

Lakeshore®

2695 E. Dominguez St. • Carson, CA 90895 • (800) 421-5354 • Fax (310) 537-7990
www.lakeshorelearning.com

August 2, 2017

Lafayette Parish School System
113 Chaplin Drive
Lafayette, LA 70508

RE: Early Childhood Education Supplies Bid #41-18

Dear Lafayette Parish School System Staff,

Thank you for providing Lakeshore Learning Materials the opportunity to respond to your request for **Early Childhood Educational Supplies Bid #41-18**. Lakeshore is dedicated to creating innovative educational materials that spark young imaginations, instill a sense of wonder and foster a lifelong love of learning. With resources for infants and toddlers through the 6th grade, we help children reach developmental milestones and achieve educational goals—while still having fun!

With the complete order of quote #32169, you will receive the following savings:

Product Savings:	\$9,141.33
Freight Savings:	\$13,711.99
Installation Savings:	\$18,282.66
Total Savings:	\$41,135.98

Services

Complimentary White Glove Delivery Service on orders \$10,000 and over:

- Unpacking and assembly
- Supervised Classroom Set-up
- Debris Removal
- We can box and label orders by designated information whether it be by classroom or teacher at no additional charge.

For orders under \$10,000, please contact your Regional Manager, Darryl Thomas, at dthomas@lakeshorelearning.com

Additional Advantages for choosing Lakeshore:

Product Warranty

We unconditionally guarantee every item. We stake our reputation on the quality of our products. If you are unhappy with any item for any reason, return it to us for a full refund or exchange. Your satisfaction is our number one priority.

- **Lakeshore offers unconditional lifetime warranty on all furniture lines and cots!**
- 10-year warranty on Carpets
- 5-year warranty on Trikes
- All other items receive a full-year warranty (unless otherwise noted).

Dedicated Staff

Darryl Thomas, Regional Manager

Darryl has been with Lakeshore for over 17 years. Darryl's responsibilities include personally servicing customers in their respective areas of Louisiana, to ensure each customer's needs are met and they receive superior service and quality educational materials. You can reach Darryl by phone at (504) 250-8042 by fax at (985) 781-4566 or by e-mail at dthomas@lakeshorelearning.com

Jennifer Gilbert, Regional Vice President

Jennifer has 8 years of experience at Lakeshore. She is responsible for managing 11 Regional Managers in the Southeast region of the United States. She ensures that all customers in her area are receiving the best possible service. She also has a direct role in servicing the top clients in the area. You can reach Jennifer by phone (404) 840-9376, by fax (310) 537-7990 or by email at jgilbert@lakeshorelearning.com.

Sandra French, Inside Partner

Sandra has been with Lakeshore for 20 years. Sandra's focus is to act as a liaison between Lakeshore and the customer to ensure open lines of communication so the customer's expectations are met and exceeded. Her responsibilities include personal account service, management of large deliveries, and management of special handling orders, general sales support and special events. You can reach Sandra by phone at (310) 421-5354 ext. 2754 by fax at (310) 537-7990 or by e-mail at sfrench@lakeshorelearning.com

In addition, Lakeshore's Bid Department is also available to ensure the completion of this project. Bid Supervisor; Rafael Muro, Lead Bid Analyst; Tery Amaya, and Bid Coordinator; Amanda Henderson will be available to answer any questions regarding the contract, assist with renewals, and will adhere to all contractual agreements and commitments. The Bid Team is available via email at biddept@lakeshorelearning.com, or by phone at (800) 421-5354.

Quality & Safety

At Lakeshore, children's safety is our highest priority—and we know it's the top concern of our customers, too. That's why we want to provide you with detailed information about Lakeshore's testing and certification process...and share with you the rigorous steps we take to ensure our products are safe.

In the 63 years that we've been in business, Lakeshore has always been a huge step ahead when it comes to safety. Not only are we in full compliance with all the current U.S. safety regulations, we also have our own in-house Quality Assurance Team that tests and inspects every item we carry with even more rigorous standards than those required by law. Every item we sell must meet or exceed all the government safety requirements, or we don't carry it—period.

