

Yale University Library
Preservation Department
Request for Quote (RFQ)
Book Binding Services for Monographs and Serials
With Optional Service: Printing and Binding of
Preservation Replacement Copies

RFQ for BOOK BINDING SERVICES

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I. STATEMENT OF WORK

A. Background Information

Yale University Library (hereafter Yale or YUL) houses an estimated 12 million volumes and has approximately 6,000 active periodical (serial) subscriptions. Unbound serials and selected monographs are collected through circulation and use, and bound for preservation purposes.

The binding of paperback monographs and recasing of damaged books is primarily handled by staff in the Preservation Department, with the binding and rebinding of periodicals/serials being handled by the Preparations unit under the Acquisitions Department. Following are the numbers of materials bound in Fiscal Year 2011/12:

- Standard periodicals: 12,081
- Monographs (includes Music Scores): 14,277
- Recases (New Case Only): 18,756
- Theses/Dissertations: 474
- Newspapers: 41
- Pamphlets: 1,549
- Music Score Parts: 33

B. Statement of Needs

The Contractor shall bind serial units and monograph volumes at a rate of approximately 600-800 items bi-weekly. A binding preparation assistant onsite at YUL assembles, collates, and prepares binding instructions, noting conditions that the Contractor must consider, and instructions the Contractor shall follow. The assistant also specifies the type of leaf attachment and other special instructions. Volumes for binding will be picked up every other week at the YUL and be returned bound two weeks later. Other sites will be picked up and dropped off with less frequency. Also, YUL is asking for an optional service to bind paper replacement copies of digitally reproduced materials.

C. Instructions for Response

The Contractor shall respond with a positive statement (a letter is fine) affirming that the Services to Be Performed detailed in the RFQ are understood and that any subsequent agreement will incorporate the RFQ by reference. If the Contractor is interested in the Optional elements of this RFQ, they should affirm that in the same statement. The Contractor shall have the statement signed by an authorized corporate officer of the company.

Along with the positive statement, the Contractor will provide:

- Available options for invoicing against the deposit account for simple reconciliation
 - Sample(s) of invoices is encouraged
- All prices of services listed in Appendix A of this RFQ.
- All samples listed in Appendix B of this RFQ. The Contractor is responsible for all costs associated with developing the RFQ, including samples.
- The name, telephone number, and email of at least two library contacts qualified to comment on the performance of the Contractor.

The response to this request for quote shall be addressed to:

Tara Kennedy
Preservation Services Librarian
Sterling Memorial Library
P.O. Box 208240
New Haven, CT 06520-8240
tara.d.kennedy@yale.edu
(203) 432-4335

Submissions shall be made in hard copy and sent to the above address by end of business (5 p.m.) on July 15, 2013.

The Contractor may request further information or clarification of the RFQ. Any inquiries shall be addressed to Tara Kennedy, Preservation Services Librarian.

Yale is generally exempt from federal, state, and local taxes for purchases made in furtherance of its exempt mission, including Connecticut sales and use taxes (Permit E00015) and federal excise taxes (Exemption No. 06730237F). The Contractor shall not charge Yale for any taxes in connection with the Order to the extent permitted by law. Without limiting the foregoing, Yale will not be responsible directly or indirectly (including by reimbursement to the Contractor) of any property taxes assessed on any leased property under this Order. The Contractor is familiar with and shall comply with the requirements applicable to claiming such exemptions. Yale shall provide copies of exemption certificates upon request.

D. Evaluation Criteria

The Contractor's response to this Request for Quote will be evaluated using the following criteria. Contractor selection will be based on the best overall value to the Library.

- The ability to meet the specifications as established in this RFQ.
- The samples provided by the Contractor.
- The experience, efficiency, reputation, and judgment of the vendor.
- References.
- Price.

II. SERVICES TO BE PERFORMED

A. General Requirements/Statement of Work

1. Scope

Independently, the Contractor shall furnish all necessary labor, materials, supplies, equipment, and services (except as otherwise specified herein) and perform the work set forth in the tasks outlined below.

