



**Plainfield Community Consolidated
School District 202**

We prepare learners for the future.

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January 30, 2017

REQUEST FOR MUSIC INSTRUMENT & SERVICE PROPOSAL



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II. PURPOSE AND INTENT STATEMENT:

Plainfield Community Consolidated School District 202 is a creative, proactive school system in the southwest Chicago suburbs, dedicated to ensuring that all students learn, achieve and grow to their maximum potential. The District now serves students from a 64 square-mile area with over 27,500 students enrolled in a K-12 public school system. Over 2,300 students currently participate in the band program.

For students and families participating in our 6-12 band program, selecting and maintaining a high-quality musical instrument is vital to their success. In an effort to ensure all parts of the instrumental music experience are positive and accessible to every student, we are requesting service proposals to support the band program. Our goal is to increase the number of students joining band, increase the satisfaction that parents and students express with instrument selection, quality, and maintenance, and reduce the amount of time that students are without an instrument due to repair.

III. QUALIFICATIONS

Respondents must provide quality products including information about music products, assessment/rental/purchase agreements for instruments and related accessories, exceptional service including on-going communication with the District staff, student assessments for instrument selection, instrument repairs, and loaner instruments, as well as provide on-site support for the District band events.

Ability to support incoming 6th grade students in selecting appropriate instruments for the 2017-2018 school year. This would take place in spring 2017 based on interest and aptitude.

- Provide staffing and instruments to conduct aptitude testing and allow students hands-on experience with multiple instruments at 17 elementary schools between March and May 2017. Dates will be established with the District band staff after the execution of the contract.

Staffing and instruments will be provided for testing and evaluation. We will determine with the teacher how many instruments and staff will be needed according to the number of students available per class period. We are able to assist teachers as much as they need depending on their schedules. We are able to evaluate and test students with a teacher present or without according to teacher availability.

- Assist band staff with providing written letters to parents containing assessment data with dates for parent informational meetings and instrument rental nights.

Our school service and marketing staff are available to help draft and produce any recruiting information, letters, and posters upon approval of content by the band directors or administration.

Evaluation form and letter examples may be expanded on or replaced per director request.

See Document Examples: Instrument testing Assessment form pg.4
 Example parent letter pg.5
 Example continuing student order form pg.6

Enclosed hard copies only: Educational supplements, fliers, recruitment posters

Instrument assessment form

STUDENT NAME: _____ Home telephone: _____

Piano Experience: Y N Years _____

Please pick one instrument from each group that you like the most.
You will try each of your instruments. You will be graded on your ability on a scale of one thru five with five being the best.

GROUP ONE

GROUP TWO

GROUP THREE

TRUMPET

L M H

TROMBONE

L M H

BARITONE

L M H

PERCUSSION

Rhythmic accuracy L M H

OBOE

ALTO

FLUTE

L H

CLARINET

F-HORN

L M H

Tone Quality:

Score: 1 2 3 4 5

Score: 1 2 3 4 5

Score: 1 2 3 4 5

Physical Suitability:

Score: 1 2 3 4 5

Score: 1 2 3 4 5

Score: 1 2 3 4 5

We will discuss your result and make your final instrument choice at the music information meeting.

Final Instrument Choice: _____

Frederick Intermediate School Band Enrollment and Information Meeting

Dear Parents:

Our school is offering an open enrollment period for new students to join the Band program. The beginning Band Class is being organized at this time.

Although many see band as a class to learn to play an instrument, it is much more than that; it is a great way to make friends at Frederick. It is also the establishment of some rather profound environmental influences, which will determine much of your child's success in all aspects of education, not just in band.

By joining the band, your child can *further develop their musical talents, have training in cooperation with others, increase their self-confidence, form habits of industry, and practice self-discipline*. An instrument will readily place your child in a worthwhile school class, will provide them with an interesting leisure time activity and, by being a member of the high school band they will fulfill their high school fine arts graduation requirement.

We are pleased to tell you that your child has successfully completed an instrumental music test and is physically suited to play the instrument listed below. We would like to discuss with you the advantages of a musical education and the possibility of your child becoming a member of our band program.

Arrangements have been made with PM Music Center to be at our information night so you can coordinate an instrument rental and purchase of the necessary supplies. Please bring a check or credit card to reserve your instrument for the beginning of the school year. All orders will be delivered to Frederick and will be received at their first class.

We recommend that you rent an instrument before you purchase one; so that we can be sure your child will be successful with their instrument choice. Please attend one of the registration meetings on either Wednesday, May 25th, or Thursday, May26th, to discuss any questions regarding the future music education of your beginning band student.

PLACE: Frederick Band Room 595 Frederick Road Grayslake, IL 60030 (847) 543-5300

DATE AND TIME: May 25th Blue Letter 6pm – May 25th Red Letter 7pm

May 26th Green Letter 6pm – May 26th White Letter 7pm

This form does not enroll you in the band program! You must attend one of the meetings to enroll in the band class as *this registration will be used to schedule class times and homeroom assignments for 5th grade*. If you are unable to make your scheduled meeting, please come to an alternate meeting either day or time.

Sincerely,

Mr. Eric Rivera
rivera.eric@d46.org
Band Director

Mr. Aaron Mulder
mulder.aaron@d46.org
Band Director

Ms. Jeanette Krier
krier.jeanette@d46.org
Band Director

(PLEASE DETACH AND RETURN TO YOUR HOMEROOM TEACHER TOMORROW)

I am interested in my child joining the band:	Yes ()	No ()
My child owns the instrument:	Yes ()	No ()
I will attend the parent meeting:	Yes ()	No ()
Student's Name _____	Parent's Name _____	
Phone _____	Cell/Alternate Phone _____	
E-mail _____	Home Address _____	
City _____	Zip _____	Instrument Chosen _____

PM Music Center®

BAND ORCHESTRA
 MAKING MUSIC AFFORDABLE SINCE 1982



7th Grade Band Required Books

<u>Instrument</u>	<u>Accessories</u>	<u>Access prices</u>	<u>Total</u>
<u>Flute</u>	<input type="checkbox"/> Book - W62FL	11.85	
	<input type="checkbox"/> Ex Theory Book2 - L62	7.52	19.37
<u>Clarinet</u>	<input type="checkbox"/> Book - W62CL	11.85	
	<input type="checkbox"/> Ex Theory Book2 - L62	7.52	19.37
<u>Alto Sax</u>	<input type="checkbox"/> Book - W62XE	11.85	
	<input type="checkbox"/> Ex Theory Book2 - L62	7.52	19.37
<u>Trumpet</u>	<input type="checkbox"/> Book - W62TP	11.85	
	<input type="checkbox"/> Ex Theory Book2 - L62	7.52	19.37
<u>Trombone</u>	<input type="checkbox"/> Book - W62TB	11.85	
	<input type="checkbox"/> Ex Theory Book2 - L62	7.52	19.37
<u>Baritone</u>	<input type="checkbox"/> Book - W62BC	11.85	
	<input type="checkbox"/> Ex Theory Book2 - L62	7.52	19.37
<u>Combo Kit Percussion</u>	<input type="checkbox"/> Book - W62PR	14.61	
	<input type="checkbox"/> Ex Theory Book2 - L62	7.52	22.13
	<input type="checkbox"/> Music Stand 500WB	17.31	

Parent Name: _____ Phone: _____

Student Name: _____ School: _____

Payment method: Check # _____

4411 Fox Valley Center Drive, Aurora, IL 60504 • (630) 978-9927 Phone • (630) 978-9972 Fax
www.pmmusiccenter.com

- Provide staff and instruments for parent information and instrument rental nights for each middle school allowing additional demonstration of instruments and individual student testing with the opportunity for parent questions between March and May 2017

Staffing and instruments will be provided for informational meetings, with the opportunity for additional testing for undecided students or students absent from original testing. (It is preferred to have an additional testing room away from the information meeting so as to give privacy to the students choosing or reassessing their instrument choice. This also streamlines the meeting time by not retesting all the students who wish to retry an instrument that has already been chosen.)

- Assist/Provide creation and distribution of information brochures to all potential new band members

Our school service and marketing staff are available to help draft and produce any welcome/informational brochures upon approval of content by the band directors or administration.

IV. REQUIRED SERVICES FOR GRADES 6 – 12

- Ability to deliver and pick-up instruments at the District schools (weekly or as needed).

Weekly pickups will be completed by Jeffrey Urban, Plainfield Lead Education Representative, during a scheduled time with directors. Emergency or additional stops will either be completed by Jeffrey Urban or Harley Figueroa, Plainfield Supplemental Education Representative. Jason Pachona, PM Music Center General Manager, is a Plainfield resident and is also available for emergency pickups and deliveries.

- Commitment to prioritize the District repairs and emergency repairs. If the repair will cause the student to be without an instrument during class, provide a loaner instrument free of charge until repairs are completed.

Jeffrey Urban, Lead Education Representative, will be able to repair many emergency repairs onsite. Emergency delivery and fast turnaround times are available on more involved repairs. Complicated onsite repairs can be accommodated with advance scheduling.

Loaner instruments can be delivered to students at school or picked up at our store depending on urgency. We provide *free* loaners for virtually all band, percussion, and orchestra instruments that are rented or purchased from our store. We are happy to provide a set of rental loaners to teachers to help reduce the time a student is without an instrument. This increases practice and contact time for your students and is especially important for new musicians. For students who do not rent from us, an affordable \$20 short-term rental instrument is available for the duration of the repair process.

- Provide 3 references for similar service to a public school.

District 308 Oswego

Rachel Maxwell (Music Department Coordinator/Band): rmaxwell0515@oswego308.org, 630.636.2700

Julianna Karvelius (Band): jkarvelius@sd308.org, 630.608.5100

District 101 Batavia

Chris Owen (Music Coordinator/High School Band): chris.owen@bps101.net 630.937.8640

Brian VanKley (High School Band): brian.vankley@bps101.net 630.937.8641

Keith Ozsvath (Middle School Band): Keith.ozsvath@bps101.net, 630.761.1597

Lisa Hatfield (Beginning Band): lisa.hatfield@bps101.net, 630.937.8400

District 46 and 127 Grayslake

Eric Rivera (Band): rivera.eric@d46.org, 847.543.5300

Aaron Mulder (Band): mulder.aaron@d46.org, 847.543.5300

Steve Thomas (Band): Thomas.steven@d46.org, 773.398.8526

Dominic Bertino (Band) dbertino@d127.org, 847.986.3300

- Capability of supporting the rental and servicing of instruments during the school year.

PM Music Center services over 250 schools weekly. Our weekly calls permit us to understand your needs and stay familiar with your program. We prefer maintaining a regular weekly visit so we are able to anticipate needs before they arise. Many repairs can be accommodated by our Educational Representatives at your regular visit, allowing for faster turnaround and little to no down time on needed equipment. Weekly deliveries and pickups at school add convenience for teachers and families, but our store's close proximity to Plainfield also allows for easy access, should there be a necessity to visit our store for emergency repairs, lessons, or any other need.

We maintain no fewer than 1600 instruments at all times and stock over 7000 instruments during our peak season, so our warehouse has the capacity to handle a program of your size.

