



Advanced Educational Products, Inc

Response to Solicitation #SW16012

Statewide Contract for Books

State of Oklahoma

Office of Management and Enterprise Services

Advanced Educational Products, Inc. is a Veteran-Owned, HUBZone Certified Small Business offering book and multimedia acquisition services to public and private institutions worldwide since 1992. Our corporation and warehouse is located in Western New York, with close access to the publication and media centers of the U.S. and Canada. Our company offers a comprehensive suite of fulfillment services tailored to meet the needs of institutional customers and their demanding ordering and reporting requirements. We strive to provide superior customer service predicated on the assumption that procurement officials from institutions of all sizes want personalized relationships with their service providers. To that end, all AEP customers receive *one-on-one* assistance from a dedicated AEP Account Representative who is responsible for quoting, answering questions, processing claims, and expediting orders. Our extensive procurement capabilities allow us to acquire just about any book-in-print through over 1000 U.S. and foreign publishers, plus acquire countless out-of-print, rare and special order titles through a worldwide network of specialty dealers. AEP also offers a range of value-added products and customized services. These include technical processing, professional cataloging, online access, EDI, and customized management reports.

AEP has demonstrated our ability to meet demanding governmental requirements through our participation in the General Services Administration's (GSA's) Federal Supply Schedule (FSS) program, of which AEP holds a contract on Schedule 76 (Publications), with GSA sales exceeding \$2,000,000 per year. In addition, AEP holds a contract with FEDLINK, the Library of Congress' Purchasing Consortium, as a vendor offering these services to over 1100 federal libraries and information centers, many of which are world-renowned repositories. AEP is also a contract holder with the State of New Jersey on contract G3000 (Publication Media). We are also awaiting the extension of the NYS Contract Group 20060, (Books and Non-print Library Materials), which AEP has been on Contract since 2004. Successfully fulfilling these contracts with their widely varying quantities, destinations, and fulfillment requirements demonstrates our ability to meet the requirements of this solicitation

Through our teaming arrangement with a major book wholesaler, AEP provides access to a world-class online database providing real-time price, availability, and bibliographic information on over 11 million titles (of which approx. 1,500,000 titles are available for next-day shipment). We also offer a full line of cataloging and physical processing services to libraries of all types. Our commitment to quality and customer services is reflected in the large number of repeat customers and blanket-order agreements that AEP has established over the past 20 years. The management of AEP feels that our company is particularly well-suited for offering the types of materials and services requested by State of Oklahoma.

Service Level Requirements and Expectations:

*** (C.5.2) NOTE ON CUSTOMER SERVICE:** In order to provide the best service possible, AEP Books and Media provides a dedicated personal account manager who oversees all aspects of their account, answers questions, makes special arrangements, and professionally expedites orders. State of Oklahoma agencies are entitled to a free, no-obligation Quote before an order is confirmed. Included in this Quote will be current availability and updated information regarding the titles inquired about, in order to assist the customer in planning their purchase decision.

AEP Books and Media offer individual attention, allowing for same-day researching, ordering and follow-up. Orders can be placed via our toll-free telephone number, internet website, fax, or email. Order confirmations are sent upon placement and order status updated are sent to each customer including any backorder reporting. This ensures urgently needed titles are received on time. Customized reports are issued upon request and/or according to the contract.

AEP Books and Media is dedicated to offering Simply Better Service. That is why when you call us, during business hours, you will not be sent through an automated system. Each time you call, you will be able to speak to one of our friendly team members to handle any need efficiently and professionally. (Please see exhibit A)

**** (C.5.2.12, C.5.2.13) NOTE ON RETURN POLICY:** We appreciate your business and hope that the products you order meet your expectations. Any items received damaged will be replaced at no charge. If for any reason you are not completely satisfied with a purchase, you may return the items in salable condition within 30 days for a full refund of the purchase price.

** *Because of limitations placed on AEP by some publishers, certain special order titles may not be returnable and/or may be subject to a restocking fee. We will notify you of these conditions before fulfilling the order.*

******(C.5.2.15) NOTE ON PRICING:** Advanced Educational Products offers deep discount pricing off publisher's list prices. Our discounts generally average about 25 – 35% off list price but may go as high as 45% for certain trade books and for certain quantities. For the purposes of this solicitation, all prices will be the best discounts that AEP offers to any customer, and will meet or exceed our commercial price in all cases. The average discount is expected to be 33% FOB destination. Considering that this includes average shipping charges of 7%, this equates to an average 40% discount off list. ***Actual per item discounts are determined by the discount AEP in turn receives from the publisher or vendor of choice.*** In addition to receiving the best discount, all State of Oklahoma pricing will be FOB destination for standard ground deliveries. Express or other special delivery requirements may incur shipping charges which are charged at the actual rate, determined by the shipping method agreed upon between AEP and State of Oklahoma. If requested, State of Oklahoma agencies are entitled to a free, no-obligation Quote before an order is confirmed. Included in this Quote will be availability and update information regarding the titles inquired about, in order to assist the customer in planning their purchase decision. Please note that an AEP Account Representative is assigned responsibility for pricing accuracy in all Quotes presented to their customers. This AR is also available to answer any questions or give prompt, effective customer service as needed. (Please see Exhibit B)

