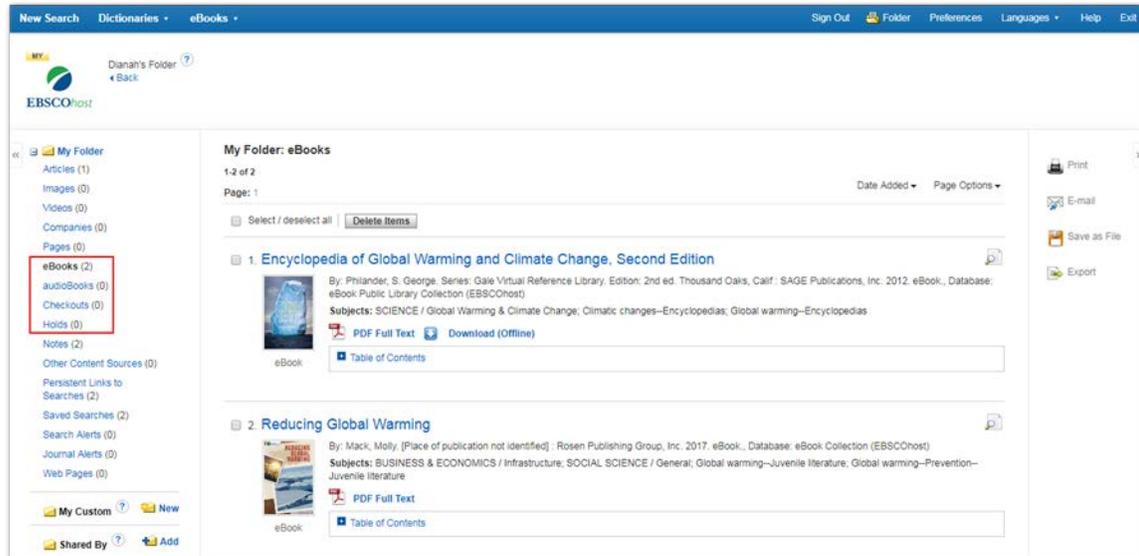
Please also note:

- Compatibility does not include mobile devices that use the Windows operating system.
- DRM-protected e-books can only be downloaded to a device that supports Adobe DRM software.
- For some devices and file formats, a reader app must be installed, such as the Bluefire app.
- For devices that do not require use of an app, downloaded e-books can be transferred from a desktop as needed, using Adobe Digital Editions 1.7.1 or higher.
- No Adobe ID or special software (such as Adobe Digital Editions or Bluefire reader) is necessary to download and read DRM-free e-books.

**5. A user must be permitted to create a personal and private account to keep track of titles that they have checked out, placed on hold, and may be interested in for later use.**

Users can easily keep track of personal activity through use of the My EBSCO*host* Folder, which is available as a session folder (contents do not carry past session end) and as a personal folder (connected to a private user account for cross-session use). Personal My EBSCO*host* folder accounts can easily be created within the folder feature, and are necessary for e-book checkout and download.

Within the Folder, users also can save a variety of items, including preferences, individual records, notes, search histories, persistent links, email alerts, RSS feeds and more. This content is easily organized by sub-folder, allowing for easy review of personal activity and storage of important information. For example, sub-folders are available for Saved E-books, Checkouts, Holds, etc.



My EBSCOhost Folder

Checked out titles and Holds are automatically added to these folders. To save an e-book without checking out or placing a hold, the user simply selects “Add to Folder” from the results list or detailed record.

6. **A personal account must sync seamlessly across a user’s devices and computers, including automatically and manually created bookmarks, allowing a user to read a book on multiple devices without losing their place.**

EBSCO eBooks supports a streamlined user experience across unlimited personal devices, allowing users to access their checkouts virtually anytime, anywhere. This is mainly facilitated by use of My EBSCOhost personal user accounts, which are connected to individuals for checkout and download purposes.

Users can create a My EBSCOhost personal user account through the Personal Folder feature on-platform. When setting up a personal account, the user will be prompted to enter unique username and password credentials, with which they can log into their personal accounts from any internet-connected device.

All titles checked out using a personal account are added to the user’s online Personal Folder, which is also synced across devices. So long as the user has authenticated using My EBSCOhost credentials, checked out titles can be accessed anytime, anywhere.

Please note, however, that syncing is not available for e-books that are not checked out (i.e., titles being read within the Full Text Viewer without being checked out).

7. **The service must allow for automatic as well as early check-ins or returns, and hold or waiting lists with email and text message notification to the user when a title is available for them to check out.**

EBSCO supports both automatic and early check-ins, as well as holds with notifications.

Regarding checkout returns:

- If reading online in-browser, without having checked out the title – e-books will be automatically returned upon session end, or browser exit.

- For those titles downloaded to a device – once the download is complete, the title is accessible for the selected checkout period. At the end of the checkout period, the e-book will automatically return, per DRM software, meaning books are never returned late.
- Users can also return downloaded *EBSCO eBooks* prior to their due date. For e-books downloaded via Adobe Digital Editions, this is accomplished by selecting “Return Borrowed Item.” For e-books downloaded to an app, return processes may vary, depending on the app being used. Within *EBSCOadmin*, a library administrator can also establish permitted checkout periods, as they prefer.

#### Regarding holds:

If a user would like to checkout and/or download a book that is currently at maximum capacity, and if the institution has enabled the Holds capability, the user can place a hold on the e-book. When the book becomes available, the user is then notified via email, and the book appears in his or her personal folder. When a user places a hold, he or she will also be able to see how many other users have placed a hold prior.

Libraries can enable holds functionality in *EBSCOadmin*, which includes configuration of the following settings:

- Turn the holds functionality on or off
- Select the number of holds allowed
- Select the length of time a patron has access to the book title on hold
- Select the amount of time before a hold request expires

However, please note that for subscriptions, the concept of placing a hold is not applicable, as all titles are 1BUU.

#### **8. Patrons must be able to discover, checkout, and download books via the library’s ILS (Integrated Library System)**

EBSCO offers complimentary OCLC MARC records for all *EBSCO eBooks*, regardless of acquisition method. These are made available through OCLC’s Collection Manager, a self-service tool that automatically delivers WorldCat MARC records for your materials.

In OCLC’s Collection Manager, libraries can set their delivery, customization and notification preferences, and can output new, update and delete records, so their collections, access URLs and title metadata always stay up-to-date.

Once a MARC record is downloaded, it can be loaded into and accessed through the library’s online catalog, and integrated with any discovery system, so long as they are compatible with .mrc files. When users select the MARC record from the catalog, they will be automatically linked out to the *EBSCO eBooks* platform, where authentication credentials will be verified and they may continue on to read, check out and/or download the title.

To learn more, visit: <https://www.oclc.org/support/services/collection-manager.en.html>

**9. All features of the service must be accessible 24/7, at all of the library's locations, and remotely.**

As detailed above, *EBSCO eBooks* is a web-based, hosted solution accessible online at any time. EBSCO's commitment is to ensure that the service is available 99.9% of the time per year, excluding any planned maintenance. As a result, *EBSCO eBooks* are virtually available for access 24/7/365.

In addition, EBSCO offers a wide variety of authentication methods to accommodate in-library and remote access needs, allowing for easy reading anytime, anywhere. Upon authentication into the EBSCO platform, users can easily access and download titles regardless of their location.

Standard EBSCO authentication methods include:

- IP Address
- Patterned IDs
- Patron ID Files
- Referring URL
- User ID and Password
- Cookie
- OpenAthens
- Shibboleth
- HTTPS
- Personal User
- Guest Access
- Embedded URL

EBSCO also supports single sign-on through any SAML-compliant identity solution, including OpenAthens, Shibboleth, Ping, Okta and Microsoft ADFS. Jefferson Parish libraries may select the best method to meet their user authentication needs, and may set up preferred method of authentication in *EBSCOadmin*.

All of these methods can also be employed simultaneously to ensure a well-rounded approach to patron authentication. EBSCO will work to ensure Jefferson Parish's preferred methods of on-site and remote authentication are integrated.

**10. The service must allow users to obtain a temporary library card within the apps if permitted by the library.**

As referenced above, the *EBSCO eBooks* platform is web-based and fully responsive, accommodating access on any device. No platform app is currently available; rather, users have access to the full solution from any common web browser, and can download titles offline to a reader app if preferred.

Regardless, the *EBSCO eBooks* platform does not offer temporary library cards at this time. However, EBSCO does offer a wide variety of authentication methods that are not based on library membership (e.g., IP address authentication, guest access, embedded URL).

**11. A library card will be needed to checkout and use content but not to browse the website.**

EBSCO offers a wide variety of authentication methods to accommodate library needs and to ensure patron affiliation and library card access. Examples include Patron ID files, Patterned IDs, and User IDs, connected to individuals for authorized platform access. Upon authentication, users can browse, search read and checkout content. This functionality extends to all on-platform users.

To enable browsing without patron affiliation, the library can easily integrate their *EBSCO eBooks* collection with their websites and online catalogs. This enables off platform browsing, without the ability to check out content. Methods of integration include the following:

- When a title's MARC record has been downloaded to the library catalog, the title will show up in regular catalog searches. Upon selection, users will be automatically linked to the *EBSCO eBooks* platform, where authentication credentials (e.g., library card credentials) will be verified, and they may continue on to read, check out and/or download the title.
- *EBSCO eBooks* provides users with the option to create permalinks at the title, chapter and page levels. These permalinks can be added to any library service to facilitate discovery access. Upon selection of this permalink, users will be automatically led to the *EBSCO eBooks* platform.
- *EBSCO eBooks* can be seamlessly integrated into any website with a custom search box, created using EBSCO's Search Box Builder tool. The custom search box allows libraries to create a simple searching point from any page within its website, leading directly to its collection of EBSCO e-books. It can also be branded to include customized text and a library logo, allowing for easy coordination with local sites.

**FOR LIBRARY STAFF****12. The entire service, including the library's content, must reside on a server hosted by the bidder.**

The entire service, including administrative interfaces (*EBSCOhost Collection Manager* and *EBSCOadmin*) and user platform (*EBSCO eBooks*) are web-based solutions, hosted by EBSCO.

**13. Hosting and maintenance of the service will be on a subscription basis while downloadable books can be purchased and licensed at any time during the life of the contract.**

EBSCO offers a variety of e-book purchasing models, allowing libraries to select those which best meet their collection development needs. This includes both subscription- and ownership-based acquisition options, both of which EBSCO is pleased to offer Jefferson Parish. The option to purchase will be available at any point during the life of the contract.

Regardless of acquisition method, EBSCO will host and maintain the e-books acquired. These will be made available to Jefferson Parish end users via the *EBSCO eBooks* platform. EBSCO does not charge any platform, hosting, access or delivery fees for *EBSCO eBooks*. The only cost is for content.

Outlined below, EBSCO has provided an overview of each purchasing model, as well as the e-book licenses available:

## Subscriptions

EBSCO's subscription collections contain large selections of titles across various subject areas to complement any library collection. Packages are offered on an annual subscription basis, with unlimited simultaneous user access for all titles. This unlimited access is offered at a fraction of the cost of purchase. In addition, titles are added to each subscription throughout year, and MARC records are provided for every title – all at no additional charge.

In response to Jefferson Parish's solicitation, EBSCO is pleased to offer several *EBSCO eBooks* subscription collections for review and consideration. Note, several of the following subscriptions are included as part of a bundled package, but EBSCO can provide individual pricing upon request. These can be ordered at any time through your dedicated Sales Representative, and include the following:

- [eBook Academic Collection](#)  
Title List: [https://www.ebscohost.com/assets-ebooks/title-lists/eBook\\_Academic\\_Collection\\_NA\\_All.xlsx](https://www.ebscohost.com/assets-ebooks/title-lists/eBook_Academic_Collection_NA_All.xlsx)

This growing subscription package contains a large selection of multidisciplinary e-books, representing a broad range of academic subjects. The breadth of information available ensures that students, scholars and general researchers will all have access to information relevant to their needs.

Offering more than 1700,000 e-books, this collection includes titles from leading university presses such as Oxford University Press, MIT Press, State University of New York Press, Cambridge University Press, University of California Press, McGill-Queen's University Press, Harvard University Press and many others. Additional academic publishers include Elsevier, Ashgate Publishing, Taylor & Francis, Sage Publications and John Wiley & Sons.

- [eBook Cricket Media Collection](#)  
Title List: [https://www.ebscohost.com/assets-ebooks/title-lists/eBook\\_Cricket\\_Media\\_Collection.xlsx](https://www.ebscohost.com/assets-ebooks/title-lists/eBook_Cricket_Media_Collection.xlsx)

The eBook Cricket Media Collection includes more than 400 titles in e-book format and is suitable for Children grades Pre-K through 8. Cricket is an internationally recognized education company with award winning print content for children, families and educators. Cricket is focused on engaging children in a wide variety of subjects and disciplines, helping them to explore and expand their worlds.

- [eBook Harvard Business Review Press Collection](#)

For the first time, Harvard Business Review Press has made their e-books available as a subscription collection. EBSCO continues its commitment to enhancing the e-book user experience while simplifying collection development, and is one of the first to offer this collection. Currently, it encompasses more than 550 titles suitable for readers at the undergraduate and graduate levels.

Harvard Business Review Press is a leading global book publisher and a division of the Harvard Business Review Group. HBR Press publishes for the general, professional and academic markets on the topics of leadership, strategy, innovation, technology and management.

- eBook High School Collection

Title List: [https://www.ebscohost.com/assets-ebooks/title-lists/eBook\\_HighSchool\\_Collection.xlsx](https://www.ebscohost.com/assets-ebooks/title-lists/eBook_HighSchool_Collection.xlsx)

Designed specifically for high school students and educators, this collection offers an easy, cost-effective way for libraries to provide full-text e-book coverage that aligns with their school's curricula. Overall, this package contains more than 10,000 e-books that support a quality learning experience across all academic subject areas, including history, language, literature, science and technology. Content includes a selection of classic literary works, important historical documents and general reference materials. The collection also features a selection of teacher resources to support educators and administrators. Titles align with Common Core Curriculum Standards (for participating U.S. states).