We are proud to have an on-site repair facility with six full-time repair technicians and additional apprentices that produces some of the quickest and best repairs in the Chicagoland area at affordable prices.

We are also proud of our dedicated and service-oriented staff available to assist any phone, online, or in-store customers. We have business hours Monday – Thursday: 10 am – 9 pm and Friday – Saturday: 10 am – 5 pm. We have extended hours on Sundays in September and for private school events.

- Multiple options for parents in rental or exchange of musical instruments at competitive market pricing.

We have many rental and purchase options available to parents for new and used student instruments, and we have some of the most competitive pricing in Northern Illinois. We also have high quality step-up instruments with multiple purchase programs to get a student the best possible instrument for the future.

For most instruments, we have models from multiple manufacturers available. If a renter would like to switch from one instrument to another (and has already received their teacher's approval), our contract

allows them to make this switch at any time with no penalty.

- Discount pricing and/or price matching on rentals/purchase/accessories for the District families.

Music and method books are sold at their printed price, except for discount music, which is priced anywhere from 25-75% off. Accessories and instruments are all discounted but do not all adhere to the same discount structure. We price accessories and instruments very competitively, but in the rare case our prices can be beat, we price match whenever possible without violating any manufacturer agreements.

- Discount pricing and/or price matching on rentals/purchase/accessories for the District.

We always strive to offer the best pricing on accessories and instruments in order to contend not only with local competition but also with Internet suppliers. When possible, we offer schools better pricing than we offer in-store. We are happy to apply discounts of up to 20% on music orders, both in-stock and special orders.

- Membership and affiliations with National Association of School Music Dealers (NASMD), National Association of Professional Band Instrument Repair Technicians (NAPBIRT), or other similar organizations is preferred.

NASMD (National Association of School Music Dealers) – NASMD hosts an annual convention where school music dealers can gather to share ways to serve schools better and bolster music education in their local communities.

NAPBIRT (National Association of Professional Band Instrument Repair Technicians) – NAPBIRT offers certification for repair technicians. Over the years, we have sent all our instrument repair technicians through NAPBIRT's programs to further their training and to receive certification.

RPMDA (Retail Print Music Dealers Association) – RPMDA is a professional trade organization of print music dealers and publishers that uses its collective voice to speak on such issues as copyright protection, barcoding, the Internet, digital media, and arts advocacy. RPMDA also offers a multitude of resources to its members regarding navigating copyright laws, encouraging music literacy, and supporting local music education.

NAMM (National Association of Music Merchants) – NAMM works to promote music education in the public sphere, lobbies Congress on behalf of music education, and hosts music conventions where manufacturers and retailers come together to learn about new products and share information through guest speaker presentations, small-group training sessions, and one-on-one meetings.

IMMG (Independent Music Merchants Group) – Strictly speaking, IMMG is a non-competitive buying group for music stores. But more than that, it is also a community of independent music store owners and management staff who brainstorm together and share ideas about what works, what doesn't work, and current trends in the music industry. As a buying group, IMMG helps broker deals between its members and manufacturers, which allows member stores to be more competitive and offer more to their customers.

V. REQUEST FOR PROPOSAL TIMELINE

Date Task

1. January 30, 2017 Legal Notice in Local Newspaper

2. January 30, 2017 Publish RFP on District Website
3. February 2, 2017 Questions submitted to the District
4. February 6, 2017 Addendum(s) Posted on the District Website
5. February 9, 2017 Proposals Due to the District
6. February 9, 2017 Proposals Open at the District
7. February 9 – February 13 Review and Score Proposals
8. February 22, 2017 Review with Site/Finance Committee
9. February 27, 2017 Recommendation by Board of Education
10. February 28, 2018 Letter sent to vendors

VI. SELECTION PROCESS:

VII. RECRUITING SUPPORT AND SERVICES

- If support is requested by our beginning band staff, explain the philosophy, strategy, and plans your company can offer to assist and support in recruitment efforts.

Our philosophy is to advise and support school staff in whatever way we can. Each school's program is different and what works for one may not work for another. Our Educational Representatives have a wealth of knowledge regarding recruiting based on their years of assisting various programs of different sizes and types. We are more than happy to help school staff create recruiting calendars and schedules, plan recruiting events, and troubleshoot problems that may arise during the recruitment process.

Practically speaking, we supply any instruments and mouthpieces needed for testing and sizing as well as sanitizing mist, paper towels, reeds, sponges, and any other necessary accessories. We also supply the staff needed to work in conjunction with your teachers for testing your students. We work with teachers to fit each student to the instrument they are best suited for, while working to maintain the proper balance of the band or orchestra ensemble.

Additionally, we are happy to provide helpful marketing materials such as recruiting posters, letters and fliers (all free of charge). We have templates that can be customized with school-specific information but also welcome the opportunity to collaborate with teachers on new designs. We also have free "I Joined the Band" stickers that can be distributed to students. Wearing these around school helps instill a sense of pride in new band members and helps advertise the band to potential new members.

- Describe an ideal schedule for recruiting events including in-school and after-school needs for space and time requirements. Include suggestions for the process and expectations of beginning band registration.

A performance by existing band students is one of the best recruiting tools in a teacher's toolbox. When beginners see siblings, neighbors, or friends performing, it helps them visualize where they will be in just a few short years and helps them to see how fun and rewarding playing an instrument can be. It can also encourage beginners to try band because, "If they can do it, so can I!"

If a student performance is unavailable due to scheduling, a brief instrument demonstration by adults, either to the whole grade or groups of classes, should be done at the grade school. If teachers are not available, we will provide staff for the demonstration. This demonstration usually takes 45 minutes to an hour but can be adjusted to the school schedule and room size. The only space requirement would be one table with enough room for the number of students that will attend. Students can sit in chairs or on the floor. Multipurpose rooms or gymnasiums are good spaces for the demonstration.

We have found that physical assessment and testing is best done during the school day. At this time students get to try an instrument. There are two types of testing that seem to work well:

1. Have the student try their favorite instrument and have a backup in case they are not physically suited to play their favorite.
2. Have three columns of instruments and have the student pick their favorite in each category. Categories can be arranged by the instrumentation needs of your band.

In each case students, will receive a number designation from 1-5 on being physically suited after trying the instrument, and sound quality. At this time, we will send a letter home to the parents with the testing result and the meeting information for band registration night.

An open house-style meeting, with a display of the band instruments, works well when families register at any time between 6 p.m. and 8 p.m. The families would receive a band handbook from their music organization and/or director. The director can give information and program details in a brief 20-minute meeting to small groups every half hour. The next step is to order their rental and supplies for future delivery. To facilitate crowding, the order can be reversed if there are families waiting. We can have a PM Music representative directing people to available stations so we can expedite the process.

Logistics of the meeting can be discussed and arranged with the music staff. Band rooms, multipurpose rooms, or gymnasiums are ideal. Other equipment needed are tables, chairs, and access to power outlets for computers.

Meeting registration is best done at the school that the student is attending. If a parent and student are not able to attend their school's meeting we can provide them with dates and times of a different school's meeting so they can receive the appropriate information. A standardized registration form can be used across the district.

For registration/rental meetings, we prefer to be given the date as far in advance as possible so that we can schedule the appropriate number of staff. We also need to know a Program Begin Date (first day of school, first day of summer camp, etc.) so that we can plan deliveries accordingly. Once we have the necessary dates, we begin verifying with directors their preferences as far as instruments and accessories. We compile this information in our computer system and create documents to assist our staff working at the sign-up event(s).

We could get all rentals ready with as little as two working days between the sign-up event(s) and delivery, but we would prefer one week or more. This would give us more than enough time to prep all of the instruments with your required specifications – mouthpieces, reeds, etc.

The week before the Program Begin Date, we deliver each instrument to its proper school with the student's name and school on the instrument's name tag. All accessories are delivered with the corresponding instrument in a clear plastic bag with the student's name and a packing list on a label on the outside of the bag. As part of the delivery process, we arrange the instruments and accessories by instrument type so directors can easily organize and distribute them to students. If the teacher prefers, we can also supply a list with the name of each student and the instrument they rented.

At the time of delivery, we also supply each director a PM gift bag which includes extras of most of the accessories that are included in the instrument cases (in the rare event of a missing or incorrect accessory item).

The process described above is an example of our process, but we are very flexible and can customize the method to fit your programs and preferences. Every program is different; we view this as a collaborative process and will always adjust to the needs of your particular school.

- Explain the unique advantages of your rental and purchase programs and how they benefit parents, students, and teachers.

Band: our exclusive “rent-to-save” program:

For our band instrument purchase program, renters can choose to buy an instrument at any time. If they decide to purchase, we apply up to nine months of rental fees and a 35% discount to the manufacturer's retail price of the instrument. If the customer is renting a used instrument, they receive a brand new instrument at the time of purchase. If they chose to rent a new instrument, they buy the instrument they have been renting. If the customer doesn't take advantage of our purchase program and

continues to rent, we considered their instrument purchased once they have paid enough rent to cover the manufacturer's retail price of the instrument plus tax. While this may seem like a rent-to-own program, it is actually different because we do not charge for repair and replacement coverage like other rent-to-own companies. Because of this, customers still end up saving hundreds of dollars with our program. The benefits to customers with our program are myriad. Because our "rent-to-save" program creates a lower purchase price for the customer, renters are able to make purchases easier and sooner than with other companies. Also, our free repair and replacement coverage prevents any deductions from customer's rental fees that apply to purchases.

Step up program:

We also allow band rental customers to apply their nine months of equity and 35% discount to intermediate and professional instruments if they wish. However, because of the different pricing structures between student and upgrade instruments, the customer may or may not see a significant savings versus standard sale prices on upgrade instruments. This option is a benefit to parents because they do not feel like they are locked into purchasing the student instrument they have been renting. They can take the equity from the student instrument and apply it to a higher quality instrument that will serve their student better.

Warranty:

PM offers a complimentary one-year repair warranty on all band instrument purchases (bassoons receive a limited warranty). This warranty is in addition to and concurrent with any manufacturer warranty, which typically covers manufacturer defects and body cracks (for wooden instruments). Our warranty covers normal wear and tear such as, but not limited to: dents, pads, felts, corks, all adjustments, bridges, seams, and labor costs. Please refer to attached document for further details.

After initial free year of warranty has concluded, customer may choose to extend it by paying a yearly renewal cost. Customers receive a notice that their warranty is about to expire and are provided with the necessary information to extend it. This is a benefit to parents and students because they have peace of mind to know that we will assist them in caring for their instrument.

PM also provides "Loaners for Life", so a customer that purchases an instrument through PM will receive a free repair loaner for the life of the instrument.

- Explain in detail the provisions for protection (maintenance and replacement coverage) of rental instruments including any exclusions.

While a customer is renting an instrument from us, we provide free coverage to anything that can go wrong with the instrument. We will either repair or replace it, even if it is damaged beyond repair, lost, or stolen. **There are no exclusions.** (As a reminder, this is *free* coverage provided to all rental customers.) As we've stated previously, we also provide loaner instruments to renters while their instrument is being repaired.