The work to be performed under this statement of work is to be performed at the Contractor's facility. The materials to be bound are a permanent part of the YUL's collection and are often irreplaceable. All work under this RFQ shall be monitored by a representative from the Preservation Department.

2. Compliance with Specifications

All work is to be done for the YUL according to the attached specifications, unless instructions from the YUL direct otherwise. Throughout this RFQ, the Contractor is referred to the specifications of ANSI/NISO/LBI Z39.78-2000 Standard for Library Binding¹ hereafter referred to as Z39.78-2000.

Any change in methods or materials used by the Contractor may be acceptable to the YUL within the terms of this RFQ under the following conditions: the methods and/or material must undergo extensive, documented testing that measures strength, durability, and functional qualities (e.g. openability of the volume); and tests must clearly indicate that the innovations(s) shall lead to better protection and greater longevity of the text block. Adoption of any innovation must be approved in writing (email is acceptable) by the YUL prior to implementation.

3. Communication

The Contractor shall be willing to respond promptly to telephone calls and/or emails related to unusual problems, changes in schedules, etc.

A representative from the Bindery shall visit the YUL periodically and be available upon request. The representative shall be thoroughly familiar with the terms of this RFQ; shall have in-depth knowledge of the technical aspects of library binding and of the Contractor he/she represents; and shall have a thorough understanding of the relationship between library binding and the preservation of library materials.

The Contractor shall be prepared to allow on-site visits during normal working hours by YUL staff members interested in bindery activities.

4. Binding System

The Contractor shall maintain an automated database that provides electronic transfer of binding instructions from the YUL to the Bindery, generation of reports, statistics, and invoices, and eliminates the need for rekeying variable spine label data.

The Contractor will provide the networked software, training, and documentation for implementing the system. The Contractor will provide binding preparation software that operates on YUL's local area network of workstations, or via the Internet (e.g. browser-supported software). Browser-supported software is preferred.

The Contractor will provide an interface between the binding preparation system and other automated systems used by Yale (e.g. Voyager). The interface will result in more efficient preparation and fewer errors.

The Contractor's database shall accommodate the transfer and maintenance of the following information.

- a. YUL Title ID
- b. Bindery Title ID
- c. YUL Barcode

¹ Available online at <http://www.lbibinders.org/assets/documents/LibraryBindingStandard.pdf>

- d. ISSN/ISBN
- e. Title
- f. Sub-title
- g. Author
- h. Series
- i. Volume
- j. Number
- k. Months
- l. Index
- m. Supplement
- n. Year
- o. Page numbers
- p. Abstract numbers
- q. Call number
- r. Leaf attachment
- s. Color
- t. Special handling instructions
- u. Shipment Lot ID
- v. Date sent to the Bindery
- w. Expected return date
- x. Date returned
- y. YUL Internal Location Name

YUL agrees to prepare binding tickets for each item to be bound. Each bound item will be returned to YUL with a ticket documenting the binding instructions originally prepared by YUL.

5. Facility

The Contractor shall ensure that the facility where the materials will be stored and processed has adequate security against theft, vandalism, fire, flood, rodent and insect infestation, and other environmental hazards.

The Contractor's facility shall have securely locking doors and windows, and shall have an intrusion alarm system connected to a local police department or building security service. The Contractor shall limit off-hours access to the building to times when authorized company personnel are present.

The environment within the Contractor's facility shall be relatively cool and dry, constant, and stable without extended periods of fluctuation or extreme temperature and/or relative humidity.

The Contractor shall have in place a fire extinguishing system that conforms to local building code. The Contractor shall have in place a plan for responding to fire, water or other emergencies that may put YUL materials at risk. The Contractor shall notify a representative from the Preservation Department immediately if YUL materials are damaged, or at risk because of fire, water, or environmental contamination.

