



August 1, 2018

Jennifer Sachs
Executive Director of Instructional Support
Mt Diablo Unified School District
1936 Carlotta Drive
Concord, CA 94519

Dear Jennifer:

Follett School Solutions is pleased to present the enclosed Proposal.

Follett School Solutions, Inc. is the world's largest single source provider of educational materials and technology solutions to PreK-12 libraries, classrooms, learning centers and school districts in the United States, and a major supplier to educational institutions worldwide. We distribute books, reference materials, new and pre-owned textbooks, as well as eBooks and other digital resources. We are also one of the leading providers of integrated educational technology for the management of physical and digital assets, student information, and digital learning tools for the classroom. Follett now also offers book fairs to bring students the best books in the simplest way possible while still providing benefits back to schools.

Contemporary schools have more resources than ever before: textbooks, band instruments, sports uniforms, technology devices, eContent, and more. Our Destiny® Resource Manager™ – Complete Edition is a comprehensive system that streamlines the management and tracking of those district resources so that you are able to buy what you need, share what you have, and re-purpose what remains.

The Complete Edition helps districts by:

- Optimizing resource sharing by managing district resources with greater efficiency and accuracy.
- Reducing purchasing redundancies by establishing an accurate inventory baseline.
- Consolidating reporting processes, which saves money on unnecessary software and staff time for data entry.
- Distributing reports easily throughout the district to inform budgeting, purchasing, and inventory decisions.

Along with our software, Follett also provides full implementation services, which includes project management, data conversion, installation and training.

We value providing the highest quality solutions that make it easier for schools to run, teachers to teach, and students to learn. As new digital learning tools and teaching styles emerge, Follett can help ensure accessibility and accountability for all resources, empowering learning to promote student success.

Thank you for this opportunity. If you have any questions, please contact me.

Sincerely,

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Destiny® Overview

The Follett Destiny solution is specifically tailored for you. This may include your software, implementation, data, and any customized services, digital content solutions, peripherals, additional training services, and/or post-implementation services.

Software

Destiny is a suite of services offering a browser-based system to manage resources centrally.

Destiny Resource Manager (DRM) – Complete Edition

DRM Complete Edition is a comprehensive system that tracks and manages both textbooks and almost any other type of district assets. It will not only allow your district to more efficiently locate and deploy resources to students and staff, but also decrease losses by increasing accountability. The Complete Edition's customizable Resource Tree enables schools to accurately track and report on almost any kind of physical object. Support for Book Rooms is provided through multiple levels of the Textbook Branch of the Resource Tree. Access Levels are also easily implemented and modified to ensure that district and site-level users have the correct level of permissions based on their responsibilities. This solution fully integrates with Follett's Destiny Library Manager software, empowering districts to streamline the management of all school resources.

Note: The Follett Destiny Solution is a Schools Interoperability Framework (SIF) certified product based on the US SIF Specification. The Destiny SIF agent and SIF implementation services are sold by Kimono (web.kimonocloud.com).

Implementation Services

Core to the Destiny solution is a suite of services to ensure a successful implementation, including:

Project Management

Follett will provide project management services in accordance with industry standard techniques. The Project Manager is your district's central point of contact during the implementation of Destiny, to guide and oversee the entire implementation.

Your Project Manager focuses on the following objectives:

- Facilitation of all project planning activities
- Creation of a Project Plan that is developed and agreed to in writing by both you and Follett
- Coordination of all internal resources to ensure that timelines and deadlines are met
- Successful completion of the project and written customer Acknowledgement of Delivery of the Follett Destiny Solution

Project planning includes the following key activities:

Project Planning Questionnaires: At the beginning of your project, your Destiny Project Manager will provide questionnaires to be filled out by your district staff. You will be requested to fill out a questionnaire for each Destiny product, your servers and network, and one concerning your Student Information System (SIS). It is important to complete and return them to your Project Manager prior to the Project Planning Meeting in order to have the most productive meeting, and for Follett to provide the guidance and recommendations appropriate for your district.

