



INFORMATION SERVICES

Jefferson Parish Government

**Bid #50-00121293
November 16, 2017**

November 16, 2017

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

Re: Bid Number 50-00121293, TWO (2) YEAR CONTRACT FOR A SUPPLEMENTARY DIGITAL BOOK SERVICE, WHICH IS TO COMPLEMENT AN EXISTING SERVICE, FOR THE JEFFERSON PARISH LIBRARY DEPARTMENT

Dear Ms. Camardelle,

Thank you for the opportunity to respond to the Jefferson Parish Purchasing Department's solicitation for a supplementary digital book service, on behalf of Jefferson Parish libraries (bid #50-00121293). 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 Account Executive:

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

Sincerely,

Michaela Fredette
Marketing Coordinator
(800) 653-2726 x3324
mfredette@ebSCO.com

EBSCO RESPONSE

EBSCO thanks Jefferson Parish for the opportunity to respond to its request for proposals. EBSCO understands the desire for a supplementary 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 that they best meet the needs of libraries *and* end users.

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

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

In addition to the above, **supplementary, title-level purchase** of individual e-books through EBSCO*host Collection Manager* (ECM) is also available. ECM currently has more than one million titles including 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:** McJpld17

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**.

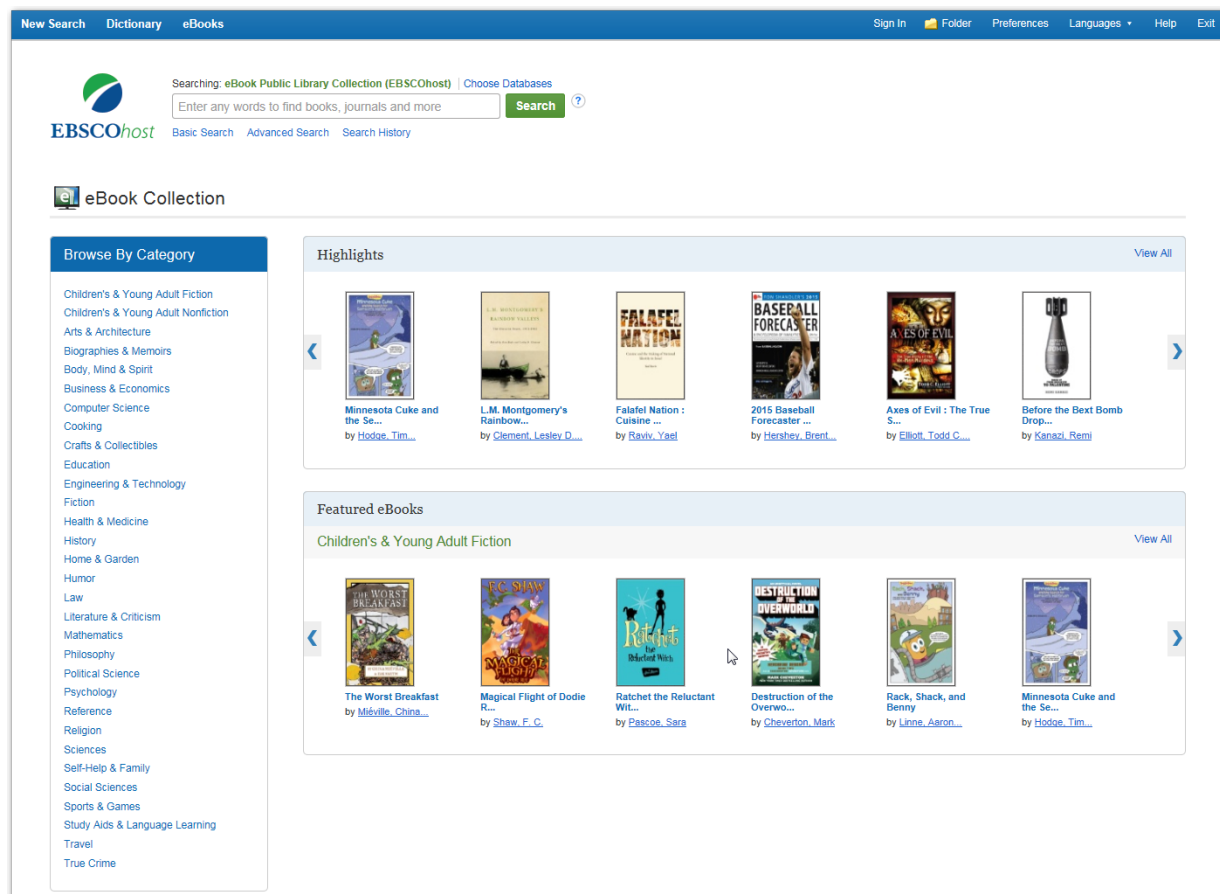
Continuing its tradition of working to satisfy user content needs and optimize library acquisition, **EBSCO eBooks** not only represents an unparalleled collection of titles, but also one of the most comprehensive e-book solutions for libraries. Combining EBSCO's wide selection of content and intuitive, 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>

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.**

As detailed above, *EBSCO eBooks* is a web-based, hosted solution accessible through any internet-connected device. Users who have found a book they would like to read can immediately access the

title online, in-browser. The majority of *EBSCO eBooks* are also available for offline download to computer desktops, tablets and mobile devices. This includes compatibility with any device supporting Adobe eBook Digital Rights Management (DRM) software.

When downloading offline to a computer desktop, the user will be prompted to install Adobe Digital Editions software, which is freely available online. Using Adobe Digital Editions, downloaded e-books can also be transferred to tablets and mobile devices that do not require a reader app. For those devices that do require an installed reader app, EBSCO recommends the proprietary *EBSCO eBooks* app for ease-of-use.

The complimentary *EBSCO eBooks* mobile app allows for easy reading offline, and is currently available for iOS and Android devices. It can be freely downloaded from the iTunes app store (iOS) or Google Play (Android) at any time.

3. Apps must be easy for library patrons and staff to use, with clear and meaningful labels, and without redundant and confusing features.

The *EBSCO eBooks* app supports a streamlined user experience across unlimited personal devices. Designed for ease-of-use, it features a clean, intuitive layout, allowing users too quickly and conveniently access their EBSCO content on-the go.

