

**Fort Bend County Tabulation
 BID 20-018
 Term Contract for Purchase of Trade Books**

Term: 1 October 2019 through 1 March 2020

Awarded 10/01/19: Baker & Taylor and Waldorf Publishing

Detailed Pricing and Information	Baker & Taylor Charlotte NC	Brodart Williamsport PA	Ingram Library La Vergne TN	Waldorf Publishing Grapevine TX
	Form 1295			
Lawson Number 13942	Yes	Yes	Yes	Yes
Database Fee for unlimited user IDs	\$0.00	\$0.00	\$0.00	\$0.00
Full text reviews:				
Number of Free Journals:	19	10	13	20
Cost per additional Journal:	\$0.00	\$0.00 from 10 Journals	NA	\$39.00
Restocking or Return fees:	\$0.00	\$0.00	\$0.00	\$0.00
Fort Bend County's Continuations List:				
Across-the-board discount:	No for across the board	NA for across the board	NA for across the board	NA for across the board
Title-by-Title discount:	0-48.8% title-by-title	FBC must select one of the discount structures offered	0-48.2% = title-by-title	42.2% = title-by-title
Inventory:	942,000 = # titles 15,600,000 = # volumes, 800,000 additional titles on VIP Program	76,000 = # titles 500,000 = # volumes	18,000,000+ = # titles 35,000,000+ = # volumes	125,000+ = # titles 575,000+ = # volumes 600,000+ in database
Hardback Trade Book Discounts:				
Adult Trade Hardcover:	48.8%	47.0%	48.2%	48.2%
Juvenile Trade Hardcover:	48.8%	47.0%	48.2%	48.2%
Juvenile Library Reinforced Bindings:	26.0%	23.0%	23.0%	21.1%
Non-Trade Hardcover:	12.0%	11.0%	10.0%	16.1%
Paperback Trade Book Discounts:				
Adult Trade/Quality Paperback:	43.0%	40.5%	42.0%	46.2%
Juvenile Trade/Quality Paperback:	43.0%	40.5%	42.0%	46.2%
Mass Market Paperback:	43.0%	40.5%	42.0%	46.2%
Discounts: Non-trade paperback:	12.0%	11.0%	10.0%	16.1%

B20-018
Trade Books

12.0 REQUIRED ELEMENTS OF SERVICE:

Vendor must bid discount for trade books (hardback and quality paperback trade books). Vendor must pay shipping charges. Discount must be from Publishers List Price.

- 12.1 FBCL is automated with the Polaris Automation System version 6.1.207 or higher. The library system has the acquisition module and uses it for ordering and tracking funds. Vendor shall be able to provide a seamless interface with the Polaris Automation System. We may also use the Vendor's website for ordering. When the Vendor's website is used for ordering, the information on materials ordered must be easily imported into our Polaris Automation System.
Can the vendor interface with the Polaris Automation System?

Yes _____ No _____

Library Waldorf Publishing is not able to provide a seamless interface with the Polaris Automation System. In order to interface with the Polaris System, Waldorf would need to be in business relationship with the owner of the system, Innovative. Innovative would provide the module to make this possible. Innovative's General Counsel, stated in a letter on October 23rd that Waldorf and Innovative have never had a business relationship and there is no discuss of a future relationship.

Waldorf Waldorf can completely connect as we have a web site that is capable as well as EDI. Fort Bend is in breach of contract due to the fact that they could push Polaris to connect to us but we have been told after pursuing Polaris "a tech company" that it will be 2 years before they can connect us. This is Fort Bend's responsibility as Fort Bend has a contract with Polaris. Waldorf and Fort Bend can connect to EDI manually in the mean-time while Fort Bend pursues Polaris to expedite the connection to Waldorf. Waldorf never stated that Waldorf had a previous relationship with Polaris. Waldorf has alerted Fort Bend numerous times regarding the manual EDI connection with zero response from Fort Bend.

Library It is not the responsibility of Fort Bend to ensure that a vendor can work with Polaris. If a vendor has not worked with a Polaris Library, it is their responsibility to research the system. Fort Bend is not changing to manual EDI to accommodate the vendor. Such a change would slow ordering, receiving of materials and paying of the invoices. Manual EDI would work for a system that orders very little. Fort Bend submits multiple orders from Adult Collection Development and Youth Services every week.

