



June 27, 2016

RE: Solicitation No. SW16012 // Statewide Contract for Books

Organizational Capacity:

Complete Book & Media Supply was incorporated in 1996 to serve the needs of our corporate, educational and government clients requiring a single-source supplier for books, eBooks, publications and subscriptions. Our solutions and capabilities are uniquely designed to meet the specific requirements of each of our partners, and no other supplier in the publication industry can match our combination of customer service, experience, price point, selection and technology. We strive to exceed member expectations by providing high quality, cost-effective and timely solutions through a diverse portfolio of competitive agreements and value-added services.

With over 3,000,000 books, eBooks, and subscriptions available for immediate purchase, Complete Book & Media Supply offers the largest online publication selection in the world specifically for the corporate, educational, technical and scientific markets. This comprehensive selection includes both books and subscriptions in all fields, available in electronic or hard copy format. Furthermore, our capacity to quickly add vendors and products allows us to stay up to date with the ever changing and diverse requirements of each of our clients.

Thank you for including Complete Book & Media Supply, LLC in your search for a single-source supplier of books. We are enthusiastic about our inclusion in this process and the opportunity to reply to your solicitation.



Please find our responses to the statement of work below:

C.2.1.1-C.2.11.1. Complete Book and Media Supply is able to provide all items listed within the categories

C.3.1.-C.3.3. The account manager for the term of this contract will be Kendall Montiegel. Contact information is as follows: [kendall@completebook.com](mailto:kendall@completebook.com), 800-986-1775 ext. 105. She will always respond in writing in a timely manner and attend all requested meetings.

C.4.1.-C.4.2. Complete Book and Media Supply will provide a discount of the list price for the categories listed. We offer excellent customer service and will respond quickly to any specific issues including delivery, quality, and returns.

C.5.1.1.-C.5.1.5. Complete Book and Media Supply has been in business for over 19 years and is an authorized distributor for over 2,000 different publishers. Each product provided will have the manufacturer's standard warranty at minimum. If any prices fluctuate between the time of the order and the time of the delivery Complete Book and Media Supply will charge the price originally provided at the time of the order. Complete Book and Media Supply will not invoice service fees or any additional costs (except Rush delivery) during the life of the contract.

C.5.2.1. Complete Book and Media Supply's response time is lightning fast! We will respond to all communications immediately and often get quotes back within 4 hours.

C.5.2.2. -3. Our fill rate is 98% and our invoices are always 100% accurate.

C.5.2.4. We will always do our best to meet the delivery standards required by each user. Standard delivery time is 5-14 working days but we will offer a rush shipping quote if the order is needed quicker.

C.5.2.5. We will always notify users of any back orders or delays and will cancel any short or out of stock items if the user requests. All of this will be done without penalty.

C.5.2.6. Complete Book and Media Supply strives to maintain an excellent level of customer service.



C.5.2.7. Orders may be placed via phone (800-986-1775), fax (512-616-0410), email, or online at: [omes.completebook.com](http://omes.completebook.com). Screen shots are included to show the customized web page for OMES. Registration is easy! All we require is your first and last name, email address, and password. Once registered, the website will reflect the list price and discounted prices OMES users will receive.

C.5.2.8. We accept all forms of payment; this includes checks, EFT, and purchase cards.

C.5.2.9. Shipping will be free, including inside delivery. If ever a package arrives damaged, Complete Book and Media Supply will pay the damage charges.

C.5.2.10.-11. If a rush delivery is required we will get back to the customer within 24 hours with a price and guaranteed date of delivery. We will also be able to provide all rush shipping options (overnight, 2<sup>nd</sup> day air, early morning delivery). If rush shipping occurs in error Complete Book and Media Supply will not charge the customer. All items shipped will be packaged so the receiving person(s) can easily check the shipment with the invoice.

C.5.2.12.-13. Complete Book and Media Supply will accept returns within 30 days of delivery, but please note not all items are returnable. No restocking fee will be charged and we will provide a shipping label for the return of the products.

C.5.2.14. Every employee at Complete Book and Media Supply is trained to handle any questions or problems that may arise. We will be able to pull up information on each individual order to answer any inquiries regarding status, delivery, back orders, pricing, products, and contract compliance requirements.

C.5.2.15. Complete Book and Media Supply will be able to provide both our price list ([omes.completebook.com](http://omes.completebook.com)) and the list prices directly from the manufacturer.

C.5.2.16. If we are able to offer any rebates or special offers directly from the manufacturer to the customer we will do so.

C.5.2.17. Each product provided will have the manufacturer's standard warranty at minimum and all defective items will be replaced free of charge; including freight.

C.5.2.18. If an item is on back order at the time of the quote we will include that information when we send the quote to the customer. If an item goes on back order between the time of



the quote and the time of the order we will call or email the customer immediately. We will provide the in stock date and cancel the order if requested.

C.5.2.19. Most of the publishers we work with drop ship so the products go directly from their warehouse to the customers' location. Any items that have to ship inbound to Complete Book and Media Supply's warehouse will be thoroughly inspected prior to shipping. Any item that is damaged will be replaced immediately and the customer will be notified of the delay.

C.5.2.20. Invoices will be provided as required by OMES.

C.5.2.21. Complete Book and Media Supply employees make a great effort to keep all our customers happy and satisfied with the level of service they receive. If ever there is a complaint we will handle it immediately with courtesy and professionalism. We strive to handle all complaints quickly and will provide a resolution within 24 hours.

C.5.2.22. Complete Book and Media Supply's catalog is available online only and updated daily. We have provided a customized page for all OMES users to access: [omes.completebook.com](http://omes.completebook.com). If an electronic catalog (CD) is requested we will provide it to the authorized user within 2-3 working days.

Again, we appreciate the opportunity to present our proposal and we look forward to working with you.

Best Regards,

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