B. Specific Requirements for Statement of Work

Specifically, the Contractor shall perform the following tasks:

1. Preparation for Binding

a. Examination

Each shipment received by the Contractor from the YUL shall be inspected for completeness by checking off each item on the shipping list, produced by YUL. The Contractor shall notify YUL's representative within 24 hours after receipt if a shipment is found to be incomplete.

The Contractor shall examine all volumes prior to binding. The YUL will provide binding instructions on a printed slip and electronically through the binding database/ software. Each volume will contain two copies of the binding slip; one copy shall be returned with the bound volume. YUL shall provide a Binding Profile as part of the contract, based on the specifications outlined in the RFQ.

The Contractor shall review the binding slip for any special handling instructions and to determine that the volume in hand can be bound according to the instructions. If the Contractor determines that the YUL's instructions cannot be followed, or are not the best practice for the particular volume, the Contractor shall set the volume aside and contact the representative from the Preservation Department for directions. In some cases, it may be necessary to return the volume unbound to the YUL for further review.

Mending will be done by the YUL prior to shipment to the bindery. If the Contractor observes unrepaired damage, such as torn covers or pages or defects that will impact the binding of the volume, the Contractor shall return the volume to the YUL unbound. If the volume can be bound without repair to the defect, the Contractor shall flag the defect and bind as is.

The YUL will collate and check serial issues for completeness and correct order. The arrangement of issues, title pages, indices, inserts, supplements, etc. should be left as is unless the Contractor notices an obvious error in the ordering of issues or the completeness of the volume. The volume may be bound incomplete only if indicated on the binding slip. If a unit is incomplete and there is not a specific instruction to bind incomplete, the unit should be returned to the YUL unbound.

b. Folded Sheets, Illustrations, and Maps

Volumes with double leaves, folded illustrations, or inserts shall be handled carefully to preserve folds and to prevent them from catching in the binding. The Contractor will exercise the options for binding volumes with maps, illustrations, or folded sheets in this order:

1. Selecting a method of leaf attachment that will not destroy or obscure the contents of the affected materials.
2. Leaving the text block untrimmed.
3. Constructing a pocket from cloth and attaching it to the inside of the back cover.
4. Returning the item unbound to Yale.

The Contractor will provide a paper pocket attached to the inside of the back cover for any loose materials, including music parts. The pocket will firmly support the materials it encloses.

c. Original Covers

Original paper covers are to be retained on all volumes or issues, unless YUL requests otherwise. If the Contractor determines that a cover is too stiff, the cover should be hinged in utilizing hinge material and adhesives that conform to Z39.78-2000.

d. Flush Case Binding

When a volume exceeds 2 inches in thickness, the volume shall be bound with the text block flush to the bottom (tail) of the case. When serial issues of different heights must be bound together, the issues will be jogged flush at the tail. In no case will one or more issues be trimmed for the purpose of making them conform to the smaller issues.

e. Preparation of the Spine

For text blocks that must have the spine edge trimmed or milled away in preparation for double fan adhesive binding, the Contractor shall take care to remove as little as possible in order to preserve as much of the inner margin as possible or practical.

Very bulky serial issues which are saddle- or side-stitched that cannot be sewn through the fold (e.g., when they must be bound together with non-saddle-stitched issues) shall be prepared for adhesive binding or oversewing by slitting through the fold rather than by trimming or milling.

The Contractor shall remove all staples before trimming, milling, or sewing.

Rounded and backed text blocks for rebinding shall have boards removed and the old rounding and backing taken out by nipping before the spine edge is milled or trimmed.

2. Leaf Attachment

YUL will determine the method of leaf attachment for serials and assemble batches of all the same leaf attachment. Instructions about leaf attachment and special treatment will be found on paper binding slips inside the bindable units. Unless specified otherwise in this document, methods of leaf attachment should strictly adhere to the guidelines provided by the Z39.78-2000. The only acceptable methods of leaf attachment are those specified below.