- Explain how you feel your rental programs assist in the retention of beginning students.
 1. We provide easy to play, quality instruments with all the proper accessories needed to make the student's experience as trouble-free as possible. This allows the student to focus on making music rather than worrying about a malfunctioning instrument.
 2. Our affordable rental rates, which are substantially lower than our competitors', allow families with financial constraints to continue to participate. In fact, our fixed monthly rates can be nearly

half as much as the average 'rent-to-own' program. Over the course of a school year, our fixed rate always beats the competition's introductory + regular rates.

3. We encourage families to purchase their instrument sooner than a rent-to-own program. This saves parents money and also gives the students the pride of ownership, encouraging them to stay in the program. Purchasing an instrument sooner gives parents more incentive to encourage their students to stay in a music program because they have committed to the investment of their instrument. We have found that more affordable rental rates retain more students than programs that are more expensive. Most instruments in a rent-to-own program will not be owned until after a student has started high school, but our “rent-to-save” program saves customers money and allows them to purchase sooner. With a traditional rent-to-own plan, customers pay the full Suggested Retail price, plus monthly insurance, plus sales tax on the full Suggested Retail price of the instrument. Our purchase option saves between 25% to 60% compared to a typical rent-to-own program.
4. Our rental program also allows renters to apply their rental discounts towards purchasing intermediate or professional level instruments, which builds a student’s confidence even higher and strengthens their commitment to playing.
5. Our program is easy to use and easy to understand, which makes joining band and staying in band less daunting for parents. Setting up rentals can be done in person (at registration events or in-store), over the phone, and even online in just a few clicks. Our rental rates and pay structures are simple – no introductory rates that change later or hidden fees like Maintenance and Repair Coverage that don’t apply towards a purchase. 100% of what a customer pays applies towards the purchase of an instrument – it couldn’t get any simpler than that. And when a customer is approaching the end of their first school year, our automated system starts emailing, calling, and direct mailing them to let them know their purchase options. We do all the hard work so our customers can focus on what truly matters – making music!

VIII. PRODUCT SELECTION AND PRICING

- List and provide documentation for the instrument manufacturers you are authorized to represent.

Band: Yamaha, Bach, Selmer, Conn, Buffet Crampon, Backun, Gemeinhardt, Powell, Sonare, Jupiter, Azumi, Fox, Renard, Schilke, Holton, Getzen, LeBlanc, King, Yanagisawa, Besson, B&S, Hans Hoyer, Keilwerth, Melton Meinl Weston, Antoine Courtois, Armstrong, Scherzer, W. Schreiber, Di Zhao, Wilson, Blessing, Schott, Pearl, Ludwig Musser, Adams, Mapex, Majestic, Dynasty, Grover, TreeWorks, Latin Percussion, Tycoon, Zildjian, Sabian

Orchestra: Yamaha, Eastman, Knilling, Amati, Glaesel, Christopher, Maple Leaf Strings, William Lewis, Reville, Heinrich Gill, Albert Nebel, Ivan Dunov, Jan Dvorak, Anton Eminescu, Franz Sandner, Ivan Dunov, Albert Nebel, Rudoulf Doetsch, Constantin Sereny, Howard Core

Non-orchestral strings/digital pianos and keyboards: Yamaha, Casio, Kala, Cort, Luna, Dean, Crafter, J. Reynolds, Oscar Schmidt

- List the square footage of your retail space.

Of our 12,000 total square feet, 4,376 is dedicated to retail space. We also have an additional 2,000 square feet of offsite warehouse space.

- How many band instruments do you keep in stock? And indicate if you have a standard formula that you follow (e.g. student instruments compared to step up instrument stock).

We have not had less than 1,600 instruments in stock since 2012 at any given time. Just before the rental season we have as many as 7,000 instruments in stock.

Our computer system assists us in managing stock levels for both step ups and student instruments. We program quantity ranges for each model but rely on the human element to review and adjust quantities as necessary to allow for seasonal shifts, sales, and other factors that can affect demand for instruments.

In January we place master orders with our instrument suppliers, so we must predict what our needs will be for the upcoming year. We do this by looking at the previous year's rental numbers and project what growth we will see for the next year, including new schools. As the year progresses, we adjust and place additional orders as necessary.

- Explain the standard discount offered to our students involved in our program for music books, supplies and new instruments.

Music and method books are sold at their printed price, except for discount music, which is priced anywhere from 25-75% off. Accessories and instruments are all discounted but do not all adhere to the same discount structure. We price accessories and instruments very competitively, but in the rare case our price is not the best, we price match whenever possible without violating manufacturer agreements.

- Do you offer private lessons at your facility? If so, list all instructor's names, years of service, areas of specialization, your vetting process for hiring instructors, and educational background.

We offer private one-on-one and group lessons on location for students of all ages and abilities. We have over 30 teachers in our lesson center featuring 13 newly renovated studios and an intimate recital space. All of our teachers come highly recommended by the community, have numerous years of experience, and have completed fingerprint criminal background checks. Most teachers hold annual recitals, and our store offers additional recitals and open mic nights for students. We currently have over 350 students who come through our doors every week for lessons.

Our teachers are as follows:

Joanne Diebold – flute – Joanne has had the privilege of performing as a professional flutist for over 30 years, performing as a guest flutist with the Chicago Symphony Orchestra, pit orchestra for Chicago Theater, chamber music with Chicago Symphony Quintet as well as working with many of the finest musicians in the city and abroad. Joanne has extensive experience in the recording industry, recording jingles as well as working in the studios in Nashville, TN. Her training includes a Bachelors of Music from Eastern Illinois University. Joanne studied privately with Donald Peck and Richard Graef, both of the Chicago Symphony Orchestra. She has been teaching private flute lessons for over 30 years.

Laurie Lawson – all band instruments – Lori has been teaching elementary band, choir, general music, and middle school band at various schools around Chicagoland for 10 years. She has directed flute and clarinet choirs and has taught jazz band. Laurie has been performing with the Wheaton Municipal Band since 2002 and the Murphy-Roche Irish Music Club since 2004. She has performed with the Chicago Classical Symphony Orchestra, and DePaul University's Wind Symphony, Orchestra, Opera Orchestra,

and Wind Ensemble. Laurie earned a Bachelor's degree with a double major in Music Education and Flute Performance from DePaul University. She also holds her Illinois Teaching Certificate for grades K-12 in music and taught in the East Aurora school district.

Susan Rodriguez – flute – Susan has 9 years of private teaching experience. She also teaches General Music classes and is a former band director. Susan has been a member of the Fox Valley Concert Band and performed with many instrumental groups at the University of Illinois. She was featured on one of the tracks on Eric Jackson's CD. She has a Bachelor of Music Education from the University of Illinois.

Drenda Smith – flute – Drenda has 20 years of private teaching experience and is currently the band director at Indian Creek Middle School where she teaches grades 5-8. Drenda is also a member of the National Flute Association. She has been a member of the Naperville Municipal Band (1983-1995), Grace United Methodist Church choir, North Central College flute choir, and also performs at weddings. Drenda has a BA in Music Education from Western Illinois University.

Joel Moore – saxophone, clarinet – Joel has 20 years of playing and teaching experience. He is currently the instructor of Applied Jazz Saxophone at Lewis University and is on faculty at Prairie State University and Benedictine University. He has performed with artists such as Arturo Sandoval, Eddie Daniels, Jim Snidero, and Maynard Ferguson. Joel has a BS in Media Communications with a minor in Music from Western Illinois University and a Masters of Music in Jazz Pedagogy from Berklee School of Music, Boston Conservatory. He has studied privately with Bill Pierce, Bob Berg, and Rick Margitza.

Becky Peterson – oboe, clarinet, saxophone – Becky earned a Bachelor's degree in Music Education from Wheaton College, where she studied under the direction of Deb Stevenson, one of Chicago's finest oboists, as well as with Dr. Timothy Yontz. She currently holds an Illinois music teaching certification. She has many years of experience teaching in public schools and private lesson settings where she has worked with all age groups. In addition to this, Becky specializes in the Alexander technique.

Lee Rodriguez – saxophone, clarinet – Lee has over 20 years of teaching experience. He is able to teach classical and jazz styles on saxophone and clarinet. Lee has performed extensively as a freelance musician. He performed the national anthem at the 1982 World Series and was a member of the Jungle Dogs Band and Larry William's Blues Band. He has also performed with the College of DuPage Jazz Ensemble. Lee studied at Southern Illinois University in Jazz Performance and Improvisation. He studied with Dr. Robert Allison, Dr. Eric Mandat, Harold Miller, Buddy Rogers and Clayton Schorie.

Fred Cantu – trumpet, French horn, and cornet – Fred taught as a band director for six years and has been teaching privately for over 15 years. He is able to teach many styles of music from classical to jazz as well as being able to teach all brass instruments. He has performed as a lead trumpet player for the 9/11 Combo Orchestra, Grammy nominee Willie Nelson Orchestra, WGN-TV show Singstation, Selena, Chuchito Valdez, Peter Hennis Orchestra, and Trent Carlini. Fred studied at the University of Illinois at Chicago and Roosevelt University, and has studied with Roger Ingram and Bob Parton.

David Murray – trumpet – David has been a practicing and performing trumpeter for the past 16 years and counting. He holds a Bachelor's Degree in Music Performance from Northern Illinois University where he focused on all aspects of trumpet performance from solo literature to various chamber and large ensemble groups. David has studied with Professors John Fairfield and Mark Ponzo while at Northern and Mike Brozick of the Elgin Symphony Orchestra. He can be heard performing with the Dekalb Municipal Band during their summer season and occasionally serves as substitute trumpet for the Kishwaukee Symphony Orchestra.

Robert Murphy – French horn – Robert has maintained a French horn and brass instruction studio in the Fox Valley area since the early 1980's. He works with beginning students through high school as well as college and adult musicians. Active as a performer, Robert is a full time member of the Rockford Symphony and the Baker Brass Ensemble, a professional brass group at St. Charles Baker Memorial United Methodist Church.

Mike Orenic – trombone, euphonium, and tuba – Mike has been teaching private lessons since 1980. He has performed with the Joliet American Legion band since 1980, has performed with the Frankfort Brass Band since 2005, and is a founding member of both the Fortress Brass Quintet and the Joliet Junior College Community Band. He was also a member of the Catholic Brass at Cathedral of St. Raymond's for 16 years. Mike earned a Bachelor of Education from St. Francis in Joliet and completed coursework toward a graduate degree in Music Education from Illinois State University.

Marc Rio – percussion – Marc has been teaching privately since 1978. He was a master class instructor at Musician's Institute in Los Angeles from 1986-1997. He created curriculum and seminars for Yamaha in Tokyo and Osaka, Japan. Marc has been a Big Band judge and featured artist in Dallas, TX. He has performed live for TV and radio, and has also performed with John Entwistle (The Who) and Carl Schroeder (Sarah Vaughn). He has performed for singers/songwriters, radio jingles, and album projects. Marc studied at Wright Junior College and Roosevelt University. He graduated with honors from the Musician's Institute in Hollywood, CA.