Within the app, all labels are clear, meaningful and easily understood, often accompanied by complementary images for further context and definition. For examples, please refer to the **figure** below:



The *EBSCO eBooks* Mobile App Experience (iOS)

In addition, the *EBSCO eBooks* mobile app supports the full end-to-end user experience, with the following features and capabilities:

- ✓ Search and browse the library's entire *EBSCO eBooks* collection

- ✓ Place holds on popular titles (not applicable to subscriptions, which are unlimited)
- ✓ Download titles to the app and read offline
- ✓ Sync bookmarks and recent position in the same title across mobile devices
- ✓ Tab between a bookshelf of all checkouts and what is currently being read
- ✓ Organize and sort your checkout library through use of custom “collection” folders
- ✓ Customize the reading experience by adjusting font size, brightness, margins, etc.
- ✓ Access details on each checkout – format, “last read” date, current page, permissions
- ✓ Easily return e-books to the library collection when finished reading (not applicable to subscriptions, which are unlimited)

The app is currently available for iOS and Android devices. It can be freely downloaded from the iTunes app store (iOS) or Google Play (Android) at any time.

As an alternative to the app, users can also access the *EBSCO eBooks* platform on a mobile device through any commonly available web browser, all of which are supported with responsive design to accommodate any screen size. When the platform detects a mobile device, the user is automatically directed to the mobile site (with the exception of iPad devices, which will load the full site). Users then have the option of toggling between the standard and mobile websites, regardless of their method of access

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

To support the end-to-end user experience, the *EBSCO eBooks* app provides users with full access to search and browse the library’s catalog of *EBSCO eBooks*, as well as the same functions available from the in-browser experience. 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 check out and return books, as well as download books to read offline or on-the-go.

5. The service must be compatible with most types of computers and portable devices including PCs and Apple computers, Apple devices such as iPhone and iPad, Android phones and tablets, Kindles, Nooks, Kobo and Windows devices.

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 commonly available 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:

- Internet Explorer: 10.0 or later
- FireFox: Latest version plus one previous version
- Safari: Latest version plus one previous version

- 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 10.0 or later.
- To view an e-book in EPUB, the following browsers are recommended: Mozilla Firefox, Google Chrome or IE 10.0 or later.

Downloading Offline to Computer: If a user is downloading an e-book to a computer and would like to read it on a desktop, Adobe Digital Editions 1.7.1 or higher must be installed to access the e-book.

Tablets and Mobile Devices: Users can access the *EBSCO eBooks* platform on a mobile device through any commonly available web browser, all of which are supported with responsive design to accommodate any screen size. When the platform detects a mobile device, the user is automatically directed to the mobile site (with the exception of iPad devices, which will load the full site). Users then have the option of toggling between the standard and mobile websites, regardless of their method of access.

Supported eBook Readers 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.
- To download to a tablet or mobile device, it must be supported by the Adobe eBooks DRM
- For some devices, a reader app must also be installed, such as the *EBSCO eBooks* mobile app
- For DRM-supported devices that do not require use an app, downloaded e-books can also be transferred to the device from a desktop, using Adobe Digital Editions 1.7.1 or higher

6. User authentication must be stored in the apps so patrons won't have to re-authenticate to search for, check out, read or listen to a book.

Once downloaded, the *EBSCO eBooks* mobile app will prompt users to find their library's catalog using the Library Locator. Once a location has been selected, users will be required to authenticate via the library's preferred method (e.g., User ID and Password, Patron ID). The library is then added as the "Last Selected Library," and the user's login information is stored, pending library preference.

Once authenticated into the library's catalog, users will then have access to its entire collection, and will have the ability to search, read, check out and download titles without re-authenticating.

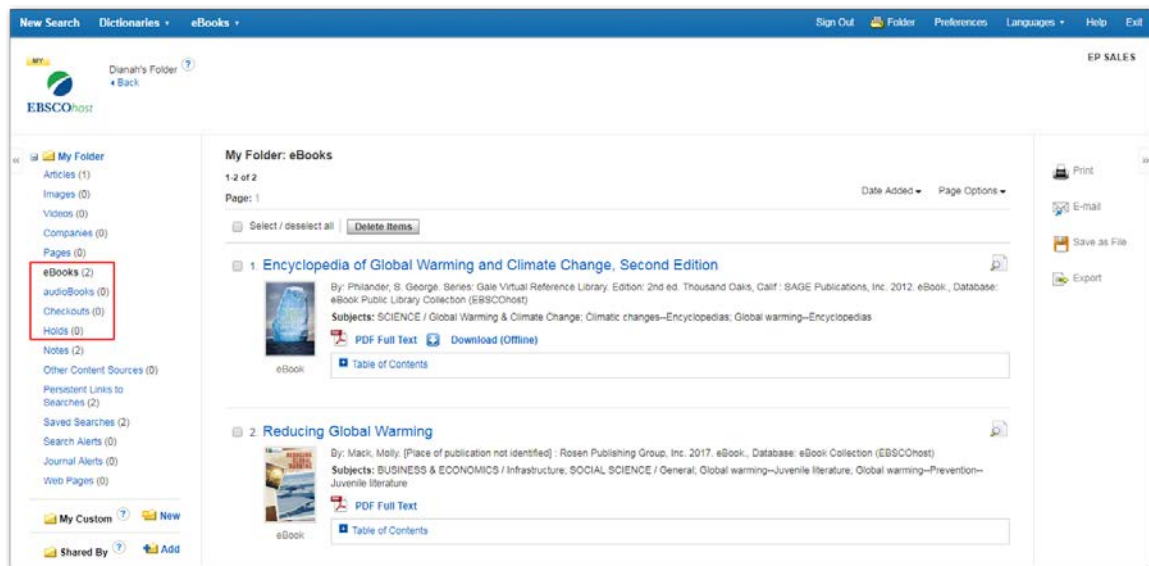
However, when downloading an e-book, please note that users will be prompted to enter their personal My EBSCOhost account credentials. Users can create a My EBSCOhost account through the Personal Folder feature, as described in response to **Requirement 8** below.

For more a more detailed video tutorial about the *EBSCO eBooks* App authentication, please visit the *EBSCO eBooks* LibGuide: <https://ebSCO.libguides.com/ebooks/app>.

7. 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 EBSCOhost 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 EBSCOhost 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.

Additionally, note that a list of all e-books downloaded to the *EBSCO eBooks* app is readily available, regardless of which library the download is from. These are listed within the app’s “Bookshelf.”

- 8. 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 account through the Personal Folder feature. When setting up a personal account, the user will be prompted to enter unique username and password credentials. With these, the user can then log into their personal accounts from any internet-connected device, as well as any interface – browser-based, mobile or app.