- eBook K-8 Collection

Title List: [https://www.ebscohost.com/assets-ebooks/title-lists/eBook\\_K8\\_Subscription.xlsx](https://www.ebscohost.com/assets-ebooks/title-lists/eBook_K8_Subscription.xlsx)

This collection includes e-books for K-8 students and the educators who work with them. It offers a cost-effective way for libraries to provide educators with full-text e-book coverage to support their curricula, and is a great complement to other elementary and middle school e-book and database resources. Content includes more than 13,000 titles chosen to support a quality learning experience for K-8 students across all subject areas taught in elementary and middle schools, and content that aligns with Common Core Curriculum Standards (for participating U.S. states). The collection also features a selection of teacher resources to support educators and administrators.

- eBook Public Library Collection

Title List: <https://www.ebscohost.com/assets-ebooks/title-lists/PublicLibraryNA.xlsx>

With more than 44,000 e-books chosen specifically for public libraries, this general reference collection features titles for both adults and juveniles, as well as best-selling and highly-recommended titles from industry-leading publishers.

Within this collection are represented a wide range of subjects and topics, to meet various patron needs. This includes substantial offerings in self-help, health and fitness, games, crafts and hobbies, medical, cooking and religion. The collection also features titles on recreation and leisure, geography, commerce, finance, family, marriage, women, folklore, social and public welfare, and home economics.

### **Direct Title-Level Purchase**

*EBSCO eBooks* may be purchased directly on a title-by-title basis in ECM. Purchased titles are owned in perpetuity and therefore, there are no annual charges applied for ongoing access. Titles will only need to be purchased one time. Title-level pricing is established by the publisher and driven by the chosen usage model. If the publisher permits, titles are available at one or more of the following access levels:

- One Book, Unlimited Users (1BUU)
- One Book, Three Users (1B3U)
- One Book, One User (1B1U)

In addition to availability at a 1B1U, 1B3U and 1BUU basis, EBSCO has added more than 70,000 titles with DRM-free access. This means unlimited concurrent user access with no restrictions on use – unlimited printing, saving, copy/paste and downloading. Patrons will simply authenticate through their library, with no additional sign-in, to enjoy quick, intuitive access to both PDF and EPUB DRM-free downloads, either for the entire e-book or at the chapter level.

Purchasing models at the title level are purely at the publisher's discretion. Therefore, for all e-books that are only available as 1B1U or 1B3U, additional copies can be purchased to meet end user demand – in the same way a library would purchase multiple copies of a print title. To do this, the same cost one-time cost is applied for all additional copies.

Additional financial advantages include:

- ✓ No platform fees
- ✓ No hosting fees
- ✓ No access fees
- ✓ No delivery fees
- ✓ Complimentary MARC records

#### **Demand-Driven Acquisition (DDA)**

In ECM, library administrators can also choose to create Demand-Driven Acquisition (DDA) title lists, which allow the end user population to select titles for purchase. DDA title lists can include e-books with various user licenses (1B1U, 1B3U, 1BUU). They can then be exposed to end users without immediate purchase. A title on a DDA list is triggered for purchase when a patron directly accesses the title, guaranteeing that only those titles with usage are purchased. Once a title is triggered the title is owned in perpetuity.

Additional DDA options include **Short Term Loan** and **Loan-to-Own** models. With Short Term Loans, administrators can grant users temporary access to titles, while only paying a fraction of the list price. Loan-to-Own allows your institution to calibrate their DDA, so that it purchases a title after it experiences a certain number of loans. Short Term Loans are only available via DDA collections. Loans are available in 1, 7, 14 and 28 day increments.

#### **Concurrent Access Model (CAM)**

Another alternative, the CAM business model makes titles available on an unlimited concurrent access basis, up to an annual maximum number of uses. Libraries can license a title on an unlimited concurrent access basis, up to an annual maximum (typically 365), and receive a new allotment yearly.

- 14. The bidder must provide a library administration tool/website that allows staff to set library criteria for check outs, holds, recommendations, and other patron facing functions, purchase content, and access usage and purchase history reports.**

Administration of *EBSCO eBooks* is carried out by appointed staff in *EBSCOadmin* and *EBSCOhost Collection Manager* (ECM). Through these online modules, library administrators have access to several interface customization options, collection administration tools, purchasing capabilities and reports, as outlined below:

**EBSCOadmin**

EBSCOadmin is the online administrative module supporting EBSCO solutions. Available online 24/7, it is accessible by unlimited appointed administrators, and can be used to manage several administrative functions and day-to-day tasks.

Areas that can be adjusted, implemented and enabled include:

- ✓ Customizing and branding the platform
- ✓ Generating usage reports and statistics
- ✓ Administering local collections and related detail
- ✓ Establishing various methods of authentication
- ✓ Creating and maintaining user accounts and profiles
- ✓ Changing passwords
- ✓ Enabling multilingual options
- ✓ Setting turn-away alerts
- ✓ Customizing hold and checkout periods
- ✓ Configuring maximum number of checkouts per user
- ✓ Setting checkout duration
- ✓ Setting checkout duration format (hours, days or weeks)
- ✓ Allowing users to select checkout duration

Detailed checkout preferences also include the following configurations:

- Allow Downloads Outside of eBook Viewer
- Maximum number of checkouts per user
- Checkout Duration
- Checkout Duration Format (Hours, Days or Weeks)
- Concurrent Access Offline Checkout Duration
- Concurrent Access Offline Checkout Duration Format
- Allow Users to Select Checkout Duration
- Allow Offline (Download) Checkout of 1B1U Titles

EBSCOadmin is available online, 24 hours-a-day, 365 days-a-year. Administrative options are also available at the individual library and aggregate system levels.

EBSCOADMIN

EBSCOadmin Internal Site   EBSCOadmin Security   Change Password   Support & Training   Help   Logout

Current Group: Sales Public Library Profiles (publics)   Current Site: EP SALES (sales)   Site/Group Maintenance

Customize Services   Authentication   Holdings Management   Local Collections   Reports & Statistics   Database Title Lists

**Customize EBSCO services**

Edit profiles for your library that determine which search options, databases, and collections are available to your patrons.

Choose Profile: eBooks (ebooks) - ehost   Profile Maintenance  
Description (Profile ID) - Interface   View Changes on EBSCO

Searching   Databases   Viewing Results   Linking   Delivery Options   Multilingual Options   Branding

**General Settings**

Search Modes	Modify
Default Keyword Search Screen	Basic
Show Keyword/Title/Author Radio Buttons	<input checked="" type="radio"/> On <input type="radio"/> Off
Require uppercase Boolean operators (AND, OR, NOT)	<input type="radio"/> On <input checked="" type="radio"/> Off
Diacritic Search	<input type="radio"/> On <input checked="" type="radio"/> Off
Display Text-to-Speech	<input checked="" type="radio"/> Yes <input type="radio"/> No
Configure Text-to-Speech	Modify
Spellchecker	<input type="radio"/> On <input checked="" type="radio"/> Off
Show Did-You-Mean Suggestion	<input checked="" type="radio"/> Yes <input type="radio"/> No
Auto Correct Search Terms	<input checked="" type="radio"/> Yes <input type="radio"/> No
Session Duration before Timeout	30 minutes

EBSCOadmin

### EBSCOhost Collection Manager

EBSCO offers EBSCOhost Collection Manager (ECM) as the online ordering portal and catalog for EBSCO eBooks. Featuring more than one million titles in a wide variety of subject areas, ECM is an easy-to-use tool for customers to search, select and order e-books. EBSCO eBooks ordered through ECM are available on the platform within a couple of hours of the order being placed.

Additional benefits of ECM include the following capabilities:

- ✓ Easy ordering and fast delivery of titles to end users
- ✓ Designated Selector and Approver accounts, to separate subject matter experts and buyers
- ✓ The ability to explore titles with basic or detailed searches
- ✓ Browse by category, pre-made collection, recently added and more
- ✓ The ability to sort results by relevance, publisher, price, etc.
- ✓ Convenient reporting capabilities and stock management options
- ✓ Simple payment and shopping tools for easy collection development
- ✓ Detailed bibliographic information and previews for each available title
- ✓ Helpful alerts that can be used to notify users of new content matching their criteria

Like EBSCOadmin, ECM is made available to library administrators online, 24/7/365. However, please note that EBSCO eBooks subscriptions collections are not purchased through ECM. Instead, they can be ordered through your dedicated Sales Representative.

**EBSCOhost Collection Manager**

**15. The library administration tool/website, including the bidder’s catalog for choosing content must be compatible with up to date versions of multiple internet browsers, including Chrome, Firefox, Explorer and Safari.**

Like *EBSCO eBooks*, *EBSCOadmin* and *EBSCOhost Collection Manager* are web-based and hosted. They are accessible online, though any commonly available web browser. However, for best results, EBSCO recommends use of the following minimum browser versions:

- Internet Explorer: 11.0 or later
- FireFox: Latest version plus one previous version
- Safari: 11.0 or later
- Google Chrome: Latest version plus one previous version
- iOS: 11.0 or later

**16. Digital content must be public library oriented, downloadable books, for library users of all ages.**

Through *EBSCO eBooks*, EBSCO offers libraries their choice from a growing selection of front-list, best-selling and award-winning titles, as well as classic, backlist favorites. Within this collection are represented more than 1,000 contract publishers and thousands of individual imprints, with representation for many of the most highly-regarded in the Public Library, K-12 and Academic markets.

As a result, the overall *EBSCO eBooks* collection covers a broad range of content, appropriate for a diverse public library demographic, and appealing to both general and specific interests. This encompasses more than one million titles geared towards children, teens and adults, with coverage across genres, subjects and specialty areas.

Currently, top library-oriented content categories include:

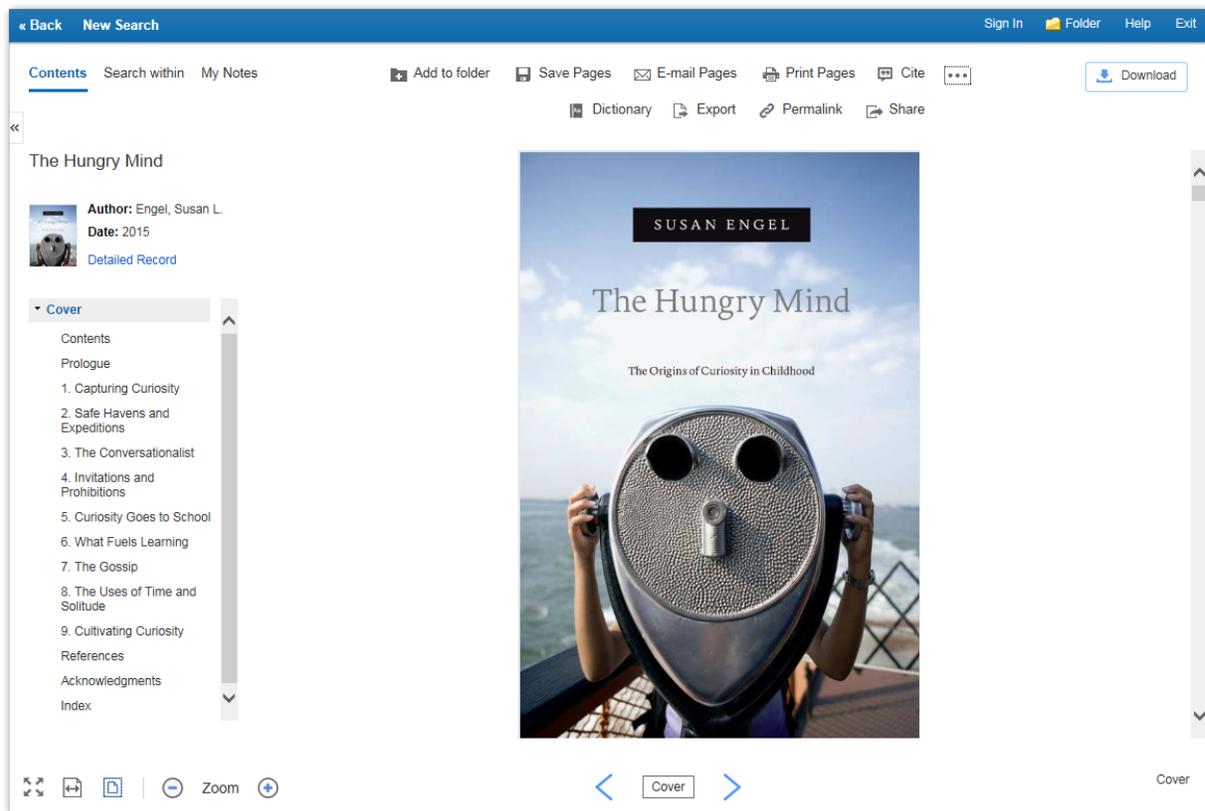
- Children's and young adult fiction
- Children's and young adult nonfiction
- Arts and architecture
- Biographies and memoirs
- Body, mind and spirit
- Business and economics
- Computer science
- Cooking
- Crafts and collectibles
- Education
- Engineering and technology
- Fiction
- Health and medicine
- History
- Home and garden
- Humor
- Law
- Literature and criticism
- Mathematics
- Philosophy
- Political science
- Psychology
- Reference
- Religion
- Sciences
- Self-Help and family
- Social sciences
- Sports and games
- Study aids and language learning
- Travel
- True crime

Tens of thousands of titles are also added to the overall collection monthly, growing EBSCO's ability to meet the customized wants and needs of its individual customers. As content is acquired, EBSCO's Collection Development Librarians also refresh and create a wide variety of pre-packaged e-book collections, including EBSCO's e-book subscriptions, which are updated quarterly.

In response to this solicitation, EBSCO is pleased to offer several public library oriented subscriptions for Jefferson Parish's particular consideration. Collections have been created by EBSCO's Collection Development Librarians with the needs of a diverse library audience in mind, and include the following:

- eBook Academic Collection
- eBook Cricket Media Collection
- eBook Harvard Business Review Press Collection
- eBook High School Collection
- eBook K-8 Collection
- eBook Public Library Collection

Regardless of acquisition method (subscription- or ownership-based), all titles are available for online reading within the *EBSCO eBooks* Full Text Viewer. The majority are also available for offline download, allowing for easy access virtually anytime, anywhere – within the library, at home and on-the-go.