Endpapers for all methods of leaf attachment shall meet the specifications of Z39.78-2000, Section 15.1 and reinforcing materials shall meet the specifications of Z39.78-2000, Section 17.1

a. Sew-Through-the-Fold (Z39.78-2000, Section 7.2)

Sewing through the fold is a method of attaching separate signatures, one to another in succession, to create a text block. When YUL specifies sew-through-the-fold, the signatures shall be sewn by machine.

b. Double Fan Adhesive (Z39.78-2000, Section 7.3)

The text block is created by using an emulsion copolymer or internally plasticized polyvinyl acetate adhesive (PVA) to adhere loose leaves together to form a text block. This method is appropriate for loose or adhesive-bound pages. The adhesives must meet the requirements of Z39.78-2000, Section 19.2. The thickness of double fan adhesive bound volumes shall not exceed 2 inches.

c. Standard Recase (New Case Only, NCO)

Text blocks that are strongly sewn with a number of stitches adequate to the size of the text block and have good openability shall be recased only (NCO). Also included in this category are volumes that have previously been bound by a publisher or library binder that have worn or damaged covers with intact sewing.

3. Trimming

Trimming is not permitted of any text block unless specified in the binding instructions. Under no circumstances shall any volume be trimmed to the extent that printed matter shall be removed in any part, unless the YUL grants specific permission.

When trimming is specified, it should not be in excess of 1/8 inch at the head, tail, or fore-edge and no folds are to be trimmed. If any text or printed matter is trimmed, the Contractor is responsible for the cost of the replacement volume.

4. Gluing the Spine

Gluing of the spine shall follow specifications as stated in Z39.78-2000, Section 9. The adhesives used in gluing the spine must meet the specifications of Z39.78-2000, Section 19.2.

5. Spine Treatment

Spine treatment shall follow specification as stated in Z39.78-2000, Section 10. Binder should round and back all volumes. Exceptions for rounding and backing are listed below:

- i. Volumes that are already rounded and backed that are being recased
- ii. Text blocks that are less than ½" thick
- iii. Text blocks sewn through the fold, with signatures thicker than 1/4 inch (6 mm) shall be rounded only.
- iv. Text blocks that fall into a “flat-back” binding category (e.g., paperbacks).
- v. Oversized

6. Lining the spine

The lining of spines should follow specifications as described in Z39.78-2000, Section 11. The spines of all text blocks shall be lined with spine lining cloth that meets the specifications of Z39.78-2000, Section 17.2. The spine lining shall be adhered with an adhesive that meets the specifications of Z39.78-2000, Section 19.2.

7. Covering Material

Covering materials shall meet or exceed the tests for Group F buckram as specified in ANSI Standard L29.1-1977 Fabrics for Book Covers as listed in Z39.78-2000, Section 18.

If the text block weighs less than 2 pounds, the YUL may instruct the Contractor to use a material that meets or exceeds the tests for C-1 Grade book cloth as specified in ANSI Standard L29.1-1977 Fabrics for Book Covers as listed in Z39.78-2000, Section 18.

YUL reserves the right to choose the color of covering material for all types of bindings. In the absence of a choice indicated on the binding ticket, the Contractor will have the right to choose colors. Theses/ dissertations will always be covered with Group F blue buckram.

8. Lettering

- a. Lettering of author, title, and call number shall be done in white foil unless another color foil is specified. Stamping foils shall meet the performance specifications set forth in Z39.78-2000, Sections 12.2 and 22.
- b. All lettering shall be on the spine or the cover of the volume, as directed by the YUL.
- c. All lettering shall be in 18-point type, except for books thinner than 1 inch that may be lettered in 14-point type. Upper and lower case fonts shall be used in accordance with the instructions on the binding slip.
- d. The preferred orientation for title data is horizontal, centered on the spine. If the title is too long or the volume too narrow, the title may stamped vertically. Call numbers should be stamped horizontally, if possible, even if the title is stamped vertically.
- e. Call numbers will be stamped horizontally, if possible, even if the title is stamped vertically. If horizontal stamping of the call number is not possible, it will be stamped vertically.
- f. The last line or character of a call number will be positioned 1 inch from the bottom of the spine. If the call number cannot be stamped vertically, it will be stamped on the lower left corner of the front cover, ½ inch from the bottom of the volume and ½ inch from the joint.
- g. The volume/part/date designations should be stamped horizontally.
- h. The Contractor shall keep records of stamping patterns and color of stamping foil for serial titles so that uniformity of sets may be maintained. Proper and accurate stamping of all volumes, including accents in foreign titles, is essential.