Bill Zervos – percussion – Bill has been teaching percussion for more than a decade. He is a working member of both the Chicago Federation of Musicians and the VIP Percussion Organization of the Midwest. Bill segments his training into specific units, allowing students to tailor the instruction to their individual needs. These segments include Elementary Drum Method, Essential Studies for Snare, Xylophone & Marimba Method, Introduction to Drum Set, Elementary Rock & Roll Drumming and Sight-Reading for Drums.

Katie Cousins – violin, viola – Katie is a classical violinist with an exceptional passion for an enormous range of musical styles. Katie holds a M.M. and a GPD in Violin Performance from the Hartt School in Hartford, Connecticut. Prior to arriving at Hartt, she received a B.S. in Music Education from Duquesne University. She is currently a member of the Peoria Symphony. Katie has been fortunate enough to spend a few recent summers in Europe studying solo, chamber, and orchestral repertoire in both Austria and Italy. She has also been an active orchestra member at the Spirit of Broadway Theater of New York and with groups such as the Hartford Opera Theater.

Amanda Fenton – violin, viola – Amanda recently completed her Master of Music degree in Violin Performance at the University of Missouri-Columbia, where she studied with Susan Jensen. At MU, she served as the Graduate Teaching Assistant for the Missouri String Project (MSP). Prior to MU, she maintained a private violin studio of approximately 30 students ranging from ages 3-30 and graduated cum laude with her Bachelor of Arts degrees in Music and Spanish from Augustana College. Amanda has performed with the Augustana Symphony Orchestra, Classical Symphony Orchestra of Chicago, Elmhurst Symphony Orchestra, Quincy Symphony, Odyssey Chamber Ensemble, and the MU Philharmonic. While at Augustana, Amanda earned the MTNA's Star Award and was inducted into the prestigious Omicron Delta Kappa National Leadership Honor Society. Past teachers include Debbie Edwards, Susan Stone and Drew Lecher.

Phil Kleven – violin, viola, cello – Phil holds a Masters of Music and Graduate Performance Diploma from The Hartt School of Music and a Bachelors of Music in Violin Performance from Bradley University. Phil has taught throughout Chicagoland and across New England. In addition to an active teaching schedule, Phil performs with numerous orchestras. He has appeared as concertmaster of the

Hartt Symphony, Hartt Opera and Pit Orchestras, Wheaton Symphony and Bradley University Symphony, and is currently a member of the Peoria Symphony and Resurrection Orchestra at St. John Cantius Church of Chicago. He has performed with a range of award winning artists including Itzhak Perlman, Joshua Bell, Emanuel Ax, and Andre Watts, as well as collaborating with members of the Chicago Lyric Opera and New York Philharmonic.

Elizabeth Miller – violin, viola, piano, voice – Elizabeth completed a B.A. in Choral Music Education from North Central College. She has been teaching music to elementary through high school age students in District 308 for twelve years. In addition to teaching general music, directing musicals, judging choir competitions, and accompanying students for solo and ensemble competitions, Elizabeth has also maintained a private music studio. Other past roles have included: guest conductor for Young Naperville Singers, part-time assistant at Austin's Violin Shop, conductor's assistant for the Batavia Street Orchestra, violin music teacher's assistant at Montessori Academy in Batavia, and Prelude Orchestra conductor's assistant at Elgin Community College.

Andrea McStay – violin – Andrea McStay is an active performer and violin teacher in the Chicago area. She studied music at Lewis University, Joliet Junior College, and Grace College, leading to the completion of a Bachelor's Degree in Music Merchandising from Lewis University. Andrea has extensive experience performing in chamber ensembles and is a founding member of the Sveltezza Ensemble and the Volare Trio. Her orchestral experience includes serving as concertmaster for the Metropolitan Youth Symphony Orchestra for three seasons, and performing with Elmhurst Symphony Orchestra and Symphony of the Lakes. Andrea is an adjunct violin instructor at Lewis University and also provides violin lessons for children and adults through her private studio. She has received teacher training in the Suzuki Method at the Chicago Suzuki Institute and Western Springs School of Talent Education.

Steve Moran – violin, viola, cello – Steve Moran is an accomplished musician with a great passion for education. He has been teaching private violin and viola lessons since 2007. During his time at PM Music Center, Steve earned a Bachelor's Degree in Music Education from St. Xavier University with a specialization in orchestral strings. In pursuit of his degree he student taught at many Naperville schools including Naperville Central High School, Madison Junior High School, Riverwoods Elementary, Highlands Elementary, and Maplebrook Elementary school. He has been a member of both the Southwest Symphony Orchestra and the West Suburban Orchestra.

Anna Sobczak – violin – Anna has been teaching violin for over 10 years. She began playing music in Poland when she was 10 years old. Anna is a classically trained violinist and has played in concerts and competed internationally. She has played in Frankfort, Paris, Glasgow, Florence, and Genoa, Italy. She currently plays for weddings, corporate events and in clubs and restaurants around the Chicagoland area.

John Vizintos – bass – John is a graduate of Western Illinois University where he earned his Bachelor's of Music in Music Business in 2016. During his time at Western, he served as the principal bass player for the Western Illinois Symphony Orchestra. He has studied in the studios of Dr. Phillip W. Serna, Virginia Dixon, Rich Armandi, Ken Haebich, and Matt Hughes. He also has performed with the College of DuPage Symphony Orchestra, the Elmhurst College Philharmonic, the Salt Creek Sinfonietta, Sinfonietta Bel Canto, the Fox Valley Symphony, and Western Illinois Chamber Orchestra. He has also been involved in numerous jazz engagements in the Macomb, Illinois area. John has experience teaching beginning to intermediate students. He is experienced in both classical and jazz bass playing on both the upright and electric basses.

Dave Doubek – piano – Dave fell in love with the piano at the age of seven and began teaching at PM in 1999. Dave's music education includes over 25 years of private study with Professor Thomas Allen Brown at DePaul University, and he specializes in many different styles including classical, jazz, pop,

rock, and folk. Aside from teaching, Dave also maintains a busy performing schedule as a church accompanist.

Dave Feltenberger – piano – Dave has been teaching piano and organ lessons since he was 15 years old. Aside from private lessons, he also teaches Kid Rock and Tot Rock classes through many park districts in the northwestern suburbs. These classes are for 1-5 year olds and introduce them to music and motion. He has played keyboards with many local and regional bands, including Prime Time Band and Dave Major. He is also the engineer at his own recording studio where he works with local bands on recording projects. Dave has studied privately with many of the best teachers from the Chicagoland area, including Bill Meyers, whose credits include playing and arranging for Madonna and Earth, Wind and Fire.

Patricia Hosu – piano – Patricia has been playing piano since she was six years old in Romania. She taught piano and theory at the High School of Arts in Romania and has taught privately in the U.S. since 2001. Patricia has participated in concerts, recitals and contests for the last 20 years. She received first prize at the “Jeuneses Musicales” from the National Romanian Committee: National Contest of Theoretical Studies. She studied at the High School of Arts and Music Academy Gh. Dima Cluj in Romania and also earned a Bachelor of Music in Piano Teaching.

Kim Obert – piano, voice – Kim has taught piano and voice lessons since 1986 and has played as an accompanist since 1982. Kim is currently the music teacher at Kensington Pre-School in Naperville. She is also very active in music with her church and has served as the musical director there. Kim has a B.A. in Music and Business with a concentration in piano and voice from Valparaiso University.

Louise Vargo – piano – Louise began playing when she was 7 years old and has been teaching piano since 1997. Louise has performed as a community jazz band pianist, a church pianist, community chorus accompanist, and accompanist for students at solo and ensemble contests. She earned a B.A. in Jazz Studies from Benedictine University. Louise started teaching at PM over 17 years ago.

Bruce Henry – voice – Bruce is a vocalist, performer, and educator extraordinaire. Henry's eclectic vocal style has been influenced by legends such as John Coltrane, Leon Thomas, Gil Scott Heron, Al Jarreau, Nina Simone and Marvin Gaye. Bruce possesses a three-octave range, a pure voice with versatility few can match. Bruce's music has taken him to five continents, and he has recorded for Disney, HBO, and numerous national ad campaigns. In addition, he has performed with and opened for the likes of Doc Severinson, Roberta Flack, Chris Botti, Ramsey Lewis, Stephane Grapelli, Jimmy Jam, and The Sounds of Blackness.

Dave Benziger – electric and acoustic guitar – Dave has been playing for nearly 30 years and teaching for over 20. He has solid foundations in rock, pop, funk, blues, and R&B. He also teaches basic jazz and classical guitar. He has written, produced, and recorded four solo albums and has contributed on many other albums throughout his career. Dave attended the American Conservatory for Music in Chicago for Jazz Guitar Combo. In 2009, the staff of Guitar Player Magazine selected Dave to be one of the Top 10 finalists in the magazine's "Guitar Superstar Competition 2009". He has also led PM's Group Guitar course.

Brian Hasenjaeger – electric and acoustic guitar – Brian has over 30 years of performance experience and 10 years of teaching experience. Brian works well with all skill levels, from beginner to advanced, and enjoys working with all ages. In 1987, Brian was a finalist in Chicago's Best Guitarist contest, which led to him forming a band with recording artist John Hunter of The Hounds. More recently, he was the Naperville store champion in GC's 2010 “King of the Blues” contest. In addition to teaching and live performance, Brian's guitar work is featured on several recordings, such as Light Silver Automatic's CD, "The Electric Record".

Scott Johnston – electric, acoustic, classical guitar – Scott Johnston is an experienced guitar performer and instructor and has been teaching guitar since 1989. He studied Classical Guitar Performance with Christopher Parkening and at the University of Southern California. Scott has had performance and instructor experience at the Betty Haag Institute and served as classical guitar professor at the College of DuPage and Wheaton College. Scott teaches all styles of guitar, from classical to jazz to folk to metal, with classical guitar as a specialty.

Kevin Presbrey – ukulele, acoustic and electric guitar, mandolin –Kevin Presbrey has been teaching guitar (private and group instruction) for over ten years to students of all ages and skill levels, and in the last two years expanded into the wonderful world of ukulele and mandolin. Kevin has a great deal of performance and music business background. The acoustic rock band Kevin founded in 2003, Painkiller Hotel, has tasted a great deal of success over the last several years, touring throughout the United States and opening up for national acts such as Train, Sister Hazel, Tonic, & The Doobie Brothers. In addition, several of his original songs have been licensed on MTV, VH1, and USA television shows including Real World, The Hills and Road Rules.

Brandon Thies – electric and acoustic guitar – Brandon has been teaching guitar lessons since 2002. He can teach classical, jazz, rock, and blues on both acoustic and electric guitar. Brandon currently plays at venues such as weddings, restaurants, and clubs, and has played in show bands on cruise ships. Brandon attended DePaul University and Roosevelt University with an emphasis in Jazz Studies. He also has led PM’s Group Guitar course.

- Do you have a flexible “turn-key” program for providing annual lease of traditional background wind, string, and percussion instruments? If so, describe how this program would work.

We have different school lease options to fit your needs. We offer in-house leases on single quantities of instruments and partner with BGE Financial for larger quantities of instruments. We offer the district discounted pricing on the instruments, and BGE Financial has lease options from two through five years. At the end of the lease, the district may purchase the instruments for one dollar. Maintenance plans are available during and after the lease. Further information can be accessed through us or through BGE’s website: www.bgefinancial.com

- Do you offer online rental options? How many sku’s are offered on your website?

