

**Visions In Education
SAN JUAN UNIFIED SCHOOL DISTRICT**



**REQUEST FOR PROPOSAL
RFP 2010-11.003**

Textbook Purchasing, Online Order Management System and Related Services

Visions In Education
4800 Manzanita Avenue, Suite 19
Carmichael, CA 95608

Visions In Education
SAN JUAN UNIFIED SCHOOL DISTRICT

Request for Proposal (RFP) 2010-11.003
Textbook Purchasing, Order Management System and Related Services

RFP SCHEDULE

Solicit Proposals	02/24/2010
Last Day to Submit Questions	03/08/2010
Proposals Due Back	03/12/2010
Evaluation and Selection	03/15/2010
Board Approval (projected)	04/13/2010

Proposals must be received no later than March 12, 2010, by 1:00 p.m., PDT.
Late proposals will not be accepted and will be returned unopened.

A sealed RFP may be submitted in duplicate prior to the opening date by mailing or delivering to:

San Juan Unified School District
Attention: Helen Li, Business Analyst
Visions In Education
4800 Manzanita Avenue, Suite 19
Carmichael, CA 95608-0477

All questions regarding this RFP should be directed to:
Tom Tafoya, Director of Business and Technology, (916)971-5505

REQUEST FOR PROPOSAL

Visions In Education San Juan Unified School District

The San Juan School District's Visions In Education Charter School (VIE) is accepting bids from vendors to provide a web-based ordering system which will allow our students to acquire textbooks and selected instructional materials from defined lists (Adopted Booklist) of instructional materials, as well as, access to vendors complete catalog of K-12 Instructional materials. This web-based system should allow parents, teachers, and staff to securely initiate orders for items and will provide for a secure exchange of data between VIE's Student Information System (SIS) and the selected book vendor's information systems with accuracy and all necessary technological and operational support services. Vendors must review the "Overview of Textbook Transaction Workflow" provided in Appendix B to better understand the business support and technical integration being requested in this RFP.

The initial contract will cover the 2010-2011 school year with one automatic year renewals unless either party provides notice of termination in accordance with the agreed upon contract.

Vendor will be required to agree to a Service Level Agreement(SLA) which will stipulate service levels and penalties for not meeting proposed implementation timelines and service levels during the term of the agreement. The SLA is provided in this RFP

School Overview:

VIE is proud to serve more than 3,200 students across the nine county service area. The school services families, students, and teachers reside in Sacramento, Placer, Amador, El Dorado, San Joaquin, Yolo, Sutter, Contra Costa and Solano counties.

VIE serves two distinct populations of students: Home School students (approx: 1,400 grades K-12) and Independent Study students (approx: 1,800 grades 9-12). To manage the ordering of materials and student information, we categorize students as belonging to either the Home School Academy or 9-12 Independent Study Academy. Each academy has its own specific policies regarding the purchase, shipping and management of instructional resources, as well as, an academy specific "adopted" booklist. Our recent enrollment trends indicate a strong interest in our Home School Academy which has resulted in significant enrollment growth. In contrast, our 9-12 Independent Study Academy operates within an extremely competitive marketplace which has resulted in decreased enrollment over the past several years.

In the Home School Academy, students are provided an annual instructional budget for which the families can direct instructionally related purchases (curriculum, services, classes and technology resources). Our Home School families expect a wide array of materials be made available and are very cost conscious when seeking materials for their students. In addition to the materials provided within this request for proposal, VIE allows families to order instructional materials from a myriad of other vendors which creates increased work load for office staff which must process these other vendor orders by processing each individual order with limited automation. As a result we are looking for a vendor that can provide a technical solution which will provide our Home School families access to a great variety of instructional materials at the lowest possible price. While also supporting an

efficient and cost effective manner for paying invoices and managing student budgets for both the students and organization.

In the 9-12 Independent Study Academy, student materials are purchased by the student's teacher and shipped directly to the teacher's home. Teachers are then responsible for final delivery to the student. VIE provides a narrowly focused curriculum to support academic success. All materials for this academy will be purchased directly from the "adopted" textbook list (to the greatest extent possible).

In 2004, VIE went through a business re-engineering effort to improve student services, reduce VIE personnel workload and reduce VIE operations costs. One aspect of this effort was a move toward a primary title supplier that would: a) support online ordering by authorized families, teachers and staff; b) create automated interfaces with the VIE student information system to speed approvals and reduce administrative effort, c) be able to deliver the titles specific in a timely basis to improve service and reduce purchasing effort and backorders, and be able to d) provide both new and use titles and a buyback program. The current workflow process diagram is provided in Appendix B "Overview of Textbook Transaction Workflow." VarsityBooks was awarded this initial contract. In 2008, VIE put the contract out to bid again and VarsityBooks was again selected. Follett purchased VarsityBooks and has the contract for the 2009/2010 school year.

Our goal is to have students, families, and staff serviced in the most efficient, cost effective manner. We seek to maximize the value of our purchasing dollars and to leverage the latest technology to streamline the ordering and approval processes for students, family's, teachers and office staff. In addition, we are looking for a vendor with an operational system with a high degree of book availability for both our Adopted Booklists (very low percentage of backorders for both new and used titles), a high degree of system availability, data accuracy, minimal technical disruptions, and good customer service.

EVALUATION CRITERIA

Award will be made to the vendor offering the proposal that is most advantageous to Visions In Education (VIE) and will be evaluated on the basis of the following criteria

- A. **Cost and Other Vendor Services** – 50%
 - a. Overall Cost- 40%
 - b. Other Vendor Services-10%
- B. **System and Security**- 30%
- C. **System Performance**-2.5%
- D. **Training and Support**-2.5%
- E. **Differentiators**-5%
- F. **References- Pass/Fail** - 0%
- G. **Implementation Capabilities**-10%
- H. **Terms (Mandatory Acceptance) – Pass/Fail** – 0%
- I. **Service Level Agreement (SLA) (Mandatory Acceptance) – Pass/Fail** – 0%

Vendor should submit documentation of each feature supported by their system. Documentation can include any of the following: screen capture, manuals, guides, on-line help captures and additional documentation that demonstrates the feature supported. In addition, Vendors will be asked to provide access to a real-time system for evaluation and testing.

**Visions In Education
SAN JUAN UNIFIED SCHOOL DISTRICT**

RFP 2010-11.003

Textbook Purchasing, Order Management System and Related Services

TERMS AND CONDITIONS

Assignment of Rights or Obligations

These services or obligations may not be assigned to another company for the term of this agreement.

Compliance with Laws

This contract shall be in accordance with the laws in the State of California. All proposals shall comply with the current federal, state, local and other laws relative thereto.

Insurance Requirements

Within fifteen (15) consecutive calendar days of award of contract, the successful firm may be required to furnish the district the certificates of insurance with a minimum \$1,000,000 limit for broad form comprehensive general liability (bodily injury, personal injury, property damage, and products), automobile liability, contractual liability, professional liability, and workers' compensation coverage in accordance with the limits required by the State of California.

Each insurance policy shall be endorsed to state the coverage shall not be suspended, voided, canceled, or reduced either in coverage or in limits, except after thirty (30) days prior written notice by certified mail, return receipt requested.

Attorney Fees

In the event a suit or action is instituted in connection with any controversy arising out of this contract, the prevailing party shall be entitled to receive, in addition to its costs, such sum as the court may adjudge reasonable as to attorney's fees and costs.

Indemnity

The proposer shall indemnify and hold harmless the District from and against all losses and all claims, demands, payments, suits, actions, recoveries and judgments of every nature and description brought or recovered against it, by reason of any act or omission of the said proposal, his agents or employees, in the execution of the work or in consequence of any negligence or carelessness in guarding the same.