9. Boards and Inlays

Boards shall meet the specifications of Z39.78-2000, Section 16. Boards shall be selected and cut as specified in Z39.78-2000, Sections 12.1 and 12.3.

All covers shall have an inlay of flexible, durable paper, meeting the specifications of Z39.78-2000, Section 15.3. Inlays shall be selected and cut as specified in Z39.78-2000, Section 12.4.

10. Assembling the Case

Boards and inlays shall be applied to the case-making material as specified in Z39.78-2000, Section 12.5. The adhesives used in making the case should conform to Z39.72.2000, Section 19.3.

11. Corners

The Contractor shall use Library Corners as the default for overhanging covering material, as specified in Z39.78-2000, Section 12.6.1.

12. Casing-In

All adhesive materials and applications shall be in accordance with the specifications outlined in Z39.78-2000, Section 19.4. All casing methods shall be in accordance with Z39.78-2000, Section 13.

13. Special Features

All materials used for pockets, stubbing, or inserts shall conform to the Z39.78-2000, Section 15.2.

14. Pamphlet Binding

All pamphlets sent to the Contractor shall be bound one of two ways:

- a. Stapled through the fold into ready-made pamphlet binders, supplied by YUL, or
- b. Double fan adhesive economy paperback binding.

For the economy binding option, the Contractor shall use a laminated covering material to cover the books, utilizing a copy of the cover of the pamphlet. The adhesives must meet the requirements of Z39.78-2000, Section 19.2. The leaf attachment method must meet the requirements as described in this RFQ (Section A.2.b).

15. Optional Service: Printing and Binding of Preservation Replacement Copies

The Contractor will print preservation replacement copies from digital files provided by YUL. Binding will be done by the Contractor per the specification for binding in this RFQ.

The Contractor will be responsible for following these specifications and guidelines:

- a. Paper stock must meet these requirements for permanence and durability:
 - i. ANSI Z39.48-1992 (R2009) *Permanence of Paper for Publications and Documents in Libraries and Archives*
 - ii. ISO 9706 *Information and documentation -- Paper for documents*
- b. The Contractor must print preservation replacement copies using inks that meet the ISO Standard 11798:1999 (E), *Information and Documentation—Permanence and durability of writing, printing and copying on paper—Requirement and Test Methods*.
- c. Printing resolution should be 600 dpi or higher.
- d. There should be less than 1% variation in print size from the original.

- e. The printing process should not introduce any skew.
- f. Printing should be uniform, resulting in sharp contrast between text and background, with no banding or streaking.
- g. The image should be printed centered on the paper with front to back registration as close as possible to the original document.
- h. Each preservation replacement copy's image should replicate the original image.
- i. The Contractor must be willing to guarantee the quality of printouts. The Contractor must also agree to correct these products that are redeemed unacceptable by YUL due to vendor errors, at no additional charge to Yale.
- j. Preservation replacement copy must be inspected to verify page order, legibility, completeness, clarity, contrast, and accuracy. Quality of the replacement copy should be compared to the digital source materials.
- k. A preservation paper surrogate should have a statement identifying the work as a copy. Notice of copy should appear as a separate leaf in the copy. The copy identification statement should indicate that the paper complies with Z39.78-2000, and other referenced standards as appropriate.
- l. Copyright statements about the limited use of copied material may be added to the notice of copy, if appropriate.
- m. Pages should be trimmed before binding so that there is a one (1) inch border around the text or image. Trimming will be done by the Contractor.
- n. Preservation Replacement Copy must be bound to meet the book binding specifications within this RFQ.