*EBSCO eBooks Full Text Viewer*

**17. The bidder must provide an online catalog of downloadable books that the library can purchase and/or license at any time during the contract period so the library can choose titles based on patron and community interest, requests and needs.**

As detailed above, EBSCO offers EBSCOhost *Collection Manager* (ECM) as the online ordering portal and catalog for the overall *EBSCO eBooks* collection. Through ECM, library administrators can easily search, browse, preview and purchase individual e-books at any time.

To assist in making purchasing decisions, ECM also offers an abundance of collection development tools. This includes several which could assist Jefferson Parish libraries in selecting the right content to meet their audience's particular interests, requests and needs. Briefly, these tools are:

- ✓ The profiling feature – alerts librarians to new titles based on selected criteria of interest
- ✓ Pre- and post-search limiters – to search by format, language, subject, publisher and more
- ✓ Pre-packaged collections and subject sets – for easy access to a particular interest area
- ✓ An A-Z publisher list – for simple browsing of particular publishers of interest

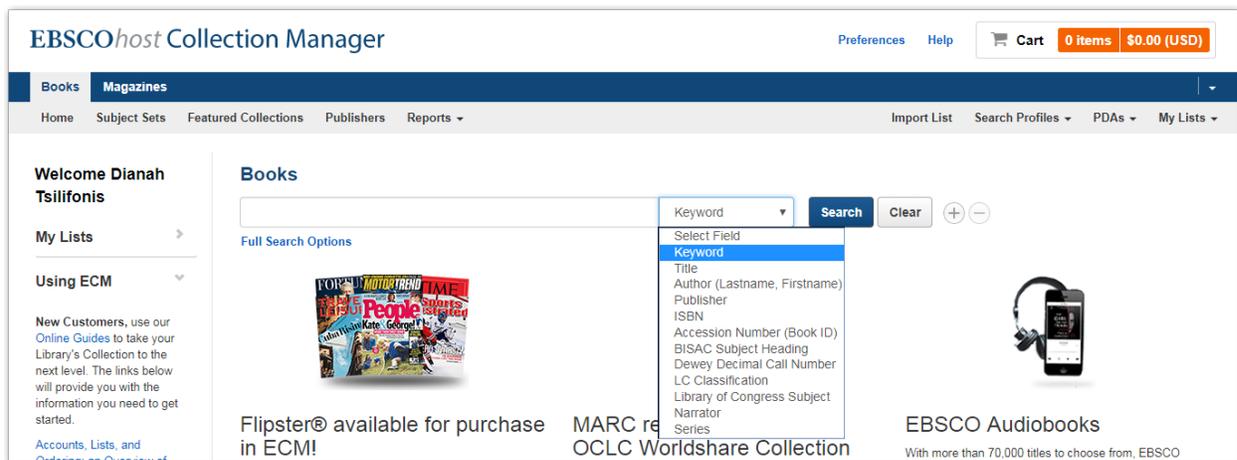
These tools and more have been outlined in further detail below, in response to **Requirement 22**. All will be available to help Jefferson Parish libraries order individual e-books online, at any time, throughout the length of the contract.

However, please note that the subscription collections offered herein are purchased through your site's dedicated Sales representative.

**18. The catalog must be updated continuously with new titles, and it must be searchable by keyword, title, author, subject, genre, age level, format and publication date.**

The EBSCOhost *Collection Manager* (ECM) catalog currently includes more than one million titles, and is updated with 12,000-15,000 on a monthly basis. Although extensively stocked, ECM is an easy-to-use tool which features intuitive navigation and efficient searching for an enjoyable selection process.

For example, upon login, ECM administrators can browse by available Spotlight Categories, as well as by listings of Subject Sets, Featured Collections and Publishers. ECM also supports both basic and advanced searching with Boolean operators, and field searches that can be conducted by Keyword, Title, Author, Publisher, ISBN, Accession Number, BISAC Subject Heading, Dewey Decimal Call Number, LC Classification, Library of Congress Subject, Narrator and Series.



**ECM Field Searching**

From the Basic search bar, a user selecting the 'Full Search Options' feature will gain further access to pre-search options, including the ability to refine the search by Content Type, Language, List Price, Date Added, Publication Year and Eligibility (for download, DDA, loan, etc.). These facets can also be applied from a post-search result list, if preferred.

The screenshot shows the 'Full Search Options' page in EBSCOhost Collection Manager. At the top, there is a search bar with a 'Keyword' dropdown, 'Search', and 'Clear' buttons. Below the search bar, there are several filter sections:

- Content Type:** Radio buttons for 'All' (selected), 'eBooks', and 'AudioBooks'.
- Language:** A dropdown menu set to 'All'.
- Edition:** A checkbox for 'Exclude Abridged Titles'.
- Holdings:** A checkbox for 'Exclude Titles in My Collection'.
- Date Added:** A checkbox for 'Limit search to titles added to EBSCOhost in the last:' followed by a 'days' dropdown.
- Publication Year:** Fields for 'Start Date' (YYYY) and 'End Date' (YYYY) with a 'to' separator.
- Eligibility:** A section titled 'Find titles that are:' with checkboxes for 'Downloadable', 'Available for PDA', 'Available for Loan', and 'Eligible for Consortia Discount'.
- List Price:** Fields for 'Min Price' (\$ 0.00) and 'Max Price' (\$) with a 'to' separator.

At the bottom left, there are 'Search' and 'Reset' buttons.

Full ECM Search Options

Once a search has been entered, a Result List is presented that provides information about the Title, Author, Publisher, Year, Subject, LCC, Price and available Usage Models. By default, the Result List is sorted by relevance, but can also be sorted by Publisher/Imprint, Published Date or Price.

Additionally, the search field is displayed above this Result List, showing the original keyword search. To revise this search, the user can select the facets in the left column under 'Refine Your Results' to apply limiters and click 'Update' to refresh the results.

The screenshot shows the search results page for the keyword 'career'. The search bar at the top shows 'career' and 'Full Search Options'. Below the search bar, it displays '40267 Results: Now Showing 20 Titles for \$1,908.37 (USD)'. There are buttons for 'Add Page to Cart' and 'Add Page to List/PDA'. The results are sorted by 'Relevance' and shown 'Per Page: 20'. A table of results is shown below:

Title	Author	Publisher	Year	Subject	LCC	Price
Careers : An Organisational Perspective	Schreuder, A. M. G.; Coetzee, Melinde	Juta and Company Ltd (Juta & Company (Pty) Ltd)	2016	BUSINESS & ECONOMICS / Management, BUSINESS & ECONOMICS / Reference, BUSINESS & ECONOMICS / Skills	HF 5381	\$37.90 (USD)   One User
Career Match : Connecting Who You Are with What You'll Love to Do	Zichy, Shoya; Bidou, Ann	American Management Association, AMACOM Division	2017	BUSINESS & ECONOMICS / Careers / General, BUSINESS & ECONOMICS / Careers / Job Hunting, SELF-HELP / Personal Growth / Success	HF 5381	\$30.00 (USD)   One User
Career Diplomacy : Life and Work in the US Foreign Service, Third Edition	Kopp, Harry; Naland, John K.	Georgetown University Press	2017	POLITICAL SCIENCE / International Relations / Diplomacy, BUSINESS & ECONOMICS / Careers / General	JZ 1480 A5	\$89.95 (USD)   One User

On the left side, there is a 'Refine Your Results' sidebar with a list of facets: Current Search, Boolean/Phrase, Content Type, Edition, Holdings, Language, Date Added, Publication Year, Eligibility, List Price, Publisher, LC Subject, and BISAC Subject. The 'Refine Your Results' section is highlighted with a red box.

Sample ECM Results List and Post-Search Facets

Selecting a title from the Result List will display a Detailed Record, which lists important metadata about the book, e.g., Author, Publisher, Publication Year, eISBN, Language, etc. The Detailed Record also provides the price per usage model, a color copy of the book jacket and a preview of the e-book full text. Additionally, it includes links to related searches, in the form of hyperlinks attached to the Author, LCC Subject, BISAC Subject and Book Series (if applicable). Once selected, ECM will populate a new search based on that criteria.

The screenshot shows the detailed record for the book "Careers: An Organisational Perspective". At the top, the title is displayed, followed by the price "\$37.90 (USD) | One User" and two buttons: "Add To Cart" and "Add to List / PDA". Below this is a small image of the book cover with a "Preview" button underneath. To the right of the cover, the following metadata is listed:

- Author:** Schreuder, A. M. G.; Coetzee, Melinda
- Publication Information:** Ed.: Fifth edition. Cape Town, South Africa : Juta & Company [Pty] Ltd. 2016
- LC Subject:** Career development, Vocational guidance, Occupations
- BISAC Subject:** BUSINESS & ECONOMICS / Management, BUSINESS & ECONOMICS / Reference, BUSINESS & ECONOMICS / Skills
- Content Type:** eBook
- Product ID:** 1172036
- ISBN:** 9781485111986
- eISBN:** 9781485115410
- OCLC:** 939597614
- LCC:** HF5381
- DDC:** 331.702
- Language:** English
- Publisher Permissions:** Print/Save 20 pages  
Copy/Paste Restricted
- Available for Download:** Yes

A description at the bottom states: "The fifth edition of this market-leading textbook on careers in the organisational context retains its popular blend of theory, classical and contemporary research, application activities and real-life scenarios representing the cultural diversity of South Africa. It has been comprehensively revised..." with a "More" link.

Sample ECM Detailed Record

From both the Result List and the Detailed Record, the user can select 'Add to Cart' (if designated an Approver) or 'Add to List/PDA' (if designated as a Selector). When selecting a book for addition to the Cart or to a list, the user can must also select which usage model option they would like (e.g., 1B1U, 1B3U, 1BUU, DRM-free). The Cart displays the number of selected items and the total price. Once satisfied with all Cart selections, the user selects "Finalize Order" to proceed to the final checkout window.

Please note, however, as detailed throughout, ECM does not support purchase of *EBSCO eBooks* subscription collections. As such, the above response does not apply to the subscription options offered herein. However, Jefferson Parish can be assured that EBSCO's e-book subscription collections are continuously updated with new titles, considering market relevance, date of publication, quality of content and subject material.

Titles are added, on average, each quarter (3 months), in January, April, July and October. When titles are added, a notification is sent via OCLC with an indication that the new MARC records are available for download. Notifications are also sent out via listerv, which the customer is added to upon subscription for collection maintenance.

Similarly, titles are removed from subscription collections twice per year, in January and July. Prior to titles being removed, customers are notified at least three weeks in advance to warn which titles will no longer be accessible. This notification will include a title list in spreadsheet format. An additional notification is sent at the time the titles are removed.

**19. The catalog must include fiction bestsellers, new and backlist popular fiction and non-fiction, for adults, teens, and children, from top publishers, including Hachette, Harper Collins, McMillian, Penguin Random House, Simon & Schuster, Bloomsbury, Disney, Harlequin, Perseus and Scholastic, as well as smaller publishers including Grove/Atlantic, Houghton Mifflin Harcourt, Kensington, NLA, Pottermore, Smashwords, Sourcebooks, and W.W. Norton.**

As detailed above, the *EBSCO eBooks* collection currently represents nearly 1,100 contract publishers and their individual imprints. This encompasses many of the most highly regarded publishers in the Public Library, K-12 and Academic markets – large and small. It also includes many of the most popular fiction and nonfiction houses, as well as top scholarly, trade, STM and reference publishers.

As a result, libraries can easily build their collections from a growing selection of titles, across audience levels and subjects areas. Featuring titles to meet all manner of research needs and personal interests, publisher title counts of particular note include the following:

- Hachette: 13,787 titles
- Harper Collins: 7,536 titles
- McMillian (Palgrave Macmillan): 23,283 titles
- Penguin Random House: 84,219 titles
- Bloomsbury: 14,300 titles
- Disney (imprint of PRH): 19 titles
- Perseus: 32,055 titles
- Kensington (imprint of PRH): 2,141 titles
- NLA (imprint of New South Wales Press): 12 titles
- Sourcebooks: 3,100 titles

**20. Bidder must continuously seek out and add new publishers to their catalog.**

EBSCO proactively acquires *EBSCO eBooks* content from key publishers monthly. New titles are also added to each subscription collection every three months.

**21. Current titles added to the library's collection must be available for patrons to check out within 24 hours after staff places orders.**

All *EBSCO eBooks* can be easily ordered through your dedicated Sales Representative, or through the *EBSCOhost Collection Manager* system, depending on preferred acquisition model.

Subscription collections, for example, are ordered through your dedicated Sales Representative. Once ordered, collections are made available on the *EBSCO eBooks* platform within 24-48 hours.

In addition, EBSCO offers ECM as the online ordering portal and catalog for individual e-book purchase. Featuring more than one million titles from leading publishers around the world, ECM is a robust, easy-to-use tool which allows customers to search, select and order *EBSCO eBooks*.

All *EBSCO eBooks* purchased through ECM are available to users for browsing, searching, reading and downloading through the *EBSCO eBooks* platform within two hours of order placement.

**22. The bidder must provide collection development assistance including suggested titles, bestseller lists, new titles list, subject interest lists, award winners and read-a-like lists.**

*EBSCO eBooks* offers libraries a variety of collection development resources to help find and select the right content based on their individual needs. This includes several pre-made selections of e-books, as well as administrative tools.

