

**Fort Bend County Tabulation
 Bid 20-022
 Term Contract for Purchase of High Demand Books**

Term: 1 October 2019 through 31 March 2020

Awarded 10/01/19: Waldorf Publishing LLC

Company	Discount Bid for High Demand Hardbacks	Form 1295
Waldorf Publishing LLC Grapevine, TX	48.4%	Yes
Ingram Library Services La Vergne, TN	47.3%	
Baker & Taylor, Inc. Charlotte, NC	46.5%	
Avanti Enterprises Inc. Flossmoor, IL	46% (does not currently interface with Polaris, though will)	
Barnes & Noble Booksellers Atlanta, GA	Disqualified: Cannot adhere to service requirements as required.	
Brodart Co. Williamsport, PA	No Bid	

B20-022
High Demand Books

8.0 REQUIRED ELEMENTS OF SERVICE:

- 8.1 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 must 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 (such as MARC records, branch locations and fund codes) must be easily imported into our Polaris Automation System.

Can the vendor currently 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.

On October 14th, Ms. Terry stated that the Shaggy Pup website would not provide us with MARC records, branch locations nor the fund codes. She said that information would come from our Polaris system. Past vendors have been able to incorporate our branch locations and fund codes into online orders and include MARC records for every title ordered.

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.

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

ShaggyPup does provide MARC records for schools and libraries so this was a total misunderstanding by Fort Bend.

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. Fort Bend has deliberately chosen to NOT give Waldorf a purchase order which causes Fort Bend to be in breach.

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.

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.

Monique Franklin specifically asked what type of order information was imported from Waldorf's website. Ms. Terry was asked if the import included MARC records, branch locations and fund codes. She stated that information was provided by Polaris and MARC records were not provided when orders are imported from the Waldorf website. The bid says this information on materials (such as MARC Records, branch locations, fund codes) must be easily imported into Polaris.

- 8.2 Vendor is required to provide access to an online database for multiple staff members of Fort Bend County Libraries. The online database must be continuously updated every working day and searchable by author, title, subject and ISBN. The database must list materials to which the Vendor has access, giving status of items such as “in stock,” “on order,” “must order direct,” etc. The database of available materials will contain a list of reviews from journals such as, but not limited to: *Library Journal, Booklist, Publisher’s Weekly, etc.*

Can vendor provide access to an online database of materials that is updated every working day for multiple staff users?

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 could send them a list.
- Waldorf Shaggypup is updated nightly.
- Library The information about database updates was provided by Ms. Terry.

Is the database searchable by author, title, subject and ISBN?

Yes _____ No _____

- Library The website is searchable by title, ISBN and keyword, not author.
- Waldorf The website is searchable by all 4.
- Library Ms. Terry showed 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.

Will Vendor’s database indicate the status of a listed item such as “in stock,” “on order,” “must order direct” etc?

Yes _____ No _____

- Library The title status (“in stock,” “on order,” “must order direct”) is not on the website.
- Waldorf This is being added to our web site and will be live by November 5th, 2019
- Library Ms. Terry checked "Yes" to the question about item status prior to winning the bid.

Will Vendor's database list reviews of items from journals such as, but not limited to, *Library Journal*, *Booklist*, *Publisher's Weekly*, etc?

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 Full reviews are being added to our web site and will be live by November 5th, 2019

Library Ms. Terry checked "Yes" to having reviews prior to winning to the bid.

- 8.3 Having online capabilities where the library can manage their account is a required priority. We must be able to view statements, print invoices, check credits and view any items ordered on a standing order plan.

Does the vendor have an online site where the library can manage their account by being able to view statements, print invoices, check credits and view items ordered on a standing order plan?

Yes _____ No _____

Library Waldorf did not provide online access to our account on October 14th but promised to provide it as soon as possible. That same day, Susan King and Monique Franklin provided Waldorf with all of the library branch names and fund codes. On October 23rd, Monique requested access to the account. Ms. Terry replied that Waldorf's tech team was rebuilding the Library plug-in to accommodate all of the library's users and be finished on Monday (October 28th). The library could register on the site now but a separate login would be provided next week for our "Library account." It's now October 29th without any books on order.

Waldorf The email stated that work from Waldorf's tech team was to be complete on October 28th and log-ins would be sent the week of October 28th, 2019. The scope of work clearly states multiple logins but Waldorf has agreed to 65. This has cost Waldorf substantially to create and expedite.

High demand items for FBCL are primarily hardcover books for adults and teens (ages 14 years and up). These books need to arrive in a timely manner. The vendor must provide same day shipping for materials that are ordered and confirmed the same day and that are in stock at the vendor's designated primary warehouse. Same day shipping must be able to include retrospective titles as well as newly published titles. Vendor is required to be able to supply the majority of in-stock titles so that these books will arrive at the library within five (5) working days after receipt by the vendor of the order.

Will the vendor provide same day shipping for materials that are ordered and confirmed the same day and that are in stock at the vendor's designated primary warehouse?

Yes _____ No _____

Will the vendor be able to supply the majority of in-stock titles so that these books will arrive at the library within five (5) working days after receipt of the order?

Yes _____ No _____

Library Barbara Terry said the library could expect orders within 5 to 7 days.
Waldorf 5 business days which is a total of 7 days including weekends.

- 8.4 To provide the level of service needed, the library requires the vendor to maintain an in-stock inventory of a minimum of 500,000 book titles available for immediate delivery.

Does the vendor have an in-stock inventory of over 500,000 book titles ready for immediate delivery?

Yes _____ No _____

Library According to Barbara Terry on October 14th, Waldorf had 225,000 volumes in their warehouse.

Waldorf Barbara Terry stated 225,000 book titles and did not mention how many volumes.

- 8.7 Fort Bend County Libraries intends to order high-demand authors from an Author Standing Order Plan for hardcover books for adults and teens (ages 14 years and up) that would include such authors as Grisham, Kellerman, Patterson, etc.

Does the vendor have an Author Standing Order Plan for high-demand authors, such as Grisham, Kellerman, Patterson, etc?

Yes _____ No _____

Library When asked about Author Standing Order Plan on October 14th, Ms. Terry did not appear to understand what a standing order was. She stated that Waldorf could put titles from select authors in a cart. When asked if these titles are automatically ordered, she repeated that the titles are added to a cart. No instructions about how to set up the standing order were provided.

Waldorf Barbara Terry stated that Waldorf can set-up lists in the Fort Bend library account on ShaggyPup as we are given that information from all publishers including the top 5 that we have reseller accounts with. We are given future releases and release dates. Waldorf can also email these lists to Fort Bend.

Library This is a description of a selection list and not a standing order plan.