16. Quality Control

The Contractor shall have an established quality control program. The Contractor shall be responsible for quality control at various stages during the binding process and before return of completed volumes to the YUL. The Contractor's quality control program should assure a high standard of workmanship and adherence to the Z39.78-2000 standard as well as the specific binding instructions provided by YUL. Quality control of the completed bound volume shall consist of the following procedures based on Appendix B of the *Guide to the ANSI/NISO/LBI Library Binding Standard*.

17. Errors and Corrections

Any error made by the Contractor should be corrected (provided that corrections do not damage the text block) prior to the shipment's return to YUL. No more than three percent (3%) of the volumes bound in any three (3) month period will be incorrectly bound, as determined by LBI's quality control procedures. Incorrect bindings may include, but are not limited to the following:

- a. Improperly stamped spine information attributable to the Contractor
- b. Improper choice of leaf attachment and end sheet construction
- c. Poor workmanship
- d. Not following special instructions

Returned volumes with errors in lettering or defects in workmanship that are noted by YUL may be returned to the Contractor for corrections. Completed corrections shall be returned with the slip on which correction instructions were indicated. The Contractor shall make all bindery corrections and return them to the YUL within fourteen days of receipt by the Contractor and shall bear all costs incurred thereby, including transportation. YUL shall assume responsibility for all charges related to corrections resulting from errors or oversights made in preparation of the binding instructions. YUL reserves the option of correcting errors in-house. Volumes with errors that cannot be corrected without permanently damaging the volume or making the volume not bindable will be handled as a replacement.

18. Workmanship/Warranty

The Contractor shall warrant the volumes bound under this RFQ as conforming to the Z39.78-2000, Section 3, except as agreed in this RFQ or agreed to in writing with the YUL. Defects in materials or manufacture (such as errors in lettering, lettering worn off so as to be illegible, defective sewing, use of improper adhesives, failure of the leaf attachment, etc.) shall be corrected at no cost to the YUL. Normal wear of the covering material shall be excluded. The warranty shall be in effect for 5 years from the date of the original binding.

To indicate the Contractor's responsibility for the binding of the volume, a label or stamp shall be placed on the pasted down endsheet of the inside back cover, approved by YUL, showing the Contractor's identification and the month and year when the particular volume was bound. This shall serve as the company's guarantee of the binding of that specific volume. Materials used for a binder's mark (paper, adhesive, and ink) shall be chemically neutral so as not to cause deterioration of the paper of the text block.

19. Damage or Loss

If the Contractor's error results in loss of text or irreparable damage to the volume, the Contractor must replace the volume or the damaged issue(s) in the bindable serial unit. The cost and burden of locating replacement volumes, due to loss or damage by the Contractor, shall be borne by the Contractor. If the Contractor cannot replace the damaged issue(s), the Contractor shall notify the A representative from the Preservation Department and provide documentation on the sources that the Contractor contacted to obtain a replacement issue(s). If the YUL is able to obtain a borrowed volume from another library that duplicates the damaged volume or issue(s), the Contractor shall make a bound preservation replacement copy from the volume supplied by the YUL at no cost to the YUL. If the volume cannot be replaced by the Contractor or the YUL, the Contractor shall credit the YUL \$250.00 per volume.

20. Packing and Shipping

a. Packing

Packing of volumes for pickup and delivery must be in sturdy shipping containers furnished by the Contractor. In addition to the cartons, the Contractor shall supply labels and packing

material. YUL may also provide totes for packing purposes. Shipment integrity shall be maintained. The cartons shall be labeled with the lot number and the shipping list will be enclosed. The items from the original shipping list shall be checked off and annotated as the lots are packed. If necessary, volumes shall be wiped clean before packing. The Contractor will pack materials for shipment to YUL in the lots defined by YUL for each shipment. Books will be packed spine, head, or tail down or flat (if oversized) with wrapping materials to avoid shifting during transit.

b. Schedule

The Contractor will make regularly scheduled pickup/deliveries at Sterling Memorial and Law Libraries no less than every fourteen (14) calendar days. All volumes will be bound and returned to Yale within fourteen (14) calendar days of the date of pickup. All other pickup/delivery locations listed in the RFQ shall be no less than every twenty-eight (28) calendar days.