We are proud to offer online rentals through our easy-to-use website, and we have thousands of SKUs available in our online store

Parents enjoy our online rental experience because they know *exactly* what they are purchasing and how much it will cost. Other companies offer a package price that includes all the recommended materials without letting you know what items you are purchasing or how much the individual items cost. This can be frustrating for families since they may end up ordering items they don’t need. However, our online rental system clearly displays the instruments, books, and accessories required for that school. Each item has a check box next to it – if a parent already owns an item, they just uncheck the item they don’t need. The total is updated, and parents are able to complete their rental with just a few clicks.

We’d invite you to check out our online rental system by visiting our website - www.pmmusiccenter.com - and clicking on the Online Rentals tab.

- Do you offer an online option for parents to order books, supplies, etc? How many sku's are offered on your website?

Music and supplies are available for purchase in our online store and can be requested for in-store pickup or delivery to their child's school. We have thousands of SKUs available in our online store.

- Do you offer any options, specials/credits, or packages for families renting through a different vendor to switch to your company?

We always offer a free assessment to parents who rent with other stores. Many times, if they have been renting for under two years, switching to our program will save them money. If it does not seem financially beneficial to switch or purchase from PM Music Center, we encourage them to finish out their rental with the original company unless there are other variables the parents are unhappy with.

When your district switches to PM Music Center, all families renting with the previous suppliers will receive free pick up and general repairs on their instrument as if it were our rental. We encourage the customer to process any warranty or catastrophic repair issues with the company they are renting from since some warranties from the manufacturer must go through the original supplier.

- To what degree are band directors able to customize rental packages for their school?

We are able to accommodate nearly any package request a director may have, whether on a district-wide basis or school by school. If one school prefers a different brand or strength of reed from another school, a double horn instead of a single horn, or a xylophone instead of a bell kit, we can accommodate those requests. We have an internal rental database that is cross-referenced by director, district, and school and clearly displays all required instruments, books, accessories, and packages. This database can be accessed by any PM Music employee to ensure that your students receive the proper supplies.

Our online store makes this easily accessible to your families to order since districts and individual schools can set up packages independently. When a parent goes to the rental page for that school, they will see only what that director has selected.

- Explain your procedure for discount pricing and/or pricing matching on rentals, purchasing, and accessories for the District.

We offer up to a 20% discount on all school music purchases (in-stock music and special orders). We never charge shipping for standard music orders.

We cannot offer a flat discount for accessories because discount structures and pricing policies vary widely from manufacturer to manufacturer, but our typical accessory discounts range from 25% to 65%. We always strive to offer the best pricing in order to contend not only with local competition but also with Internet suppliers. When possible, we offer schools better pricing than we offer in-store.

If you have a competitor's price that is lower than our price, we will try to meet or beat that price without violating any manufacturer agreements.

- The District will not require students to rent or buy musical equipment from awardee.

IX. REPAIR SERVICES

- List the location of your repair facility and describe the breadth of repair services offered for woodwind, brass, string and percussion. What type of work is outsourced?

We are proud to have an on-site repair facility. It comprises 1000 square feet with seven workstations, a shared center work island, and all the tools needed to repair student through professional woodwind, brass, string, and percussion instruments. We also have an ultrasonic cleaning machine in a separate room.

Ultrasonic Cleaner Added to PM Music Repair Shop

PM Music Center welcomed a new addition to its on-site repair shop. The most technologically advanced cleaner of its kind joined a staff of highly skilled, NAPBIRT Certified (National Association of Professional Band Instrument Repair Technicians) repairmen.

Ultrasonic cleaning uses "Simultaneous Multi Frequency" sound waves to 'blast' the dirt and grime from every part of the instrument. The machine has a variable heat control and an adjustable power intensity control that should take care of even the most difficult and dirtiest of instruments.

The use of ultrasonic sound waves is also a 'greener' alternative to the harsh chemicals and compounds traditionally used in the manufacture and repair of band instruments. Only a mild cleaning agent is needed when used in tandem with the ultrasonic sound waves. An instrument is cleaned inside and out, in places that even the best repair techs find difficult or nearly impossible to clean.



The new, 90-gallon ultrasonic cleaner is large enough to immerse and clean a tuba or several smaller instruments simultaneously. Repair technicians will completely disassemble and prep the instrument before immersion. After an ultrasonic cleaning of the instrument and appropriate parts or components, the repair tech will rinse the instrument before re-assembling and play-testing.

All non-wooden rental instruments will be ultrasonically cleaned upon return. The combination of the powerful and heated sound waves with a mild detergent no harsher than vinegar will clean a used rental instrument completely and safely.

PM Music Center welcomes you to bring your instrument in for repair or cleaning. Ultrasonic cleaning is now a standard component of all brass instrument flushes. Plastic and metal woodwinds will be cleaned ultrasonically as part of full-service cleanings.



We complete all necessary repairs in-house to keep rental instruments, as well as customer and school owned instruments, in top playing condition. Woodwind repairs include services such as bent key repairs and replacement of a single pad up to full re-pads and overhauls. Brass repair services offered include flush and clean, solder work, valve work, dent work, replacement of any parts as needed, and anything else necessary to put instruments into top playing condition. Percussion repairs range from replacement of heads and snare throws, dent work, tuning, and overhauls of many large percussion pieces. Orchestral repairs range from bow rehairs and bridge adjustments, to neck resets, to replacement of the top and back.

We repair anything from playing condition to a complete overhaul. We offer spot lacquering but do not offer complete relacquering of instruments. We send complete relacquers to another facility that can properly dispose of harmful chemicals. On string instruments we can do any minor or major finish repairs, from spot touch ups to complete refinishing of the instrument.

Traditional folk instrument (guitar, ukulele, mandolin, etc.) repairs are also completed in-house. These services include, but are not limited to: restring, replacement of tuners, replacement of nut or bridge, neck adjustment, and repair of cracks or separations. Repairs to electronic guitars and basses are also completed on-site. Repair of amplifiers and electronic pianos are completed by a local business partner.

- List the names of repair staff, their qualifications, any specialized training (if applicable), and the number of years they have been in your employment.

All our repair technicians are fully certified by NAPBIRT (National Association of Professional Band Instrument Repair Technicians) and receive ongoing training.

Casey Fitzpatrick – Repair Shop Manager – Casey Fitzpatrick is a professional saxophonist based out of Chicago. After graduating from Milliken University, he toured the United States and abroad extensively and has been featured on several critically acclaimed recordings. In addition to working alongside some of Chicago's best local talent, Casey has also performed with notable jazz musicians such as Clark Terry, Jon Faddis, Bobby Shew, Jim McNeely, Stefon Harris, and the Tommy Dorsey Orchestra under the direction of Terry Myers. Casey joined PM Music Center as a woodwind and brass repair technician in 2009 and is a member of NAPBIRT. Casey's primary goals as shop manager are excellent customer service, affordability, speedy turn around, and outstanding quality repairs.

Angela Quatrini – Woodwind Technician – Angela Quatrini received a bachelor of performance in oboe and English horn from Indiana University - Bloomington. After Indiana University she received a diploma in Band Instrument Repair from Southeast Technical in Red Wing, Minnesota. Angela continues to perform in the area, especially at St. George's Church. She joined PM Music Center in 2015 and is a member of NAPBIRT.

Andy Schlinder – Woodwind Technician – Andy Schlinder grew up in St. Charles and attended St. Charles East High School. He earned a degree in Jazz Studies with an emphasis in saxophone from the Chicago College of Performing Arts at Roosevelt University of Chicago. Andy teaches privately throughout the Chicago area. He has performed and recorded with such notable groups as the Glenn Miller Orchestra, Rob Parton's Jazztech Big Band, the Mike Smith Quartet, the Jim Kull Quartet, Angel Melendez and the 911 Orchestra, Blue Water Kings, and many others. Andy started working for his family's business, The Scope Shope Inc., as a microscope technician in 1996. Andy's meticulous technical work on scientific equipment and background in music inspired him to pursue instrument repair. From 2009 to 2012 he apprenticed and studied as a woodwind technician with Paul Maslin and woodwind technician Jason Cates. Andy joined PM Music Center in 2015 and is a member of NAPBIRT.

Joshua Jern – Brass/Percussion Technician – Joshua is a professional trumpet player from Midlothian, IL. He earned his B.A. in Trumpet Performance from Millikin University and his M.M. in Jazz Studies from the Chicago College of Performing Arts at Roosevelt University. Some of Joshua's former teachers include Rob Parton, Roger Ingram, Ray Sasaki, and Randy Reyman. An active performer throughout the Chicagoland area and around the globe, Joshua has performed with such notable acts as the Buddy Rich Big Band, Florence Henderson, Patti Page, the Rob Parton Big Band, Alan Gresik's Swing Shift Orchestra (currently in their 18th year in a weekly residency at the world famous Green Mill), Shout Section Big Band, the John Burnett Orchestra, the Michael Lerich Orchestra, and the Great Postmodern Nightmare Big Band, to name a few. He has played for two Chicago mayors (Rahm Emanuel and Richard M. Daley), current mayor of London Sadiq Khan, and former Secretary of State, General Colin Powell. An in-demand theater musician, he has played in the orchestra pits of numerous theaters in Chicago and the outlying suburbs as well as playing lead trumpet for the 2015 National Tour of the Broadway musical A Christmas Story. Years of experience playing on luxury cruise ships has brought him to every continent on the planet. Joshua joined PM Music Center in 2016 and is a member of NAPBIRT.

Andy Rodriguez – Brass/Percussion Technician – Andy attended Oswego High School and Western Illinois University. Andy worked at PM for several years as a sales associate before deciding he would like to learn how to repair instruments. Andy apprenticed with PM's former Brass Technician, Matt Valenzeno, Andy

originally joined PM Music Center in 2007 and is a member of NAPBIRT.

Marino Del Valle – String Technician – Marino is originally from Vera Cruz, Mexico and immigrated to the United States thirty years ago. Marino worked as a luthier building Christopher basses for Concord International. He later entered a string apprenticeship with luthier Cassandra Thuneman and has become a very skilled luthier, technician and teacher in his own right. Marino specializes in orchestral instruments and has taught a number of repair classes in the Fox Valley area. Marino joined PM Music Center in 2013.

- Describe your process for cleaning brass instruments.

We completely disassemble the brass instrument and thoroughly clean and sanitize the instrument. Our basic clean and flush of brass instruments is aided by the use of our ultrasonic cleaner which reduces the wear on metal and lacquer of instruments. Once the ultrasonic bath loosens any foreign matter within the instrument, we use various brushes and buffing tools to complete the internal and external cleaning. The instrument is washed and then given a complete rinse. All parts are reassembled, oiled, and greased as specified by the manufacturer. All broken and worn parts are repaired or replaced as needed. A final check, case cleaning, and a play test of the instrument are then completed before the instrument is returned.

- What is the standard turn-around time for instrument repair?

Many repairs are completed within 24 hours. Our usual turnaround time is three to five business days, which may increase at busier times of year. We always give priority to rental customers and school repairs.