For us, safety begins at the moment a product idea is conceived and put into development. First, we ensure that all the materials that go into each new product are safe. The materials must be phthalate-compliant (phthalates are sometimes found in PVC and other plastics), as well as BPA-compliant (BPA, or bisphenol A, is sometimes found in clear, hard plastics). The materials must also pass strict standards for lead content.

Once we confirm that the materials we're using are safe, we conduct exhaustive "use and abuse" testing to make sure each product will remain safe through years of everyday use. And, after a product passes our rigorous testing, it is then tested and certified by a third-party testing laboratory. Finally, we continue to monitor the safety of our products through periodic testing, both internally and by third-party labs, to ensure that our suppliers maintain the high level of integrity we demand of our materials.

For Lakeshore, children’s safety always comes first. You can rest assured that the products we sell are safe and that we are doing everything we can to provide our customers with superior-quality products that they can trust with their children.

Customer Service

We can’t say it enough: Customer satisfaction is our number-one priority. As such, our Customer Service representatives are multifaceted individuals who go out of their way to provide a peak experience for every customer.

Customer Service Center:

Lakeshore Learning Materials – Customer Service Department

2695 E. Dominguez St., Carson, CA 90895

Phone: (800) 428-4414

Fax: (310) 537-4261

Email: lakeshore@lakeshorelearning.com

Hours of Operation: Monday through Friday, 6:00 a.m. to 6:00 p.m., PST

Delivery of Goods

Lakeshore typically ships over a million boxes via UPS each year, with four to eight UPS semi-truckloads leaving our warehouses every day. We contracted with five trucking companies that deliver 45,000 truckloads of materials each year to different regions across the country, and that number is growing.

Delivery Time is 7-10 business days ARO.

Warehousing and Delivery Capability

With more than one million square feet of warehouse space, we’re able to keep items in stock and ready to ship—eliminating back orders and drop shipments. Plus, our state-of-the-art distribution center is located at our company headquarters near the Ports of Long Beach and Los Angeles, and it’s accessible from every major trucking corridor.

Product Availability

As a company, Lakeshore is proud to have a 99% fill rate. We work very hard to keep all of our items stocked in our warehouse and available for immediate delivery. If, by some chance, there is a backorder we won’t bill or invoice you until every item is delivered. From the day we receive your order you will receive your materials in 7-10 working days, guaranteed. For large orders, we will work with our manufacturers in making sure we have the appropriate stock available to meet your need delivery dates.

Returns or Exchanges

Not only are our products distinguished by their quality, educational merit and safety—they’re also backed by our ironclad guarantee. If you are unhappy with any item for any reason, you may return it for a full refund or exchange...no questions asked! If you need assistance with an order, simply contact our Customer Service department at (800) 428-4414.

Exclusive Items

Among the wide range of educational products offered by Lakeshore, there are over a thousand outstanding and innovative items for which we are the sole-source vendor. These exclusive materials are easily identified by the two-letter prefix in their item number. Any items you see with the following prefixes are sole-source items that you simply won’t find anywhere other than Lakeshore:

**AA AB AX AZ DD DG EE FF GG HH JC JJ KC KT
LA LC LCW LDA LK LL LM PP PX RE RJ RR TT YB**

GREENGUARD Certification

Lakeshore offers a variety of classroom furniture pieces that have earned GREENGUARD Certification. Our 3 lines of furniture (Classic Birch; First Steps®; Colors of Nature®) are certified by the GREENGUARD Environmental Institute to support low emissions standards—reducing chemical pollutants and helping to improve the indoor air quality. GREENGUARD Certification is recognized by numerous sustainable building programs, including the LEED® Building Rating System. Purchasing products that are GREENGUARD Certified helps you earn points toward LEED certification. Products on our website that feature the GREENGUARD logo are certified by the GREENGUARD Environmental Institute to comply with low emissions standards—reducing chemical pollutants and helping improve the quality of indoor air.

For a complete listing of Lakeshore’s GREENGUARD Certified products, just search for the keyword “GREENGUARD” on our website. You may also request more information from Lakeshore’s Customer Service Department by calling (800) 421-5354.

Feel free to contact your local representative, Darryl Thomas who is available at (504) 250-8042 with any questions.

I would like to thank you in advanced for giving Lakeshore Learning Materials this opportunity to serve you and we look forward to doing business with you.

Sincerely,



Rafael Muro
Bid Supervisor