The Contractor will provide Yale with a schedule of the coming year's pickup/deliveries by December 1st of the preceding year, in coordination with Yale's holiday schedule. The Contractor will not alter the frequency, dates of pickup/deliveries and/or the turnaround time without coordinating with Yale; and will provide at least thirty (30) calendar days notice before the proposed change is to become effective. Deliveries will occur between 8:30 A.M. and 4:00 P.M. on weekdays. The Contractor will not hold any volumes for any reason from shipment delivery.

c. Shipping

The Contractor must be able to ship volumes in its own vehicles. Vehicles must afford adequate protection from water damage. If the storage area of the vehicle used to transport YUL materials is not air conditioned, volumes shall not be kept in the vehicle more than 24 hours. Vehicles shall be loaded and unloaded immediately before transport and upon arrival at the Contractor's facility.

All shipments will be returned to Yale complete. The Contractor will return bound materials in the same lots in which the materials were sent by Yale. Each carton will be clearly marked with the lot name and the number of items in each carton. Incomplete shipments will be documented on the invoice by indicating the number of volumes not returned, along with their titles and volume/date designations. The volumes not returned on schedule will be sent to Yale via UPS, or the Contractor's own carrier as soon as they are bound, at the Contractor's sole expense.

d. Location

The Contractor will provide pickup/delivery service at the Contractor's sole expense. Pickups and deliveries (14 day schedule) will be made at:

- Sterling Memorial Library, 130 Wall Street, New Haven, CT
- Law Library, 127 Wall Street, New Haven, CT

Pickups and deliveries for other libraries (28 day schedule) will be made at:

- Math Library, Leet Oliver Hall 4th floor, 12 Hillhouse, New Haven, CT

- Center for Science and Social Science Information (CSSSI), 219 Prospect Street, Concourse Level, Kline Biology Tower, New Haven, CT
- Cushing/ Whitney Medical Library, Sterling Hall of Medicine, 333 Cedar Street, New Haven, CT
- Divinity Library, Divinity Administration Building, 409 Prospect Street, New Haven, CT

e. Accountability

The Contractor must verify the number of volumes picked up and delivered and will be responsible for the safekeeping of YUL's materials submitted for binding under the terms and conditions of this RFQ while in the Contractor's plant, or during transit to or from Contractor's plant, and will be responsible for replacing any items lost or damaged.

22. Insurance

The Contractor shall insure, at their expense, all books and other YUL materials against loss or damage from any cause, from the time they leave the YUL until they are returned. Each shipment is to be insured for \$225,000 or for a greater amount if specified. As proof of compliance with the requirement the Contractor shall furnish a certificate of insurance to YUL.

23. Invoicing

The Contractor will furnish a deposit accounting system for payment. The Contractor will invoice YUL annually to fill the deposit account. Any benefits to using a deposit account with the Contractor will be stated up front, e.g. discounts on binding services. The Contractor will furnish options for invoicing YUL for the deposit account. Invoices should provide reconciliations between invoices and shipments so that it is straightforward for YUL representatives to settle invoices and shipments against the deposit account.

24. Standards of Performance

The Contractor shall maintain quality control that will assure a high standard of performance. The YUL will inspect samples of the finished work and, where it is not satisfactory, the Contractor shall correct or rework at the Contractor's expense.

Excessive errors will be considered evidence of an inadequate quality control system. Error rates over 3% in any three month period will be considered "excessive". The error rate will be based on the number of volumes requiring correction (either by the Contractor or by the YUL), excluding preparation errors not reasonably detectable by the Contractor, divided by the number of volumes in each shipment.

The following requirements shall be met:

- a. There shall be no errors in lettering.
- b. Volumes shall be bound in correct order and in correct position.
- c. All binding instructions for leaf attachment, trim, and special handling, such as pockets, must be followed, unless the YUL has approved alternate methods.