Examples of pre-made lists and collections include:

- Subscription Collections: *EBSCO eBooks'* subscription-based option presents a fast, easy and cost-effective way to build any library collection. As part of this offer, EBSCO is offering the eBook Academic Collection, eBook Cricket Media Collection, eBook Harvard Business Review Press Collection, eBook High School Collection, eBook K-8 Collection and eBook Public Library Collection. Offered on an annual basis, each collection contains large selections of titles across various subject areas, presenting an easy way to acquire critical masses of content that complement any public library collection. Each collection is also maintained by EBSCO's Collection Development team to retain their high quality and interest throughout the year, adding content on a regular basis.
- Subject Sets: Annual pre-packaged collections of front-list *EBSCO eBooks* titles which allow for quick and easy purchases in particular high-interest subject areas. There is no title overlap across sets, and no title overlap from year to year, so the library never needs to worry about duplication.
- Featured Collections: Pre-packaged collections of front-list and midlist *EBSCO eBooks* titles, organized by library type. Featured Collections allow libraries to purchase content on a broad range of topics within a particular subject area or featured theme.
- Custom Collections: Custom Collections are tailored specifically to fit any library's budget and collection development needs. EBSCO evaluates usage and other statistics to make profile recommendations appropriate for the individual library customer. Custom Collections can be developed for any subject, language or content type and are a great alternative or complement to Subject Sets. EBSCO's collection librarians can work directly with sites to help define and refine a library's e-content needs.

Examples of administrative tools also include:

- A-Z Publisher List: In ECM, administrators can easily browse e-book content by publisher, as well as perform focused searches for publishers of interest.
- Pre- and Post-Search Limiters: ECM search limiters are available both pre- and post-search, alongside the initial search box, and located in the Result List side bar. Available filters and limiters include format, language, publication date, price, subject, publisher and more.
- Ownership and DDA Lists: ECM lists are created by a user and grouped under a single name, allowing a site to effectively organize and submit orders for selected titles. As lists are created, purchased and edited, they undergo a series of states, depending on how far they have progressed through the selection and acquisition process, including Ownership lists that are In Progress and Purchased, as well as DDA Lists that are Active, Deactivated and Suspended.

- Separate Administrative Roles: In ECM, responsibility for creating lists and purchasing titles is separated between Selector and Approver accounts. Both can create lists – only Approvers can make purchasing decisions. The separation allows subject experts to focus on developing collections and lets the buyers handle the fiscal aspects of collection development.
- Profiling: An ECM search feature which automatically alerts librarians to the availability of new e-books in certain subject areas, or with publisher criteria of interest. This intuitive feature allows librarians to make informed decisions on the content they would like to add to existing collections, at various access price points.
- Turn-away Alerts: Within *EBSCOadmin*, users can also set up turn-away alerts to garner more information about titles which experience the most popularity among users. Alerts will notify an administrator of any turn-away experienced by users in real time. (Please note, this would not be applicable to subscription collections, available on an unlimited basis).

**23. The bidder must provide electronic order confirmations, order status updates, electronic invoices via email and online purchase history reports.**

As detailed, EBSCO's e-book subscription collections are ordered through your site's dedicated Sales Representative. Once purchased, the EBSCO subscription collection will be available within 24-48 hours. The subscription collections are purchased on an annual basis. EBSCO will provide an invoice after purchase.

For those who purchase e-books through *EBSCOhost Collection Manager* (ECM), EBSCO provides individual fulfillment receipts and invoices for each order submitted online. Both are provided to customers at no additional cost and are triggered for delivery upon purchase. Notification of each order and invoicing is provided accordingly, as outlined below:

- Within 1 hour of order placement, EBSCO sends an email to notify the purchasing library that an order has been placed in their ECM account. (Please note, if purchasing a subscription collection, this notification is N/A).
- Within 2 hours of order placement, EBSCO sends an email containing a fulfillment receipt to notify the library that their e-books have been fulfilled. The email includes an attached Excel spreadsheet that outlines the details of the purchase.
- MARC Records are fulfilled via OCLC Collection Manager and can be retrieved within 10 business days of your order.
- An invoice for the order is sent within 2 business weeks of your order being placed.

Additionally, for easy stock management on demand, ECM offers a "My Owned Titles" report, which includes detailed title information for the site's total purchases to date. Details in the report include: Title, Author, Contract and Imprint Publisher, Publication Year, ISBN, eISBN, BISAC/LC Subject Heading, LCC/DDC, Format, DDA Triggered (True/False), Owned (True/False), Shared (True/False), Quantity.

As subscription collections are ordered through your site's dedicated Sales Representative, this report is not applicable. However, complete title lists are available on demand.

**24. The bidder's service must be compatible with the library's integrated library system (ILS) for discovery, checking out items, library card authentication, and patron account syncing.**

As detailed above, EBSCO offers complimentary MARC records for all *EBSCO eBooks*, obtained through OCLC's Collection Manager. In OCLC's Collection Manager, sites can set their delivery, customization and notification preferences, and can output new, update or delete records, so their collections, access URLs and title metadata always stay up-to-date.

These records can also easily be downloaded, loaded into and accessed through a library's online catalog or discovery service, regardless of ILS vendor, so long as they are compatible with .mrc files. This integration allows for easy discovery of *EBSCO eBooks* content directly from the library's platform.

When users select a MARC record from the catalog, they will be seamlessly linked to EBSCO's e-book platform, where authentication credentials are verified, and they may continue on to read, checkout and/or download the e-book.

At this time, *EBSCO eBooks* does not support authentication, checkout and download, or account syncing directly through the library's ILS.

**25. Bidder must be able to integrate content from the library's previous downloadable book service, if needed.**

At this time, the *EBSCO eBooks* dedicated user platform cannot host titles purchased from other providers. Similarly, an e-book purchased from EBSCO cannot be hosted on another provider's platform.

## SUPPORT

**26. The bidder must provide assistance with all aspects of the service including but not limited to email and toll-free telephone support for library staff and help websites and webinars for library staff and patrons.**

EBSCO offers library and end user support on all aspects of the *EBSCO eBooks* service. This is available through several channels, online and in-person, as outlined below. All support is available ongoing, at no additional charge to customers:

### Technical Support Department

EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support 24 hours a day, 7 days a week, via the following methods:

- Toll-Free Telephone: (800) 758-5995
- Email: [support@ebSCO.com](mailto:support@ebSCO.com)
- Online: <http://support.ebscohost.com/contact/askus.php>

Over 70% of cases reported to EBSCO's Technical Services and Support Department are opened and resolved within the same business day. On average, callers into the Technical Support queue wait no more than 20 seconds. Email support requests receive an auto-generated response with a case tracking number, with a

further response provided by a Technical Service representative. EBSCO will generally respond to all technical service requests within 24-48 hours.

### **EBSCO Help Support Site**

The EBSCO Help support site (<https://help.ebsco.com/>) offers both general EBSCO and *EBSCO eBooks*-specific troubleshooting documentation. The site has been designed with the customer in mind, aiming to provide the tools and information needed to solve all manner of technical issues on their own. Available resources include extensive user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. The support site is accessible online 24/7, and also features an intuitive, user-friendly interface which makes navigating the site exceedingly simple. Tutorials and other resources can also be posted to the library website, providing a clear, 24/7 support guide for patrons unfamiliar with the platform.

### **EBSCO eBooks LibGuide**

EBSCO also provides a dedicated LibGuide for *EBSCO eBooks*: <http://ebsco.libguides.com/ebooks>. Designed for use in a library setting, the LibGuide offers library users and staff a basic guide to the most important information to know regarding *EBSCO eBooks*. Content is presented in an easy-to-read, bulleted format with clear, concise information, and is also accompanied by several instructional tutorials.

Highlights include content on e-book Basics, such as:

- Creating a personal My EBSCOhost folder
- Saving, printing and emailing book chapters
- Citing e-books
- Checking out and downloading to a PC
- Supported devices and apps

Targeted information for faculty also includes the following topics:

- Retrieving e-book statistics
- Subscription usage reports
- Administrator FAQs
- Customizing *EBSCO eBooks* in EBSCOadmin
- Ways to build your collection

### **Interface Help Link**

To support end users on-platform, EBSCO also provides an interactive “Help” link, located in the upper right corner of each search screen. Upon selection, the Help link brings users to an online help module. This comprehensive system provides information on all aspects of the interface, and can be searched by keyword or phrase, while also providing a full index of topics available in the help menu.

Information available through the Help link is always current, accurate, easily understood, well-organized and context sensitive. The module provides users with a detailed table of contents, arranged by main topics, with hyperlinks to subtopics beneath each. When the Help icon appears, users can click on the link, and help for the screen they are on will display. To view the entire Help system, users would select the Help link at the top right corner of the search screen, from the universal interface toolbar.

**Dedicated Personal Support**

In addition to the complimentary support detailed above, EBSCO will provide Jefferson Parish with a highly experienced and knowledgeable project manager to coordinate, direct and assist in the performance, training and ongoing support of all EBSCO services. Your project manager has performed the same customer service for hundreds of customers, and will be available to facilitate all aspects of contract management.

The dedicated representative assigned to your personal account is as follows:

- Ariele Pappalimberis, Account Executive, (800) 653-2726 x2738 or [arpappalimberis@ebSCO.com](mailto:arpappalimberis@ebSCO.com)

All product orders can be processed through your dedicated project manager. Ariele will also be available at any time to advise on account-specific information, products and features, and will work closely with Jefferson Parish to ensure proper ongoing support and customer service. She is responsible for your complete customer satisfaction and will also act as main point of contact for all manner of support.

**27. The bidder must update apps, websites and content formats, to be compatible with device and computer operating system updates, and new devices and computers, in a timely manner.**

With one of the largest technology teams in the industry, EBSCO is entirely dedicated to the continuous improvement of its solutions. As a result, the *EBSCO eBooks* roadmap constantly evolves to keep up with emerging technology trends, as well as associated e-book software requirements.

Regarding compatibility updates, EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis, as often as biweekly. These updates are performed by EBSCO developers and released simultaneously to all customers through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service.

As EBSCO plans and expedites system enhancements, every feature of the EBSCO platform involving usability, interface and technology undergoes a development cycle to:

- Evaluate existing features and functionality
- Incorporate input from all users, partners and stakeholders
- Innovate the user and technology approach for new features and functionality
- Execute the planning and delivery based on all other factors

EBSCO uses various methods to research and understand needs, desires and approaches to make its products and services more robust, efficient and valuable to users. This includes internal usability testing, customer polling, advisory feedback, market analyses, panel participation, direct site visits, focus groups, user testing and more. In addition, product enhancement requests submitted by customers to their Sales and Customer Service representatives are logged and considered.

As a result, Jefferson Parish libraries can be assured of EBSCO's dedication to updating its solutions and associated software as needed, as quickly as possible.

**28. The bidder must support new digital book formats in a timely fashion.**

EBSCO currently offers e-books in PDF and/or EPUB format, and is open to the possibility of acquiring new formats as they become available.

**29. The bidder must provide marketing support and a wide variety of customizable usage reports.**

EBSCO offers both extensive marketing support and a wide variety of customizable usage reports. All support will be available to Jefferson Parish libraries on demand, at no additional charge, as outlined below:

**Marketing Support**

EBSCO understands that library resources are only as good as a user's knowledge of and ability to use them. Educating administrators and end users about the features, functionality and availability of *EBSCO eBooks* is the key to its use and value.

Knowing this, EBSCO offers extensive promotional materials to libraries ongoing, to assist in product awareness and usage. This includes a wide variety of marketing deliverables, such as advertisements, flyers, posters, training announcements, landing pages, bookmarks, monitor toppers and more. Many of these resources can be requested as printed materials from EBSCO, or they can be customized and printed by the library for local use. Formats include PDF, HTML and Word documents.

Examples of available marketing tools include:

- [Video and PowerPoint Tutorials](#)  
Libraries can post these tutorial URLs on their website to display how to use *EBSCO eBooks*, and these can be used to guide on-site training sessions.
- [Getting Started and Troubleshooting Resources](#)  
Libraries can provide patrons with printed guides, frequently asked question documents and informational handouts.
- [Promotional Print and Web Graphics](#)  
EBSCO provides colorful ads, icons, flyers, posters, training announcements, bookmarks, monitor toppers, logos and more. Many of these resources can be requested as printed materials from EBSCO, or they can be customized (with Adobe Acrobat) and printed by the library to increase resource awareness.
- [Subscription-Specific Resources](#)  
EBSCO's marketing team has created thoughtful promotional materials for its e-book subscription collections. Available resources include informational flyers and email templates, which can be used to announce the availability of the collections, as colorful infographics.
- [Search Box Builder](#)  
EBSCO's free Search Box builder tool can be used by the library to design and place an *EBSCO eBooks* search box on the library portal. This search box can direct users to the library's *EBSCO eBooks* collection, and can include customized text and a branded logo to mimic the search box experience of familiar internet search engines.

- **Branding**  
Libraries can also support marketing their products by branding. *EBSCOadmin* allows administrators to customize the interface with either traditional or enhanced style branding options. A library administrator can brand selected pages with custom text, images and basic HTML. The available branding options facilitate the placement of library logos or names and messages on most *EBSCO eBooks* screens. Additionally, please note that the logo or library name in the upper-right corner can be coded to connect to the library's own homepage.

For further examples of available marketing materials, please refer to the full, complimentary promotional kit:

[https://help.ebsco.com/interfaces/eBooks\\_Audiobooks/eBooks/Training\\_Promotion/EBSCO\\_eBooks\\_Promotion\\_Kit](https://help.ebsco.com/interfaces/eBooks_Audiobooks/eBooks/Training_Promotion/EBSCO_eBooks_Promotion_Kit)

### **EBSCOadmin Usage Reports**

EBSCO offers several reporting capabilities to help libraries better understand the usage and value of their EBSCO resources. This includes a variety of *EBSCO eBooks* usage reports which speak to circulation statistics, as well as purchase history reports for easy stock management. These reports are available online at any time, free of charge, through *EBSCOadmin* and *EBSCOhost Collection Manager*.

Within *EBSCOadmin*, reports on *EBSCO eBooks* usage are available at both the individual library and aggregate system levels. Reports can be generated at any time. They can also be scheduled to run at regular intervals, and retrieved through the interface or emailed to designated staff. Furthermore, reports can be exported. Formats include Comma-Delimited and Tab-Delimited. Staff can access these reports at any time to update or reconfigure.