******* (C.5.2.21) Complaint Resolution Procedure:** The management of Advanced Educational Products strives to provide a service that allows customers to obtain the books and multimedia items that their institutions need in ways easier than they have experienced before. For large contracts, AEP uses a Contract Customer Support Team (CCST) model, which assigns a management-level Account Executive as the prime contact (typically a sales manager), an Executive Assistant, and experienced personnel representing each of the major functional areas (sales, processing, IT, logistics and accounting). This allows a large contract customer to have immediate access to another team member familiar with their account and contract if the prime contact is unavailable. This CCST is specially trained in the details of the contract, and holds regular meetings to define project needs and required responses. These representatives will provide superior customer service at all stages of the ordering process, from helping customers select the items they need, to ensuring that these items are delivered on-time where they are needed. The customer works closely with the Account Executive, who works full-time on this one account exclusively, and is responsible for ensuring that the quoting, logistics, and account management are handled expeditiously by the team members. The Account Executive has management authority to assign duties to team

members and allocate resources as necessary, ensuring that the necessary man-hours are assigned to complete all necessary functions.

The CCST also monitors of her aspects of customer service such as Quality Control. The QC measures inherent in our ERP planning system will ensure that orders are processed, ordered, shipped and billed promptly and accurately, and that responsible personnel will be notified preemptively regarding any potential difficulties. Regular QC reviews are initiated by the V.P. Sales & Marketing, who is a member of the CCST, which not only scrutinize internal operations and adherence to policy, but also survey customers to get feedback on their experiences with AEP. In is in this way that we hope to remain proactive regarding potential service issues rather than reactive. This is a model that has worked well for AEP and our customers since its initiation. We believe that our high level of customer satisfaction and repeat large contract business indicates that we are successful in obtaining this goal. With our extensive in-house training programs, customers can be assured that they are dealing with an Account Executive and team who understands their needs, will adhere to the relevant procurement regulations, and has the authority to make decisions and solve potential problems quickly and efficiently.

Information regarding individuals who will serve in the key liaison roles for providing services for the State of Oklahoma is as follows:

CONTRACT CUSTOMER SERVICE REPRESENTATIVE:

Name, Title: Geoff Currier-, CSR/ AR

Telephone: 800-311-1522 716-446-0739 Ext 16 FAX: 716-446-5642

E-mail Address: gcurrier@aepbooks.com

Experience: B.S. Business Administration, State University of New York, Buffalo. 10 years account management experience

VENDOR CONTRACT ADMINISTRATOR:

Name, Title: Renee Larcom, Contracts Manager

Telephone: 716-446-0739 Ext 38 FAX: 716-446-5642

E-mail Address: rlarcom@aepbooks.com

Experience: BA English; Business Administration, State University of NY
15 years government contracting experience

VENDOR CONTACT SUPPORT TEAM LEADER:

Name, Title: Elizabeth Higgins-Sellan, V.P. Sales & Marketing

Telephone: 716-446-0739 Ext 15 FAX: 716-446-5642

E-mail Address: bhiggins@aepbooks.com

Experience: 15 years management I sales experience, 12 years government contracting
Experience

ADMINISTRATIVE ASSISTANT AND PROCESSING:

Name, Title: Jennifer Schwendler, Sr. Account Administrator, Order Processing

Telephone: 716-446-0739 Ext 13 FAX: 716-446-5642

E-mail Address: Jschwendler@aepbooks.com

Experience: 15 years account processing and administration

VENDOR CONTACT FOR FISCAL OPERATIONS (FFO) (Invoicing issues):

Name, Title: Laura Maldiner, Manager Accounting Operations

Telephone: 716-446-0739 Ext 33 FAX: 716-446-5642

E-mail Address: lmaldiner@aepbooks.com / receivables@aepbooks.com

Experience: 10 years financial, accounting, and contracting experience

VENDOR CONTACT FOR LOGISTICS:

Name, Title: Lynn Zier, Shipping Manager

Telephone: 716-446-0739 Ext 25 FAX: 716-446-5642

E-mail Address: lzier@aepbooks.com

Experience: 20 years government contracting operations and logistics experience

C.5.2.20. Invoice Requirements: All invoices will reflect the prices and discounts established and are itemized showing all required information as state in the solicitation for all orders placed by Authorized Users. (Please see exhibit C)

***** (C.5.2.22) NOTE ON CATALOGS:** Because AEP offers over 11 million in print titles to its customers; we do not provide traditional printed catalogs. AEP customers can access our comprehensive online database of available titles 24 hours per day by visiting our website at www.aepbooks.com. This database contains information about our entire book, audio, CD and DVD catalog along with pricing, availability, and bibliographic information. This database is updated on a daily basis and also includes information regarding forthcoming titles, bestsellers, and literary awards. Searching by topic, subject, author and publisher is also available to any customer with internet access. AEP can also develop a secure individualized book web portal for your members. AEP can obtain thousands of other print materials including Accelerated Reader, AR tests, out-of-print, rare and special order titles that may not listed in the database. Arrangements for quotes on these special order items can be arranged through an AEP Service Representative via our toll-free telephone number, internet, fax, or email.

*******NOTE ON PROCESSING & MARC RECORDS:**

Please note that AEP assesses additional charges for Library Processing services. These charges are assessed per book, and appear on the Cataloging and Processing Services Pricelist included with the required documents of this RFP. If you have any questions regarding these services, please contact Ms. Stephanie Molnar, Library Services Manager, at 800-311-1522, ext 29.

Library Processing Services Pricelist

AEP provides many shelf-ready services, including cataloging and physical processing of books and media to your requirements. These options allow you to save valuable time and expense getting materials ready for circulation. Upon request, we can provide details about services in the following areas:

Please check which of the following options you would like:

Book Processing

<input type="checkbox"/> Spine Label.....\$0.10	<input type="checkbox"/> Reading Level Labels.....\$0.10
<input type="checkbox"/> Spine Label Attachment.....\$0.15	<input type="checkbox"/> Reading Level Label Attachment.....\$0.15
<input type="checkbox"/> Barcode Label.....\$0.10	<input type="checkbox"/> Customized Classroom Label.....\$0.18
<input type="checkbox"/> Barcode Label Attachment.....\$0.15	<input type="checkbox"/> Classroom Label Attachment.....\$0.22
<input type="checkbox"/> Book Pocket.....\$0.10	<input type="checkbox"/> Book Pocket Label.....\$0.25
<input type="checkbox"/> Book Pocket Attachment.....\$0.15	<input type="checkbox"/> Book Pocket Label Attachment.....\$0.15
<input type="checkbox"/> Book Card.....\$0.05 <i>3" x 5" white card</i>	<input type="checkbox"/> Due Date Slip.....\$0.10
	<input type="checkbox"/> Due Date Slip Attachment.....\$0.20
<input type="checkbox"/> CD/DVD Book Pocket Attachment.....\$1.75 <i>Self adhesive pocket for accompanying media</i>	<input type="checkbox"/> Security Strips.....\$0.35 <i>3M Tattle Tape</i>
	<input type="checkbox"/> Security Strip Attachment.....\$0.15

Media Processing

<input type="checkbox"/> Spine Label.....\$0.10	<input type="checkbox"/> Hub Label.....\$0.10
<input type="checkbox"/> Spine Label Attachment.....\$0.15	<input type="checkbox"/> Hub Label Attachment.....\$0.15
<input type="checkbox"/> Barcode Label.....\$0.10	
<input type="checkbox"/> Barcode Label Attachment.....\$0.15	<input type="checkbox"/> Media Case (per disc).....\$1.00 <i>2 ring binder with double sided sleeves</i>
<input type="checkbox"/> Case Artwork (price per case).....\$1.60 <i>B&W or Color Photocopies of Original Media Artwork</i>	<input type="checkbox"/> DVD Case (per disc).....\$1.00 <i>Standard, slim, or double cases</i>
<input type="checkbox"/> Security Strips (per disc).....\$0.85 <i>3M Tattle Tape—Overlay placed on disc</i>	
<input type="checkbox"/> Security Strip Attachment.....\$0.15	

Cataloging

Please note that we typically compile **Library of Congress Subject Headings (LCSH)** for our MARC records (6xx fields).

<input type="checkbox"/> MARC Record (per record).....\$0.35 <i>Via electronic transfer</i>	<input type="checkbox"/> New Record Creation (Book).....\$9.00 <i>Will notify customer in advance if needed</i>
<input type="checkbox"/> Catalog Card.....\$0.10 <i>For corresponding MARC record</i>	<input type="checkbox"/> New Record Creation (Media).....\$12.00 <i>Will notify customer in advance if needed</i>

Binding

Please note that books cannot be bound if over 12 inches in length. Some books may not be suitable for binding. An AEP Service Representative will contact you regarding unsuitable titles received at the bindery, or they will be processed according to a pre-arranged profile agreement.