Proposal Acceptance or Rejection

This request for proposal (RFP) does not commit the San Juan Unified School District to award a contract, to pay any cost incurred in the preparation of a proposal or to procure contract for services or supplies. The district reserved the right to accept or reject any or all proposals received in response to this request, to negotiate terms that will be in the best interest of the district, or cancel in whole or in part this RFP.

All submitted proposals and information included therein shall become public records upon delivery to the San Juan Unified School District. All firms submitting a proposal should note that the execution of any contract would be contingent upon governing Board Approval.

Applicable Law/Venue

Disputes related to the terms of the Agreement shall be governed by the laws of the state of California, without regard to choice of law principles. The parties agree that any litigation brought in connection with this Agreement shall be brought only in the state courts for the state of California, in Sacramento, or in a federal district court covering Sacramento.

Compliance with Laws

All proposals shall comply with current federal, state, and other laws relative thereto.

Labor Discrimination

Attention is directed to Section 1735 of the Labor Code, of the State of California, which reads as follows: "No discrimination shall be made in the employment of persons upon public works because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status or sex of such persons except as provided in Section 12940 of the Government Code."

Termination

The district reserves the right to cancel these services for any cause with a thirty (30) day written notice.

Payment method

Payment will not be due and payable to the selected vendor until the successful launch of their online ordering management system, fully executed textbook orders have been shipped and invoices have passed all auditing requirements as set forth in this document.

Proposal Cost

The dollar cost bid should contain all pricing information relative to performing the engagement as described in this request for proposal. The total all-inclusive maximum price to be bid is to contain all direct and indirect costs including all out-of-pocket expenses. The San Juan Unified School District and Visions In Education (VIE) will not be responsible for expenses incurred in preparing and submitting the technical proposal or the dollar cost bid.

Service Level Agreement (SLA)

Vendor will be required to agree to a Service Level Agreement which will stipulate service levels and penalties for not meeting proposed implementation timelines and service levels during the term of the agreement.

PROPOSAL INSTRUCTIONS

Ink or Typewritten

All information, prices, notations, signatures, and corrections must be in ink or typewritten. Mistakes may be crossed out and corrections typed or printed adjacent to the mistake and initialed in ink by the person signing the proposal.

Signature Verification

To be considered for award, each proposal must be signed by a legally authorized representative.

Sealed Proposals

Proposals must be submitted in a sealed envelope. This RFP contains a document titled "Proposal", which should be detached and used as a cover sheet to your Proposal (see last page). Telephone, telegraphic, facsimile, electronic, and late proposals will not be considered.

Examination of Contract Documents

It is the responsibility of your firm to thoroughly examine and be familiar with the contract documents. The failure or neglect of the company to receive or examine any of the contract documents shall in no way relieve them from any obligations with respect to the RFP. No claim will be allowed for additional compensation that is based upon a lack of knowledge of any solicitation document.

Proposal Documents

Failure to completely execute and submit the required documents before the bid submittal deadline will render a proposal non-responsive.

Formation of Contract

A signed proposal and written acceptance by the San Juan Unified School District shall constitute a binding contract.

Informed Proposer

It will be your responsibility to be fully informed as to the conditions, requirements, and specifications before submitting proposals. Failure to do so will be at the proposer's own risk and relief cannot be secured on the plea of error.

Contacts for Information

Proposers may contact Tom Tafoya, Director of Business and Technology for visits to Visions In Education for purposes of familiarization and evaluation of the correct processes. Visits shall be made by appointment only during normal business hours. Visits will be permitted to the extent that they do not unduly interfere with the conduct of business.

Number of Copies

Please submit 5 printed and bound copies of the proposal to the attention of:

Helen Li, Business Analyst
4800 Manzanita Ave
Carmichael, CA 95608

Applicable pricing spreadsheets (Appendix A – Adopted Booklist) should be copied to CD in a file type which will be readable by Microsoft Excel 2002. This CD should be included with bid package as per due date listed in RFP.

Rejection of Proposals

The San Juan Unified School District Board of Education and Visions In Education reserves the right to reject any or all proposals or any part of a proposal.

Proposal Withdrawals

An authorized representative may withdraw the proposal only by written request received before the submittal deadline.

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The accompanying checklists and questions identify the mandatory and desired features of the overall system and the specific features for mandatory and desired requirements. Each vendor is to mark a “yes” or “no” answer to each requirement. A “yes” answer conveys that the vendors software system **currently** has the feature as an operational component. Requirements for which a vendor is in the development or testing stage should be answered with a “no”. Alternative solutions to a requirement should be identified in the “comments/alternate solutions” column for that requirement with an expected date as to when functionality will be available

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Definitions:

Adopted Booklist: Refers to those instructional materials associated with either the 9-12 Independent Study Academy or Home School Academy (see appendix A) which vendor shall propose pricing. The materials from this booklist will be purchased through this procurement process to the greatest extent possible. Upon awarding of bid, this list shall be organized by Academy specific booklists, one for the “Home School Academy” and one for “9-12 Independent Study Academy”.

Electronic Marketplace/Inventory System: Beyond items listed within the Adopted Booklist, VIE is looking to provide Home School Families with access to a broader catalog of items which will support Home School families desire for maximum choice at the lowest possible price when it comes to curricula. VIE is looking for a system which will provide access to a broader selection of materials and provide operational efficiencies by having these transactions integrate with VIE’s Launchpad Student Information System (SIS).

VIE Tech Staff: Analysts/Programmers/Administrative Staff for VIE’s Student Information System and related infrastructure. Has the ability to edit/delete/change any page on any site in the system. Has the ability to manage all users in the system. Responsible for coordinating the exchange of data between Vendor and VIE systems. VIE technical staff: programs, maintains and supports most school information systems within the LAMP environment. Such users will have access to administrative tools for VIE’s vendor “Live Site” website including sales data, textbook data input editor which provides the detail for each item listed on the system.

CT User: Certificated teacher (CT) with access to student user names and passwords. Has the ability to initiate and edit textbook orders. All 9-12 Independent Study Academy student orders are placed by VIE Certificated Teacher user.

RC User: VIE Resource Center(RC) Staff with access to student user names and passwords. Has the ability to initiate, edit and/or cancel textbook orders.

Parent User: The Parent/Guardian of VIE student with access to their Home School Academy student(s) user names and passwords. Will have the ability to initiate and edit instructional material orders. 9-12 Academy students, parents/guardians do not have ability to process orders.

Live Site: The Vendor’s publicly viewable web site(SSL encrypted) within vendors system which allow for families and

staff to process orders from VIE's adopted book lists as well as from vendor's electronic marketplace/inventory system of Vendor's entire catalog of K-12 instructional curricula and associated information. VIE will be looking for 3 unique websites:

- ★ **Home School Academy Website:** A website which shall provide access to Home School families and staffs to process orders (via Vendor-VIE integration) from items listed on either the 9-12 or Home School Academy Booklists.
- ★ **9-12 Academy Website:** A website will shall provide access to 9-12 Academy Teachers to process orders (via Vendor-VIE integration) from titles listed on the 9-12 Academy Booklist.
- ★ **Electronic Marketplace/Inventory System Website:** A website which shall provide access to Home School families to process orders (via Vendor-VIE integration) from a broader list of inventory items which may include items from either the 9-12 or Home School Academy Booklists.

Launchpad: VIE's Student Information System which has been developed and maintained within the "LAMP" (ie, "Linux-Apache-MySQL-PHP") development environment.