Project Planning Meeting: This meeting will review responses from the project planning questionnaires and address any questions or concerns. The expected outcome of this Project Planning Meeting is to develop the implementation, installation and training plan and to ensure that proper expectations are set regarding project responsibilities and schedule. Implementations consisting of more than 26 school locations have the option for the Project Planning Meeting to be held on site.

Centralized System Integration

Follett will ensure that the Follett Destiny Solution is optimally integrated into your district's technology infrastructure during the project implementation. The service includes:

- Installation and integration of the software components of the Follett Destiny Solution into your configured application and database servers
- Data load (of data processed by Follett)
- Configuration of all Follett Destiny servers to support the solution

Technology Training: During the Centralized System Integration, the Follett Implementation Specialist will deliver in-depth technical training for your district technology staff. This training will be conducted after the solution has been integrated into your infrastructure. Topics include the technical architecture of Destiny, backup/ restore, performance monitoring and tuning, patron updates, desktop rollout, etc. For the optimal learning experience, we recommend no more than twelve (12) participants.

For Library Manager implementations, and Resource Manager, Media Manager and Textbook Manager implementations consisting of 26 or more school locations, you have the option for the Centralized System Integration and Technology Training to be held on site.

Training Services

Managing Your Resources and Defining Templates Webinar

This instructor-led, web-based training provides the tools you need to begin incorporating Destiny into your daily routine. You'll learn about the terms and definitions used in Destiny Resource Manager, as well as how to create a category hierarchy (known as a template) to properly track and account for your valuable resources.

This training is after your Planning Meeting and Destiny installation. (Maximum: 12 participants)

Resource Manager–Security Setup Webinar

This instructor-led, web-based training introduces you to the Destiny hierarchy. This hierarchy is how you control who in the district can access various features and data in Destiny. The training focuses on the default district and site-level users that are set up during installation, typical tasks for these users, and how to decide who in your district might fit these roles. To ensure your users have access to only the software features they need, you'll look at the available permissions, and assign the appropriate access levels, usernames and passwords. (Maximum: 12 participants)

Resource Manager - On-Site Training – 1 Day:

On-site 1 day training covers the basics school-level staff need to begin using Resource Manager. Users take a look at how they do their job and then apply that in the software. Toolkits, available before, during, and after training, consist of lesson plans, quick reference guides, and videos. A maximum of twenty (20) participants can attend. Attendees who participate in this training will be authorized to contact Follett's toll-free technical support hotline for help.

Additional Product & Service Options

Additional Software

Destiny® Analytics

Destiny Analytics is a multi-featured solution designed to turn data into information, and information into insight. It allows administrators and educators to freely and easily explore Destiny Library and Resource Manager Data (including Patron records and statistics) to discover trends and exceptions and gain a strategic, administrative, and/or operational perspective of how educational resources are being managed.

Additional Training Options

Destiny Training

Additional training content can be purchased and delivered at the time of implementation or later. Additional training sessions will provide each librarian, textbook coordinator or resource manager in your district with complementary skills to maximize use of your Follett Destiny Solution. The format is hands-on, with the number of attendees per session based on the options selected.

Resource Center

Follett's new virtual **Resource Center** is a convenient, one-stop online home for learning everything you need to know about using digital Follett products and software.

By visiting <http://resources.folletlearning.com>, you can find how-to's, training tools and videos that will help guide you to getting the most out of Follett products. The Resource Center's **How to Use Your Follett Products** and **What's New** sections provide information on our most recent products and updates, and also supply answers to any product questions. The **Discover Content** section is dedicated to helping you stay informed on trending titles and themed collections, gain exclusive insight with "Behind the Book Interviews" from favorite authors, and see what K-12 students are really reading with the "Follett Student's Choice" Top 10 lists.

Data Services

Follett understands that accurate and reliable data is critical to the success of your district. We recommend that you consider these optional services to enhance your data quality.

Destiny Resource Manager Data Services

Destiny Custom Data Manipulation

In addition, we also offer customized services to manipulate your data based upon your desired specifications.

