



THE STRONGEST BOOKS YOU CAN BUY June 9, 2016

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>

State of Oklahoma  
Department of Central services  
Central Purchasing  
Will Rogers Building  
2401 N. Lincoln Blvd., Suite 116  
Oklahoma City, OK 73105

Re: Solicitation #SW16012  
Due July 5, 2016  
**Technical Proposal**

### **C.3. Account Management**

**C.3.1.** The in-house Account Managers responsible for the Bid and Administration of the contract is Betty Hillig, Sales Coordinator, Phone: 800-637-6581; email: [bids@perma-bound.com](mailto:bids@perma-bound.com)

**C.3.2.** Local Account Managers:  
Kyle Brown, Perma-Bound Sales Representative  
Phone: 800-644-7338  
eMail: [kylebrown@perma-bound.com](mailto:kylebrown@perma-bound.com)  
Kenneth Brown, Perma-Bound Sales Representative  
Phone: 405-350-1292  
eMail: [kennethbrown@perma-bound.com](mailto:kennethbrown@perma-bound.com)

**C.3.3.** Local account managers will attend meetings when possible and/or as requested.

### **C.4. Purchasing Process and Pricing**

**C.4.1.** Perma-Bound Customer Care representative Casey Turner will monitor any orders received through this contract.  
Phone: 800-637-6581 ext. 208  
eMail: [caseyt@perma-bound.com](mailto:caseyt@perma-bound.com)

**C.4.2.** Pricing offer on Attachment C

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

## **C.5. Service Level Requirements and Expectations**

### **C.5.1. Mandatory Service Level Agreements**

**C.5.1.1** Perma-Bound Books has been in business for 62 years.

**C.5.1.2.** Perma-Bound Books is an original manufacturer of Perma-Bound Books. We are an authorized distributor of publisher's books.

**C.5.1.3.** Books in Perma-Bound bindings are unconditionally guaranteed. If you are ever dissatisfied with a Perma-Bound book, we will replace it. Books in Original Publisher's Hard Cover bindings are guaranteed for 1 year. Books in paperback bindings are guaranteed for 60 days from manufacturer's defects.

**C.5.1.4.** Perma-Bound will charge the prices in effect as of the order date.

**C.5.1.5.** Perma-Bound will not invoice any service fees. We do not have a minimum order amount requirement. We offer free standard shipping. There are no other surcharges.

### **C.5.2. Desirable Service Level Expectations**

#### **C.5.2.1. Response Time**

Perma-Bound Books will respond to all communications no later than one business day. Our Customer Care Department is available Monday through Friday from 7:00 A.M. until 6:00 P.M. Your Customer Care Representative is Casey Turner. Phone 800-637-6581 ext. 208  
Fax: 800-551-1168; email: [caseyturner@perma-bound.com](mailto:caseyturner@perma-bound.com)

#### **C.5.2.2. Fill Rate**

Perma-Bound will maintain a 98% fill rate.

#### **C.5.2.3. Invoice Accuracy**

Perma-Bound will strive to achieve invoice accuracy of 100% as measured by SKUs ordered.

#### **C.5.2.4. Delivery Standards**

Perma-Bound will make deliveries per our customer's guidelines. Perma-Bound will deliver by the date specified and ensure those dates are met 97% of the time.

#### **C.5.2.5. Non-Delivery**

Any items out of stock, out of print, or not available will be noted on the invoice.

**C.5.2.6. Overall Customer Satisfaction** Perma-Bound strives to offer exemplary customer service. Surveys will be conducted as requested. We have local Perma-Bound Sales Representatives to service our customers.

**C.5.2.7. Ordering Methods**

Orders can be placed by mail, email, phone, fax, or online.

Mail: Perma-Bound Books, 617 E. Vandalia Road,  
Jacksonville, IL 62650

Toll free phone: 800-637-6581

Toll free fax: 800-551-1169

Email: [books@perma-bound.com](mailto:books@perma-bound.com)

Website: [www.perma-bound.com](http://www.perma-bound.com)

**C.5.2.8. Payment Options**

Perma-Bound accepts checks, electronic transfer, or P-card.