Home School Academy: Our Home School program which provides services to nearly 1,400 students which are committed to providing the majority of direct instruction with VIE's support. This support includes access to teachers, a wide range of enrichment services, ordering and administrative systems, and student budgets. These families value the resources provided and are extremely diligent with regards to obtaining the maximum value from resources provided by VIE. We seek to leverage our technology and those of our partners to ensure our level of choice, system efficiencies and product costs..

9-12 Independent Study Academy: Our Independent Study program provides services to nearly 1,800 students who are seeking alternatives to the traditional public High School experience. To maximize our focus with regards to our instructional program, we provide a targeted list of curriculum options for these students. As this Academy continues to face increasing competition, VIE will be developing new services to better support these students. Given the fiscal conditions, these services will increase the burden to the organization. Therefore, VIE will be initiating a "pilot" online program in an attempt to grow enrollments to a broader group of students for the upcoming school year. This pilot program will provide instruction via a web-based learning model which will limit the use of textbooks to the greatest extent possible.

Item Quality: VIE deems all items to have two types of quality – New or Used.

Returnable: VIE deems an item to be "Returnable" if we believe the item will not be consumed/used up within a single school year. Items deemed to be "Returnable" are required to be returned to VIE upon the student's withdrawal or graduation from the school.

Contract Term: Refers to fall school year, typically July 1 through June 30. The initial contract term for this RFP is the 2010-2011 school year.

High Severity Request: Refers to requests for support which is the result of conditions of total system failure/inaccessibility or system is accessible but functionality is missing.

VIE Normal Business Hours: Normal business hours are 8 am to 4:30 pm, M-F, PDT.

A. COST AND OTHER VENDOR SERVICE REQUIREMENTS

Req Num	Requirement	M = Mandatory D = Desired	Response (Y/N)	Comments/Alternative Solution
1.	Within 24 hours of notice of Board Approval, Vendor must submit an implementation plan to the Director of Business/Technology which provides for the necessary steps and milestones to meet a system go-live of 6/15/2010 for organizational testing. Our SLA will include penalties for failure to provide this document and to meet this timeline.	M		
2.	Vendor will provide written report of the status and availability of VIE's adopted booklist no later than June 15, 2010.	M		
3.	Vendor must provide an account manager for account support, troubleshooting support issues and customer service who will be available M-F, during normal VIE business hours	D		
4.	Vendor must commit to at least one monthly status meeting/conference call with technical contact and VIE staff to ensure all systems are fully operational.	M		
5.	Vendor must provide a technical contact responsible for vendor systems and supporting Vendor and VIE technical interfaces who is available M-F, during normal business hours (8 am to 4:30 pm, Pacific Time), accessible directly via email and telephone.	M		
6.	Vendor must commit to at least one monthly status meeting/conference call with account manager and VIE staff to ensure all textbooks are available and all systems are fully operational.	M		
7.	Vendor shall provide a weekly backorder status report to be emailed to various VIE staff. This report shall include order id, isbn number (10 and 13 digit ISBN), title, qty on Back order and expected in stock date	M		
8.	Vendor must propose New pricing based on the attached pricing sheet for the Adopted booklist in Appendix A. Pricing will be fixed for the initial contract term.	M		
9.	Vendor must propose Used pricing based upon a percentage of New pricing. (For example, all used items shall be offered at 75% of new, two decimals). All items shall be subject to the same percent discount. The percent discount will be fixed for the initial contract term.	M		
10.	VIE has developed curriculum "Course Pack" materials. Vendor will need to copy, print, bind, stock, manage, ship and make available for online ordering the Course Packs must be fully integrated with all other titles from adopted booklist	M		

Req Num	Requirement	M = Mandatory D = Desired	Response (Y/N)	Comments/Alternative Solution
11.	Vendor will accept for full value credit the total cost of (less applicable shipping charges) book returns within 90 days of purchase, as long as books are returned in original condition.	M		
12.	VIE will hold returns in our Carmichael, CA Resource Center and periodically assist with the bulk shipment of returns to the Vendor. Vendor shall provide all boxes, shipping materials and cost of shipping for all credit returns.	M		
13.	Within 48 hours of being notified of an incorrectly shipped order, the Vendor will provide full credit refunds or re-ship correct items at no charge.	M		
14.	Vendor shall provide all boxes, shipping materials and cost of shipping for all used book buybacks at end of fall and spring terms	M		
15.	At the end of each semester, Vendor shall provide onsite staff at Vendor's expense to package, palletize and coordinate shipment of returns/buybacks via Vendor designated shipper.	M		
16.	For titles not returned within the first 90 days Vendor shall pay no less than 50% (of proposed new pricing) for those used textbook titles identified for re-sale in current or future terms from the Adopted Booklists. What percentage do you propose (This rate shall be fixed for the entire contract term)?	M		
17.	Vendor shall assume all risk for materials held in inventory except for inventory surpluses caused by VIE removing a title from the Adopted List after the fiscal year has begun (July 1).	M		
18.	Vendor shall make best efforts to either return to publisher or sell excess inventory caused by a change of title after the fiscal year has begun (July 1).	M		
19.	Provide the fixed costs you will charge to produce "Course Packs" from a VIE created PDF file: A. Black and White, double-sided copy-charge per impression: B. Cost of binding per document: C. Cost of handling per document: D. Other costs? For purposes of the RFP cost analysis (not guaranteed sales), Vendor may assume a volume of approx 20 individual Course Packs, which average 200 pages(2 impressions per page-front/back) per Course Pack with approx 500 units sold of each item. This proposed pricing shall be fixed for the entire contract term.	M		

Req Num	Requirement	M = Mandatory D = Desired	Response (Y/N)	Comments/Alternative Solution
20.	All items ordered from vendor system must have a unique ISBN (course packs, misc, kits, misc instructional supplies, etc)	M		
21.	<p>What percentage of sales will you charge for shipping and handling for delivery of items purchased from the adopted booklist and delivered to the "ship to" address within 3 to 5 business days (ie, 6% of total order)?</p> <p>What percentage of sales will you charge for shipping and handling for delivery of items purchased from the electronic marketplace/Vendor Inventory system and delivered to the "ship to" address within 3 to 5 business days (ie, 6% of total order)?</p> <p>This pricing shall be fixed for the entire contract term.</p>	M		

B. SYSTEM AND SECURITY REQUIREMENTS

Req Num	Requirement	M = Mandatory D = Desired	Baseline Product (Y/N)	Comments/Alternative Solution
1.	All current year orders which have not shipped by May 15 must be cancelled with all appropriate transaction details.	M		
2.	Vendor shall provide a direct link to the VIE website from their main website and the three websites discussed within this RFP.	M		
3.	Vendor shipping charges as a percentage of sales, shall be set to two decimals	M		
4.	<p>Vendor shall provide the ability for members of the Home School Academy (families, Teachers and Office staff) to initiate orders from a separate website which will allow for Electronic Marketplace/Inventory System orders to be completed.</p> <p>This site should include a search box tool which will enable users to search for additional instructional items not found on the Adopted Booklists. This tool should enable user to search by ISBN, Title or Author/Company (at a minimum).</p> <p>Items from the Adopted Textbook list may be purchased from this site by Home School Users.</p>	M		