Waldorf In the scope of work Waldorf is required to give a library account on Waldorf's website with multiple sub accounts for Fort Bend however, Waldorf has agreed to give 65 sub accounts to Fort Bend. The design of this is not any-more complex than what Polaris needs to give to Fort Bend to connect to Waldorf and Waldorf has designed the 65 capabilities in 14 days.

Library Ms. Terry stated that she could create 65 sub-accounts but was told we needed at least 90 accounts for Fort Bend. She stated that Waldorf would work on providing 90 sub-accounts.

Waldorf Susan King also stated to Barbara Terry numerous times during the October 14th, 2019 meeting that all paperback books on bid #20-022 and bid #20-018 were to NOT be run through Polaris so Fort Bend can NOT make this an issue. In bid #20-018 Fort Bend awarded Waldorf the paperback portion of the award and Fort Bend has deliberately chosen to NOT give Waldorf a purchase order which causes Fort Bend to be in breach.

Library Susan King specifically said the juvenile paperbacks are not cataloged and are not ordered EDI. This is about 5% of the books that are ordered and has nothing to do with the way Adult Collection Development orders their books-everything including paperbacks is ordered EDI. Monique Franklin also emphasized that Adult Collection Development ordered paperbacks using EDI.

From: Susan King

Sent: Tuesday, October 15, 2019 1:23 PM

To: 'barbara@waldorfpublishing.com' <barbara@waldorfpublishing.com>; 'Emily Powers' <emilinskipowers@gmail.com>; Monique Franklin <Monique.Franklin@fortbend.lib.tx.us>

Subject: RE: Adult Services Selectors, Locations and Codes

Hi,

For **some** of the juvenile paperback orders, we just order through the vendor website – no EDI.

Thanks,
Susan

From: barbara@waldorfpublishing.com <barbara@waldorfpublishing.com>

Sent: Monday, October 14, 2019 8:04 PM

To: 'Emily Powers' <emilinskipowers@gmail.com>; Monique Franklin <Monique.Franklin@fortbend.lib.tx.us>; Susan King <Susan.King@fortbend.lib.tx.us>

Subject: RE: Adult Services Selectors, Locations and Codes

Thanks Emily!

Monique and Susan, I so very much enjoyed meeting you today.

We will set-up your lists into your account by Wednesday. :)

Susan, regarding the paperback orders where you will not use Polaris but rather use your EDI...who handles that part of your EDI so we can connect our accounts together for that as well.

As Emily mentioned earlier, you will be copied on an email to Polaris in the morning.

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12.2 The vendor must have an online database that can be used both for searching titles and ordering titles. The database shall allow access to an unlimited number of library staff user’s IDs. It should be updated every working day and be searchable by author, title, subject and ISBN. The database shall list materials to which the Vendor has access, giving status of the item such as “in stock,” “on order,” “must order direct,” etc.

Does the vendor have an online database that can be used for both searching and ordering titles?

Yes _____ No _____

Is the database updated every working day and searchable by author, title, subject and ISBN?

Yes _____ No _____

Library Barbara Terry stated on October 14th that Waldorf updates its database several times during week, especially on Sunday with titles from Harper Collins, Random House and Scholastic. She stated, if the library could not find a title on the website, library staff would need to send them a list.

Waldorf Barbara Terry was simply mistaken as the website is updated nightly. Barbara Terry is not involved in that process.

Library That information was provided by Ms. Terry.

Library Ms. Terry stated they could provide 65 user IDs.

Waldorf The scope of work clearly states multiple logins but Waldorf has agreed to 65. This has cost Waldorf substantially to create and expedite.

Library Ms Terry stated that Waldorf would work on providing the 90 sub-accounts as Fort Bend did not agree to use only 65 accounts. That would mean staff would have to change how they work.

Library The website is searchable by title, ISBN and keyword, not author.

Waldorf The web site has clearly been designed to be searchable by all 4 elements.

