

**Spring 2004 Database Trials
Vendor Questions:**

1. Describe the database product(s). If you want us to link to more than one product, provide a unique description for each product. If there are special hardware or software needs, please make sure you include them in the description.



Weiss Ratings' mission is to empower consumers, business professionals, and institutions with high quality advisory information for selecting or monitoring a financial services company or financial investment.

In doing so, Weiss Ratings will adhere to the highest ethical standards by maintaining our independent, unbiased outlook and approach to advising our customers.

Weiss Ratings is the source for accurate ratings that you can rely upon to make sound, informed financial decisions. We are proud to offer a complete line of products designed to direct consumers and business professionals alike toward safe investment and insurance options while avoiding unnecessary risks that could lead to financial losses.

Unlike other rating agencies, we accept no compensation from the companies we rate. Nor do we give the companies the opportunity to preview the ratings or suppress their publication if they're unfavorable, as most other rating agencies do. We are totally independent and unbiased because our loyalty is to the customer.

We believe that's the main reason Weiss Ratings is clearly more accurate than our competition. Indeed, according to a study by the U.S. General Accounting Office (GAO), Weiss' insurance ratings were proven to be more accurate than any of the other rating agencies. And we apply that same superior rating methodology in producing our other ratings as well.

The Weiss Ratings Banks and Thrifts Database includes ratings and analyses providing insight into the financial safety of more than 9,000 banks and savings and loans. It includes the reliable Weiss Safety Ratings and covers the primary components contributing to a company's rating: capitalization, asset quality, profitability, liquidity, and stability.

The Weiss Ratings Bond and Money Market Mutual Funds Database includes ratings and analyses providing insight into the financial risk and performance of approximately 4,300 bond and money market mutual funds. It includes the reliable Weiss Investment Ratings, as well as individual evaluations of each fund's risk and performance.

The Weiss Ratings Closed-End Mutual Funds Database includes ratings and analyses providing insight on more than 670 closed-end mutual funds. Fund types include Growth Funds, Sector or International Funds, Municipal Bond Funds, and Corporate Bond Funds.

The Weiss Ratings Common Stocks Database includes ratings and analyses covering more than 9,000 common stocks traded on the New York Stock Exchange, the American Stock Exchange, and the NASDAQ, with ratings for both risk and performance.

The Weiss Ratings HMOs and Health Insurers Database includes ratings and analyses providing insight into the financial safety of approximately 1,700 HMOs and 700 health insurance companies. It includes the Weiss Safety Ratings and covers the primary components contributing to a company's rating: capitalization, profitability, liquidity, and stability. Also included are Medigap insurers and Long-term Care insurers.

The Weiss Ratings Life, Health, and Annuity Insurers Database includes ratings and analyses providing insight into the financial safety of life, health, and annuity insurance companies. It includes the Weiss Safety Ratings of more than 1,700 companies and covers each of the following factors contributing to a company's rating: capitalization, investment safety, profitability, liquidity, and stability.

The Weiss Ratings Property and Casualty Insurers Database includes ratings and analyses providing insight into the financial safety of property and casualty insurance companies. It includes the reliable Weiss Safety Ratings on more than 2,500 companies and covers the primary components contributing to a company's rating: capitalization, profitability, liquidity, and stability.

The Weiss Ratings Stock Mutual Funds Database includes ratings and analyses providing insight into the financial risk and performance of equity mutual funds. It includes the reliable Weiss Investment Ratings on approximately 7,800 funds as well as individual evaluations of each fund's risk and performance.

2. Is remote access included in the subscription price? If there are additional charges or requirements in order to offer remote access, please describe. What methods of remote access are supported? If applicable, please discuss any methods or assistance you offer regarding remote access patron verification and authentication.

Yes, remote access is included in the subscription price at no additional charge. Remote access can be given to a domain name, an IP group, an IP range, or user name and password. This is the choice of the institution. Additional requirements are dependent upon the institution's choice of access. Access is allowed when the subscribing site is able to authenticate end users via means designed by that site.

3. What customer training is provided, and at what cost? Please include "freebies" such as Web-based tutorials, end-user documentation tents, cheat-sheets, etc.

Customer training is provided via phone conference for both online and print subscriptions along with a hand-holding tutorial in each of our guides. We are a

consumer advocate, and there is no additional cost for training. Moreover, training our libraries to use the content properly will help us to educate our patrons so that they realize in a world of shifting risks, the solvency of a company cannot be taken for granted and must be monitored on an ongoing basis.

4. What customer and technical support is provided, including hours of operation? In your reply, please include contact names (if applicable) or name of department, the phone numbers and e-mail addresses for your support services. If you have toll-free access to these support centers, please make sure they are available here.

Donna Valletta is your personal Publication Consultant at 800-627-9297 ext. 11512
Email: dvalletta@weissinc.com. Our Customer Service hotline is 800-289-9222. We are here to serve you Monday through Friday 8:30 am - 6:00 pm eastern standard time.
Technical Support is provided by Chris Ennis at 800-627-9297 ext. 11614 email address: cennis@weissinc.com.

5. Please describe the statistics you provide, and discuss whether your statistical reporting complies in part or in whole with the guidelines developed by the International Coalition of Library Consortia found at <http://www.library.yale.edu/consortia/webstats.html> or the COUNTER Code of Practice found at http://www.projectcounter.org/code_practice.html

Weiss can design the statistical reporting system to meet the needs of the institution. Our tracking system is currently under review and development to ensure that it complies in part or in whole with the guidelines of the International Coalition of Library Consortia.

6. Describe your pricing structure or formula for the product. (Note: This question means - we want to know what your prices are and how they are calculated: Based on FTEs? On buildings? On a combination, or on something else?)

If you cannot provide a standard price that would enable each library to understand their cost to subscribe, then for each product you must tell us the price that you would charge these hypothetical libraries if they subscribe to your product as a result of these trials.

- a. **Library A: A high school library with 750 students in grades 9-12**
- b. **Library B: A public library that serves a population of 100,000 and has two branches**
- c. **Library C: A public library that serves a population of 20,000 and has only one building, no branches**
- d. **Library D: A community college library serving 5,000 full-time equivalent students**
- e. **Library E: A four-year academic library serving 5,000 full-time equivalent students**

f. Library F: A hospital library serving a hospital that employees 1,000 staff plus has 200 doctors attached to the hospital

Library Type	Standard Rate per Title
Four-Year and Two-Year Colleges and Universities	\$.40 per fall enrollment FTE
Public and Community Libraries (all population levels)	\$.0275 per person
Middle/High Schools (grades 6-12)	\$.01 per fall enrollment FTE
Business and Government Libraries	\$.03 per person with web access

7. If a library subscribes to any of your products as a result of this trial, will their future subscription rates continue to reflect any savings or discount they may receive today?

Libraries will continue to enjoy a discount on their current subscription rate with Weiss Ratings.

8. What is the minimum participation level (however you care to define it) that would be needed to allow participating libraries to receive a group discount? How will you treat existing library customers with regard to a group buy?

There is no minimum participation level for library sign-up. All libraries that currently subscribe to Weiss Ratings will receive a prorated discount for the remaining portion of their subscription calculated from the date that this agreement becomes effective.

9. Please provide the name and contact information (toll-free telephone number, e-mail address, hours, etc.) for libraries to make further inquires. (Sales representatives for our area preferred.)

The Sales Representative for Washington is:

Donna Valletta

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Hours: weekdays 8:30 am to 5:00 pm EST , special hours upon request