



THE STRONGEST BOOKS YOU CAN BUY
A DIVISION OF HERTZBERG-NEW METHOD, INC.

617 E. VANDALIA ROAD
JACKSONVILLE, ILLINOIS 62650-3599
800-637-6581
217-243-5451
FAX: 800-551-1169
FAX: 217-243-7505
WEB SITE: <http://www.perma-bound.com>

St. Charles Parish Public Schools
Library Services
Luling, LA 70070

Request for Proposal – Library Services

I. Inventory

Perma-Bound Books orders from over 400 unique publishers.
We stock 70,000 titles with an inventory of 4,000,000 volumes to ensure rapid delivery of orders.
Our inventory is primarily for the PreK-12 school population.
Our website lists over 130,000 titles. We can supply virtually any title that is in print upon request of our customers.

II. Ordering

30% over order requested.
Our average order fill rate for the first shipment is 95%.
Our website URL: www.perma-bound.com
We have created login information for St. Charles Parish that will be active until June 30, 2018.
Password: stcharlesparish
User Name: Books1234

Our website is user friendly with instructions available directly on the website. If necessary, additional assistance is available from our Customer Care Department, Angie Combs, 800-637-6581 ext. 121 or Ben Hollendonner, 800-637-6581 ext. 192

Upon award, Perma-Bound will provide each school with our web address and trial accounts.

We will not make any substitutions to your orders.

B. Processing Specifications

We will comply with your processing specifications.
Samples and MARC Records on CD have been sent as requested.
There will be no charge for processing.
Kapco covers, if requested, will be \$2.45 each.

Serving schools
and libraries
with pride,
for over
a century
and a half.

C. Replacement Policy

If any books are received damaged or defective, they can be returned to Perma-Bound at no expense to the school or district.

Any books cataloged/barcoded incorrectly can be returned to Perma-Bound at no expense to the school or district.

Any books received "not as ordered" can be returned to Perma-Bound at no expense to the school or district.

D. MARC Records

We have sent MARC records with MARC tags on CD along with the sample books.

MARC Records are compatible with Destiny Follett Software

Sears and Library of Congress subject headings are used.

There are no hyperlinks in the MARC records (tag #856)

We will provide MARC records on CD or downloadable with each order. CDs will be sent with each shipment.

Perma-Bound can supply downloadable MARC records.

III. Customer Services

Perma-Bound Local Sales Representative:

Shannon Walgamotte

4009 Green Acres Road

Metairie, LA 70003

Phone: 504-888-9288

Email: shannonw@perma-bound.com

Perma-Bound Customer Service Representative:

Angie Combs

800-637-6581 ext. 121 Fax: 800-551-1169

Email: angiec@perma-bound.com

We have included references as requested.

D. Billing/Delivery

Itemized invoices will be submitted to each school.

Invoices will be issued after completion of an order.

The first order will be shipped within 30 days after receipt of purchase order.

If a back orders are necessary and permitted, they will follow 30 days after previous delivery.

The books will be packaged and delivered to the school address on the purchase order.

Perma-Bound Books does not charge for shipping and handling.

IV. Pricing

We include the list of books and pricing. All of the books we supply are brand new. We do not offer refurbished books.

Prices in Perma-Bound catalogs and on our website are pre-discounted up to 30% on all books. We are offering St. Charles Parish Schools an additional 5% discount off the already discounted prices for all books.

There is no charge for processing.

Kapco covers, if requested, will be charged at \$2.45 each.