All titles checked out using a My *EBSCOhost* personal account are added to the user's online Personal Folder, which is also synced across devices and interfaces. For example, once authenticated using My *EBSCOhost* credentials, users can open checked-out titles within the dedicated *EBSCO eBooks* app. Those titles checked out from a user's personal online account can then be read directly in the app – anytime, anywhere.

Within the *EBSCO eBooks* app users are also able to sync bookmarks and recent position within the same title across mobile devices. As such, should the user be signed into their personal account on multiple devices, they will be able to keep their place regardless of which is being used.

Please note, however, that e-book syncing does not extend to non-EBSCO apps, such as non-proprietary e-readers or Adobe Digital Editions. Also, syncing is not available for titles that are not checked out (i.e., titles being read within the Full Text Viewer without being checked out).

- 9. The service must allow for automatic as well as early check-ins or returns.**

Users can return downloaded *EBSCO eBooks* before the duration of the checkout period. For e-books downloaded via Adobe Digital Editions, this can be accomplished by selecting "Return Borrowed Item." For e-books downloaded to an app, return processes may vary, depending on the app being used. Within the *EBSCO eBooks* app, for example, the user can select the "Return Item" button to check in a title early. Regardless, at the end of the checkout period, the e-book will be automatically returned, per Adobe DRM software.

If a user is reading an e-book online within the browser and has not checked the book out, it will automatically be returned when the session ends or the browser is exited out.

- 10. The service must allow for hold waiting lists with email and text message notification to the user when a title is available for them to check out.**

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.

11. 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, 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.

Once downloaded, these MARC records can easily be loaded into and accessed through any library catalog or discovery service – regardless of ILS vendor – allowing for easy discovery directly from the library 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.

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

12. All features of the service must be accessible 24/7, in the library 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 Authentication
- Athens Authentication
- Shibboleth Authentication
- HTTPS Authentication
- Personal Use Authentication

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.

FOR LIBRARY STAFF

13. 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.

14. 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.

For further details on the acquisition options and collections being offered herein, please refer to **Requirement 15** immediately below.

15. Bidder must offer one copy/one check out model as well as simultaneous use/pay use model.

As briefly outlined above, EBSCO offers a variety of e-book acquisition models, including subscription- and ownership-based options. Outlined below, EBSCO has provided an overview of each purchasing model, as well as the e-book licenses available for each:

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, EBSCO is providing the following subscriptions as a package, but if requested, EBSCO can provide individual pricing. These can be ordered at any time through your dedicated Sales Representative, and include the following:

- eBook Public Library Collection

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

With more than 43,000 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.

- eBook Academic Collection

Title List: 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 160,000 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.

Subject coverage includes: art, business and economics, education, language arts and discipline, literary criticism, medical, performing arts, philosophy, poetry, political science, religion, social science, technology and engineering, and more.

- eBook High School Collection
Title List: 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 9,300 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

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.

The eBook K-8 Collection contains more than 12,000 titles chosen to support a quality learning experience for K-8 students across all subject areas taught in elementary and middle schools, and content 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.

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)

For all e-books that are only available as 1B1U or 1B3U, additional copies can be purchased at the 1B1U or 1B3U models to meet the potential demand of end users – in the same way a library would

purchase multiple copies of a print title. To do this, the same one-time cost is applied for all additional copies.

Additional financial advantages of all *EBSCO eBooks* include:

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

Patron-Drive Acquisition (PDA)

In ECM, library administrators can also create Patron-Drive Acquisition (PDA) title lists, which allow the end user population to select a title for purchase. PDA title lists can include e-books with various user licenses (1B1U, 1B3U, 1BUU), and are exposed to end users without immediate purchase. A title on a PDA 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 PDA options include **Short Term Loan** and **Loan-to-Own** models. With Short Term Loans, administrators can grant users temporary access to *EBSCO eBooks* while only paying a fraction of the list price. Loan-to-Own allows the institution to calibrate their PDA, so that it purchases an e-book after it experiences a certain number of loans. Short Term Loans are only available via PDA collections. Loans are available in 1, 7, 14 and 28 day increments.

Concurrent Access Model (CAM)

CAM is a business model which 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 of 365 yearly.

16. 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 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:

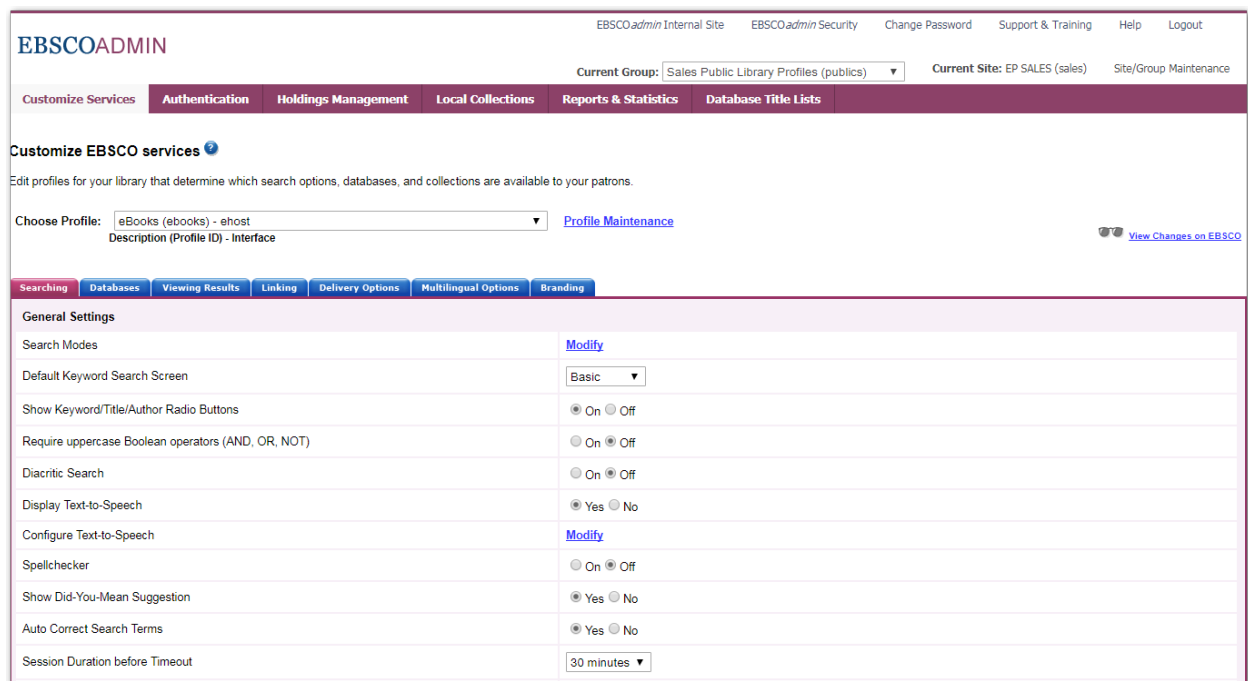
EBSCOadmin

EBSCOadmin is the online administrative module supporting EBSCO solutions. Through *EBSCOadmin*, library administrators have access to several tools for administrative management including:

- Interface customization and branding options
- Generating and customizing usage reports

- Administering local collections and related detail
- Establishing various methods of authentication
- Customizing hold and checkout preferences
- Creating profiles and user groups
- Changing passwords
- Enabling multilingual options
- Setting turn-away alerts
- And more

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



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

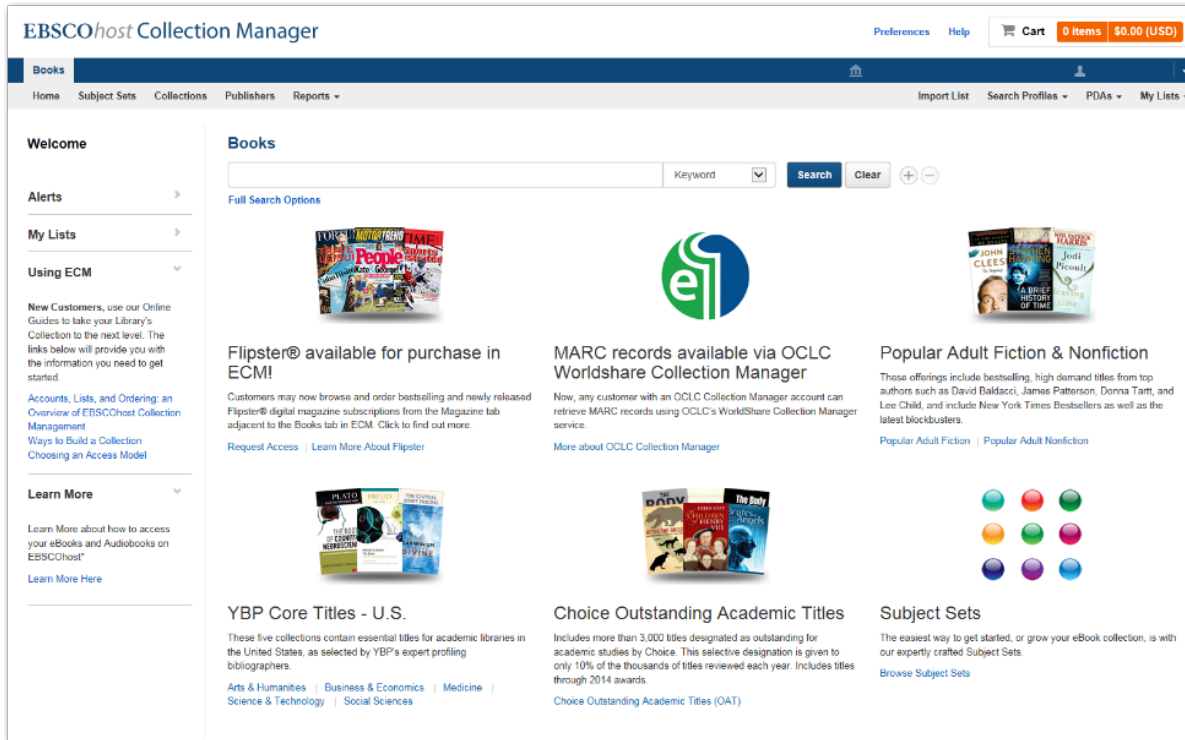
EBSCO offers EBSCOhost Collection Manager (ECM) as the online ordering portal and catalog for EBSCO eBooks. Featuring more than one million titles in a wide variety of subject areas, ECM is an easy-to-use tool for customers to search, select and order e-books. EBSCO eBooks ordered through ECM are available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

Additional benefits of ECM include the following capabilities:

- The ability to explore titles with basic or detailed searches
- The ability to sort results by relevance, publisher, price, etc.
- Easy ordering and fast delivery of titles to end users
- The ability to browse by category, collection suggestion, recently added and more
- Simple payment and shopping tools for easy collection development

- Convenient reporting and stock management options
- 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

- 17. 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 and Explorer.**

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 10.0 or higher; the latest, plus one previous version of Firefox, Safari and Google Chrome.

- 18. 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 frontlist, best-selling and award-winning titles, as well as classic, backlist favorites. Within this collection are represented more than one thousand contract publishers and their individual imprints, including 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:

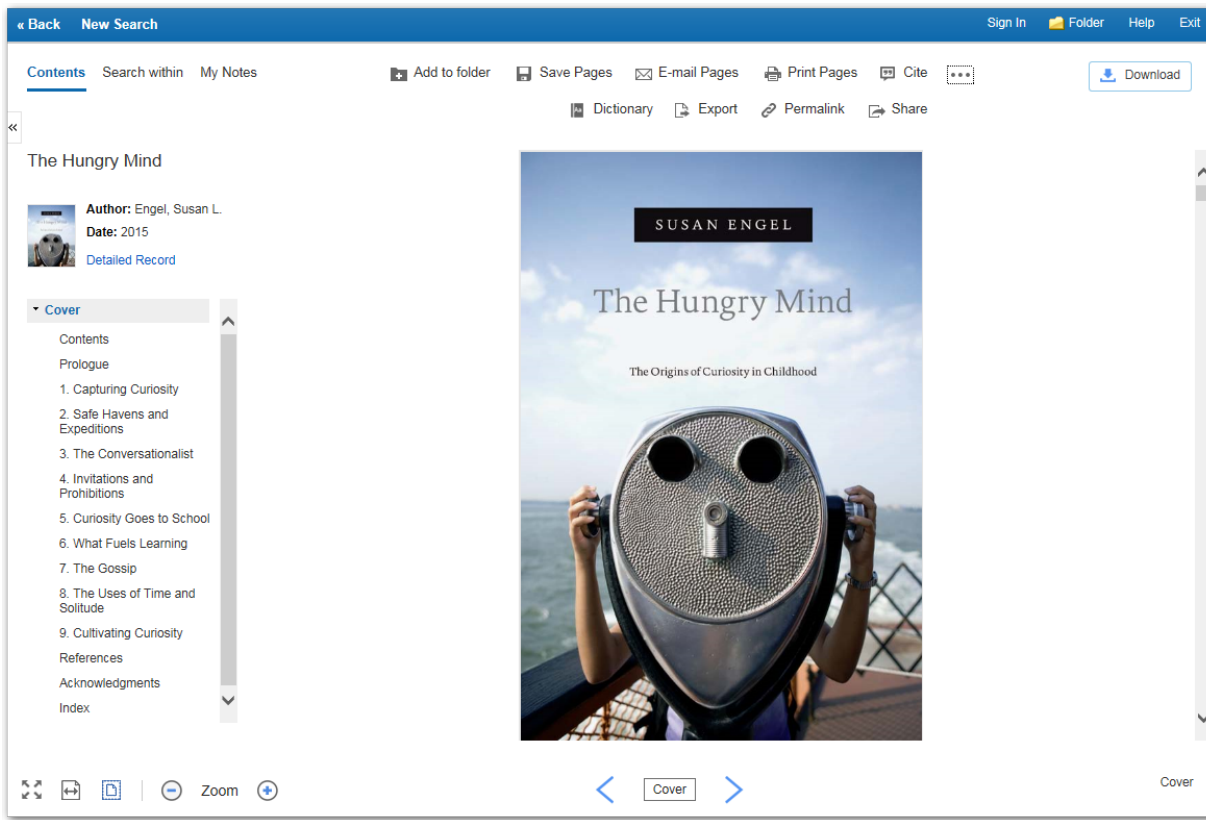
- Children's and young adult fiction
- Children's and young adult nonfiction
- Arts and architecture
- Biographies and memoirs
- Body, mind and spirit
- Business and economics
- Computer science
- Cooking
- Crafts and collectibles
- Education
- Engineering and technology
- Fiction
- Health and medicine
- 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.