Req Num	Requirement	M = Mandatory D = Desired	Baseline Product (Y/N)	Comments/Alternative Solution
5.	Vendor shall maintain three VIE specific webpages as discussed within this RFP which should have the ability to display: <ul style="list-style-type: none"> ★ VIE only contact information ★ VIE only return policies ★ VIE only FAQ ★ User Account Creation tool <ul style="list-style-type: none"> ○ Which shall enable Home School users to seamless access items from all three sites. ★ Access to User Account transaction history page <ul style="list-style-type: none"> ○ Which shall enable Home School users to view orders placed from all three sites. ★ Access to applicable course/textbook/inventory lists 	M		
6.	Vendor shall maintain three specific web pages as discussed within this RFP and which should have the ability to display VIE service vendor images/links on a rotating basis to promote our service vendor services to families shopping on Vendor site.	D		
7.	Vendor may bill VIE only for ordered items that are fully executed. Fully executed means: <ol style="list-style-type: none"> 1. an order which has been submitted to VIE system 2. AND Vendor has received a VIE authorization from VIE systems 3. AND the order item(s) has shipped from Vendor warehouse (backordered items, deleted and/or unshipped items should not be billed). 	M		
8.	Vendor must ensure that an order which has been authorized to ship by VIE systems will be delivered within 5 days (under normal circumstances).	M		
9.	Vendor must ensure that only RC staff can initiate order cancellations and order returns. We do not want families or Teachers to process returns and/or order cancellations directly with Vendor.	M		
10.	Vendor must ensure Return slips included with VIE orders display VIE specific return instructions	M		
11.	Textbook Order System must be web-based. No separate client software or proprietary plug-ins should be required for use.	M		
12.	Textbook Order System must use HTTPS during all purchasing transactions.	M		
13.	Textbook Order System must work with Mozilla Firefox versions 2.0.0.11 or greater.	M		
14.	Textbook Order System should be optimized to render web pages with screen resolution set to 1024 x 768.	D		
15.	As needed, applicable data file transfers must be sent via SFTP	M		
16.	All vendor order transaction detail information must be delivered to VIE Systems via SOAP protocol utilizing a defined WSDL as defined by VIE (Order Acceptances, Order Rejections, Order Cancellations, etc).	M		

Req Num	Requirement	M = Mandatory D = Desired	Baseline Product (Y/N)	Comments/Alternative Solution
17.	Vendor system must be able to process all VIE student account information delivered by VIE via web services (SOAP calls).	M		
18.	Textbook Order System must be able to process VIE initiated SOAP calls during order transaction process			
19.	Textbook Order System must be available 24/7 except for those instances where VIE requests otherwise.	M		
20.	Textbook Order System provides system administrators (VIE staff) ability to input/edit/delete and manage adopted textbook list, descriptions, class notes, course information and comments within a VIE specified time frame (preferably less than 1 hour).	M		
21.	Vendor shall provide shipper tracking number and shipper's search URL link for each individual order within the developed electronic data transfers.	M		
22.	Vendor's selected shipper must have online system that will enable VIE staff and families the ability to view shipping status directly linked from the vendor website displaying specific order.	M		
23.	Textbook Order System must provide the ability for transaction level authorization from VIE systems at the student account level before transactions are allowed to execute via.	M		
24.	Textbook Order System must issue order confirmation and shipping confirmation emails to order originator within 6 hours of transaction being fully authorized by VIE Systems (under normal circumstances).	M		
25.	Textbook Order System must deliver these automated emails with fully customizable content which provides users with access to only VIE specific Ordering policies and procedures.	M		
26.	Textbook Order System must have the ability to accept and store from VIE's student information system unique ids, usernames, passwords,	M		
27.	Textbook Order System must have the ability to accept from VIE's student information system unique ids, usernames, passwords, student grade level, student's teacher's last name, student academy and other student information from VIE's system via SOAP to ensure that only authorized accounts with available budget dollars are charged. (Note: For a variety of reasons, individual student usernames may change throughout the school year, Vendor system should be able accommodate such changes with minimal disruption in services/processing levels)	M		
28.	Textbook Order system must have the ability to display order details, including: Vendor order id, VIE username, VIE transaction authorization, isbn, qty, price, quality (is item new or used), returnable status (is item consumable or deemed to have extended value) shipping status (shipped/backordered), student grade level, student's teacher's last name, ship to address, description, shipping charges, sales taxes (if applicable) all within an order history page.	M		

Req Num	Requirement	M = Mandatory D = Desired	Baseline Product (Y/N)	Comments/Alternative Solution
29.	Textbook Order System must provide complete real-time transaction data to VIE systems, and provide data for any transaction which is canceled.	M		
30.	Textbook Order system must not allow any type of payments to occur other than those established by the relationship with VIE. Orders should not be paid partially with non-VIE sources of payment.	M		
31.	Textbook Order system must have the ability to summarize and display all order details (qty, description, price, order number, item quality, returnable yes/no, shipping status, ship to address etc), associated with a specific order which should include a summary total of items shipped and the total cost of all shipments associated with a specific order (i.e. shipment 1, shipment 2, etc).	M		
32.	Textbook Order System must have a report writing tool which will allow system administrators the ability to generate reports with order detail data by ISBN (10 and 13 digit ISBN), by user, academy, etc.	M		
33.	Textbook Order System must prevent user from changing the designated VIE payment username or password from their user interface. All such changes must originate from VIE systems.	M		
34.	Each order must contain a packing list which must contain: order number, student name, student grade level, ship to name, ship to address, individual ISBN, Qty, description and quality (is item new or used).	M		
35.	Textbook Order System must allow Home School Academy students to purchase from both the 9-12 and Home School Academy Adopted Booklists, as well as items available from the vendor's "Electronic Marketplace/Inventory System".	M		
36.	Vendor shall provide for the ability to "hold" orders (created from the "Electronic Marketplace/Inventory System) in a "pending" status until VIE staff can provide necessary "approvals".	M		
37.	Vendor shall transmit order details from the Electronic Marketplace/Inventory System to VIE Systems while the order remains in pending status to ensure student budgets are encumbered appropriately.	M		
38.	Vendor shall provide tool to allow VIE staff to see all Electronic Marketplace/Inventory System "Pending" orders in "hold" status and then complete authorization process for those orders which contain items not found on the "Adopted Book List". This "Pending Order" screen should provide access to individual Pending Home School Academy orders via links and display the following fields of data: Order Date, Order ID, Student Last Name, Student Grade Level and student's Teacher's Last name. These orders should be sorted by Order Date.	M		
39.	For those orders from the Electronic Marketplace/Inventory System, Vendor shall provide ability for VIE staff to access individual Pending" orders via link from "Pending Order" Screen.	M		

Req Num	Requirement	M = Mandatory D = Desired	Baseline Product (Y/N)	Comments/Alternative Solution
40.	For those orders from the Electronic Marketplace/Inventory System, Vendor shall provide ability for VIE staff to view entire order detail with the following fields of data displayed: Order Date, Order ID, Student's username, Student Grade Level, Student's Teacher's Last Name at time of order, ISBN, Item Description, item quality, Item Cost and Order Subtotal	M		
41.	For those orders from the Electronic Marketplace/Inventory System, Vendor shall provide the functionality for VIE staff to perform a real-time edit to flag an individualized item as Returnable	M		
42.	For those orders from the Electronic Marketplace/Inventory System, vendor shall provide the ability for VIE staff to complete a real-time rejection/deletion of individual items from "Pending" Orders	M		
43.	For those orders from the Electronic Marketplace/Inventory System, Vendor shall provide the ability for VIE staff to complete a real-time "Process" of these "Pending" orders with all edits (returnable yes/no less any deletions) by submitting data.	M		
44.	For those orders from the Electronic Marketplace/Inventory System, Vendor shall provide a real-time data transfer to occur. During this data submission process an update to VIE's Launchpad system will be completed which will reflect the updated transaction data resulting from VIE's staffs transaction edits during this real-time "Process".	M		
45.	Vendor shall ensure that user password is not visible when entered or when displayed (For example, HTML input type = password)	M		
46.	Vendor shall provide a system which will display VIE specific error codes and messages to users when specific conditions are met (For example, "Student is no longer Enrolled" or "Not enough funds available", etc).	M		
47.	Vendor shall provide a system which supports two digit decimal rounding for all transactions	M		
48.	Vendor shall provide a system which never allows for substitutions to be shipped. If item is unavailable, individual item should be cancelled with notification provided via email to order originator (For example, an out of stock used title should never be replaced with a new, unless charges remain the same).	M		
49.	Vendor shall provide a system which utilizes and displays 13 digit ISBN numbers (unless noted otherwise) within all order detail screens, data transfers and reports.	M		