☐ Vinabind (per book).....\$7.50

This process converts paperback to hardback. The original cover is removed, bound to acid-free binder board, laminated and re-attached. Tightly woven back lining cloth is used to reinforce the spine. Some titles require sewn binding reinforcement (no extra charge). Vinabinding typically extends the life of paperbacks by 8-9 times. A minimum number of 15 books applies. Please note that this process may take up to 2-3 weeks, since it is done outside of our facilities.

☐ Kapco Easy Covers for Paperback Books (per book).....\$3.95

Protects paperbacks using self-adhesive, 1.5 mil, clear polyester book covers. Additionally secured with reinforcement tape applied to the front and back hinges. Wipes clean and will not crack, yellow or dry-out. Typically extends the life of paperbacks by 5-6 times.

☐ Mylar Covers for Hardcover Books with Dust-Covers (per book).....\$1.05

Protects hardcover books with dust jackets using a 1.5 mil, clear polyester book cover. Mylar covers attached with acid free, non-yellowing adhesive tape.

Additional Information or Services Requested:

The management of Advanced Educational Products, Inc. appreciates this opportunity to be considered a valued vendor under this RFB. We feel that we could benefit the State of Oklahoma General Services Department, Purchasing Division because we are a book and multimedia acquisitions service with a difference. We go beyond supplying just readily available titles and help customers to procure hard-to-get items – at the right price. Our teaming arrangements build on our 20 years of cooperation in providing fulfillment services to libraries of all sizes and specialties. In addition to the Firm Order requirements specified, State of Oklahoma libraries can also select professional processing services to help them get their items shelf-ready quickly and efficiently, customized to your needs. We look forward to the opportunity to serve you.

ADVANCED EDUCATIONAL PRODUCTS, INC

A Veteran-Owned HUBZone Small Business

2495 Main St., Ste. 230
Buffalo, NY 14214 U.S.A.
800-311-1522 toll-free
716-446-5642 fax
www.aepbooks.com



ADVANCED EDUCATIONAL PRODUCTS

Simply Better Service.

Advanced Educational Products, Inc. (AEP) is a diversified supplier of publications, amenity items and environmental products. Our legacy division, AEP Books & Media, is a comprehensive book and media supplier offering over - million books, CDs and DVDs of all types to the government, academic, and institutional markets. With over \$11 million in sales annually, AEP has been recognized as one of the fastest growing companies in the country, both by Inc. 5000 and the Initiative for a Competitive Inner City. As a Veteran-owned, HUBZone Certified company, AEP is dedicated to supporting various Veteran's causes including *Operation Homefront*.



AWARDS AEP has been awarded numerous awards recently including:

2010

Inc. 5000 Ranked #2329 (*Growth rate 108%*)
Inner City 100—31st fastest growing city
31st fastest growing inner city business in the US



ICIC

Initiative for a Competitive Inner City

2009

Inc. 5000 Ranked #922 (*Growth rate 328%*)
Inner City 100
9th fastest growing inner city business in the US



2008

Inc. 5000 Ranked #1386 (*Growth rate 273%*)
Top Small Business of the Year honored by Key Bank

CONTRACTS- FEDERAL AND STATE

- GSA Contract # GSAGS-02F-0043M, expiration 6-14-2017
- FEDLINK BOA#: LC06G7523
- DOD Email
- New York State OGS



LARGE CONTRACT SERVICES

WHO

AEP provides large contract customers such as the Armed Forces Library Program with a dedicated Contract Customer Support Team (CCST) comprised of a management-level prime contact plus the most experienced representatives from our major functional areas. This CCST assists the customer with all aspects of the account, including selection, ordering, shipping, accounting and customer service.

WHAT

AEP can offer you access to over 5,000 US publishers plus thousands of foreign, special order, rare and out-of-print sources worldwide. Our 5 million plus database that includes books, CDs, DVDs, Audio books, AV and video and eBook titles, pricing, availability and release dates is updated daily.

Additionally, AEP can offer you personalized programs, namely:

- **Customized Ordering** including Edifact, ANSI X-12, major Library Automation systems
- **Customized Reporting** such as shipping manifests, tracking and output to spreadsheets.

WHY

AEP has a custom built data reporting program that provides a real-time information system. This allows the Armed Forces Book Library the ability to verify inventory, status of orders and various other inquiries.