In response to this solicitation, EBSCO is pleased to offer a package of public library oriented subscriptions for Jefferson Parish's particular consideration. Collections within the package 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 Public Library Collection
- eBook High School Collection
- eBook K-8 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

19. 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 25**. 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 collection package offered herein is purchased through your site's dedicated Sales representative.

20. The bidder must also offer simultaneous use/pay per use collections to help the library offer something for all library patrons, at all times.

As detailed above, EBSCO offers several e-book acquisition models, including subscription- and ownership-based options.

Regarding Jefferson Parish's interest in a "simultaneous use" model – EBSCO's **e-book subscription collections** are offered on an annual subscription basis, with unlimited simultaneous user access for all titles. They have been hand-curated by EBSCO's team of collection development librarians, and designed to complement any library collection.

Each collection features a large selection of market-oriented titles across various subject areas. As a result, EBSCO's subscriptions appeal to diverse range of audiences, research needs and personal interests. Overall benefits of subscription include:

- ✓ 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 use access for all titles;
- ✓ Titles added to each collection quarterly, for constantly fresh content; and
- ✓ Pricing at a fraction of the cost of purchase.

Alternatively, if interested in a "pay per use" collection, EBSCO also offers several **patron-driven acquisition (PDA)** options. Benefits include the following:

- Only titles accessed by a user are triggered, guaranteeing only those with use are purchased
- Short Term Loans grant users temporary access, while only paying a fraction of the list price
- Loan-to-Own allows the institution to calibrate their PDA, so that it purchases an e-book after it experiences a certain number of loans

As a result, PDA allows the library to make purchasing decisions based on user interest, ensuring that its e-book titles are of most use and value.

21. The catalog must be updated continuously with new titles as they are published, and it must be searchable by keyword, author, subject, genre, age level, format and publication date.

The EBSCO*host Collection Manager* (ECM) catalog currently includes more than one million titles, and is updated with 12,000-15,000 on a monthly basis. Searching for titles in ECM is simple, efficient and intuitive, offering a familiar experience for those who have used searching features on EBSCO*host*.

For example, ECM 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.

The screenshot shows the EBSCOhost Collection Manager interface. The top navigation bar includes 'Books' and 'Magazines' tabs. Below the navigation bar, there's a search bar with a dropdown menu open, showing 'Full Search Options'. The dropdown menu lists various search fields: Keyword, Title, Author (Lastname, Firstname), Publisher, ISBN, Accession Number (Book ID), BISAC Subject Heading, Dewey Decimal Call Number, LC Classification, Library of Congress Subject, Narrator, and Series. The search bar also includes 'Search' and 'Clear' buttons. The left sidebar shows a welcome message for 'Dianah Tsilifonis' and a 'My Lists' section. The right sidebar shows a 'Cart' with 0 items and a total of \$0.00 (USD). The main content area displays a book cover for 'Flipster®' and mentions 'EBSCO Audiobooks'.

ECM Field Searching

From the Basic search bar, a user selecting the 'Full Search Options' feature will 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, PDA, loan, etc.). These facets can also be applied from a post-search result list, if preferred.

The screenshot shows the 'Full Search Options' form in the EBSCOhost Collection Manager. The form is divided into several sections: 'Content Type' (All, eBooks, AudioBooks), 'Edition' (Exclude Abridged Titles), 'Holdings' (Exclude Titles in My Collection), 'Date Added' (Limit search to titles added to EBSCOhost in the last: days), 'Language' (All), 'Publication Year' (Start Date, End Date), 'List Price' (Min Price, Max Price), and 'Eligibility' (Find titles that are: Downloadable, Available for PDA, Available for Loan, Eligible for Consortia Discount). The form includes 'Search' and 'Reset' buttons at the bottom.

Full ECM Search Options

Once a search has been conducted, 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 EBSCOhost Collection Manager interface. The search term 'career' is entered in the search bar. The results show 40,257 titles, with 20 titles displayed on the page. The results are sorted by Relevance. The left sidebar shows the 'Refine Your Results' section with various facets like Content Type, Edition, Holdings, Language, Date Added, Publication Year, Eligibility, List Price, Publisher, LC Subject, and BISAC Subject. The main results table lists titles such as 'Careers : An Organisational Perspective', 'Career Match : Connecting Who You Are with What You'll Love to Do', and 'Career Diplomacy : Life and Work in the US Foreign Service, Third Edition'.

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.

The screenshot shows the detailed record for the book 'Careers : An Organisational Perspective'. The record includes the book jacket, a preview button, and various metadata fields. The price is \$37.90 (USD) per one user. The author is Schreuder, A. M. G., and the publisher is Juta and Company [Pty] Ltd. The publication year is 2016. The record also includes the ISBN, OCLC, LCC, DDC, and language information. 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...'.