Questions:

1. What are your Textbook Order system hardware/software platform(s)?
2. Does your Textbook Order systems have multiple system redundancies (data replication, backup data centers) to ensure 24/7 access and data protection?
3. Is there any additional administrative/technical information you would like us to know?
4. Is there any additional security information you would like us to know?
5. What 3rd party software systems are integrated with your main inventory systems (3rd Party Warehousing, Print on Demand, etc)?

C. SYSTEM PERFORMANCE QUESTIONS:

1. What tools do you use to measure your system's responsiveness?
2. What tools do you use to measure performance and reliability statistics from current use of your system? If so, please provide.
3. What performance problems have you experienced in the past, and how were they resolved?
4. Is there any additional performance/maintenance information you would like us to know?
5. Do you have a process for recovering from system failures and data integrity problems? Please discuss.

D. TRAINING AND SUPPORT REQUIREMENTS:

Req Num	Requirement	M = Mandatory D = Desired	Response (Y/N)	Comments/Alternative Solution
1.	The average user should be successful navigating the website, ordering textbooks and completing shipping information after one (1) hour of training.	M		
2.	The average system administrator should be successful inputting textbook data into the adopted textbook information editor and running basic reports after approximately 4 hours of training.	M		
3.	Vendor must provide a technical contact to be available for troubleshooting, testing, debugging etc., during VIE normal business hours.	M		
4.	Vendor must provide a Helpdesk/Customer service line available to VIE Administrative Staff only during VIE normal business hours	M		
5.	Helpdesk/Customer Service must be available a minimum of eight (8) hours per workday.	M		
6.	Helpdesk/customer service line must be toll free.	M		
7.	Vendor must respond to high severity requests from VIE Technology Staff, system administrators and Resource Center users within two (2) hours when contacted M-F during normal VIE business hours.	M		
8.	Live site must have full availability during routine maintenance and system backups.	M		
9.	Vendor must provide VIE staff 48 hour notice when systems will become unavailable.	M		

Questions:

1. Can a non-technical system administrator use your report writer tool to obtain various activity reports (sales, usage, etc.)?
2. Does your system have web accessible training? What type of training?
3. Do you offer on-site training? If so, please describe and include pricing information in the "costs" section.
4. Do you provide training documentation for administrators and users? Is the documentation electronic? Can it be customized (i.e. a Word document)?
5. Discuss in detail your firm's training plan for this project. In cases where you recommend a "train the trainer" model, please describe the experience and skill set of the school's person(s) who should be trainers, and explain why you think this approach will work. Your approach should address the training needs of:
 - a. VIE Tech Staff
 - b. CT Users
 - c. RC Users

d. Parent Users

6. Describe your firm's approach to ongoing training and support after the initial project is completed.
7. Explain your user and technical support system for customers like VIE.
8. Is there any additional training information you would like us to know?

E. DIFFERENTIATORS

1. What differentiates your firm from your competitors regarding the strengths of the application, services, and the strengths of your organization?
2. What is your policy regarding return credits for the following situations:
3. Parent/CT incorrectly ordered the item?
4. Student withdrew and/or dropped class and associated textbooks are no longer needed?
5. Warehouse incorrectly shipped the wrong item?
6. Warehouse shipped a damaged product?
7. Order is lost in transit by shipper (item not received by VIE family/staff member)?
8. Discuss your communication plan to ensure VIE is informed of policy changes and other issues that may impact our users.
9. Discuss your communication plan to ensure VIE is informed of technical problems, system issues and/or upgrades that may impact our users?
10. Discuss your communication plan to ensure VIE titles are made available during the contract term.
11. What other Vendor services are you willing to provide (rebates, incentives, student/staff rewards, scholarships, etc)?

F. REFERENCES

1. Please provide at least three references of organizations which have fully implemented your technology solutions to enable the sale of textbooks and instructional materials to students and families.

G. IMPLEMENTATION CAPABILITIES:

Proposed Implementation Schedule(these dates are subject to change):

- **Contract signed and Board approved** **04/13/2010**
- **Delivery of Implementation plan to VIE** **04/14/2010**
- **Begin developing data transfer processes** **04/14/2010**
- **Begin developing VIE specific websites** **04/14/2010**
- **Utilize Textbook "Upload" tool to begin inputting Adopted Booklists** **05/09/2010**
- **Testing of production system in a test environment** **05/15/2010**
- **VIE to input final Adopted textbook list into Vendor** **05/15/2010**
- **Production System available for final test orders** **06/15/2010**
- **Go-Live: system available to all users (REQUIRED)** **07/01/2010**

Questions:

1. What assurances will you commit to ensure that timelines described in this document will be met as described?
 2. How many total employees are dedicated to providing implementation services for the proposed product(s) in your company? Please describe the number of employees associated with different areas of expertise.
 3. How many implementation projects will your company be supporting in the above time frame, and how many of your employees are will be committed to these efforts?
 4. What is the average time it takes large schools (such as VIE), or similar organizations, to implement the product(s) measured from the date of purchase to the date all schools are in production with the system?
 5. Describe one (1) problematic implementation/installation project that your firm was involved with.
 - a. What went wrong?
 - b. How was it resolved?
 - c. How long did it take?
 - d. Was the software available during this time?
 6. Describe the implementation strategy you would recommend VIE use to implement the proposed product(s).
 7. What support will be provided to VIE to help with configuration and design decisions?
 8. Describe your approach to problem identification and resolution.
 9. Can your company deliver all proposed software systems and services by the deadlines indicated above?
- If customizations have been identified as part of the proposal (i.e. additional new web pages, new workflow automation, data transfers, data input editors), what is the expected delivery timeframe for these customizations?
10. Is there any additional Implementation information you would like us to know (i.e. development cycles which will not align with project timelines, etc)?

H. VIE RESPONSIBILITIES:

Req Num	Requirement	M = Mandatory D = Desired	Comments/Alternative Solution
1.	VIE will commit to purchase all items identified in our Adopted Booklist to the greatest extent possible.	M	
2.	VIE will provide necessary communication materials to our families, teachers, and staff describing and promoting the relationship.	M	
3.	VIE will provide links from our website into the VIE specific area of the Vendor's online bookstore	M	
4.	VIE users will purchase used books to the greatest extent possible based upon item availability	M	
5.	VIE will make every effort to define its adopted booklist by May 1 st , 2010. Minor changes may occur after this date (Minor meaning no more than 10% of total booklist changes).	M	
6.	VIE's RC staff will work with Vendor staff to process all returns and book sales	M	
7.	VIE's RC staff will work with Vendor staff to process order cancellations.	M	
8.	VIE's RC staff will upload, update and manage VIE booklist and associated information (ie, textbook list, course info, class notes, etc) by utilizing Vendor's online system utilities/tools designed for this purpose.	M	
9.	VIE's RC staff will provide a listing of Teacher Editions in PDF format that can be ordered by VIE families but are purchased directly from textbook publishers.	M	

Questions:

1. How many days of RC User time will be required to support your proposed implementation plan?
2. What tasks will they need to perform?
3. How many days of VIE Tech Staff time will be required to support your proposed implementation plan?
4. What tasks will they need to perform?