WHERE

Located in Buffalo, NY, AEP's administration, accounting, sales, shipping and IT departments are all based in the same facility. This allows for quick changes to be easily executed, including last minute changes to orders.

WHEN

AEP is dedicated to offering its customers *Simply Better Service*. Our current large contract customers attest to this. We are available to assist you with all aspects of your Book and Publications procurement by providing one of the fastest response times in the industry.

ADDITIONAL SERVICES

CUSTOMIZED BESTSELLER LISTS, RELEASE DATE LISTS, POPULARITY LISTS

SHELF READY PROCESSING SERVICES

AEP can catalog your books and publications to your specifications. We offer comprehensive physical and technical processing for all your titles.

Advanced Educational Products, Inc.
2495 Main Street, Suite 230
Buffalo, NY 14214
www.aepbooks.com

AEP
Simply Better Service



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www.aepbooks.com

PAST PERFORMANCE

The following chart contains a list of several of AEP's government and non-government current contracts exceeding \$100,000, with points of contact and phone numbers to serve as references.

Customer	Amount	Contract #	Contact	Phone
Industrial College of the Armed Forces – National Defense Univ	\$350,000.00	FedLink LC06G7523 (2005-2010, 2011-2016)	Christine Sanders	(202) 685-1785
FMWRC, Army NAF, Library Book Kits	\$4.8 Million	FA3300-10-A-0006 (2010-2016)	Misa Whiteford	(210) 466-1353
Uniformed Services University of the Health Sciences	\$235,468.29	HU0001-10-F-0647	Carolyn Lisovich	(301) 295-1379
Maxwell Air Force Base	\$135,000.00	FA3300-10-A-0006	Lorenzo Bass	(334) 953-5933
Us Naval Academy Library, Annapolis	\$547,000.00	N0016110RC08612 (2005-2014)	JoAnne Danchik	(410) 293-6953
Air Force – Library Electronic Ordering System,(LEOS)	\$198,000.00	FedLink LC06G7523 (2005-2010, 2011-2016)	Debbie Meyers	(210) 395-7179



[Who we are](#)

[What we do](#)

[How we do it](#)

[Contact us](#)

How we do it

How we do it

warning: Creating default object from empty value in /srv/aep-drupal/modules/taxonomy/taxonomy.pages.inc on line 34.

Rare / Out Of Print Titles

In an effort to simplify the acquisitions process, AEP offers an out-of-print search service. If a title is classified "out-of-print" or "out of stock indefinitely," we will, upon your request, search our worldwide network of out-of-print dealers to find uncirculated or quality used versions of the title.



[Read More](#)

Personal Account Manager

In order to provide the best service possible, AEP Books and Media provides each client with a dedicated personal account manager who oversees all aspects of their account, answers questions, makes special arrangements, and professionally expedites orders.



[Read More](#)

Shipping Services

Tailored Shipping Arrangements

Customized shipping arrangements for each order, is just another way AEP can personalize each order and provide superior customer service. We can offer you shipping to APO/ FPOs, overseas shipping, ship-to addresses, special delivery such as hotels or conferences, expedited shipping options (extra cost) basically AEP can tailor our shipping methods to meet your needs. Wherever you need it, we can get it there.



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Sales

Flexible Payment Terms

How we do it

[How we do it](#)

[Personal Account Manager](#)

[Sales](#)

[Rare Out of Print Titles](#)

[Personalized Web Portals](#)

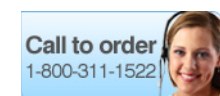
[Frequently Asked Questions \(FAQs\)](#)

[Shipping Services](#)

[Shipping & Returns](#)

[Our Guarantee](#)

[Help & Support](#)



We work with you to accommodate your payment terms. AEP Books and Media accepts PO's, contracts, BPA's, pre-payment, check, EFT and all major credit cards (Visa, MasterCard and American Express.) We can offer each client the ability to customize invoicing - by lot (total order after shipment), per shipment, pre-pay or per box per shipment.

[Read More](#)

Shipping & Returns

Return Policy:

We appreciate your business and hope that the products you order meet your expectations. If for any reason you are not completely satisfied with a purchase, you may return the items in salable condition within 30 days for a full refund of the purchase price. In order to receive a refund you must contact customerservice@aepbooks.com and get authorization to send back the items.

[Read More](#)

Our Guarantee

We appreciate your business and hope that the products you order meet your expectations. If for any reason you are not completely satisfied with a purchase, you may return the items in salable condition within 30 days for a full refund of the purchase price. Because of limitations placed on AEP by some publishers, certain special order titles may not be returnable and/or may be subject to a restocking fee. We will notify you of these conditions before fulfilling the order.