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). The 'Cart' displays the number of selected items and the total price.

Additionally, information within the Detailed Record features links to related searches. Hyperlinks attached to the Author, LCC Subject, BISAC Subject and Book Series (if applicable) can be selected, and ECM will populate a new search based on that criteria.

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 package 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.

22. 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: 9,426 titles
- Harper Collins: 825 titles
- McMillian (Palgrave Macmillan): 2,072 titles
- Penguin Random House: 74,551 titles
- Bloomsbury: 9,011 titles
- Disney (imprint of PRH): 16 titles

- Perseus: 28,294 titles
- Houghton Mifflin Harcourt: 3 titles
- Kensington (imprint of PRH): 1,735 titles
- NLA (imprint of New South Wales Press): 12 titles
- Sourcebooks: 2,563 titles

23. 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.

24. The catalog must allow for quick and easy online ordering, with current titles added to the library's collection within 24 hours after ordering.

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 a couple of hours. To request an account please visit: <http://ecm.ebscohost.com/books>.

25. 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 Public Library Collection, eBook High School Collection and eBook K-8 Collection. Offered on an annual basis, each collection contains large selections of public library oriented titles across various subject areas, presenting an easy way to acquire critical masses of content that complement any 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: Pre-packaged collections of frontlist *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 frontlist 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 PDA 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 PDA 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).

26. 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*, 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.
- Within 7 to 10 business days of order placement – often sooner – an invoice is received. A fulfillment receipt will be mailed with the invoice.
- MARC Records are fulfilled via OCLC Collection Manager and can be retrieved within 10 business days of your order.

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, Imprint Publisher, Publication Year, ISBN, eISBN, BISAC/LC Subject Heading, LCC, Format, PDA Triggered, Owned, Shared, Access Model 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.

27. 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 synching.

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. 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.

28. The bidder and its platform must allow for content sharing programs between neighboring library systems.

Subscription collections can be shared across Jefferson Parish Libraries, however, each branch will have their own dedicated EBSCOhost Collection Manager account. Purchased titles cannot be shared library to library. Each library needs to purchase their own titles.

29. 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

30. The bidder must provide assistance with all aspects of the service and include 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 Monday through Friday, 24 hours a day, and Saturday and Sunday from 9:00 a.m. to 5:00 p.m. (Eastern Time) via the following methods:

- Toll-Free Telephone: (800) 758-5995
- Email: 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.

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.

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

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.

31. 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.

32. 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.

33. The bidder must provide marketing support including reproducible bookmarks, posters, graphics for the library's website, templates for press releases and patron handouts, 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 users about the features, functionality and availability of *EBSCO eBooks* is the key to its use and value. Knowing this, EBSCO offers promotional marketing materials to libraries ongoing, to help promote their EBSCO online resources.

Many of these resources are available online, at any time, via EBSCO Help. 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

EBSCO eBooks Viewer

EBSCO makes reading an e-book easy!

The EBSCO eBooks™ viewer is an internet browser-based e-book reader for use on a desktop or laptop computer or tablet device. Users can browse a library's online catalog using EBSCOhost® and EBSCO Discovery Service™ and seamlessly access e-books without needing special software. A reader simply has to select the e-book in a library's digital collection and press either the PDF Full Text or EPUB Full Text button to launch the viewer.

Tablet View

- 34/7 Access anytime, anywhere – available for iOS and Android devices
- Support for scrolling through the entire e-book to find relevant information
- Collapsible side panel brings content front and center
- Updated handling to display PDF content without plugins or adjustments to browser settings
- Support for researchers' needs with cite, note, export, and dictionary tools
- Email and save tools enable patrons to take chapters or pages directly from viewer
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EBSCO

Sample EBSCO eBooks Promotional Poster

SEARCHING

EBSCO eBooks

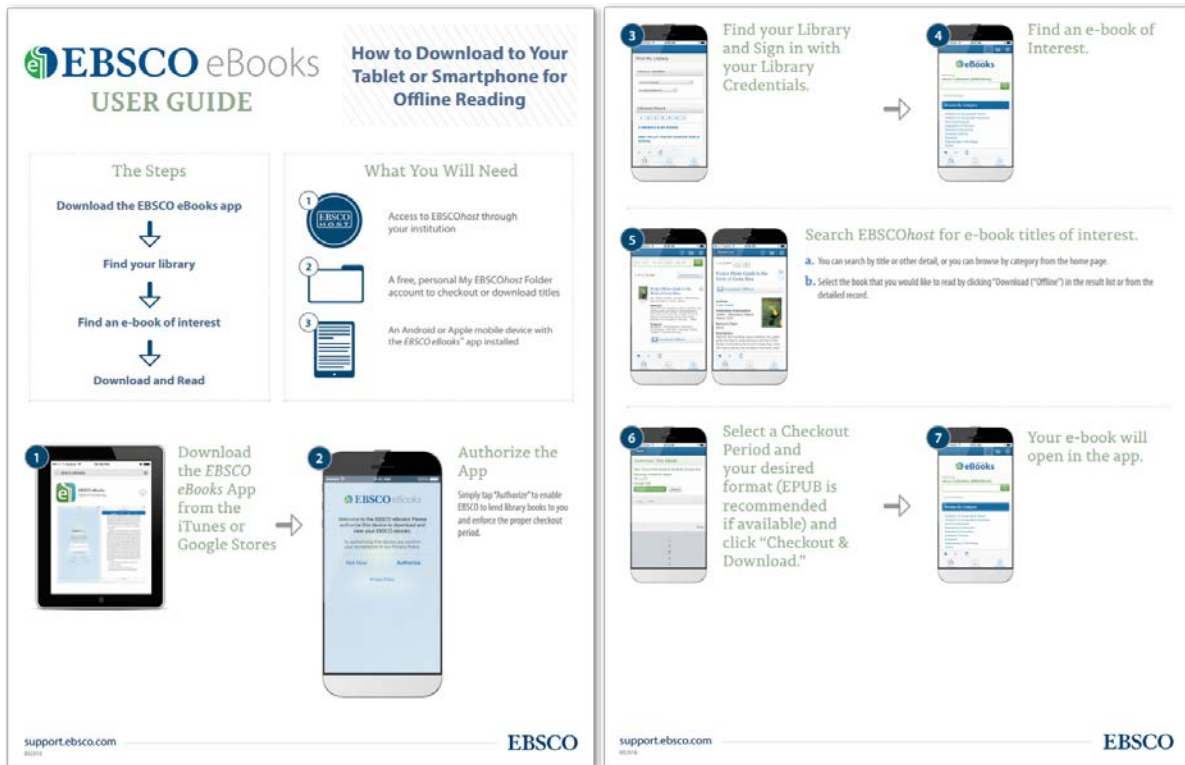
Desktop Features & Functionality At-A-Glance