Library Ms. Terry show us that searches are by title, ISBN and keyword. Susan King asked specifically about author and Ms. Terry stated that she should do a keyword search. A keyword search looks at the entire entry and it would not limit the results to just author's names.

Library The title status (“in stock,” “on order,” “must order direct”) is not on the website.

Waldorf Our tech team is fixing this and will have it fixed by November 5th, 2019.

Library Ms. Terry checked "Yes" to the question about item status prior to winning the bid.

- 12.3 The database of available materials must contain full-text reviews of items reviewed in the following listed journals: Library Journal, Booklist, School Library Journal, Kirkus Reviews, Publisher’s Weekly, Horn Book and The Bulletin of the Center for Children’s Books. FBCL may add additional titles to this list if we determine they are needed. These reviews shall be available on the database and viewable in full-text to each user ID. The reviews must contain the publication date and page number of the journal they are found in.

Does the database contain full-text reviews of items reviewed in the following journals: *Library Journal, Booklist, School Library Journal, Kirkus Reviews, Publisher’s Weekly, Horn Book and The Bulletin of the Center for Children’s Books?*

Yes _____ No _____

- Library On October 14th, Ms. Terry’s website only provided excerpts from reviews. There were no full-text reviews. Ms. Terry did not seem to know that the excerpts were not full-text reviews.
- Waldorf The full reviews are being imported to the site for each book and will be on the site by November 5th, 2019.
- Library Waldorf checked "Yes" in response to question about full text reviews on their database. This is before the bid was awarded.

- 12.4 The Vendor must be able to provide ongoing selection lists on their website with complete order information, classification, subject categories, title descriptors, media indicators, age range, and full-text reviews from journals *Library Journal, Booklist, School Library Journal, Kirkus Reviews, Publisher’s Weekly, Horn Book, etc.* These lists would allow Fort Bend County Libraries to easily access titles the Vendor has on a specific subject or topic (i.e. graphic novels or award winning books).

Is the Vendor able to provide selection lists of a subject or topic nature that may be used for ordering?

Yes _____ No _____

- Library Waldorf did not provide any examples of selection lists, ask how the library would like the selection lists set up and did not schedule the setup of these lists.
- Waldorf Waldorf was NOT asked to provide these samples as of yet.

12.5 Vendor must maintain an inventory of a minimum of 50,000 titles with not less than 500,000 volumes on hand.

Does the Vendor have an inventory that meets the above specification of 50,000 titles and 500,000 volumes on hand?

Yes _____ No _____

Library On October 14th, the library requested that Barbara Terry show how to find titles on the Waldorf site, www.Shaggypup.com. She was asked to search for books by a popular children's author who lives in Texas and only one title was found on the website. The author has written over 20 books. Three of his books were published in 2018. One book was published in 2019, but it was not on the website. According to Barbara Terry on October 14th, Waldorf had 225,000 volumes in their warehouse.

Waldorf This is NOT what was discussed. Barbara Terry stated 225,000 book titles and did not mention how many volumes. Also, in the scope of work, no-where does it state that Waldorf must have a certain number of titles from each and certain Authors.

Library If the most recent titles from popular authors are not available on Waldorf's site, Fort Bend will have to use other websites to locate those titles and not on the website where the titles should be purchased.

12.22 After the bid has been awarded, vendor must send a representative to FBCL within 15 business days. This representative will work with FBCL to review vendor-created lists or carts, print & online catalogs and continuation services every four (4) years. Vendor shall send a representative to Fort Bend County at the vendor's expense (fees and expenses).

Is the Vendor willing to send a representative to FBCL at Vendor's expense to review services and lists provided FBCL?

Yes _____ No _____

Library Ms. Terry did come to the Library Administration on October 14th. There was no review of any vendor-created lists and a very brief view of her account on the website but not of a library account.

Waldorf Fort Bend did not ask Barbara Terry for the lists and Barbara Terry stated a few times if they would like to go over any other items and Fort Bend clearly said no before Barbara Terry left that day. Waldorf was sent the agenda for the meeting "October 14th, 2019" from Monique in and vendor lists were NOT included on that agenda.