Help & Support

Our FAQ pages have the answers to most of your questions. If you are unable to locate the answer you need, feel free to e-mail or phone us at sales@aepbooks.com or 1-800-311-1522.

Visitors Cart

Every visitor to our online shop will be given a 'Visitors Cart'. This allows the visitor to store their products in a temporary shopping cart. Once the visitor leaves the online shop, so will the contents of their shopping cart.

[Read More](#)

Frequently Asked Questions

The following is a list of all categories of frequently asked questions currently in our database.



If you are unable to locate the answer you need, feel free to e-mail or phone us at sales@aepbooks.com or 1-800-311-1522.

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[Help](#)

[Our Guarantee](#)

[Shipping & Returns](#)

[Contact AEP](#)

[User Area](#)



Who we are

What we do

How we do it

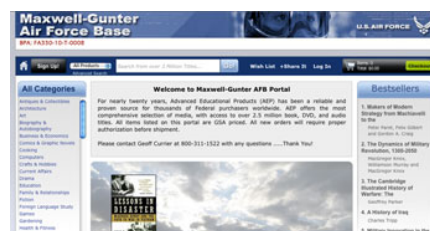
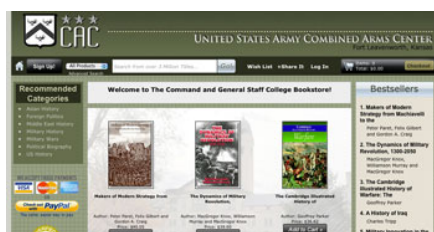
Contact us

How we do it

Personalized Web Portals

AEP Books and Media strives to maintain the highest level of services for its clients to ease the procurement process. We are please to introduce our latest service advantage of personalized web portals. We are able to customize a webpage for your organization, and yours only, to access a secure ordering site allowing for a more efficient and effortless ordering.

Government Sites



How we do it

How we do it

Personal Account Manager

Sales

Rare Out of Print Titles

Personalized Web Portals

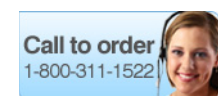
Frequently Asked Questions (FAQs)

Shipping Services

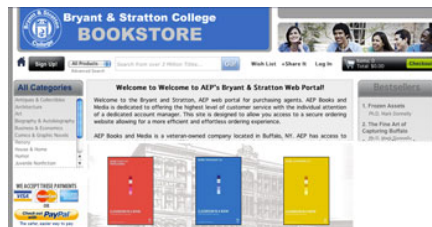
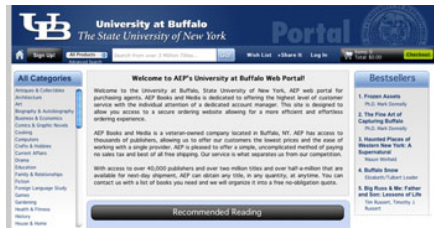
Shipping & Returns

Our Guarantee

Help & Support



Educational Sites



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[User Area](#)



[Who we are](#)

[What we do](#)

[How we do it](#)

[Contact us](#)

Who we are

Our Clients

The following is just a partial listing of some of the agencies we have dealt with over the past five years:

US Army

US Navy

US Air Force

Dept. of Veteran Affairs

Dept. of Justice

Dept. of Homeland Security

Dept. of Commerce

Dept. of Agriculture

Federal Bureau of Prisons

State & Local Governments

Academic Institutions

Corporate Customers



Who We Are

[Who we are](#)

[Company Info](#)

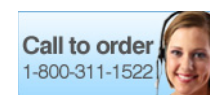
[Key Team Members](#)

[Key Markets](#)

[Our Clients](#)

[Our History](#)

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BOOKS & MEDIA

Exhibit B

AEP Publishers List, (top publishers)

Barrons
Coughlan Companies - Capstone
Publishing & Imprints
Hachette book group
Harper Collins Publishers
Houghton Mifflin Company
Candlewick Press
Macmillan Publishers
Penguin Group, Inc
Random House, Inc.
Scholastic, Inc.
Simon and Schuster, Inc.
ASCD
Federal Street Press
Free Spirit Publishing, Inc.
John Wiley & Son
Merriam-Webster, Inc.
Oxford University Press
Pearson
Heinemann
Hippocrene Books, Inc.
Research & Education Associates
Teaching Resources
Sage Publishing Co.
StenHouse