I. TERMS REQUIREMENTS:

Req Num	Requirement	M = Mandatory D = Desired	Comments/Alternative Solution
1.	Upon acceptance and Board approval, a purchase order shall be issued to provide for payment of invoices for sales and services incurred by VIE during the term of July 1, 2010 to June 30, 2011, with an optional one year extension.	M	
2.	Vendor shall bill VIE on a monthly basis for only those orders meeting the definition of a "Fully Executed Order." Electronic Invoice order detail must accompany all invoices and must provide following information: order number, order authorization, 13 digit isbn, description, quality (is item new or used) qty, price, shipping charges, sales taxes charges (if applicable). All invoicing must be subtotaled by academy with grand total reflecting all charges for the invoice period.	M	
3.	Payment will only be released after review of invoices and after confirmation that invoices do not contain incorrectly billed items.	M	

Questions?

I. SERVICE LEVEL AGREEMENT (SLA):

SLA Requirements

Req Num	Requirement	Date Required	Penalty per Incident	Penalty Frequency	# of allowable exceptions
1	Upon Board Approval, Vendor shall be notified of award and will have 24 hours to provide Director of Business/Technology with implementation plan which will map out Vendor's plans to complete project by 06/15/2010. Everyday beyond this timeframe during which no project plan has been delivered shall result in charge.	See Section A, #1	250	Per Day	0
2	If VIE provides adopted booklist to VB by 5/30/10, Vendor will provide written report of the status and availability of VIE's adopted booklist no later than June 15, 2010. Failure to meet this requirement will result in charge.	6/15/2010	100	Per Day	5
3	Site Must be fully Operational by 6/15/2010 for organizational testing. Failure to meet this requirement will result in charge.	6/15/2010	15,000	N/A	-
4	Site Must be fully Operational and available for general system use by 7/1/2010. Failure to meet this requirement will result in separate charge.	7/1/2010	20,000	N/A	-
5	Site Must be fully Operation and available for general system use by 7/15/2010. Failure to meet this requirement will result in separate charge.	7/15/2010	25,000	N/A	-
6	Vendor must commit to at least one monthly status meeting/conference call with technical contact and VIE staff to ensure all systems are fully operational. The monthly meeting is to occur on the first Tuesday of each month, 1:00 pm, Pacific time. Failure to meet this requirement will result in charge.	7/1/2010	100	Per Meeting	1
7	Vendor must commit to at least one monthly status meeting/conference call with account manager and VIE staff to ensure all systems are fully operational. The monthly meeting is to occur on the third Tuesday of each month, 1:00 pm Pacific time. Failure to meet this requirement will result in charge.	7/1/2010	100	Per Meeting	1
8	Vendor shall provide a weekly backorder status report to be emailed to various VIE staff. This report shall include isbn number, title, qty on Back order and expected in stock date. Failure to meet this requirement will result in charge.	Every Monday	100	Per missed report	5
9	Vendor to provide onsite staff at their expense to package, palletize and coordinate shipment of returns/buybacks via Vendor designated shipper. Pickups must be initiated before 12 pm Pacific time. Failure to meet this requirement will result in charge.	N/A	1,000	Per incident	-
10	Vendor may bill VIE only for those items that are fully executed orders. An executed order is an order which has been submitted and a VIE authorization provided by VIE systems AND the order has shipped from Vendor warehouse. Failure to meet this requirement will result in charge.	7/1/2010	500	Per incident	-
11	Textbook Order system must provide both new and used pricing flag and actual new/used price in the data file transfers to VIE systems. "Per Order" is defined as an order containing an non-authorized item. Failure to meet this requirement will result in charge.	7/1/2010	500	Per Order	-
12	Textbook Order System provides system administrators' ability to input/edit/delete and manage adopted textbook list, descriptions, class notes, course information and comments. Failure to meet this requirement will result in charge.	7/1/2010	500	Per Day	-
13	Textbook Order System must provide the ability for transaction level authorization at the student account level before transactions are allowed to execute AND detail information must be provided to VIE based upon completed ordered. Failure to meet this requirement will result in charge.	7/1/2010	500	Per incident	-
14	Textbook Order System must allow, only for purchase, those items identified within the adopted textbook list for the 9-12 Academy. Failure to meet this requirement will result in charge.	7/1/2010	500	Per incident	-

15	Textbook Order System must provide real-time transaction data (details of what was ordered) to VIE systems, and provide data for any transaction which is canceled and/or edited in real-time. Failure to meet this requirement will result in charge.	7/1/2010	500	Per incident	-
16	Textbook Order System must deliver accurate information to VIE systems. Failure to meet this requirement will result in charge.	7/1/2010	500	Per incident	
17	Textbook Order System must deliver accurate product to VIE customers (Product matches shipping information). Failure to meet this requirement will result in charge.	7/1/2010	500	Per incident	
18	Textbook Order System must deliver VIE custom information in return slips. Failure to meet this requirement will result in charge.	7/1/2010	500	Per incident	
19	Textbook Order system must have the ability to email order confirmation and shipping confirmation to email address collected during the order initiation process with VIE custom information. Failure to meet this requirement will result in charge.	7/1/2010	500	Per incident	-
20	Textbook Order system must have the ability to display individual shipment detail which should include a listing of all individual items shipped, summary total of all items shipped and the associated tracking number which when added together should match the invoice total. "Per Order" is defined to be per order that does not contain detail necessary to determine contents individual shipments. Failure to meet this requirement will result in charge.	7/1/2010	500	Per incident	-
21	Textbook Order System must have a report writing tool which will allow system administrators the ability to generate reports with sales data by ISBN, user, and academy. To avoid penalty, Vendor should plan on providing VIE staff training with this tool by 6/15/2010.	7/1/2010	1,000	Per month	-
22	All invoices must be grouped and subtotaled by academy (subtotal for Home School and subtotal for 9-12) with a grand total for both academies and any related charges(shirts, printing, misc)/credits. Failure to meet this requirement will result in charge.	7/1/2010	500	Per Response failure	2
23	Vendor must provide a technical contact to be available for troubleshooting, testing, debugging etc., during the hours of 8:00 am to 4:30 pm M-F, Pacific standard time. Failure to meet this requirement will result in charge.	7/1/2010	500	Per Response failure	2
24	Vendor must respond to high severity requests from VIE Technology Staff, system administrators and resource center users within four (4) hours when contacted M-F during 8 am to 11 pm, Pacific Time. Failure to meet this requirement will result in charge.	7/1/2010	500	Per Response failure	2
25	Vendor shall bill VIE on a monthly basis. Failure to meet this requirement will result in charge.	7/1/2010	500	Per late Invoice	2

J. RFP 2010-11.01 PROPOSAL COMMITMENT

**Visions In Education
SAN JUAN UNIFIED SCHOOL DISTRICT**

PROPOSAL

TO THE HONORABLE BOARD OF EDUCATION OF THE SAN JUAN UNIFIED SCHOOL DISTRICT,
SACRAMENTO COUNTY, CALIFORNIA

In compliance with the request for proposal described herein, the undersigned firm hereby proposes and agrees to provide the required services.