Of most interest to e-book customers, typical reports include:

#### E-Book Subscription Usage Reports

For libraries accessing one or more e-book Subscription Collections, EBSCO offers dedicated reports with several title-level usage metrics. This includes comprehensive details on how a title is being accessed and downloaded, such as Total Downloads, Total Online Views, Total Email Requests and Total Print Requests. The library can select the subscription collection of interest, plus start and end dates for which they would like to retrieve usage. Additional information per title will include Publisher, Publication Year and ISBN.

#### Standard Usage Reports

Standard Usage Reports include many database-, interface- and title-level usage details, including number of searches, sessions, logins, etc. Of most relevance to e-book customers, available reports include:

1. **Database Usage Report:** Compiles database sessions, searches and full-text requests at the overall collection level.
2. **Interface Usage Report:** Reflects the number of interface sessions, searches and requests logged against an EBSCO interface within a selected time period (such as *EBSCOhost* or the *EBSCO eBooks* mobile app). If a library uses more than one EBSCO interface, reports can be run separately to compare their usage.

3. **Login Usage Report:** Compiles successful user logins by login method, client IP, browser, operating system and mobile device. Login method includes all methods of authentication.
4. **Title Usage Report:** Displays usage information on a title-by-title basis, including the number of requests and full-text requests logged per book.

Report options for the above include the following filters, groupings and choices:

- **Sites:** All sites or a specific site. (Consortia only)
- **Database:** View usage of the entire database or a subset of collections.
- **Interface:** Limit your report to a specific interface, such as *EBSCOhost* or the *EBSCO eBooks* mobile app.
- **Reporting Period:** View usage by a custom or preselected data range. Reports are available for the current year plus the previous two years.
- **Analysis Level:** Display database usage at the following levels –
  - *Database* – Database being searched
  - *Interface* – An available platform (*EBSCOhost*, *EBSCO Discovery Service*, etc.) that is assigned to a profile so that the library administrator can control which profiles will have access to specific interfaces.
  - *Site (consortia only)* – Any member of a consortium. Sites can have user groups of their own and can be treated as separate customers, though organized under one parent.
  - *Group* – A department or division that the site administrator can define within *EBSCOadmin*. One or more user groups can be set up for any customer. By setting up these user groups, libraries can customize access to *EBSCOhost* and other EBSCO interfaces and gather usage statistics in a way that is most suitable to the customer.
  - *Profile* – A profile defines the databases, collections, limiters, search screens, and other features end-users see when using *EBSCOhost* or other EBSCO interfaces. Profiles are set up in *EBSCOadmin*.
- **Count Aggregation:** Aggregate statistics by the total number of hits (sessions, searches, full-text requests, etc. depending on the statistic being reported) or group them on the report by year or by month.
- **Metric View:** Choose to view summary or detailed metrics.
- **Delivery:** Download ad-hoc reports, or email them (one-time or scheduled monthly) in your desired format (MS Excel or tab delimited).

COUNTER R4 Reports

EBSCOadmin also offers COUNTER Release 4 compliant reports, and will be COUNTER Release 5 compliant by February 2019.

- **Book Report 1 (Successful Title Requests):** This report displays the number of times a title was accessed, either by a full-text view or a download, by month.
- **Book Report 2:** Number of successful section requests by month and title
- **Book Report 3 (Turnaways):** This report displays the number of times a user was turned away from a title in the requested period, and the number of turnaways in each month of the requested reporting period.

Top Search Terms Report

This report captures search terms from user-submitted search clicks and is restricted to the top 1,000 distinct search terms per interface. The report usage grid includes top search terms, search term frequency counts, and result click conversion counts for the selected reporting period. Usage grid data can be filtered by site, interface, and keyword and can be exported to an Excel and tab delimited text file.

**EBSCOhost Collection Manager Purchase Reports**

In EBSCOhost *Collection Manager*, administrators can also easily pull a “My Owned Titles” report for stock monitoring purposes. This report is a spreadsheet title list with information regarding the site’s total e-book purchases to date. Details in the report include: Title, Author, Contract and Imprint Publisher, Publication Year, ISBN, eISBN, OCLC number, BISAC/LC Subject Heading, LCC/DDC number, Format, PDA Triggered (True/False), Owned (True/False), Shared (True/False) and Quantity.

As subscription collections are ordered through your site’s dedicated Sales Representative, this report is not applicable. However, complete title lists are available on demand.

**30. The two year contract will take effect upon execution by the Jefferson Parish Council, and end two years later.**

EBSCO acknowledges and agrees. *EBSCO eBooks* subscription collections are offered on an annual basis; subscriptions can extend across the two-year contract, as preferred. *EBSCO eBooks* are also available for individual title purchase via ECM. Titles can be purchased at any point throughout the life of the contract. Once purchased, individual titles are owned by the library, and accessible on EBSCOhost in perpetuity.

**31. Annual service and/or hosting fee payments will be on a 12-month (year by year) basis. The library will pay one year at a time, once per year. Content added during the year will be paid for as ordered.**

EBSCO acknowledges and agrees. *EBSCO eBooks* subscriptions are purchased on an annual basis; payment is a yearly fee. Libraries can also purchase individual titles throughout the year; payment is expected upon order placement.

Regardless of acquisition method (subscription vs. ownership based), *EBSCO eBooks* incur no platform, hosting, access, delivery or MARC record fees. There is also no cost for implementation, training, project management and ongoing customer support.

**32. The annual service and/or access fees will be binding as quoted, and will become part of the final contract.**

EBSCO acknowledges and agrees.

**BID FORM**  
Non Public Works

**All Public Work Projects are required to use the Louisiana Uniform Public Work Bid Form**

All prices must be held firm unless an escalation provision is requested in this bid. Jefferson Parish will allow one escalation during the term of the contract, which may not exceed the U.S. Bureau of Labor Statistics National Index for all Urban Consumers, unadjusted 12 month figure. The most recently published figure issued at the time an adjustment is requested will be used. A request must be made in writing by the vendor, and the escalation will only be applied to purchases made after the request is made.

Are you requesting an escalation provision?

YES  X  NO \_\_\_\_\_

MAXIMUM ESCALATION PERCENTAGE REQUESTED  5  %

INITIAL BID PRICES WILL REMAIN FIRM THROUGH THE DATE OF \_\_\_\_\_

\*Escalation of 5% is only required for subscription collections. Escalation will happen at the start of the second year.

For the purposes of comparison of bids when an escalation provision is requested, Jefferson Parish will apply the maximum escalation percentage quoted by the bidder to the period to which it is applied in the bid. The initial price and the escalation will be used to calculate the total bid price. It will be assumed, for comparison of prices only, that an equal amount of material or labor is purchased each month throughout the entire contract.

**DELIVERY: FOB JEFFERSON PARISH**

INDICATE DELIVERY DATE ON EQUIPMENT AND SUPPLIES \_\_\_\_\_ N/A

LOUISIANA CONTRACTOR'S LICENSE NO.: (if applicable) \_\_\_\_\_ N/A

**THIS SECTION MUST BE COMPLETED BY BIDDER:**

FIRM NAME:  EBSCO Industries, Inc.

ADDRESS:  10 Estes Street

CITY, STATE:  Ipswich, MA  ZIP:  01938

TELEPHONE: (  800  )  653-2726 x2241  FAX: (  978  )  356-6565

EMAIL ADDRESS:  RFPAlerts@ebSCO.com

In the event that addenda are issued with this bid, bidders MUST acknowledge all addenda on the bid form. Bidder must acknowledge receipt of an addendum on the bid form as indicated. Failure to acknowledge any addendum on the bid form will result in bid rejection.

Acknowledge Receipt of Addenda: NUMBER:  1

NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

\*\*Cost outlines pricing for 3 subscription collection package options, detailed in additional price document. Note, prices will vary if libraries purchase individual titles; purchased titles are not included in this pricing. For purchased title pricing, please refer to the EBSCOhost Collection Manager logins, detailed in the additional pricing document. If the site has particular titles in mind and provides a title list, EBSCO is happy to price out perpetual costs.

TOTAL PRICE OF ALL BID ITEMS: \$ 

Option 1:	Option 2:	Option 3:
Year 1: \$12,400**	Year 1: \$2,750	Year 2: \$10,000
Year 2: \$13,020	Year 2: \$2,888	Year 2: \$10,500

AUTHORIZED SIGNATURE:  

Clint Rumble

Printed Name

TITLE:  Senior Vice President of Inside Sales

SIGNING INDICATES YOU HAVE READ AND COMPLY WITH THE INSTRUCTIONS AND CONDITIONS.

**NOTE: All bids should be returned with the BID NUMBER and BID OPENING DATE indicated on the outside of the envelope submitted to the Purchasing Department.**

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00123244

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
1	2.00	YR	<p>TWO (2) YEAR CONTRACT FOR A DIGITAL CONTENT SERVICE SUBSCRIPTION FOR THE PUBLIC LIBRARIES FOR THE JEFFERSON PARISH LIBRARY DEPARTMENT</p> <p>0010 - ANNUAL SERVICE AND/OR ACCESS FEE PER YEAR</p>	\$0	\$0
2	2.00	YR	<p>0020 - DIRECT TO PATRON SUPPORT SERVICE PER YEAR</p>	\$0	\$0
3	2.00	YR	<p>0030 - TOTAL ANNUAL FEES</p>	\$0	\$0
4	1.00	EA	<p>0040 - Purchase of Material Content</p>	Varies*	Varies*
			<p>NOTE: THIS IS A NON-BIDABLE ITEM AND WILL BE USED FOR CONTENT PURCHASES FOR THE TWO-YEAR CONTRACT PERIOD.</p>		
			<p><b>Please see following page for details and a narrative description of EBSCO's offer.</b></p>		
			<p>*Cost outlines pricing for 3 subscription collection package options, detailed in additional price document. Note, prices will vary if libraries purchase individual titles; purchased titles are not included in this pricing. For purchased title pricing, please refer to the EBSCO<i>host Collection Manager</i> logins, detailed in the additional pricing document. If the site has particular titles in mind and provides a title list, EBSCO is happy to price out perpetual costs.</p>		

## Pricing Information

In response to Jefferson Parish libraries' digital content needs, EBSCO is pleased to offer the following e-book services for review and consideration:

- **Several value-added EBSCO eBooks subscription collections**
- **Title-level purchase of e-books through EBSCOhost Collection Manager (ECM)**

Together, these acquisition options represent a comprehensive solution for Jefferson Parish's e-book collection needs. Regardless of chosen method, EBSCO does not have any recurring costs, including no platform, hosting, access or delivery fees. EBSCO also does not require any fees for initial setup or outlay of its services.

### **EBSCO eBooks Subscription Package**

EBSCO eBooks subscriptions contain large selections of market-oriented titles across various subject areas, complementing any public library collection. They offer a high-quality, yet cost-effective solution for e-book acquisition, with the following overall benefits:

- ✓ The ability to offer large amounts of useful material in a cost-effective way
- ✓ Availability on an annual basis, for easy budget and resource planning
- ✓ Unlimited simultaneous user access for all titles
- ✓ Pricing at a fraction of the cost of individual, title-by-title purchase
- ✓ Quarterly additions for consistently fresh content

Spanning a wide range of subjects and audience levels, the following collections have been hand-picked with Jefferson Parish in mind, aiming to meet the potential needs and interests of its public libraries and patrons.

These discounted collections would service all libraries in Jefferson Parish and can be purchased through your dedicated Sales Representative at any time:

#### Option 1:

- The eBook Academic Collection
  - The eBook High School Collection
  - The eBook K-8 Collection
  - The eBook Public Library Collection
- **Year 1:** \$12,400
- **Year 2:** \$13,020

#### Option 2:

- The eBook Cricket Media Collection
- **Year 1:** \$2,750
- **Year 2:** \$2,888

Option 3:

- The eBook Harvard Business Review Press Collection
  - **Year 1:** \$10,000
  - **Year 2:** \$10,500

**Individual, Title-Level Purchase**

To supplement a core subscription and other existing collections, EBSCO offers more than one million titles for direct purchase and demand-driven acquisition, including a variety of award-winning, best-selling and front-list titles, as well as classic backlist favorites – both fiction and nonfiction. Examples of popular publishers in the public library space include: Hachette, Harper Collins, McMillian, Penguin Random House, Bloomsbury, Disney, Perseus, Houghton Mifflin Harcourt, Kensington, NLA, Sourcebooks and more.

All of these are available to Jefferson Parish libraries for their individual purchase through EBSCO*host Collection Manager* (ECM), the online ordering portal and catalog for *EBSCO eBooks*. Through ECM, libraries can search, preview and purchase titles at any time.

Purchased titles are owned in perpetuity and therefore, there are no annual charges applied for ongoing access. Titles will only need to be purchased once. If the publisher permits, titles are available at one or more of the following access levels:

- ✓ One Book, One User (1B1U)
- ✓ One Book, Three Users (1B3U)
- ✓ One Book, Unlimited Users (1BUU)

In addition, EBSCO has recently added more than 70,000 DRM-free titles to its collection. DRM-free titles are offering with unlimited concurrent user access and have no restrictions on use – meaning unlimited printing, saving, copy/paste and downloading.

EBSCO has created strong relationships with publishers around the world to provide fair and low pricing compared to our competitors. All *EBSCO eBooks* are priced on a title-by-title basis and are reflective of publisher prices, with no additional mark-ups. As EBSCO does not add additional mark-ups on any title, we are unable to offer additional discounts on our individually purchased e-books.

In addition to direct, title-by-title purchase, available acquisition models within ECM also include patron-driven acquisition, short-term loan and concurrent access models.

**For the purposes of browsing individual pricing, EBSCO has provided the following ECM account:**

- ECM Website: <http://ecm.ebscohost.com>
- Username: mcamardelle
- Password: McJpld18

**CORPORATE RESOLUTION**

**\*\*Please find EBSCO's own Authorization Letter (Corporate Resolution) attached\*\***

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF  
\_\_\_\_\_  
INCORPORATED.