Resource Manager Data Conversion

If you have maintained your resource information in another system, this service will convert the data for use in Destiny Resource Manager. Follett has extensive experience converting data from other vendor automation systems, and can also convert data from "in-house" systems such as district-developed electronic databases and spreadsheets.

Textbook Conversion to Resource Manager

Textbook data can be converted from any of the following formats: spreadsheet, SQL Database, Access Database or an ASCII text file. During the conversion process our data team will work with you to determine and document your specific data requirements. Textbook copy information is optional with this service.

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Destiny Custom Reporting Service

Destiny contains extensive reporting capabilities designed to meet the needs of K-12 school districts. For more unique reporting requirements—district, state and federal reports that must conform to advanced specifications—our Destiny Custom Reporting Service puts the expertise of Follett's Database Specialists at your command, transforming your library, textbook and resource data into strategic decision-making information.

Peripherals

The Right Tools to Create and Support Your Digital Learning Environment

Enrich the connection between students, teachers, curriculum and the world beyond the classroom with the latest technology support tools. From interactive whiteboards, student response systems and advanced inventory and tracking capabilities, trust Follett to partner with quality vendors who provide the best available hardware tools designed to support your Follett solution.

Follett Coded Scanner 5100 with Hands-Free Stand

The Follett Coded Scanner 5100 is a fast and accurate high-performance barcode scanner used to facilitate the checkin/checkout process and make circulation and inventory management fast and easy. The adjustable-mount Hands-Free Stand allows the user to simply pass barcodes below the beam for automatic reading. This scanner is also compatible with Circulation Plus/Catalog Plus, InfoCentre, Spectrum and Athena. The 5100 comes with a 5-year manufacturer's warranty.

Follett Cordless Scanner 6102 Scanner

The Follett Cordless Scanner 6102 is the perfect scanner for your circulation stations and for conducting inventories. The cordless device frees up desk and counter space, and allows for extended mobility of up to 33 feet from the base. It has a superior read range of up to 24 inches, a battery life of 57,000 scans per full charge, and a fast scan rate of 270 scans per second. This device is compatible with Destiny, as well as Circulation Plus/Catalog Plus, InfoCentre, Spectrum and Athena. The Follett Cordless Scanner 6102 comes with a 3-year limited manufacturer's warranty. A full-coverage Extended Maintenance Agreement is also available.

Follett Infigo™ Thermal Receipt Printer

The Follett Infigo thermal receipt printer offers a plug-and-play setup—it ships with an internal power supply, USB and power cables, complete mounting kits and a paper roll. The Infigo is the fastest receipt printer we've offered, printing 22 receipts per minute. This printer comes with a 3-year limited warranty, and is compatible with Destiny Library Manager, Destiny Textbook Manager, and InfoCentre 3.2.

Extended Maintenance Agreement

Follett's personalized Extended Maintenance Agreements (EMAs) are available on scanners and hardware devices when purchased from Follett. These renewable Agreements are economical and provide protection against costly repairs if your unit experiences operational problems after the initial limited warranty period. Unlike standard warranty extensions, Follett EMAs cover every original component, including cables and batteries. A Follett EMA also entitles the customer to a free loaner device if repairs take longer than expected.

Follett 2500 RFID System (RFID)

The Follett 2500 RFID System is designed to enable Destiny Library Manager to utilize RFID technology for easier circulation (including self-checkout), faster inventory, and greater book security. This system is based on very straight forward barcode emulation logic so that once a book RFID tag is read it behaves in the same manner as a barcode within Destiny. In this way, any existing processes or reports remain unaffected.

The hardware devices are simple “plug & play” installation and can be easily used by anyone. The system consists of these 5 major components:

- RFID High Frequency Tags
- RFID Encoder with Barcode Scanner
- RFID Read with Antenna Pad
- RFID Cordless Inventory “Blade” scanner
- RFID Security Gates

Post Implementation Support Services

District Technical Support

District Technical Support is included with your Destiny Service Agreement, and features the following services:

- Software updates during the year
- Toll-free telephone technical support for designated Customer contacts
- 24/7 customer Web Portal, with searchable online knowledge base
- Unlimited email support
- Resource Center (how-to’s, training tools, and videos)