- What provisions do you make for emergency repair service?

We receive many requests for expedited repair service with regard to student instruments. We are often able to repair these instruments on the spot or within a greatly reduced time window. We turn around many repairs in less than 24 hours on these occasions.

We offer loaner instruments to customers who need repairs.

- Will you do on site repair of instruments at the school? If so, give examples or describe the system or supplies/materials you bring.

Jeffrey Urban, your Lead Education Representative has a number of repair kits with him on the road. He carries a small kit that can handle up to 90% of most quick repairs, and he also has a larger tool kit with larger specialized tools such as torches, soundpost tools, mouthpiece pullers, leak light, mallets, hammers, mouthpiece truer, and multiple specialized pliers and screw drivers. The larger kit also contains pads, cork, felts, valve guides, springs and five different types of glue usable on many common brand instruments.

If there is an emergency or a quick fix that can be done at school with the tools and parts in these kits, there is no charge for the repair. This is just another way we help to extend your budget.

- What provisions do you make for loaner instruments? Do you provide a full set of loaner instruments to each school, or only to customers on an 'as needed' basis?

We provide loaners to customers who need them. Loaners are automatically issued to rental customers to ensure that they are not without an instrument for the duration of their repair. We would be happy to provide sets of loaner instruments if you would like.

- Provide with detail an annual preventative maintenance plan for school-owned wind instruments?

Maintenance programs are available. All school instruments must be in very good condition to be eligible for the maintenance program. There may be an initial repair cost to qualify instruments for the maintenance program. Each instrument must be evaluated on an individual basis for the quality and condition due to use and treatment. This ensures that the instrument is in proper working condition for the general repair program. Any instrument that is not eligible will be recommended for replacement.

We will customize a school repair maintenance program according to your budget and needs. Typically our program is used for major brands of band and string instruments.

The standard cost for smaller instruments such as flute, clarinet, trumpet, trombone, and cornet is \$150 per year.

For mid-sized harmony and complex instruments such as oboe, soprano/alto/tenor saxophone, French horns, euphoniums/baritones, and bass clarinet the cost is \$180 per year.

For large harmony instruments such as baritone saxophone, tuba, contra-bass clarinet, double bass, and Sousaphones the cost is \$230 per year.

Percussion instruments are quoted on an individual basis.

Included in the yearly maintenance:

- All instruments receive free pickup and delivery to school.
- Loaner instruments during the school year, if available, will be furnished at no charge. Please note that large and harmony instruments may not have loaners available but will be given top priority while school is in session.

Brass: once a year summer flush and clean, mouthpiece cleaning, reachable dents, basic parts and supplies used in repair (springs, strings, oil, grease, felts etc.) After the initial summer repairs, any general repairs during the school year to keep the instrument in working condition are included.

Woodwinds: once a year summer cleaning, pad regulation, and replacement of worn parts. Dent work, crack repair, and bore oiling as needed. After the initial summer repairs, any general repair during the school year to keep the instrument in working condition is included.

Not included in yearly maintenance plan:

- Replacement of large and non-general maintenance parts
- String replacement (may be subject to an extra charge)
- Lost or broken major replacement components that we cannot fabricate (will have an additional charge)
- Unrepairable catastrophic damage and malicious vandalism

*Please be aware that this annual preventative maintenance plan program is only available to schools that have selected PM Music Center as their preferred district vendor and rental company. PM reserves the right to review the maintenance eligibility of an instrument at the end of each year according to the age and condition of the instrument.

X. SCHOOL SERVICE STAFF AND GENERAL QUESTIONS

- Please list the names of your retail customer service personnel, their qualifications and education, and number of years they have been in your employment.

All PM Music Center teachers and employees undergo a fingerprint criminal background check.

Frank Pampenella – Owner – Frank is the owner and president of PM Music Center and has worked in the music industry for over 38 years. He founded PM Music Center in 1982 when he transitioned his successful lesson studio into a full-service music center specializing in band and orchestra instruments. Under Frank's leadership PM has grown from a basement location to one of the largest band and orchestra dealers in the highly competitive Chicago region. Frank has been featured on the cover of Music Inc. magazine, has appeared as a guest speaker at music industry conventions, and continues to be recognized for his vision, creative business solutions, and consistency in an often turbulent financial climate. Under his leadership, PM Music has been named a Top 200 Dealer by NAMM (National Association of Music Merchants) for the last 7 years and is currently a Top 100 Dealer for its contributions to the music industry.

Frank is a talented drummer and has a great passion for music. He taught private lessons and performed professionally for many years before immersing himself in the world of music business. During his career, Frank has worked in every department of PM including office, retail, repair, and warehouse. He is happy to work alongside his wife Julie and is a proud father and grandfather.

Julie Pampenella – Owner – Julie is co-owner of PM Music Center and started the company with her husband Frank in 1982. Her previous experience in the insurance and tax fields has proved useful, as she handles Accounts Payable and Payroll at PM. In addition to her accounting work, Julie oversees daily operations, specifically in the office, where she teaches all employees to adhere to friendly, compassionate, and fair treatment of all customers. Though she studied piano as a child, Julie considers herself more of a music appreciator. She and Frank's three daughters were all involved in school band or orchestra.

Jason Pachona – General Manager – Jason joined the PM team in August 2009 and has 16+ years of experience in the music retail industry. Prior to PM, he managed Beautiful Music in Downers Grove where he honed his skills in customer service. Combined with his business background (graduated Elmhurst College in 2005), he brings a wealth of knowledge to many areas including relationship management, sales and marketing, inventory control, and product knowledge of instruments, accessories, music, and more. As a child, he started on piano and eventually added guitar, electric bass, mandolin, and more recently, ukulele. In addition, he is proficient in Spanish.

Mike Patterson – Store Manager – Mike has been in the music retail industry for over 17 years. Fresh out of high school, a Turtle Beach MIDI soundcard acquired from a music teacher led him to a local music store in need of a MIDI controller. Mike became so enamored with MIDI and sound engineering that he got a job at the music store where he had purchased the MIDI controller. That store was the (now closed) Brookdale Music and Education Center in Naperville. Mike was an integral part of the transition of tripling the size of the retail establishment. From there, he became the Pro Audio Manager and eventually the Store Manager. During his 15-year tenure at Brookdale Music, he helped create and set up school MIDI and guitar labs, designed extensive sound systems in churches and schools, and worked in and on recording studios. Mike

joined PM Music Center in early 2014.

Katie Cousins – Sales/String Specialist – Katie holds a M.M. and a GPD in Violin Performance from the Hartt School in Hartford, Connecticut. Prior to arriving at Hartt, she received a B.S. in Music Education from Duquesne University. She is currently a member of the Peoria Symphony. Katie has taught private lessons at PM for several years and joined the sales staff in early 2015.

Harley Figueroa – Sales/Education Representative – Harley completed Music Performance studies at Northeastern University. He currently maintains a private recording studio and has a background in recording and editing. He plays all saxophones and flute and retains an active performing schedule in Chicago and across the United States. Harley joined PM’s staff in 2013 and has become a valuable resource because of his extensive knowledge of woodwinds and his fluency in Spanish. In 2015 Harley added Education Representative to his title and began servicing school accounts in addition to his work in sales.

Colin Goralski – Sales – Colin is currently studying Clinical Psychology at College of DuPage and will be transferring to NIU in fall 2017. He started piano lessons as a child, played clarinet and saxophone, and eventually settled on the guitar. He has many years of experience working in customer service and joined PM’s sales staff in 2016.

David Murray – Sales – David has been a practicing and performing trumpeter for the past 16 years and counting. He holds a Bachelor’s Degree in Music Performance from Northern Illinois University where he focused on all aspects of trumpet performance from solo literature to various chamber and large ensemble groups. David has studied with Professors John Fairfield and Mark Ponzo while at Northern and Mike Brozick of the Elgin Symphony Orchestra. He can be heard performing with the Dekalb Municipal Band during their summer season and occasionally serves as substitute trumpet for the Kishwaukee Symphony Orchestra. He joined the PM Music Center sales staff in 2016.

Sarah Polodna – Sales/Lesson Coordinator – Sarah has been with PM Music Center since late 2014. Previously she was an Assistant Manager at Music & Arts for four years. Sarah has a Bachelor’s Degree in Music Performance and Psychology specializing in opera and piano performance. Sarah spent a few years singing abroad in England, France, Germany, Austria, and Italy. She has also run her own music studio for over ten years teaching voice, piano, oboe, and music theory. She has been playing piano and singing for over 20 years and plays oboe, percussion, and saxophone. At PM Sarah conducts one-on-one instrument testing sessions as well as group exploration classes for first-time students.

Char Bogda – String Specialist – Char retired after more than 30 years of teaching orchestra in several local school districts. She was most recently an orchestra director for Wheaton District 200. She continues teaching privately for students ranging from three years to adult. Char has also performed professionally with Franz Benteler’s “Royal Strings,” the Rockford Symphony Orchestra, and was Concertmaster for the New Philharmonic at College of DuPage. She is currently Concertmaster of the West Suburban Symphony Orchestra.

Robyn Rogers – Office Manager – Robyn started as PM Music Center in 2006 with prior experience as a Director of Religious Education, along with managerial and Project Coordinator experience. She played organ throughout her school years and continues to play for her own enjoyment. She has plenty of experience as a music parent and renter for both her children and was involved with Band Parent Associations from middle school through college. She was a loyal customer of PM Music Center long before joining the staff.

Karen Fazio – Office/phone team – Karen has worked at PM Music Center for 8 years. Though she originally started in the warehouse, she now works on the office/phone team. Karen enjoys talking with customers and directors about musical instruments, sheet music, accessories, and our rental instrument

program. Karen has played piano for over 40 years for church services, youth activities, and solo contests. She also directs an adult and youth handbell choir as well as a youth choir. Music was a large part of her younger years, and she has continued to encourage music in her children and grandchildren.

Laurie Hamdani – Office/phone team – After college, Laurie worked in graphic design, customer service, and later, as a corporate trainer for Microsoft Office products. She decided to leave the corporate world to raise her two daughters (both accomplished cellists). In 1995 she opened her private piano studio, which has grown to 30 students of all ages. She participates in continuing education through annual clinician workshops and membership in an online international Piano Pedagogy group which has 7000+ members. She joined the PM Music Center office staff in late 2015.

Elizabeth Mayton – Office/phone team – Elizabeth has been a PM Music customer since 2004 and joined the staff in 2012. She is a lifelong singer and has played the oboe since grade school. Currently she participates in the choir and the orchestra at her church. She also enjoys playing many folk instruments including autoharp, ukulele, and concertina, as well as percussion instruments. In 2016 she earned her degree in General Education with a focus in Music Education and Religious Studies. In addition to her work at PM, she serves as the Arts Director for a day camp she helped found, teaches high school religious education, and volunteers with the Girl Scouts.

Fareeha Moiz – Office/phone team – Fareeha has played violin for 8 years and also studied viola, cello, and bass. She graduated from Metea Valley High School and is currently a Pre-Med major at Benedictine University, where she is also pursuing a minor in music. Her career goal is to pursue a career as a cardiothoracic surgeon.