AT THE MEETING OF DIRECTORS OF \_\_\_\_\_  
INCORPORATED, DULY NOTICED AND HELD ON \_\_\_\_\_,  
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT  
WAS:

RESOLVED THAT \_\_\_\_\_, BE AND IS HEREBY  
APPOINTED, CONSTITUTED AND DESIGNATED AS AGENT AND ATTORNEY-IN-  
FACT OF THE CORPORATION WITH FULL POWER AND AUTHORITY TO ACT ON  
BEHALF OF THIS CORPORATION IN ALL NEGOTIATIONS, BIDDING, CONCERNS  
AND TRANSACTIONS WITH THE PARISH OF JEFFERSON OR ANY OF ITS AGENCIES,  
DEPARTMENTS, EMPLOYEES OR AGENTS, INCLUDING BUT NOT LIMITED TO, THE  
EXECUTION OF ALL BIDS, PAPERS, DOCUMENTS, AFFIDAVITS, BONDS, SURETIES,  
CONTRACTS AND ACTS AND TO RECEIVE ALL PURCHASE ORDERS AND NOTICES  
ISSUED PURSUANT TO THE PROVISIONS OF ANY SUCH BID OR CONTRACT, THIS  
CORPORATION HEREBY RATIFYING, APPROVING, CONFIRMING, AND ACCEPTING  
EACH AND EVERY SUCH ACT PERFORMED BY SAID AGENT AND ATTORNEY-IN-  
FACT.

I HEREBY CERTIFY THE FOREGOING TO BE  
A TRUE AND CORRECT COPY OF AN  
EXCERPT OF THE MINUTES OF THE ABOVE  
DATED MEETING OF THE BOARD OF  
DIRECTORS OF SAID CORPORATION, AND  
THE SAME HAS NOT BEEN REVOKED OR  
RESCINDED.

\_\_\_\_\_  
**SECRETARY-TREASURER**

\_\_\_\_\_  
**DATE**



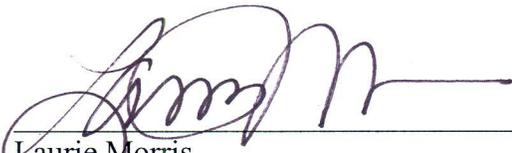
January 22, 2018

To Whom It May Concern:

I, Laurie Morris, Assistant Secretary of EBSCO Industries, Inc., do hereby state that the following is a true and correct excerpt from an Action by Written Consent of the Board of Directors of EBSCO Industries, Inc., duly approved March 1, 2007:

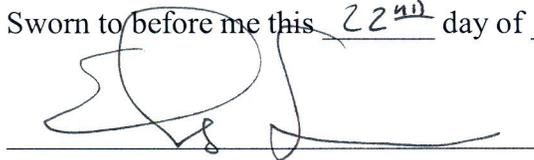
RESOLVED that Timothy R. Collins, Samuel Brooks and Clinton Rumble, duly elected President, Vice President and Assistant Vice President, respectively, of EBSCO Publishing, Inc., is hereby authorized to represent EBSCO Publishing, Inc., a wholly owned subsidiary of EBSCO Industries, Inc., for the purpose of making any and all decisions, executing any and all agreements, contracts, and/or documents which pertain to the business activities of EBSCO Publishing, Inc.

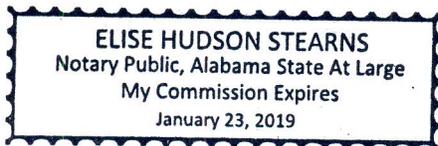
I further state that such authorization has not be revoked and will remain in effect until December 31, 2018.

  
\_\_\_\_\_  
Laurie Morris  
Assistant Secretary

State of Alabama  
County of Shelby

Sworn to before me this 22<sup>nd</sup> day of January, 2018.

  
\_\_\_\_\_



## **Non-Public Works Bid Affidavit Instructions**

- **Affidavit is supplied as a courtesy to Affiants, but it is the responsibility of the affiant to insure the affidavit they submit to Jefferson Parish complies, in both form and content, with federal, state and parish laws.**
- **Affidavit must be signed by an authorized representative of the entity or the affidavit will not be accepted.**
- **Affidavit must be notarized or the affidavit will not be accepted.**
- **Notary must sign name, print name, and include bar/notary number, or the affidavit will not be accepted.**
- **Affiant MUST select either A or B when required or the affidavit will not be accepted.**
- **Affiants who select choice A must include an attachment or the affidavit will not be accepted.**
- **If both choice A and B are selected, the affidavit will not be accepted.**
- **Affidavit marked N/A will not be accepted.**
- **It is the responsibility of the Affiant to submit a new affidavit if any additional campaign contributions are made after the affidavit is executed but prior to the time the council acts on the matter.**

*Instruction sheet may be omitted when submitting the affidavit*

**Non-Public Works Bid**

**AFFIDAVIT**

**STATE OF** Massachusetts

**PARISH/COUNTY OF** Essex County

BEFORE ME, the undersigned authority, personally came and appeared: \_\_\_\_\_

Clint Rumble, (Affiant) who after being by me duly sworn, deposed and said that he/she is the fully authorized Senior VP of Inside Sales of EBSCO Industries, Inc(Entity), the party who submitted a bid in response to Bid Number 50-00123244 to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

**(Choose A or B, if option A is indicated please include the required attachment):**

**Choice A** \_\_\_\_\_ Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.

**Choice B** X there are **NO** campaign contributions made which would require disclosure under Choice A of this section.

Debt Disclosures

**(Choose A or B, if option A is indicated please include the required attachment):**

**Choice A** \_\_\_\_\_ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

**Choice B**   X   There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

*[The remainder of this page is intentionally left blank.]*

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.



Signature of Affiant

Clint Rumble

Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 18 DAY OF June, 2018.



Notary Public

Margaret Matook

Printed Name of Notary

550111

Notary/Bar Roll Number



My commission expires Nov 23, 2023.

**STANDARD INSURANCE REQUIREMENTS – PUBLICLY ADVERTISED BIDS**

All required insurance under this bid shall conform to Jefferson Parish Resolution No. 113646 or No. 113647, as applicable. Contractors may not commence any work under any ensuing contract unless and until all required insurance and associated evidentiary requirements thereto have been met, along with any additional specifications contained in the advertised bid. Except as where otherwise precluded by law, the Parish Attorney or his designee, with the concurrence of the Director of Risk Management or his designee, may agree on a case-by-case basis, to deviate from Jefferson Parish's standard insurance requirements, as provided in this Section. Vendors requesting deviation therefrom shall submit such requests in writing, along with compelling substantiation, to the Purchasing Department prior to the bid's due date. Any changes to the insurance requirements will be reflected in the bid specifications and addenda. Prior to contract execution and at all times thereafter during the term of such contract, contractors must provide and continuously maintain all coverages as required by the foregoing Resolutions, and the contract documents. Failure to do so shall be grounds for suspension, discontinuation or termination of the contract.

For bidding purposes, bidders must submit with bid submission a current (valid) insurance certificate evidencing the required coverages. Failure to comply will cause bid to be rejected. The current insurance certificate will be used for proof of insurance at time of evaluation. Thereafter, and prior to contract execution, the low bidder will be required to provide final insurance certificates to the Parish which shall name **the Jefferson Parish, its Districts Departments and Agencies under the direction of the Parish President and the Parish Council** as additional insureds regarding negligence by the contractor for the Commercial General Liability, Workmen's Compensation Insurance and the Comprehensive Automobile Liability policies. Additionally, said certificates should reflect the name of the Parish Department receiving goods and services and reference the respective Jefferson Parish bid number.

**JEFFERSON PARISH REQUIRED STANDARD INSURANCE**

**WORKER'S COMPENSATION INSURANCE**

As required by Louisiana State Statute, exception; Employer's Liability, Section B shall be \$1,000,000 per occurrence when Work is to be over water and involves maritime exposures to cover all employees not covered under the State Worker's Compensation Act, otherwise this limit shall be no less than \$500,000 per occurrence.

**Note: If your company is not required by law to carry workmen's compensation insurance, i.e. not a Louisiana company, sole employee of the company, then bidders must request a workmen's compensation insurance declaration affidavit prior to the bid opening date. This insurance declaration affidavit must be fully completed, signed, properly notarized and submitted with the bid. A scanned copy may be submitted with the bid; however, the successful bidder must submit the original affidavit in its original format and without material alteration upon contract execution. Failure to comply will result in the bid submission being rejected as non-responsive. The Parish reserves the right to award bid to the next lowest responsive and responsible bidder in this event.**

**COMMERCIAL GENERAL LIABILITY**

Shall provide limits not less than the following: \$1,000,000.00 Combined Single Limit per Occurrence for bodily injury and property damage.

**COMPREHENSIVE AUTOMOBILE LIABILITY**

Bodily injury liability \$1,000,000.00 each person; \$1,000,000.00 each occurrence.  
Property Damage Liability \$1,000,000.00 each occurrence.

**Note: This category may be omitted if bidders do not/will not utilize company vehicles for the project or do not possess company vehicles. Bidder must request an automobile insurance declaration affidavit prior to the bid opening date. This insurance declaration affidavit must be fully completed, signed, properly notarized and submitted with the bid. A scanned copy of the completed, signed and properly notarized affidavit may be submitted with the bid; however, the successful bidder must submit the original affidavit in its original format and without material alteration upon contract execution. Failure to comply will result in the bid submission being rejected as non-responsive. The Parish reserves the right to award bid to the next lowest responsive and responsible bidder in this event.**

**DEDUCTIBLES**

No insurance required shall include a deductible not greater than \$10,000.00. The cost of the deductible shall be borne by the contractor.

NOTE: If the vendor requires a change in deductibles, the request must be submitted in writing to the Purchasing Department prior to the due date of the bid. Such request shall be reviewed by the Parish Attorney's Office with the concurrence of the Director of Risk Management.

**UMBRELLA LIABILITY COVERAGE**

An umbrella policy or excess may be used to meet minimum requirements.

**FOR CONSTRUCTION AND RENOVATION PROJECTS:**

The following are required unless otherwise specified in the bid. Such insurance is due upon contract execution.

1) **OWNER'S PROTECTIVE LIABILITY**

To be for the same limits of liability for bodily injury and property damage liability established for commercial general liability.

2) **BUILDER'S RISK INSURANCE**

The contractor shall maintain Builder's Risk Insurance at his own expense to insure both the owner (Parish of Jefferson) and contractor as their interest may appear.



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
9/19/2017

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

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

<b>PRODUCER</b> S.S. Nesbitt & Co., Inc. 3500 Blue Lake Drive, Ste. 120  Birmingham AL 35243		<b>CONTACT NAME:</b> Linda Fetherolf <b>PHONE (A/C. No. Ext):</b> (205)262-2655 <b>FAX (A/C. No):</b> (205)262-2701 <b>E-MAIL ADDRESS:</b> lfetherolf@ssnesbitt.com																						
<b>INSURED</b> EBSCO Industries, Inc. P. O. Box 1943  Birmingham AL 35201		<table border="1"> <thead> <tr> <th colspan="2">INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A:</td> <td>Travelers Property &amp; Casualty</td> <td>25674 AXV</td> </tr> <tr> <td>INSURER B:</td> <td>Travelers Indemnity Company</td> <td>25658 AXV</td> </tr> <tr> <td>INSURER C:</td> <td>Travelers Property &amp; Casualty</td> <td>25674 AXV</td> </tr> <tr> <td>INSURER D:</td> <td>Liberty Insurance Underwriters</td> <td>19917 AXV</td> </tr> <tr> <td>INSURER E:</td> <td>Ohio Casualty Insurance Company</td> <td>24074 AXV</td> </tr> <tr> <td>INSURER F:</td> <td></td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A:	Travelers Property & Casualty	25674 AXV	INSURER B:	Travelers Indemnity Company	25658 AXV	INSURER C:	Travelers Property & Casualty	25674 AXV	INSURER D:	Liberty Insurance Underwriters	19917 AXV	INSURER E:	Ohio Casualty Insurance Company	24074 AXV	INSURER F:		
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INSURER F:																								

**COVERAGES**      **CERTIFICATE NUMBER:** 2017-18 EBSCO Master      **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<b>GENERAL LIABILITY</b>						EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	X	X	TC2JGLSA-9D909462-17	10/15/2017	10/15/2018	MED EXP (Any one person) \$ 5,000
	<input checked="" type="checkbox"/> Blkt Addt'l Insured <input checked="" type="checkbox"/> Blkt Waiver of Subro			Contractual Liability			PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						
A	<b>AUTOMOBILE LIABILITY</b>						COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS		X	TC2JCAP-9D909474-17	10/15/2017	10/15/2018	BODILY INJURY (Per accident) \$
	<input checked="" type="checkbox"/> HIRED AUTOS		X	Hired Physical Damage			PROPERTY DAMAGE (Per accident) \$
	<input checked="" type="checkbox"/> Blkt Addtl Ins.			Limit \$100,000/Ded. \$25k			
A DE	<input checked="" type="checkbox"/> UMBRELLA LIAB		X	ZUP-81M16741-17-NF	10/15/2017	10/15/2018	EACH OCCURRENCE \$ 25,000,000
	<input checked="" type="checkbox"/> EXCESS LIAB		X	100027844501 (Ex. \$17.5M)	10/15/2017	10/15/2018	AGGREGATE \$ 25,000,000
	<input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		X	ECO1857063478 (Ex. \$17.5M)	10/15/2017	10/15/2018	Excess umbrella Agg \$ 35,000,000
B C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b>		X	Retro(AZ/FL/MA/NE/OR/WI)			<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	Y/N	N/A	TRKUB-9D909450-17	10/15/2017	10/15/2018	E.L. EACH ACCIDENT \$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below			TC2JUB-9D904430-17 A/O/S	10/15/2017	10/15/2018	E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
				TWXJUB-9D911955017/AL&NV	10/15/2017	10/15/2018	E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	<b>Property</b>			KTJ-CMB-1F64421-8-17	10/15/2017	10/15/2018	\$100,000,000 Ded \$50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)  
Named Insured Includes: EBSCO Publishing, EBSCO Information Services  
MediaGuard Policy# 596559921 eff 03/23/2017 - 03/23/2018 written through C N A Insurance Limits \$5M Retention \$250k.