Dated _____, 2010

Firm: _____

By: _____

Title: _____

Address: _____

Telephone: _____

APPENDIX A – PROPOSED “ADOPTED BOOKLIST”(NEW AND USED PRICING)

ISBN	Description	Publisher	New \$	Used (% of new)
9781878787026	CAREER CHOICES BINGHAM	Academic Innovations		
9780689848919	FEVER 1793 ANDERSON	Aladdin Paperbacks		
9780739000496	ESSEN OF MUSIC THEORY COMPLETE 2.0 (BOX)(00-18833)	Alfred Publishing		
9780739020562	MEET THE GREAT COMPOSERS (BK 2)(W/CD) MONTGOMERY N	Alfred Publishing		
9780882848556	MEET THE GREAT COMPOSERS (BK 1)(W/CD)(00-11757) MO	Alfred Publishing		
9780981598215	ARTISTIC PURSUITS: INTRO TO VISUAL ARTS (GR K-3)(Artistic Pursuits		
9780981598222	ARTISTIC PURSUITS: STORIES OF ARTIST & ART (GR K-3	Artistic Pursuits		
9780981598239	ARTISTIC PURSUITS: MODERN PAINTING & SCULPTURE (GR	Artistic Pursuits		
9780981598246	ARTISTIC PURSUITS: ELEMENTS OF ART & COMP (GR 4-6)	Artistic Pursuits		
9780981598253	ARTISTIC PURSUITS: COLOR & COMP (GR 4-6)(BK 2) ELL	Artistic Pursuits		
9780981598260	ARTISTIC PURSUITS: ELEM OF ART & COMP (BK 1)(GR 7-	Artistic Pursuits		
9780440244875	CONFESSIONS OF A SHOPAHOLIC KINSELLA	Bantam Dell		
9780760791660	SPORTS HEROES & LEGENDS: DAVID BECKHAM PENDLETON N	Barnes & Noble		
9781599900377	REACHING FOR SUN ZIMMER	Bloomsbury Children's Books		
9780000031327	EARTH SCIENCE KIT (ITEM # 22995-00) BOREAL LAB	Boreal Laboratories		
9780000031341	HIGH SCHOOL BIOLOGY KIT (ITEM #22988-00) BOREAL LA	Boreal Laboratories		
9780898181739	WE THE PEOPLE: CITIZEN & THE CONSTITUTION CENTER N	Center for Civic Education		
9780800794057	HIDING PLACE (35TH ANNIV ED) TEN BOOM	Chosen Books		
9789990153378	MATH 54 (COMPASS INSTRUCTIONAL CD# 54-3C) COMPASS	Compass Interactive Ed.		
9789990153385	MATH 65 (COMPASS INSTRUCTIONAL CD:# 65-3C) COMPASS	Compass Interactive Ed.		
9789990153392	MATH 76 (COMPASS INSTRUCTIONAL CD# 76-4C) COMPASS	Compass Interactive Ed.		
9789990153408	MATH 87 (COMPASS INSTRUCTIONAL CD:# 87-3C) COMPASS	Compass Interactive Ed.		
9789990153415	ALGEBRA 1 (COMPASS INSTRUCTIONAL CD: #ALG 1-3C) CO	Compass Interactive Ed.		
9789990153422	ALGEBRA 1/2 (COMPASS INSTRUCTIONAL CD:# AH-3C) COM	Compass Interactive Ed.		
9789990153439	ALGEBRA 2 (2ND OR 3RD EDITION)	Compass Interactive Ed.		
9780000031310	VARSITY SUPPLY KIT GRADES 07-12 FULL (SUPPLY KI	Custom		
9780000031402	VARSITY SUPPLY KIT GRADES 07-12 BASIC (SUPPLY K	Custom		
9789990219838	VARSITY SUPPLY KIT GRADES K-02 BASIC (SUPPLY K	Custom		
9789990219852	VARSITY SUPPLY KIT GRADES 03-06 BASIC (SUPPLY K	Custom		
9789970018048	CYBER ACOUSTICS HEADSET (#AC-101)(646422100814) CY	Cyber Acoustics		
9780385751063	BOY IN THE STRIPED PAJAMAS BOYNE	David Fickling Books		
9780385732628	DIAMONDS IN THE SHADOW COONEY	Delacorte Press		
9789990147643	DELTA SCIENCE FIRST READERS (BAG W/10 BKS) DELTA S	Delta Education		
9789990234916	CLASSIC SKETCHING & DRAWING KIT (#20) (ITEM 20422)	Dick Blick		
9781887823388	SO YOU THOUGHT YOU COULDN'T DRAW? (LVL 1:BK 1) ANG	Discover Art		
9780838813454	TYPE IT (1345-W8) DUFFY	Educators Publishing Service		
9789992137635	STUDENT ORGANIZER (ED S08) ELAN	Elan Planners		
9780078239359	TEEN HEALTH (COURSE 1) MERKI	Glencoe/McGraw-Hill		
9780078298066	MATHEMATICS WITH BUSINESS APPLICATIONS (HS) GLENCO	Glencoe/McGraw-Hill		
9780078313738	MATHEMATICS W/BUS APPL (ST ACT WKBK)(W/CD) GLENCOE	Glencoe/McGraw-Hill		
9780078616822	DISCOVERING FOOD & NUTRITION KOWTALUK 7th	Glencoe/McGraw-Hill		
9780078616839	DISCOVERING FOOD & NUTRITION (7TH ED)	Glencoe/McGraw-Hill		
9780078678141	RESPONSIBLE DRIVING (2006 ED)	Glencoe/McGraw-Hill		
9780078747625	UNITED STATES GOVERNMENT: DEMOCRACY IN ACTION REMY	Glencoe/McGraw-Hill		
9780078747663	ECONOMICS TODAY & TOMORROW MILLER	Glencoe/McGraw-Hill		
9780078757136	BIOLOGY (CALIFORNIA ED) GLENCOE	Glencoe/McGraw-Hill		
9780078772696	EARTH SCIENCE: GEOLOGY ENVIRONMENT & UNIVERSE (CA	Glencoe/McGraw-Hill		
9780130231734	COMPUTER LITERACY (WKBK) PEARSON	Globe Fearon		
9780130236135	ECONOMICS GLOBE FEARON	Globe Fearon		