- 1 KEYWORD SEARCH**
Quickly search for eBooks in EPUB and PDF formats by entering your keyword(s) and clicking the Search button.
- 2 BROWSE BY CATEGORY**
Browse the eBooks available in your institution's collection by selecting a category in the menu on the left of the eBooks home page.
- 3 HIGHLIGHTS**
Use the left and right arrows in the Highlights carousel to browse the eBooks highlighted in your institution's collection.
- 4 FEATURED EBOOKS**
Use the left and right arrows in the carousel to browse the featured eBooks in your institution's collection.
- 5 NOTETAKING**
Use the My Notes feature to take notes on eBooks and save them to your My EBSCOhost folder for later viewing.
- 6 EBOOK VIEWER TOOLS**
Use the eBook Viewer tools to save or email pages of an eBook, Cite the eBook, access the dictionary, or add the eBook to your My EBSCOhost folder.
- 7 DOWNLOAD THE BOOK**
Download the eBook to your desktop computer and read it offline using Adobe Digital Editions. A My EBSCOhost account is required to download eBooks.
- 8 VIEWPORT TOOLS**
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help.ebsco.com

EBSCO

Sample EBSCO eBooks At-a-Glance Handout



Sample *EBSCO eBooks* Instructional Flyer, 2-sided

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 reports compliant with COUNTER Release 4. COUNTER R4 reports relevant to EBSCO eBooks include:

- **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 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. In addition, three data visualization views are included for visual analysis: Term Cloud, Trending Search Terms by Rank, and Search Click Conversions by Interface.

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 number, Format, PDA Triggered (True/False), Owned (True/False), Shared (True/False), Access Model 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.

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 _____

*Escalation of 5% is only required for subscription collections.

MAXIMUM ESCALATION PERCENTAGE REQUESTED 5 % Escalation will happen at the startINITIAL BID PRICES WILL REMAIN FIRM THROUGH THE DATE OF 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 StreetCITY, STATE: Ipswich, MAZIP: 01938TELEPHONE: (800) 653-2726 x2241FAX: (978) 356-6565EMAIL 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: _____

NUMBER: _____

NUMBER: _____

NUMBER: _____

** The following pricing reflects a packaged price for 4 (four) subscription collections. Note, prices will vary if libraries purchase titles, purchased titles are not included in the following price. For purchase pricing, please refer to the EBSCOhost Collection Manager logins within 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: \$ Year 1: \$12,400**

AUTHORIZED

SIGNATURE: Clint Rumble

Year 2: \$13,020**

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.: 50-00121293

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			TWO (2) YEAR CONTRACT FOR A SUPPLEMENTARY DIGITAL BOOK SERVICE WHICH IS TO COMPLEMENT AN EXSISTING SERVICE FOR THE JEFFERSON PARISH LIBRARY DEPARTMENT		
1	2.00	YR	0010 - ANNUAL SERVICE AND/OR ACCESS FEES PER YEAR		
				\$0	\$0
2	2.00	YR	0020 - PER USE PLAN FEES PER YEAR		
				\$0	\$0
3	2.00	YR	0030 - ANNUAL MINIMUM CONTENT PURCHASES REQUIRED PER YEAR.		
				\$0	\$0
4	2.00	YR	0040 - CONTENT REBATE PER YEAR		
				\$0	\$0
5	2.00	YR	0050 - DISCOUNT PER YEAR _____ %		
				20%	20%
6	2.00	YR	0060 - DIRECT TO PATRON SUPPORT SERVICE PER YEAR		
				\$0	\$0
			Please see following page for details and a narrative description of EBSCO's offer.		

PRICING INFORMATION

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

- **An enhanced, value-added package of *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

Featuring a wide selection of public library oriented titles, the *EBSCO eBooks* subscription collection package offers a high-quality, yet cost-effective solution for e-book acquisition. Spanning a wide range of public library oriented subjects, it has been hand-picked with the potential needs and interests of Jefferson Parish libraries and patrons in mind, encompassing the following collections:

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

EBSCO's subscription collection package is offered on an annual subscription basis, with unlimited simultaneous user access for all titles. A subscription would service all libraries in Jefferson Parish, and is offered at a **20% discount**:

- **Year 1:** \$12,400
- **Year 2:** \$13,020

This package can be purchased through your dedicated Sales Representative at any time. Overall benefits of this package would include:

- ✓ The ability to offer large amounts of useful material in a cost-effective way
- ✓ Availability on an annual basis, with unlimited simultaneous user access for all titles
- ✓ Pricing is a fraction of the cost of individual, title-by-title purchase
- ✓ New titles added quarterly, ensuring the most relevant, eligible content

Individual, Title-Level Purchase

To supplement this core subscription and other existing collections, EBSCO offers more than one million titles for direct purchase and patron-driven acquisition, including a variety of award-winning, best-selling and frontlist titles, as well as classic backlist favorites – both fiction and nonfiction from popular publishers including Hachette, Harper Collins, McMillan, Penguin Random House, Bloomsbury, Disney, Perseus, Houghton Mifflin Harcourt, Kensington, NLA, Sourcebooks and more.

All of these will be 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 on time. If the publisher permits, titles are available in one or more of the following access models:

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

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.

EBSCO has also 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.

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

- ECM Website: <http://ecm.ebscohost.com>
- Username: mcamardelle
- Password: McJpld17

CORPORATE RESOLUTION

The following is N/A.

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

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 MassachusettsPARISH/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 Vice President of
Inside Sales of EBSCO Industries, Inc. (Entity),
 the party who submitted a bid in response to Bid Number 50-00121293, 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 10 DAY OF November, 2017.



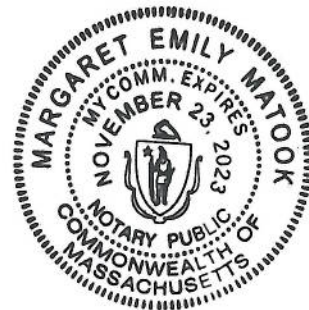
Notary Public

Margaret Matook

Printed Name of Notary

Notary/Bar Roll Number

My commission expires 11/23/2023.



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.

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:

- **4. 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.

EBSCO would like to include our license agreement as part of the final contract.