### CERTIFICATE HOLDER

### CANCELLATION

JEFFERSON PARISH 1221 ELMWOOD PARK BLVD., SUITE 404 JEFFERSON, LA 70123	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  Linda Fetherolf/LLF
---	--

## Request for Taxpayer Identification Number and Certification

**Give form to the  
requester. Do not  
send to the IRS.**

<b>Print or type See Specific Instructions on page 2.</b>	Name (as shown on your income tax return)	
	Business name, if different from above	
	Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ ..... <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ▶	
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	City, state, and ZIP code	
	List account number(s) here (optional)	

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number
or
Employer identification number

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

### Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

<b>Sign Here</b>	Signature of U.S. person ▶	Date ▶ <b>May 24, 2018</b>
------------------	----------------------------	----------------------------

### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

#### Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

- The U.S. grantor or other owner of a grantor trust and not the trust, and
- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

**Foreign person.** If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

**Nonresident alien who becomes a resident alien.** Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a “saving clause.” Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

**Example.** Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

**What is backup withholding?** Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments. This is called “backup withholding.” Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

**Payments you receive will be subject to backup withholding if:**

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),
3. The IRS tells the requester that you furnished an incorrect TIN,

4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Also see *Special rules for partnerships* on page 1.

## Penalties

**Failure to furnish TIN.** If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

**Civil penalty for false information with respect to withholding.** If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

**Criminal penalty for falsifying information.** Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

**Misuse of TINs.** If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

## Specific Instructions

### Name

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

**Sole proprietor.** Enter your individual name as shown on your income tax return on the “Name” line. You may enter your business, trade, or “doing business as (DBA)” name on the “Business name” line.

**Limited liability company (LLC).** Check the “Limited liability company” box only and enter the appropriate code for the tax classification (“D” for disregarded entity, “C” for corporation, “P” for partnership) in the space provided.

For a single-member LLC (including a foreign LLC with a domestic owner) that is disregarded as an entity separate from its owner under Regulations section 301.7701-3, enter the owner’s name on the “Name” line. Enter the LLC’s name on the “Business name” line.

For an LLC classified as a partnership or a corporation, enter the LLC’s name on the “Name” line and any business, trade, or DBA name on the “Business name” line.

**Other entities.** Enter your business name as shown on required federal tax documents on the “Name” line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the “Business name” line.

**Note.** You are requested to check the appropriate box for your status (individual/sole proprietor, corporation, etc.).

### Exempt Payee

If you are exempt from backup withholding, enter your name as described above and check the appropriate box for your status, then check the “Exempt payee” box in the line following the business name, sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

**Note.** If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

The following payees are exempt from backup withholding:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),
2. The United States or any of its agencies or instrumentalities,
3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,
4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or
5. An international organization or any of its agencies or instrumentalities.

Other payees that may be exempt from backup withholding include:

6. A corporation,
7. A foreign central bank of issue,
8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,
9. A futures commission merchant registered with the Commodity Futures Trading Commission,
10. A real estate investment trust,
11. An entity registered at all times during the tax year under the Investment Company Act of 1940,
12. A common trust fund operated by a bank under section 584(a),
13. A financial institution,
14. A middleman known in the investment community as a nominee or custodian, or
15. A trust exempt from tax under section 664 or described in section 4947.

The chart below shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 15.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 9
Broker transactions	Exempt payees 1 through 13. Also, a person registered under the Investment Advisers Act of 1940 who regularly acts as a broker
Barter exchange transactions and patronage dividends	Exempt payees 1 through 5
Payments over \$600 required to be reported and direct sales over \$5,000 <sup>1</sup>	Generally, exempt payees 1 through 7

<sup>1</sup> See Form 1099-MISC, Miscellaneous Income, and its instructions.

<sup>2</sup> However, the following payments made to a corporation (including gross proceeds paid to an attorney under section 6045(f), even if the attorney is a corporation) and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, and payments for services paid by a federal executive agency.

## Part I. Taxpayer Identification Number (TIN)

**Enter your TIN in the appropriate box.** If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited liability company (LLC)* on page 2), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

**Note.** See the chart on page 4 for further clarification of name and TIN combinations.

**How to get a TIN.** If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at [www.ssa.gov](http://www.ssa.gov). You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at [www.irs.gov/businesses](http://www.irs.gov/businesses) and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting [www.irs.gov](http://www.irs.gov) or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

**Note.** Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

**Caution:** A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

## Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, and 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). Exempt payees, see *Exempt Payee* on page 2.

**Signature requirements.** Complete the certification as indicated in 1 through 5 below.

**1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983.** You must give your correct TIN, but you do not have to sign the certification.

**2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983.** You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

**3. Real estate transactions.** You must sign the certification. You may cross out item 2 of the certification.

**4. Other payments.** You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

**5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions.** You must give your correct TIN, but you do not have to sign the certification.

## Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, social security number (SSN), or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

Call the IRS at 1-800-829-1040 if you think your identity has been used inappropriately for tax purposes.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

### Protect yourself from suspicious emails or phishing schemes.

Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to [phishing@irs.gov](mailto:phishing@irs.gov). You may also report misuse of the IRS name, logo, or other IRS personal property to the Treasury Inspector General for Tax Administration at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: [spam@uce.gov](mailto:spam@uce.gov) or contact them at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft) or 1-877-IDTHEFT(438-4338).

Visit the IRS website at [www.irs.gov](http://www.irs.gov) to learn more about identity theft and how to reduce your risk.

## What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account <sup>1</sup>
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor <sup>2</sup>
4. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee <sup>1</sup>
b. So-called trust account that is not a legal or valid trust under state law	The actual owner <sup>1</sup>
5. Sole proprietorship or disregarded entity owned by an individual	The owner <sup>3</sup>
For this type of account:	Give name and EIN of:
6. Disregarded entity not owned by an individual	The owner
7. A valid trust, estate, or pension trust	Legal entity <sup>4</sup>
8. Corporate or LLC electing corporate status on Form 8832	The corporation
9. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
10. Partnership or multi-member LLC	The partnership
11. A broker or registered nominee	The broker or nominee
12. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity

<sup>1</sup> List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

<sup>2</sup> Circle the minor's name and furnish the minor's SSN.

<sup>3</sup> You must show your individual name and you may also enter your business or "DBA" name on the second name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

<sup>4</sup> List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 1.

**Note.** If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

## Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA, or Archer MSA or HSA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. The IRS may also provide this information to the Department of Justice for civil and criminal litigation, and to cities, states, the District of Columbia, and U.S. possessions to carry out their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You must provide your TIN whether or not you are required to file a tax return. Payers must generally withhold 28% of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to a payer. Certain penalties may also apply.

## Exceptions

EBSCO can meet all of the Jefferson Parish Government's terms and conditions, with the following noted exceptions:

EBSCO **does not meet** the following:

- **C. Cancellation of Contract:** Within the following term, Jefferson Parish makes reference to title agreements. Jefferson Parish Government will not get title to products, please remove this piece.

Additionally, EBSCO would like to include its license agreement as part of the final contract.

## LIBRARY ECONTENT AGREEMENT

**This Library eContent Agreement** (this "Agreement") is by and between Library ("Library") and EBSCO Publishing, Inc., an Alabama corporation ("EBSCO").

**Whereas**, EBSCO has acquired certain rights to convert various electronic books, audiobooks and other works to electronic format and to market and distribute the works as converted as eContent, and EBSCO operates an electronic library service for hosting and managing eContent and other materials over the Internet.

**Whereas**, Library desires to purchase licenses, subscriptions, or both, to certain eContent, subject to the terms and conditions described in this Agreement.

**In consideration of the mutual covenants and obligations set forth below**, the parties agree as follows.

### A. Definitions.

Terms defined within this Agreement have the respective meanings attributed to them throughout this Agreement or in this Section A. Any defined term may be used in the singular and in the plural, as appropriate in the context.

1. An "Affiliate" in the case of a company, is any company that is an affiliate, a subsidiary or a division of the company in which the company controls 50% or more of the voting stock or equity interest.
2. "Audiobooks(s)" mean EBSCO's electronic versions of certain audiobooks and other works to which EBSCO has acquired certain rights.
3. "eBook(s)" mean EBSCO's electronic versions of certain electronic books and other works to which EBSCO has acquired certain rights.
4. "EBSCOhost" means the website operated by EBSCO and open to the general public in order to provide information about EBSCO's products and services.
5. "eContent" means Audiobooks, eBooks, or both, as applicable, depending on the context and the Library's purchases.
6. "eContent Collection(s)" means a collection of eContent that EBSCO has grouped together for purchase or Subscription sales.
7. The "eContent License" means a license to use the relevant eContent.
8. "Library's EBSCOhost" means the website operated by EBSCO and open to Library and Patrons in order to access and use eContent Licensed to Library.
9. A "MARC Record" means an electronic record containing metadata and other relevant information about the corresponding eContent.
10. "Patrons" mean Library's registered faculty, members, patrons, students, and other authorized users, including both onsite users and remote users. Except in the case of a company, Patrons are individuals and may not be corporations or other entities. In the case of a company, Patrons means Library's employees, independent contractors and other authorized users or Affiliates. For purposes of this Agreement, if the Library is a company, then Library will be responsible for the acts and omissions of its Patrons, its Affiliates and its Affiliates' Patrons as if such were employees of Library or Library itself.
11. "Platform Services" mean EBSCO's services related to Library's ongoing access to and use of purchased eContent or eContent Collections, or both, via the Internet and Library's EBSCOhost.
12. A "Subscription" means a license for access to the eContent Collection for a specified time period on the

basis described in Exhibit A. A Subscription may include a lease of eContent.

13. "Subscription Price" means the price established for the license for access to the eContent Collection for the specified time period.

### B. Library and Patron Usage.

#### 1. **Copyrighted Works.**

a. Library acknowledges and agrees that the copyright to the eContent is owned by or licensed to EBSCO and the respective publisher thereof. All Rights Reserved. By purchasing a license to eContent, Library obtains certain rights to access and use a copy of the eContent under this Agreement, but Library does not obtain or own any rights in the copyrights or any other intellectual property rights that may be associated with the eContent. Library agrees that any use of eContent by Library and its Patrons is governed by and will comply with applicable laws, including without limit U.S. copyright laws. Library acknowledges that it and its Patrons have no right to make copies of any eContent, or any portions thereof, except to the extent permitted by applicable copyright laws. Library may print or download limited portions of eContent, where such functionality is available, for the purposes of fulfilling interlibrary loan requests as long as those actions comply with Section 108 of the U.S. Copyright Act of 1976, as amended.

b. Library acknowledges and agrees that repeated violations by Library or Patrons of copyright or other intellectual property right of EBSCO or any third party will give EBSCO the right to terminate this Agreement for cause.

#### 2. **Limiting Access Measures.**

Library will be solely responsible for determining which Patrons will have access to Library's EBSCOhost under this Agreement. Library agrees to implement appropriate measures to limit the use of eContent through access by Patrons ("Limiting Access Measures") within a reasonable time frame. Limiting Access Measures may change from time to time and include, but are not limited to, remote patron authentication applications, authentication through protected IP addresses, a patterned identification check and privileged user accounts. EBSCO, in its sole discretion, may discontinue Library's access to Library's EBSCOhost if Library fails to implement Limiting Access Measures within a reasonable timeframe. Except for standard fees charged by Library to Patrons, Library will not charge any Patron for use of Library's EBSCOhost.

#### 3. **Terms of Use.**

The use of Library's EBSCOhost by Library and Patrons will be governed by the "Terms of Use" currently available at <http://support.ebsco.com/ehost/terms.html>, as they may be amended from time to time, which are incorporated in this Agreement by reference. If a Library or a Patron violates the Terms of Use, EBSCO reserves the right, in its sole discretion, to suspend Library's or the Patron's access to and use of

Library's EBSCOhost. Library acknowledges and agrees that, in the case of repeated or persistent violations, EBSCO may terminate this Agreement. As between EBSCO and Library, the terms of this Agreement will prevail over any inconsistent provision of the Terms of Use, and no change in the Terms of Use will be applied to materially adversely affect Library's rights under this Agreement. If Library uses Adobe Content Server then Library agrees to abide by the Adobe Content Server terms of use.

#### **4. MARC Records.**

EBSCO and Library agree that for MARC Records that are the property of OCLC; Library may use these OCLC MARC Records only for its own internal purposes as further described in Exhibit D.

- a. If Library makes an eContent Subscription purchase under Exhibit A, then as part of the relevant Subscription Price; EBSCO will provide Library with one copy of the MARC Record that corresponds to each piece of eContent included in the Subscription purchased by Library.
- b. If Library makes an eContent purchase under Exhibit B, EBSCO will provide Library with one copy of the MARC Record that corresponds to each eContent license purchased by Library.

#### **C. Termination.**

##### **1. Termination Without Cause.**

Either party may terminate this Agreement without cause by giving the other party at least sixty (60) days prior written notice of its intent to do so.

##### **2. Termination for Cause.**

Either party may terminate this Agreement for cause at any time by providing the other party with prior written notice of the occurrence of any of the following events:

- a. a party fails to timely pay any amounts due and payable, provided that the nonpayment is not cured within ten (10) days of the notice; or
- b. a party breaches any material provision of this Agreement provided that the breach cannot be, or is not, cured within sixty (60) days of the notice.

##### **3. Survival.**

All terms of this Agreement that are intended to survive termination for any reason of this Agreement will so survive, including without limit Section(s) B.1., B.2., D., E., F., H.4., and H.8.

#### **D. Limited Warranty.**

EBSCO warrants that EBSCO has the necessary authority to license the eContent to Library and, if applicable, to provide Platform Services to Library. EBSCO warrants that it will use its commercially reasonable efforts to provide Platform Services as described in Exhibit C. of this Agreement.