9780130236388	ALGEBRA 1 GLOBE FEARSON	Globe Fearon		
9780835907569	FAMILY LIVING & SEX EDUCATION GLOBE FEARON	Globe Fearon		
9780835907590	SELF-ESTEEM GLOBE FEARON	Globe Fearon		
9780835907637	ALCOHOL & OTHER DRUGS GLOBE FEARON	Globe Fearon		
9780835907668	AIDS & OTHER STD'S GLOBE FEARON	Globe Fearon		
9780835907675	NUTRITION & DIETING GLOBE FEARON	Globe Fearon		
9780835907965	ONE NATION MANY PEOPLE: UNITED STATES TO 1900 (V1)	Globe Fearon		
9780835908016	ONE NATION MANY PEOPLE: UNITED STATES TO 1876 (V2)	Globe Fearon		
9780835954747	PACEMAKER COMPUTER LITERACY FEARON	Globe Fearon		
9780130236746	WORLD GEOGRAPHY & CULTURES PEARSON	Globe Fearon		
9780446310789	TO KILL A MOCKINGBIRD LEE	Grand Central Pub		
9781891627576	LETTERS & NUMBERS FOR ME OLSEN	Handwriting Without Tears		
9781891627590	MY PRINTING BOOK OLSEN	Handwriting Without Tears		
9781891627668	PRINTING POWER OLSEN	Handwriting Without Tears		
9781891627705	CURSIVE HANDWRITING OLSEN	Handwriting Without Tears		
9781891627729	CURSIVE SUCCESS OLSEN	Handwriting Without Tears		
9780153471179	CALIFORNIA SCIENCE (GR 1) HARCOURT	Harcourt School		
9780153471186	CALIFORNIA SCIENCE HARCOURT	Harcourt School		
9780153471193	SCIENCE (CALIFORNIA ED) HARCOURT	Harcourt School		
9780153471209	CALIFORNIA SCIENCE (LVL 4) HARCOURT	Harcourt School		
9780153471216	CALIFORNIA SCIENCE HARCOURT	Harcourt School		
9780153522642	LAB MANUAL (GR 1) HARCOURT	Harcourt School		
9780153522659	SCIENCE (GR 2)(LAB)(CALIF ED) HARCOURT	Harcourt School		
9780153522703	SCIENCE LAB MANUAL (GR 3)(CALIF ED) HARCOURT N	Harcourt School		
9780153522710	SCIENCE LAB MANUAL (GR 4)(CALIF ED) HARCOURT N	Harcourt School		
9780153522727	SCIENCE LAB MANUAL (GR 5)(CALIF ED) HARCOURT N	Harcourt School		
9780153522802	SCIENCE CONTENT SUPPORT (GR 1)(CALIF ED) HARCOURT	Harcourt School		
9780153522819	SCIENCE CONTENT SUPPORT (GR 2)(CALIF ED) HARCOURT	Harcourt School		
9780153522826	SCIENCE CONTENT SUPPORT (GR 3) HARCOURT	Harcourt School		
9780153522833	SCIENCE CONTENT SUPPORT (CALIF SCIENCE)(GR4) HARCO	Harcourt School		
9780153522840	SCIENCE CONTENT SUPPORT (GR 5)(CALIF ED) HARCOURT	Harcourt School		
9780152164270	BEHIND REBEL LINES REIT	Harcourt Trade		
9780156031172	CHOSEN BY A HORSE RICHARDS	Harcourt Trade		
9789993972051	MUSIC ACE (BOX) HARMONIC VISION	Harmonic Vision		
9789993972068	MUSIC ACE 2 (BOX) HARMONIC VISION	Harmonic Vision		
9780060817091	MARLEY & ME GROGAN	HarperCollins		
9780060582968	Game	HarperCollins Publishers		
9780786816415	BODY OF CHRISTOPHER CREED PLUM-UCCI	HarperCollins Trade		
9781558743663	CHILD CALLED 'IT' PELZER	Health Communications		
9781558745155	LOST BOY PELZER	Health Communications		
9780030412288	UNITED STATES HISTORY: INDEPENDENCE TO 1914 (CA ED	Holt, Rinehart & Winston		
9780618090600	ENGLISH: WORKBOOK PLUS (GR 1)(B-LVL 1) HOUGHTON MI	Houghton Mifflin School		
9780618090617	ENGLISH (GR 2)(WKBK PLUS) HOUGHTON MIFFLI	Houghton Mifflin School		
9780618090624	ENGLISH WORKBOOK PLUS (GRADE 3) HOUGHTON MIFFLI N/	Houghton Mifflin School		
9780618090631	ENGLISH: WORKBOOK PLUS (GR 4) HOUGHTON MIFFLI	Houghton Mifflin School		
9780618090648	ENGLISH WORKBOOK PLUS (GR 5) HOUGHTON MIFFLI N	Houghton Mifflin School		
9780618090655	ENGLISH WORKBOOK PLUS (GR 6) HOUGHTON MIFFLI N	Houghton Mifflin School		
9780618090662	ENGLISH WORKBOOK PLUS (GR 7) HOUGHTON MIFFLI N	Houghton Mifflin School		
9780618090679	ENGLISH (LVL 8)(WKBK PLUS) HOUGHTON MIFFLI	Houghton Mifflin School		
9780618309962	ENGLISH (LVL 1) HOUGHTON MIFFLI	Houghton Mifflin School		
9780618309979	ENGLISH (LVL 2) HOUGHTON MIFFLI	Houghton Mifflin School		
9780618309993	ENGLISH (LVL 3) HOUGHTON MIFFLI	Houghton Mifflin School		
9780618310005	ENGLISH HOUGHTON MIFFLI	Houghton Mifflin School		
9780618310012	ENGLISH (LVL 5) HOUGHTON MIFFLI	Houghton Mifflin School		
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9780075724896	OPEN COURT CLASSIS (LVL 4) MCGRAW-HILL	SRA/McGraw-Hill		
9780075724902	OPEN COURT CLASSICS (LVL 5) SRA	SRA/McGraw-Hill		
9780075724919	OPEN COURT CLASSICS (LVL 6) SRA	SRA/McGraw-Hill		
9780075724926	OPEN COURT CLASSICS: RESPONDING TO LIT (LVL 2) SRA	SRA/McGraw-Hill		
9780075724933	OPEN COURT CLASSICS: RESPONDING TO LIT (LVL 3) SRA	SRA/McGraw-Hill		
9780075724940	OPEN COURT CLASSICS (4) SRA	SRA/McGraw-Hill		
9780075724957	OPEN COURT CLASSICS: RESPONDING TO LIT (LVL 5) SRA	SRA/McGraw-Hill		
9780075724964	OPEN COURT CLASSICS (RESPONDING TO LIT)(LVL 6) BER	SRA/McGraw-Hill		
9780075725589	ALL-STAR PHONICS (LVL K) MCGRAW-HILL	SRA/McGraw-Hill		
9780075796350	WRITING & LANGUAGE ARTS: WRITER'S WKBK (LVL K) MCG	SRA/McGraw-Hill		
9780075796633	ALL-STAR PHONICS (SOUND LETTER CARDS) SRA	SRA/McGraw-Hill		
9780312561284	MEMOIRS OF A TEENAGE AMNESIAC ZEVIN	Srt. Martin's Press		
9780838403822	VISIONS BACIS TEXT	Thompson/Heinle		
9780838403853	VISIONS: BASIC LANGUAGE & LITERACY (ACT BK) LINSE	Thompson/Heinle		
9780838452479	VISIONS (A) MCCLOSKEY	Thompson/Heinle		
9780838452486	VISIONS (BK B) MCCLOSKEY	Thompson/Heinle		
9780838452493	VISIONS (LVL C) MCCLOSKEY	Thompson/Heinle		
9780838452844	VISIONS: LANGUAGE LITERATURE ETC (A)(ACT BK) MC	Thompson/Heinle		
9780838453346	VISIONS B (ACTIVITY BK) MCCLOSKEY	Thompson/Heinle		
9780838453469	VISIONS (ACTIVITY BOOK) MCCLOSKEY	Thompson/Heinle		
9780783629384	SHARPEN UP ON CA HIST-SOC SCIENCE (BK 8)(ST WKBK)	Triumph Learning		
9780783629414	SHARPEN UP ON CA HIST-SOC SCIENCE(BK 8)(TCHR GDE)	Triumph Learning		
9781589122345	50 QUICK & EASY COMPUTER ACT FOR KIDS (W/CD)	Visions Technology in Ed.		
9780446618892	SCHOOL'S OUT - FOREVER PATTERSON	Warner Vision Books		
9780736723534	READ FOR REAL (LVL C) ZANER-BLOSER	Zaner Bloser		
9780736723541	READ FOR REAL (LVL D) ZANER-BLOSER	Zaner Bloser		

Appendix B: "Sample" Overview of Textbook Transaction Workflow