Drenda Smith – Office/phone team – Drenda has 20 years of private teaching experience and is currently the band director at Indian Creek Middle School where she teaches grades 5-8. Drenda is also a member of the National Flute Association. She has been a member of the Naperville Municipal Band (1983-1995), Grace United Methodist Church choir, North Central College flute choir, and also performs at weddings. Drenda has a BA in Music Education from Western Illinois University. She joined PM's office/phone team in fall 2016.

Louise Vargo – Office/phone team – Louise earned a BA in Jazz Performance from Benedictine University. She began playing piano when she was 7 years old and started teaching piano privately in 1997 in the Naperville/Plainfield/Aurora area. She also has taught at PM Music Center for 17 years. Louise has performed with community jazz bands, as a church pianist, community chorus accompanist, and as an accompanist for solo and ensemble contests. She worked at Brookdale Music for 3 years as their Print Music Manager and joined the PM office staff in 2011.

Cara Fazio – Marketing Manager – Cara joined the PM Music Center staff in fall 2014. As a child, she took piano, violin, and guitar lessons before singing became her passion. She sang in church and school choirs and as a wedding soloist. She has a strong background in customer service, and served as an assistant manager for two fashion retailers. She is currently completing a degree in Sales and Marketing at DeVry University.

Eric Downs – Purchasing and Receiving Manager – Eric studied classical piano for 12 years and graduated magna cum laude with a B.A. in Music Education and Vocal Performance. He taught elementary music to Navajo students in New Mexico, mentored student musicians in Colorado, taught at a summer camp in Michigan, worked as the staff accompanist for a music charter school in Chicago, and served as a classroom teacher at a Jamaican school for the deaf. After taking a break from teaching, Eric worked in music publishing and in fashion retail for several years before joining the PM staff in 2010. He has extensive performance experience in the classical world and in musical theater as a vocalist, pianist, and musical director. He is also a self-taught ukulele player and co-led PM's Uke Club.

John Vizintos – Receiving/Warehouse Assistant – John is a graduate of Western Illinois University where he earned his Bachelor's of Music in Music Business in 2016. During his time at Western, he served as the principal bass player for the Western Illinois Symphony Orchestra and also has performed with the College of DuPage Symphony Orchestra, the Elmhurst College Philharmonic, the Salt Creek Sinfonietta, Sinfonietta Bel Canto, the Fox Valley Symphony, and Western Illinois Chamber Orchestra. John has teaching experience with beginning to intermediate students. He is experienced in both classical and jazz bass playing on both the upright and electric basses.

Lisa Roedger – Warehouse Manager - Lisa has been with PM Music Center since 2001. As the Warehouse Manager, she oversees the preparation, cleaning, organization, and delivery of the thousands of instruments that are rented every year. During her time at PM, Lisa has also worked as an educational representative, making weekly visits to schools, and assisting teachers with their music recruitment and rental nights. Lisa's love of music began in childhood, and she played the flute through high school.

Alison Scherf – Assistant Warehouse Manager– Alison joined PM Music Center in 2013. She studied flute and bassoon through high school, and sang with the Waubonsie High School choir. Prior to her time at PM, Alison earned a B.A. in Accounting and accrued 15 years of professional experience in customer service and management positions. Her work history includes managing the accounting department for a natural pet food distributor, managing bowling centers for Brunswick, and running a state-wide junior bowler scholarship program in California.

Laurie Mills – Warehouse Assistant/Office/phone team – Laurie came to PM with a diverse work background including jewelry and watch repair, commercial cleaning, and over ten years as a licensed cosmetologist. She was extremely active in choral ensembles throughout high school and college. She joined PM Music Center officially in fall of 2016 after several years of staffing sign-up events and parent nights.

- Please indicate the school service representative(s) that would be assigned to our district and provide their unique qualifications, years of service, any areas of specialization, and whether or not the band directors and school district will be able to choose and/or change our service representative.

Lead Education Representative – Jeffrey Urban

Jeffrey Urban began his musical studies at the age of six in the South Chicagoland area. He has been working with music educators and students for over 26 years. Jeffrey studied both voice and French horn at Interlochen Center for the Arts, Oberlin Conservatory, and the Cleveland Institute of Music. He has performed throughout the United States, Canada and Europe. He taught horn and voice privately as well as conducted master classes and has adjudicated festivals throughout the Chicagoland area.

Jeffrey started on his path as a music education consultant in 1989 at the Cleveland Institute of Music Preparatory Department, working with Dr. Sato Suzuki, Dr. David Cerone, and Eleanor Holt. Upon realizing his call to nurture music education, he returned to the Chicago area in 1994 where he resides with his wife.

As a school music education representative for PM Music Center, Jeffrey actively assists band, orchestra, choral, and general music programs throughout the Chicago and Northern Illinois area. His musical background gives him great insight and the tools necessary to help their programs thrive. He has been with PM Music Center since 2012 and can be contacted at: jurban@pmmusiccenter.com.

Jeffrey knows that teachers do the important work. His goal is to make it easy for you to concentrate on the important things while taking care of the background needs that can consume so much important contact time with your students. Jeffrey has an extensive background in emergency repair and experience with many programs around the area. He often shares many ideas from other programs that can aid in

solving challenges that may face your program. He is also available on request to make emergency stops not only at schools, but businesses and residences to help directors and families cope with their busy schedules.

Supplemental Education Representative – Harley Figueroa

Harley Figueroa completed Music Performance studies at Northeastern University. He currently maintains a private recording studio and has a background in recording and editing. He plays all saxophones and flute and retains an active performing schedule in Chicago and across the United States. Harley joined PM's staff in 2013 and has become a valuable resource because of his extensive knowledge of woodwinds and his fluency in Spanish. In 2015 Harley added Education Representative to his title and began servicing school accounts in addition to his work in sales.

While we are certain you will be happy with service and professionalism of these Education Representatives, should you have any concerns or requests regarding staffing, they may be directed to PM Music Center owner Frank Pampenella.

- Please provide three references about this representative from other schools in our area.
Please see pages 47,48,49
- Explain what you believe to be your company's greatest strength.

We believe our greatest asset is excellent customer service delivered by exceptional staff. There really is no substitute for great customer service. Competitive pricing and product selection are important to many customers, but remarkable customer service is what sets apart the great companies from the good companies.

To us, excellent customer service means many things. It means going above and beyond what the customer expects, but it also means anticipating customers' questions or concerns and planning how to help them. It means scheduling our staff so we can handle periods of heavier traffic and make customer wait times shorter. It means constantly auditing our store to make sure it is customer-friendly. It means making sure we know what books and supplies individual schools require for their programs in case a parent leaves their information sheet at home.

We train and equip our staff to help them deliver excellent customer service. We use our weekly staff meetings to talk about upcoming events or new products, but we also use them to do customer service training with our staff and to have open discussions about customer service. Each week we encourage staff members to share customer service stories they were a part of – either in our store or elsewhere as a customer. Then we use those stories as touchstones to talk about what went right and what could have been improved in the situation. For 2017 we have also implemented a new customer service and sales training system that all our staff – sales, office, educational representatives, repair, and warehouse – will complete.

- Explain what you believe to be your company's greatest weakness.

Due to our growth over the last several years, space has become our greatest challenge. Servicing more schools requires a larger stock of instruments as well as additional space for prepping school deliveries. Our current location, which was spacious when we moved into in 2009, no longer has enough space to warehouse

our inventory or prepare large school orders for delivery. In 2014 we remodeled part of our warehouse to allow us to better use every square inch. We have a year-round off-site storage facility, and we also rent an additional 2000 ft.² facility seasonally to prepare school deliveries. We are currently exploring more permanent solutions for the future.

- Does your company provide any educational opportunities for students and educators? If so, explain in detail.

PM strives to offer unique educational experiences for both students and music educators. In addition to creating performance opportunities for students in our lesson program, we create special events that will support and benefit students. In 2015 we held an orchestra string clinic presented by Thomastik Infeld where attendees learned about how orchestra strings are made and what gives them their unique tonal properties. Every attendee received a personal string consultation with the clinician and a free set of strings. In 2016 we hosted a mouthpiece and reed clinic with Vandoren artist Shawn Maxwell where students learned about and tested how different mouthpieces, ligatures, and reeds could improve their sound. For brass players, we held a store event featuring Schilke brass instruments and a clinic with Schilke artist Fred Cantu. We also help coordinate a monthly event where middle school or high school jazz bands play with a professional big band at a venue near Midway Airport. Our store also regularly hosts visitors from preschools, day care facilities, grade schools, and Boy Scout troops.

We also provide opportunities for teachers. We typically offer two or more piano clinics per year, and in 2015 we were honored to host acclaimed piano educator and clinician Randall Faber. For band and orchestra directors, we have conducted free instrument repair clinics, where directors get hands-on training in diagnosing and completing basic brass, woodwind, and string instrument repairs. In summer of 2015 we collaborated with the Illinois Music Educators Association to offer a free ukulele method class that allowed participants to earn CPDUs as they learned how to teach ukulele in a group setting. At the 2016 Illinois Music Education Conference, PM Music Center presented an extremely well-attended session regarding using the ukulele in the classroom. We also sponsor reading sessions and provide educational materials to educators.

Last, we support future music educators. Over the last two years, we participated in a trumpet master class at Northwestern University featuring Yamaha artist Chris Martin and provided music for a beginning band course at VanderCook College of Music.

Our meeting and recital room is available to your directors for use at no charge for in-service or informational meetings. Please contact us to reserve the space.

XII. ADDITIONAL REQUIRED DOCUMENTS

- Your company's philosophy or mission statement

PM Music Center Mission Statement

Our purpose is to provide the highest level of instrument quality and exceptional, personalized customer service, while making instrument rentals, sales, repairs, and accessories affordable for everyone.

- The price structure for in-store private lessons:

Each teacher sets their own lesson rates. Lessons currently range from \$23-\$30 per half hour lesson.

- Copy of rental agreement for band and orchestra instruments



Band Lease Agreement

Lessor: PM Music Center of Aurora, IL * 4411 Fox Valley Center Dr. Aurora IL 60504
Phone 630.978.9927 * Fax 630.978.9972 * www.pmmusiccenter.com

LESSEE: _____ Relationship to Student: _____
 Address: _____ City/Zip: _____
 Primary Phone: _____ Alternate Phone: _____
 Student's Name: _____ School Name: _____
 Driver's Lic. #: _____ Email: _____
 Credit/Debit Card #: _____ Exp Date: _____

- FREE** - Automatically charge my monthly rental fees to my credit/debit card
- \$9 administration fee** - To have my rental payment slips mailed to me

I authorize the use of my credit/debit card for any rent past due over 35 days plus late fees
There will be a \$1 late fee per month on payments past-due 10 days

Lessee shall have the option of purchasing the instrument listed below or an upgrade of the same instrument.

Rent-to-Save: For the best savings Lessee will use a maximum of nine months of loyalty discounts and a 35% discount off the unpaid balance at any time.

PM Music Center **guarantees** the Lessee will never pay more than a rent-to-own program*.