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SIMPLY BETTER SERVICE



BOOKS & MEDIA

Harry Abrams
WW Norton
Skyhorse
B GARETH STEVENS, INC.
Workman Publishing Co.
Tyndale House Publishers, Inc.
TURTLEBACK BOOKS
Independent Publishers Group
Thomas Nelson
Sourcebooks
Sterling Publishing
Solution Tree
SCHOOL SPECIALTY PUBLISHING
SANTILLANA USA
Rosen Publishing Group
Prometheus Books
Perseus Distribution (CDS)
National Book Network
Cherry Lake Publishing
Bellwether Media
BETTIE YOUNGS BOOK PUBLISHERS
DIAMOND BOOK DISTRIBUTORS
ABDO Publishing Co.
Albert Whitman & Co
Barefoot Books
Boyd's Mills Press
F & W MEDIA
Facts on File
Firefly Books
Globe Pequot Press
Holiday House

JIST Works
KENSINGTON PUBLISHING CORPORATION
DORLING KENDERSLEY PUBLISHING (DK
PUBLISHING)
Woodbine House
University Of Kansas Press
University of Washington Press



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SIMPLY BETTER SERVICE



BOOKS & MEDIA

University of Nebraska/Longleaf Services
University of Michigan Press
University of Chicago Press
University of California Press
Chronicle Books

BEARPORT PUBLISHING COMPANY



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SIMPLY BETTER SERVICE



Advanced Educational Products Inc.

Veteran-Owned / HUBZone Certified Small Business

20807 Biscayne Blvd.
Ste. 203
Aventura, FL 33180-1410
800-311-1522

DUNS Number:	966 326 514
Fed Tax ID:	16-1597345
CAGE Code:	1US05
Oklahoma SW 012 - Books	

Invoice

Invoice#: **27570-01**

Sales Order #: **27570**

Invoice Date: **3/16/2016**

BILL TO: Grants Accountant
Oklahoma Department of Corrections
Suite 200
2901 N. Classen Blvd.
Oklahoma City, OK 73106
405-962-6108
P.O. # 1319061508-084

SHIPPED TO: Dean Wood
Oklahoma State Penitentiary
Education Dept.
1301 N. West Street
McAlester, OK 74502
918-243-4700
P.O. # 1319061508-084

Page 1 of 2

ORDER DATE	CUSTOMER ORDER #	PAYMENT TERMS	ACCOUNT REP	SHIPPED VIA
3/11/2016	1319061508-084	Visa / MC	Geoff Currier	FedEx Grnd #326340944

Line #	ISBN / Item	Title	Ship Date	Media	Volumes
Comments	Qty Ordered	Previous Ship	This Ship	Price Each	Total Amount
0002	9780547296579	TABE Fundamentals Reading, Level E	03/16/16	Paper	01
Drop Ship	3	0	3	\$11.13	\$33.39
0003	9781419053535	TABE Fundamentals: Language and Spelling, Level M	03/16/16	Paper	01
Drop Ship	15	0	15	\$11.13	\$166.95
0004	9781419053542	TABE Fundamentals 2nd Edition Applied Math, Level M	03/16/16	Paper	01
Drop Ship	15	0	15	\$11.13	\$166.95
0005	9781419053559	TABE Fundamentals 2nd Edition Math Computation, Level M	03/16/16	Paper	01
Drop Ship	15	0	15	\$11.13	\$166.95
0006	9781419053528	TABE Fundamentals 2nd Edition Reading, Level M	03/16/16	Paper	01
Drop Ship	15	0	15	\$11.13	\$166.95
0007	9781419053573	TABE Fundamentals 2nd Edition Language and Spelling, Level D	03/16/16	Paper	01
Drop Ship	10	0	10	\$11.13	\$111.30
0008	9781419053566	TABE Fundamentals 2nd Edition Reading, Level D	03/16/16	Paper	01
Drop Ship	10	0	10	\$11.13	\$111.30
0009	9780547296593	TABE Fundamentals Focus on Skills: Mathematics, Level E	03/16/16	Paper	01
Drop Ship	3	0	3	\$13.88	\$41.64
0010	9781419053597	TABE Fundamentals 2nd Edition Math Computation, Level D	03/16/16	Paper	01
Drop Ship	10	0	10	\$11.13	\$111.30
0011	9780544274266	Reasoning Through Language Arts	03/16/16	Paper	01
Drop Ship	10	0	10	\$27.00	\$270.00
0012	9780544790711	SV Fundamental Skills for Reading Phonics & Vocab Beginning	03/16/16	paper	01
Drop Ship	1	0	1	\$14.95	\$14.95
0013	9780544790896	SV Fundamental Skills for Math: Number Sense Literacy	03/16/16	paper	01
Drop Ship	1	0	1	\$14.95	\$14.95
0014	9780544790988	SV Fundamental Skills for Math: Number Sense Beginning	03/16/16	paper	01
Drop Ship	1	0	1	\$14.95	\$14.95
0015	9780544252349	Steck-Vaughn GED: Complete Preparation 2014	03/16/16	Paper	01
Drop Ship	15	0	15	\$28.10	\$421.50
0016	9780739856598	Language Arts, Writing the Essay (10pack)	03/16/16	Paper	01
Drop Ship-10 pack	1	0	1	\$24.21	\$24.21
0017	9780739856697	Steck-Vaughn GED Skill Books: Student Edition (10 Pack) Math: Data Analysis, Meas	03/16/16	Paper	01
Drop Ship-10 pack	1	0	1	\$24.21	\$24.21
0018	9780739856611	Language Arts, Writing: Mechanics and Usage GED Skill Book	03/16/16	Paper	01
Drop Ship-10 pack	1	0	1	\$24.21	\$24.21
0019	9780739856628	Steck-Vaughn GED Skill Books: Student Edition (10 Pack) Language Arts, Reading: L	03/16/16	Paper	01
Drop Ship-10 pack	1	0	1	\$24.21	\$24.21