- d. The binding shall show a high quality of workmanship with smooth cloth adhesion, even corners, squares and trimming and no excessive glue.
- e. Shipment integrity must be maintained. All items within a lot must be returned together.
- f. Shipments must be returned within fourteen (14) days of pickup, unless special arrangements have been made with the YUL.

25. Deliverables

- a. Periodical: Sew through the fold
- b. Periodical: Double fan adhesive bind
- c. Periodical: Oversew
- d. Periodical: Standard recase
- e. Monograph: Sew through the fold
- f. Monograph: Double fan adhesive bind
- g. Monograph: Oversew
- h. Monograph: Standard recase
- i. Newspaper: Sew through the fold
- j. Newspaper: Double fan adhesive bind
- k. Newspaper: Oversew
- l. Newspaper: Standard recase
- m. Pamphlets: stapled into pamphlet binders provided by YUL or economy laminate bind
- n. Theses/Dissertations: Double fan adhesive bind
- o. Binding for Music Score Parts
- p. Pockets
- q. (Optional) Preservation Replacement Copy of Digital Books
- r. Special Handling Charges (Itemized)
- s. Reports:
 - i. Each shipment: total number of serials and monographs bound by type of leaf attachment, pockets and inserts produced, and the special handling charges incurred.
 - ii. Monthly: the total number of serials and monographs bound by type of leaf attachment and the number of newspapers, portfolios, clamshell boxes, phase boxes, pockets and inserts produced and the number of items given special handling; a brief narrative describing any unusual problems or concerns.
 - iii. As requested: status reports on items requiring special handling or overdue from the bindery.

Appendix A: Price List

Please provide quotes for all of the following deliverables and special requests/ handling charges in the “UNIT PRICE” column below:

| ITEM | LEAF ATTACHMENT TYPE | UNIT PRICE |
|--|---|-------------------|
| Monograph | Sew Through Fold | |
| Monograph | Double fan adhesive | |
| Monograph | Standard Recase | |
| Periodical | Sew Through Fold | |
| Periodical | Double fan adhesive | |
| Periodical | Standard Recase | |
| Newspaper | Sew Through Fold | |
| Newspaper | Double Fan Adhesive | |
| Newspaper | Standard Recase | |
| Pamphlet Binding | Stapled Through Fold into Pamphlet Binder (supplied by YUL) | |
| Pamphlet Binding | Double Fan Adhesive | |
| Pamphlet Binding | Other Options Available? (please list): | |
| Music Score Parts | Sew Through Fold | |
| Music Score Parts | Double Fan Adhesive | |
| Music Score Parts | Other Options (please list): | |
| Printing of Preservation Replacement Copy of Digital Items (per page cost) | N/A | |
| Security Strip/ Sticker application (per volume) | N/A | |
| Special Handling Charges | N/A | |
| Paper Pockets | N/A | |
| Theses/Dissertations | Double Fan Adhesive | |
| Stubbing/ Hinging Paperback Covers | N/A | |
| Rush Service | N/A | |
| Flush Binding to Bottom | N/A | |
| No Trim | N/A | |
| Inprint Cost | N/A | |
| Additional Costs (please list) | | |
| | | |
| | | |
| | | |

Appendix B: Samples to be Provided

Along with quote for services, the Contractor will provide the following samples for review by YUL:

- a. Periodical: Sew through the fold
- b. Periodical: Double fan adhesive bind
- c. Periodical: Standard recase
- d. Monograph: Sew through the fold
- e. Monograph: Double fan adhesive bind
- f. Monograph: Standard recase
- g. Newspaper: Sew through the fold
- h. Newspaper: Double fan adhesive bind
- i. Newspaper: Standard recase
- j. Pamphlets: stapled into pamphlet binders provided by YUL or economy laminate bind
- k. Theses/Dissertations: Double fan adhesive bind
- l. Binding for Music Score Parts
- m. Pockets
- n. (Optional) Preservation Replacement Copy of Digital Books