**C.5.2.9. Freight Policy**

Perma-Bound offers free shipping, inside delivery.

Perma-Bound will file and expedite all freight claims.

**C.5.2.10. Rush Delivery**

Rush delivery will be made upon request.

Normal rush delivery is one week.

**C.5.2.11. Shipping**

Perma-Bound does not ship hazardous materials.

All products will be shipped with a packing slip to easily check the shipment with the invoice.

**C.5.2.12. Return of Product**

Any materials delivered damaged or in error can be returned to Perma-Bound at no cost to the customer. Credit or replacement will be made as soon as the items are returned.

Arrangements for returns will be made within 20 days of the notification.

Perma-Bound will be responsible for all shipping costs and there are no restocking fees.

Perma-Bound will refund all amounts for returned products.

**C.5.2.13. Returns Due to User Error**

Items ordered in error can be returned to Perma-Bound for up to 30 calendar days from delivery. Perma-Bound does not charge restocking fees.

Credit will be issued upon receipt of returned items.

**C.5.2.14. Post-Order Customer Service**

Perma-Bound offers both in-house and local Customer Service.

In-House: Casey Turner, 800-637-6581 ext. 208.

[caseyturner@perma-bound.com](mailto:caseyturner@perma-bound.com)

Casey is available from 8:00 AM until 4:30 PM CST

If Casey is not available, we have other Customer Services

Representatives to take your calls. All these representatives have access to

status of orders, delivery information, back-order information, statewide contract pricing, contracted offerings, contract compliance requirements, and general product information.

Local Perma-Bound Sales Representatives:

Kenneth Brown  
405-350-1292  
Fax: 405-350-9660  
Email: [kennethbrown@perma-bound.com](mailto:kennethbrown@perma-bound.com)

Kyle Brown  
405-447-4433  
Fax: 866-442-9778  
Email: [kylebrown@perma-bound.com](mailto:kylebrown@perma-bound.com)

Kyle and Kenneth will also serve as local Account Managers

All of these representatives have access to information to provide immediate response to all inquiries. All of our representatives, both in-house and local, are professional, courteous, knowledgeable, and eager to be of service.

**C.5.2.15. Price Verification**

Perma-Bound prices lists are available upon request  
Our complete catalog is on our website and is updated daily  
[www.perma-bound.com](http://www.perma-bound.com)

**C.5.2.16.** Perma-Bound does not offer any rebates. Any special offers are listed on our website ([www.perma-bound.com](http://www.perma-bound.com))

**C.5.2.17. Quality Assurance and Warranty Guarantee**

Books in Perma-Bound bindings are unconditionally guaranteed. If you are ever dissatisfied with a Perma-Bound book, we will replace it. There will be no charge to the customer for the return or the replacement.

**C.5.2.18. Notification of Back Orders**

Any items not available on the initial shipment will be noted on the invoice. If back orders are allowed, the items will be backordered and shipped within 30 days of the initial shipment.

**C.5.2.19.**     Receiving Procedures and Order Inspection

Perma-Bound understands your inspection procedures.

Any discrepancies in the shipment can be reported to Perma-Bound Customer Service Dept. and the problem will be resolved.

**C.5.2.20.**     Invoices will reflect the information you request. Copies will be sent to personnel as indicated on the purchase orders.

**C.5.2.21.**     Any complaints can be made to your Customer Care Representative, Casey Turner, 800-637-6581 ext. 208.

These problems will be resolved to the customer's satisfaction.

Casey is knowledgeable concerning your contract procedures and requirement. Any calls will be returned the same day if possible or the next business day. We will work with the customer until the problems and complaints have been resolved

**C.5.2.22.**     Perma-Bound's web based catalog is updated daily:  
[www.perma-bound.com](http://www.perma-bound.com)

Print catalogs are published each August.

Electronic catalogs available upon request.

Catalog on CD included with bid.