#### **E. Warranty Disclaimer.**

EXCEPT AS EXPRESSLY PROVIDED IN SECTION D. ABOVE, LIBRARY'S EBSCOHOST, PLATFORM SERVICES, AND ECONTENT LICENSED UNDER THIS AGREEMENT ARE PROVIDED "AS IS" WITHOUT ANY WARRANTY OF ANY KIND AND EBSCO AND ITS CONTENT PROVIDERS EXPRESSLY DISCLAIM ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMIT THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NEITHER EBSCO NOR ITS CONTENT PROVIDERS WARRANTS, GUARANTEES OR MAKES ANY REPRESENTATIONS REGARDING THE USE, OR THE RESULTS OF THE USE, OF LIBRARY'S EBSCOHOST OR ECONTENT. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY EBSCO OR ITS EMPLOYEES WILL

CREATE A REPRESENTATION OR WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF EBSCO'S OBLIGATIONS, AND LIBRARY MAY NOT RELY ON ANY SUCH INFORMATION OR ADVICE.

#### **F. Limitation on Liability.**

Neither party will claim special, incidental, indirect, or consequential damages; including without limit lost profits, for breach of this Agreement. This limitation will also apply to any claims brought against EBSCO's content providers. Remedies are limited to claims for amounts due, for injunctive relief only as provided, or for direct damages. A party's aggregate liability for any and all claims, losses, liabilities, and demands arising, whether for breach of contract, in tort or otherwise, are limited to the total amount of eContent License Fees paid by Library to EBSCO, during the 12-month period immediately preceding the date on which the claim first arose.

#### **G. Payment Terms.**

All fees and charges are due and payable thirty (30) days from the date of the related invoice unless otherwise specified on the Product Order Form and agreed to by EBSCO. EBSCO may deny Library and Patrons access to Library's EBSCOhost until the unpaid invoice is paid in full.

#### **H. Other Provisions.**

##### **1. Entire Agreement.**

All exhibits referred to in this Agreement are incorporated in this Agreement by reference. This Agreement sets forth the entire agreement between the parties with respect to the subject matter of the Agreement. This Agreement governs all orders for purchases of eContent, Subscriptions to eContent Collections, or both placed by Library during the Term.

##### **2. Modification or Amendment**

Any modification or amendment of this Agreement must be in writing and signed by a duly authorized representative of each party. For clarification, no term contained in a purchase order or other similar document submitted to EBSCO by Library will be binding on the parties.

##### **3. Assignment.**

Neither party may sell, assign, transfer or convey this Agreement or any rights and obligations without the prior written consent of the other party, which will not be unreasonably withheld. But, EBSCO may assign or transfer this Agreement to an affiliated company or to a third party that acquires substantially all of its assets upon written notice to the Library.

**4. Governing Law.** This Agreement will be governed by the laws of the Commonwealth of Massachusetts, U.S.A. without regard to any conflict of laws or provisions contained in this Agreement, except as to copyright, trademark and other intellectual property matters, which are exclusively governed by the laws of the United States and any applicable international conventions. The parties hereby agree that the United Nations Convention on Contracts for the International Sale of Goods, however designated, will not apply to this Agreement. EBSCO and Library agree that any action arising from or out of the negotiations, execution, interpretation or enforcement of this Agreement may be brought in the state or federal courts located in the Commonwealth of Massachusetts, U.S.A. Library hereby consents to jurisdiction and venue in the state and federal courts in Commonwealth of Massachusetts, U.S.A.

##### **5. Severability.**

If any provision of this Agreement proves to be illegal, invalid or unenforceable, the remainder of this Agreement will not be affected thereby, and in lieu of any provision of this Agreement that is illegal, invalid or unenforceable, there will be added as

a part of this Agreement a provision as similar in terms to the illegal, invalid or unenforceable provision as may be possible to be legal, valid and enforceable.

**6. Force Majeure.**

Neither party will be liable for, or have the right to terminate this Agreement as a result of, any delays or failures to perform any of its obligations under the Agreement to the extent that the delays or failures are due to circumstances beyond its reasonable control, including without limit acts of God; strikes; riots; acts of war; power failures; and functions or malfunctions of the Internet, telecommunications services, firewalls, encryption systems, and security devices; or governmental regulations imposed .

**7. Waiver.**

The waiver by either party of any right granted under this Agreement will not be deemed a waiver of any other right granted under this Agreement, or a precedent for any subsequent waiver.

**8. Notices.**

Any notice, demand, request, consent, approval or other communication (collectively, "Notices") required or permitted to be given under this Agreement will be in writing and sent by hand delivery, special courier capable of confirming receipt, United States Mail (certified mail, return receipt requested), or facsimile. The parties acknowledge and agree that a Notice might not be deemed effective if receipt is not confirmed. Notices will be sent to Library at the Mailing Address specified on the Product Order Form. Notices will be sent to EBSCO at the following address:

	EBSCO Publishing, Inc.
Address:	10 Estes Street
Address:	Ipswich, MA 01938
Attention:	Sales Management
Telephone:	(978) 356-6500
Facsimile:	(978) 356-6565

**EXHIBIT A TO LIBRARY ECONTENT AGREEMENT – ECONTENT SUBSCRIPTION PURCHASE**

**A. Subscriptions to eContent Collection(s).**

1. Purchase of Subscriptions to eContent Collection(s).
  - a. During the Term of the Agreement, Library may select and purchase Subscriptions to eContent Collection(s) in accordance with EBSCO’s then current ordering practices. Each final order of Subscriptions to eContent Collection(s), as evidenced by a Product Order Form or online order, is incorporated in this Agreement by reference.
  - b. As EBSCO adds additional eContent Collection(s) or changes the terms and/or prices for existing eContent Collection(s), the EBSCO Subscription Prices are subject to change. However, in no case will changes to the EBSCO Subscription Prices be applied retroactively to existing Subscriptions.

c. Payment of the Subscription Fee allows Library to access the eContent Collection on Library’s EBSCOhost website and receive Platform Services for such eContent for the term of the subscription.

**B. Additional Subscription Terms for eContent Collection(s).**

1. All purchases of Subscriptions are final.
2. A library or other organization that purchases a Subscription will receive a license to access the eContent Collection. The library or other organization will not own any other rights in the eContent Collection.
3. Except as specified in the Agreement and the Product Order Form, there are no other Subscription Terms for eContent Collection(s). In the event of a conflict between the Agreement and the Product Order Form, the Product Order Form will control.

**EXHIBIT B TO LIBRARY ECONTENT AGREEMENT – ECONTENT PURCHASE**

**A. eContent Purchases.**

**1. Purchase of eContent Licenses.**

During the Term of the Agreement, Library may select and purchase eContent Licenses in accordance with EBSCO’s then current ordering practices. EBSCO will make the eContent Licenses available to Library according to EBSCO’s agreements with its content providers, and partners. Each final order of eContent Licenses, as evidenced by a Product Order Form or online order, is incorporated in this Agreement by reference. All purchases of eContent are final. A purchase of an eContent License entitles the Library to receive Platform Services for Purchased eContent.

2. Archive Services. EBSCO shall maintain a digital archive of all eBooks purchased by a Library. In the event that EBSCO is no longer able to provide access to the eBooks as contemplated under this Agreement, Library may be provided copies or access the eBooks via this archive.

3. Library and Patrons will access Platform Services via Library’s Internet connection, which will be Library’s expense and responsibility.
4. Removing and Reinstating purchased eContent
  - a. Library may elect to have any purchased eContent removed from Library’s EBSCOhost, by providing EBSCO with written notice of the election.
  - b. Library may elect to have any purchased eContent reinstated to Library’s EBSCOhost, by providing EBSCO with written notice of the election.
5. Notwithstanding any other provision of this Agreement, if EBSCO terminates this Agreement for cause under Section C.2. of the Agreement, then EBSCO’s obligation to provide eContent and Platform Services will expire.

**B. Patron Access.**

Library will implement and maintain Limiting Access Measures, based on EBSCO’s standard systems, which will control Patrons’ access to Library’s EBSCOhost.

**EXHIBIT C TO LIBRARY ECONTENT AGREEMENT – ADDITIONAL TERMS APPLICABLE TO LIBRARIES THAT PARTICIPATE IN CONSORTIUM SHARED COLLECTION PURCHASES**

For Libraries that participate in Consortium Shared Collection purchases, the following provisions shall apply in addition to those set forth above.

A. Definitions.

1. "Consortium" is an institution that desires to purchase and market eContent and Platform Services to and for Libraries via a Shared Collection.
2. The "Shared Collection(s)" means a collection(s) of eContent licensed to Consortium for access and use by Consortium, participating Libraries, and their Patrons under the terms and conditions of this Agreement; nothing in this Agreement is intended to grant Library any rights in the Shared Collection(s) without completion of appropriate paperwork and payment of related fees.

B. Shared Collections.

1. Shared Collection(s) Access. If a Consortium is purchasing Shared Collection(s) the following shall apply:

EBSCO will only permit access to and use of Consortium's Shared Collection(s) by a Library and the Library's Patrons if:

- a. Consortium has agreed to this Agreement,
- b. Consortium has given EBSCO written notice that Consortium is willing to allow the Library to access a particular Shared Collection, and
- c. the Library has agreed to be bound by this Agreement.

Until all of these conditions have been satisfied, EBSCO will have no obligation to permit the Library to access any Shared Collection of Consortium.

2. Provision of Platform Services. In the case of a Consortium, Library and Patrons will access the Shared Collection(s) through Library's EBSCOhost.

**EXHIBIT D TO LIBRARY ECONTENT AGREEMENT – GUIDELINES FOR THE USE AND TRANSFER OF OCLC-DERIVED RECORDS**

**Revision of June 2, 2010**

The parties agree that the WorldCat Record Use and Data Licensing Policy located here shall apply to the use and transfer of OCLC-derived records: <https://www.oclc.org/en-AU/worldcat/community/record-use.html>

Library does not, as a result of its use of the OCLC-Created MARC Records or any other circumstance, obtain any ownership of or intellectual property rights in or to the OCLC-Created MARC Records.



# JEFFERSON PARISH

Department of Purchasing

**Michael S. Yenni**  
Parish President

**Renny Simno**  
Director

June 25, 2018

**ADDENDUM # 1**

**Bid No.: 50-00123244**

**Bid Opening Date: July 3, 2018**

**For: Two (2) Year Contract for a Digital Content Service Subscription at the Public Libraries for the Jefferson Parish Library Department**

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**REVISION.**

**Omit the Bid Form, Page 5 of the “Invitation to Bidders”, in its entirety and replace with the attached revised Bid Form, Page 5 and 6 labeled “Revised per Addendum No. 1”.**

Sincerely,

*Misty A. Camardelle*

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Misty A. Camardelle, Buyer II  
Jefferson Parish Purchasing Department

**Bidders must acknowledge all addenda on the bid form. Bidder acknowledges receipt of this addendum on the bid form as indicated. Failure to do so will result in bid rejection.**

**This addendum is a part of the contract documents and modifies the original bidding documents and specifications. The contents of this addendum shall be included in the contract documents. Changes made by this addendum shall take precedence over the documents of earlier date.**

**All Public Work Projects are required to use the Louisiana Uniform Public Work Bid Form**

All prices must be held firm unless an escalation provision is requested in this bid. Jefferson Parish will allow one escalation during the term of the contract, which may not exceed the U.S. Bureau of Labor Statistics National Index for all Urban Consumers, unadjusted 12 month figure. The most recently published figure issued at the time an adjustment is requested will be used. A request must be made in writing by the vendor, and the escalation will only be applied to purchases made after the request is made.

Are you requesting an escalation provision?

YES \_\_\_\_\_ NO \_\_\_\_\_

MAXIMUM ESCALATION PERCENTAGE REQUESTED \_\_\_\_\_%

INITIAL BID PRICES WILL REMAIN FIRM THROUGH THE DATE OF \_\_\_\_\_.

For the purposes of comparison of bids when an escalation provision is requested, Jefferson Parish will apply the maximum escalation percentage quoted by the bidder to the period to which it is applied in the bid. The initial price and the escalation will be used to calculate the total bid price. It will be assumed, for comparison of prices only, that an equal amount of material or labor is purchased each month throughout the entire contract.

**DELIVERY: FOB JEFFERSON PARISH**

INDICATE DELIVERY DATE ON EQUIPMENT AND SUPPLIES \_\_\_\_\_

**LOUISIANA CONTRACTOR'S LICENSE NO.:** (if applicable) \_\_\_\_\_

**THIS SECTION MUST BE COMPLETED BY BIDDER:**

FIRM NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY, STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

TELEPHONE: ( ) \_\_\_\_\_ FAX: ( ) \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

In the event that addenda are issued with this bid, bidders **MUST** acknowledge all addenda on the bid form. Bidder must acknowledge receipt of an addendum on the bid form as indicated. Failure to acknowledge any addendum on the bid form will result in bid rejection.

Acknowledge Receipt of Addenda: NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

TOTAL PRICE OF ALL BID ITEMS: \$ \_\_\_\_\_

AUTHORIZED  
SIGNATURE: \_\_\_\_\_

\_\_\_\_\_  
Printed Name

TITLE: \_\_\_\_\_

SIGNING INDICATES YOU HAVE READ AND COMPLY WITH THE INSTRUCTIONS AND CONDITIONS.

**NOTE: All bids should be returned with the BID NUMBER and BID OPENING DATE indicated on the outside of the envelope submitted to the Purchasing Department.**

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00123244

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
1	2.00	YR	<p>TWO (2) YEAR CONTRACT FOR A DIGITAL CONTENT SERVICE SUBSCRIPTION FOR THE PUBLIC LIBRARIES FOR THE JEFFERSON PARISH LIBRARY DEPARTMENT</p> <p>0010 - ANNUAL SERVICE AND/OR ACCESS FEE PER YEAR</p>		
2	2.00	YR	<p>0020 - DIRECT TO PATRON SUPPORT SERVICE PER YEAR</p>		
3	2.00	YR	<p>0030 - TOTAL ANNUAL FEES</p>		
4	1.00	EA	<p>0040 - Purchase of Material Content</p>		
			<p>NOTE: THIS IS A NON-BIDABLE ITEM AND WILL BE USED FOR CONTENT PURCHASES FOR THE TWO-YEAR CONTRACT PERIOD.</p>		