ORDER DATE	CUSTOMER ORDER #	PAYMENT TERMS	ACCOUNT REP	SHIPPED VIA
3/11/2016	1319061508-084	Visa / MC	Geoff Currier	FedEx Grnd #326340944

Line #	ISBN / Item	Title	Ship Date	Media	Volumes
Comments	Qty Ordered	Previous Ship	This Ship	Price Each	Total Amount
0020	9780739856635	Steck-Vaughn GED Skill Books: Student Edition (10 Pack) Language Arts, Reading: N	03/16/16	Paper	01
Drop Ship-10 pack	1	0	1	\$24.21	\$24.21
Totals	129	0	129		

Comments:

SUBTOTAL: \$1,934.13

SHIPPING + HANDLING: \$0.00

0.00% TAX: \$0.00

OTHER: \$0.00

TOTAL \$1,934.13

AMOUNT DUE \$0.00

Code:	Description
OOP	Out of Print
OOS	Out of Stock
NYP	Not Yet Printed
POD	Print on Demand

Please remit to the above address.
 Remaining backorder titles will be billed upon shipment.
 Please review this statement for accuracy.

Thank you for ordering from AEP

Paid in Full



ADVAEDU-01

SWILLIAMS

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

5/24/2016

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

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

PRODUCER License # BR-981267 Lawley-Vivacqua-Scheff, LLC 501 John James Audubon Parkway Suite 302 Amherst, NY 14228	CONTACT NAME:		
	PHONE (A/C, No, Ext): 1 (716) 636-5800	FAX (A/C, No): 1 (716) 849-8291	
INSURED Advanced Educational Products Inc 2495 Main Street, Suite 230 Buffalo, NY 14214	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : Main Street America Assurance		29939
	INSURER B : NGM Insurance Company		14788
	INSURER C :		
	INSURER D :		
	INSURER E :		
INSURER F :			

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER:			BPV07016	06/01/2016	06/01/2017	EACH OCCURRENCE \$ 2,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000
							MED EXP (Any one person) \$ 10,000
							PERSONAL & ADV INJURY \$ 2,000,000
							GENERAL AGGREGATE \$ 4,000,000
							PRODUCTS - COMP/OP AGG \$ 4,000,000
							\$
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			B1V07016	06/01/2016	06/01/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
							BODILY INJURY (Per person) \$
							BODILY INJURY (Per accident) \$
							PROPERTY DAMAGE (Per accident) \$
							\$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			CUV07016	06/01/2016	06/01/2017	EACH OCCURRENCE \$ 1,000,000
							AGGREGATE \$
							Pers & Adv Inj \$ 1,000,000
							PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/>
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y / N <input type="checkbox"/> N / A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			W3V07016	04/01/2016	04/01/2017	E.L. EACH ACCIDENT \$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
							E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

CANCELLATION

Proof of Insurance

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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Request for Taxpayer Identification Number and Certification

Give Form to the
requester. Do not
send to the IRS.

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Advanced Educational Products, Inc.	
2 Business name/disregarded entity name, if different from above	
3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ (Applies to accounts maintained outside the U.S.)
5 Address (number, street, and apt. or suite no.) 2495 Main Street, Suite 230	Requester's name and address (optional)
6 City, state, and ZIP code Buffalo, New York 14214	
7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

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

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number									
			-				-		
or									
Employer identification number									
1	6		-	1	5	9	7	3	4

Part II Certification

Under penalties of perjury, I certify that:

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

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here	Signature of U.S. person ▶	Date ▶ 1/12/16
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General Instructions

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

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.