EBSCO LICENSE AGREEMENT

By using the services available at this site or by making the services available to Authorized Users, the Authorized Users and the Licensee agree to comply with the following terms and conditions (the "Agreement"). For purposes of this Agreement, "EBSCO" is EBSCO Publishing, Inc.; the "Licensee" is the entity or institution that makes available databases and services offered by EBSCO; the "Sites" are the Internet websites offered or operated by Licensee from which Authorized Users can obtain access to EBSCO's Databases and Services; and the "Authorized User(s)" are employees, students, registered patrons, walk-in patrons, or other persons affiliated with Licensee or otherwise permitted to use Licensee's facilities and authorized by Licensee to access Databases or Services. "Authorized User(s)" do not include alumni of the Licensee. "Services" shall mean EBSCOhost, EBSCOhost Integrated Search, EBSCO Discovery Service EBSCO eBooks, Flipster, PrepSTEP and related products to which Licensee has purchased access or a subscription. "Services" shall also include audio books and eBooks to which a Licensee has purchased access or a subscription and periodicals to which Licensee has purchased a subscription. "Databases" shall mean the products made available by EBSCO. EBSCO disclaims any liability for the accuracy, completeness or functionality of any material contained herein, referred to, or linked to. Publication of the servicing information in this content does not imply approval of the manufacturers of the products covered. EBSCO assumes no responsibility for errors or omissions nor any liability for damages from use of the information contained herein. Persons engaging in the procedures included herein do so entirely at their own risk.

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D. EBSCO is not responsible if the third party resources accessible via the Services fail to operate properly or if the third party resources accessible via the Services cause issues for the Licensee. While EBSCO will make best efforts to help troubleshoot problems, Licensee acknowledges that certain aspects of functionality may be dependent on third party resource providers who may need to be contacted directly for resolution.

III. PRICE AND PAYMENT

A. License fees have been agreed upon by EBSCO and the Licensee, and include all retrospective issues of the Product(s) as well as updates furnished during the term of this Agreement. The Licensee's obligations of payment shall be to EBSCO or its assignee. Payments are due upon receipt of invoice(s) and will be deemed delinquent if not received within thirty (30) days. Delinquent invoices are subject to interest charges of 12% per annum on the unpaid balance (or the maximum rate allowed by law if such rate is less than 12%). The Licensee will be liable for all costs of collection. Failure or delay in rendering payments due EBSCO under this Agreement will, at EBSCO's option, constitute material breach of this Agreement. If changes are made resulting in amendments to the listing of authorized Sites, Databases, Services and pricing identified in this Agreement pro rata adjustments of the contracted price will be calculated by EBSCO and invoiced to the Licensee and/or Sites accordingly as of the date of any such changes. Payment will be due upon receipt of any additional pro rata invoices and will be deemed delinquent if not received within thirty (30) days of the invoice dates.

B. Taxes, if any, are not included in the agreed upon price and may be invoiced separately. Any taxes applicable to the Database(s) under this Agreement, whether or not such taxes are invoiced by EBSCO, will be the exclusive responsibility of the Licensee and/or Sites.

IV. TERMINATION

A. In the event of a breach of any of its obligations under this Agreement, Licensee shall have the right to remedy the breach within thirty (30) days upon receipt of written notice from EBSCO. Within the period of such notice, Licensee shall make every reasonable effort and document said effort to remedy such a breach and shall institute any reasonable procedures to prevent future occurrences of such breaches. If the Licensee fails to remedy such a breach within the period of thirty (30) days, EBSCO may (at its option) terminate this Agreement upon written notice to the Licensee.

B. If EBSCO becomes aware of a material breach of Licensee's obligations under this Agreement or a breach by Licensee or Authorized Users of the rights of EBSCO or its licensors or an infringement on the rights of EBSCO or its licensors, then EBSCO will notify the Licensee immediately in writing and shall have the right to temporarily suspend the Licensee's access to the Databases or Services. Licensee shall be given the opportunity to remedy the breach or infringement within thirty (30) days following receipt of written notice from EBSCO. Once the breach or infringement has been remedied or the offending activity halted, EBSCO shall reinstate access to the Databases or Services. If the Licensee does not satisfactorily remedy the offending activity within thirty (30) days, EBSCO may terminate this Agreement upon written notice to the Licensee.

C. The provisions set forth in Sections I, II and V of this Agreement shall survive the term of this Agreement and shall continue in force into perpetuity.

V. NOTICES OF CLAIMED COPYRIGHT INFRINGEMENT

EBSCO has appointed an agent to receive notifications of claims of copyright infringement regarding materials available or accessible on, through, or in connection with our services. Any person authorized to act for a copyright owner may notify us of such claims by contacting the following agent: Kim Stam, EBSCO Publishing, 10 Estes Street, Ipswich, MA 01938; phone: 978-356-6500; fax: 978-356-5191; email: kstam@ebSCO.com. In contacting this agent, the contacting person must provide all relevant information, including the elements of notification set forth in 17 U.S.C. 512.

VI. GENERAL

A. Neither EBSCO nor its licensors will be liable or deemed to be in default for any delays or failure in performance resulting directly or indirectly from any cause or circumstance beyond its reasonable control, including but not limited to acts of God, war, riot, embargoes, acts of civil or military authority, rain, fire, flood, accidents, earthquake(s), strikes or labor shortages, transportation facilities shortages or failures of equipment, or failures of the Internet.

B. This Agreement and the license granted herein may not be assigned by the Licensee to any third party without written consent of EBSCO.

C. If any term or condition of this Agreement is found by a court of competent jurisdiction or administrative agency to be invalid or unenforceable, the remaining terms and conditions thereof shall remain in full force and effect so long as a valid Agreement is in effect.

D. If the Licensee and/or Sites use purchase orders in conjunction with this Agreement, then the Licensee and/or Sites agree that the following statement is hereby automatically made part of such purchase orders: "The terms and conditions set forth in the EBSCO License Agreement are made part of this purchase order and are in lieu of all terms and conditions, express or implied, in this purchase order, including any renewals hereof."

E. This Agreement represents the entire agreement and understanding of the parties with respect to the subject matter hereof and supersedes any and all prior agreements and understandings, written and/or oral. There are no representations, warranties, promises, covenants or undertakings, except as described here.

F, EBSCO grants to the Licensee a non-transferable right to utilize any IP addresses provided by EBSCO to Licensee to be used with the Services. EBSCO does not transfer any ownership of the IP addresses it provides to Licensee. In the event of termination of the Licensee's license to the Services, the Licensee's right to utilize such IP addresses will cease.