*Based off typical rent-to-own program

FREE REPAIRS - FREE REPLACEMENTS - FREE LOANERS

Rent-to-Save:

- MSRP*
- Maximum 9 months of loyalty discounts
- 35% Discount
- +Tax
- =Total

*Manufacturer Suggested Retail Price

Leased Instrument _____	Music Stand	\$ _____
Serial # _____	Lesson Book(s)	\$ _____
	Accessories	\$ _____
Rental Per Month _____	Optional Administration Fee	\$ _____
Notes _____	Lease Cost (non-refundable)	\$ _____
	Total Amount Due	\$ _____

Total Amount Due Was Paid By: Cash Credit/Debit Card Check _____

Your acceptance of this agreement as evidenced by your first rental payment constitutes a contractual obligation.
 Please read the reverse side thoroughly.

 Lessor (PM Music Center) Date

 Lessee Date



Orchestra Lease Agreement

Lessor: PM Music Center of Aurora IL * 4411 Fox Valley Center Dr. Aurora IL 60504
 Phone 630.978.9927 * Fax 630.978.9972 * www.pmmusiccenter.com

LESSEE: _____ Relationship to Student: _____
 Address: _____ City/Zip: _____
 Primary Phone: _____ Alternate Phone: _____
 Student's Name: _____ School Name: _____
 Driver's Lic. #: _____ Email: _____
 Credit/Debit Card #: _____ Exp Date: _____

- FREE** Automatically charge my monthly rental fees to my credit/debit card
- \$9 administration fee** - To have my rental payment slips mailed to me

I authorize the use of my credit/debit card for any rent past due over 35 days plus late fees
 There will be a \$5.00 fee per month on payments past due 10 days

The Lessee shall have the option to purchase a student or an upgrade instrument of the type listed below with a maximum of two years of loyalty discounts
OR
 40% off the MSRP*.

FREE STRING REPLACEMENTS - FREE REPAIRS - FREE REPLACEMENT - FREE LOANERS

Purchase Formula #1:	Purchase formula #2:
MSRP*	MSRP*
+0%	-Maximum of 24 months of loyalty discounts
+Tax	+ tax
= total	=Total
	*MSRP is Manufacturer's Suggested Retail Price

Leased Instrument _____ Size _____	Music Stand	\$ _____
Serial # _____	Lesson Book(s)	\$ _____
	Accessories	\$ _____
	Optional Administration Fee	\$ _____
Rental Per Month: _____	Lease Cost (non-refundable)	\$ _____
Notes _____	Total Amount Due	\$ _____

Total Amount Due Was Paid By: Cash Credit/Debit Card Check

Your acceptance of this agreement as evidenced by your first rental payment constitutes a contractual obligation. Please read the reverse side thoroughly.

Lessor (PM Music Center) _____ Date _____ Lessee _____ Date _____

GENERAL TERMS AND CONDITIONS

The Lessee desires to lease the instrument described on the reverse side at the leasing cost and term contained therein. At the end of the initial lease term, and upon the return of the instrument to the Lessor this agreement shall terminate. If the instrument is not promptly returned, then the Lessee agrees that this agreement shall automatically continue and extend on a month-to-month basis until the instrument is returned at the end of any subsequent monthly extension.

At any time after the end of the initial lease term, the Lessee may exercise its option to purchase under the formula contained on the reverse side. It is understood that the Lessee's option to purchase shall not release the Lessee from the obligations of this agreement until the instrument is properly returned to the Lessor and all amounts due are paid, nor shall the purchase option be effective unless and until all lease obligations are fully paid. If the instrument is returned after the initial lease term, no credit will be given for any unused portion of any extended lease month.

It is understood that the instrument shall at all times be the property of the Lessor and that the Lessee is responsible for the proper and appropriate care of the instrument. The Lessee shall not sell, assign, sublet or hypothecate the instrument or this agreement. The Lessee shall not be responsible for any damage to the instrument or necessary repairs, including but not limited to any mysterious disappearance, negligence, restoration of finishes, cleaning, dents, strings, lost parts or accessories, case and any other related type damage. Willful damage is excluded from this disclaimer of responsibility.

In the event that the instrument is damaged in a fire or stolen, the Lessee shall not be responsible for any repair or replacement cost provided that the Lessee immediately reports any such occurrence to the Lessor and the Lessee's respective police department and supplies a copy of said report to the lessor immediately.

In the event the Lessee fails to pay when due any of the lease payments or other payments provided for in this agreement, or fails to promptly keep and perform any other covenant in this agreement, the Lessor may at its sole right and option declare this agreement to be in default by sending notice via regular mail to the Lessee, and the Lessee shall immediately become liable for the aggregate sum of the following: (1) Any and all lease payments that are due to the Lessor; (2) A late fee of \$5.00 per month on any and all outstanding balances until paid; (3) Any and all court costs, attorneys fees or other related costs incurred by Lessor in the collection of the Lessee's liability. All of the above being agreed upon as liquidated damages. The Lessee agrees and fully understands that if at any time after a default on the part of the Lessee, should the Lessee return the instrument to the Lessor, such acceptance by the Lessor of the instrument shall in no way act as a waiver of the default nor of any of the Lessee's financial obligation described herein.

Lessee gives PM Music Center the right to contact them using the information provided on the reverse side of the contract for reasons including, but not limited to, statements, notices, and special promotions.

The Lessee agrees to maintain the rental instruments at the location identified on the reverse side of this agreement, subject to reasonable transportation to and use at school for music instruction purposes. The Lessee shall immediately notify Lessor of any address change during the lease term.

All business transactions by and between the Lessor and the Lessee, whether lease transactions and/or purchase transactions shall be deemed to take place at Lessor's principal place of business as identified on the reverse side of this agreement. All payments are deemed paid and settled at the Lessor's principal place of business in the State of Illinois. All business transactions by and between the Lessor and the Lessee are deemed to take place within the state of Illinois, notwithstanding the geographical location of any Lessee. All use and/or sales taxes are the sole responsibility of the Lessee.

The substantive laws of the State of Illinois shall govern the terms and conditions of the agreements by and between the Lessor and the Lessee.

- Detailed pricing information regarding monthly payments and rental/purchase plan

MAKING MUSIC AFFORDABLE SINCE 1982

BAND RENTAL PROGRAM

WOODWINDS	USED MONTHLY	NEW MONTHLY
FLUTE-CLOSED HOLE	\$19	\$29
FLUTE-OPEN HOLE	\$29	\$39
OBOE	\$29	\$39
CLARINET-PLASTIC	\$19	\$29
CLARINET-WOODEN	\$29	\$39
ALTO SAXOPHONE	\$29	\$39
TENOR SAXOPHONE	\$39	\$49
BASS CLARINET	\$49	\$59

BRASS	USED MONTHLY	NEW MONTHLY
CORNET	\$19	\$29
TRUMPET	\$19	\$29
FRENCH HORN-SINGLE	\$39	\$49
FRENCH HORN-DOUBLE	\$49	\$59
FRENCH HORN-PROFESSIONAL	\$89	\$99
TROMBONE	\$19	\$29
BARITONE/EUPHONIUM	\$39	\$49
TUBA	\$89	\$99

PERCUSSION	USED MONTHLY	NEW MONTHLY
SNARE DRUM	\$19	\$29
BELL KIT	\$19	\$29
COMBO KIT	\$19	\$29
XYLOPHONE	\$49	\$59

ALL RENTALS REQUIRE A 3 MONTH PREPAY

PH- 630.978.9927
 WWW.PMMUSICCENTER.COM

Save money with low rental rates that **NEVER** increase. Switch instruments or return at any time.



FREE repairs on all instruments
FREE loaner instruments available
FREE replacement coverage if lost or stolen

Our exclusive **Rent-to-Save** program gives you the option to save big if you decide to purchase an instrument. You will automatically receive up to 9 months of loyalty discounts in addition to a 35% discount off the unpaid balance at any time.

PM Music Center guarantees you will **NEVER** pay more than a typical Rent-to-Own program.

WE OFFER 3 SIMPLE WAYS TO RENT!
 ♪ CALL 630.978.9927
 ♪ VISIT US AT WWW.PMMUSICCENTER.COM
 ♪ VISIT OUR STORE LOCATION AT
 4411 FOX VALLEY CENTER DRIVE AURORA IL

PM Music CenterSM
 BAND ORCHESTRA



MAKING MUSIC AFFORDABLE SINCE 1982

MAKING MUSIC AFFORDABLE SINCE 1982

ORCHESTRA RENTAL PROGRAM

Save money with low rental rates that **NEVER** increase. Switch instruments, exchange sizes, or return at any time.



- FREE** repairs on all instruments
- FREE** loaner instruments available
- FREE** replacement coverage if lost or stolen
- FREE** weekly delivery to many schools
- FREE** string replacement

The Lessee shall have the option to purchase a student or an upgrade instrument of the type they are renting using a maximum of two years of loyalty discounts
OR
40% off the list price of the instrument.

WE OFFER 3 SIMPLE WAYS TO RENT!

- ♪ CALL 630.978.9927
- ♪ VISIT US AT WWW.PMMUSICCENTER.COM
- ♪ VISIT OUR STORE LOCATION AT
4411 FOX VALLEY CENTER DRIVE AURORA IL

INSTRUMENT	MONTHLY RENTAL
VIOLIN	\$17
VIOLA	\$17
CELLO	\$27
BASS	\$40

ALL RENTALS REQUIRE A 3 MONTH PREPAY



PM *Music Center* ^{SV}
 Celebrating Over **30** years
 BAND ORCHESTRA
 MAKING MUSIC AFFORDABLE SINCE 1982

PH-630.978.9927
WWW.PMMUSICCENTER.COM

- Description and cost of maintenance & replacement plan for purchase and rental customers



Maintenance and Replacement plan for renters:

All repairs and damages are covered in full, for free, by PM Music Center. Loss, theft, and irreparable damage are also covered in full, at no charge to the customer.

Loaners are provided for free for renters for the duration of their repair.

Maintenance and Replacement plan for purchased instruments:

All purchased instruments receive a complimentary one-year repair warranty through PM Music Center. This warranty is in addition to and is concurrent with any manufacturer warranty. PM's warranty covers all normal wear-and-tear repairs including, but not limited to the following: pads, felt corks, seams, bridge, sound posts, stuck slides, stuck valves, solder work, dents, adjustments, and all repair labor costs.

PM's warranty does NOT include loss, theft, or irreparable damage, all of which should be covered by the customer's homeowner's or renter's insurance.

At the conclusion of the complimentary one-year warranty, the customer may choose to extend their warranty by paying the appropriate renewal fee as follows:

\$75 per year: flute (closed hole), clarinet (plastic), student level cornet/trumpet, student level trombone, snare/bell/combo kits, student level violin and viola

\$100 per year: flute (open hole), clarinet (wood), bass clarinet, oboe, soprano/alto/tenor saxophone, bassoon, French horns (single), baritone/euphonium, cello, upgrade trumpet, upgrade trombone, upgrade violin and viola

\$150 per year: baritone saxophone, French horn (double), tuba, string bass

- Method of payments accepted; finance plans

For individual customers, we offer many ways to pay. Customers completing purchases can pay by cash, check, or credit card (Visa, MasterCard, Discover, or American Express). Rental customers can also pay their monthly rental fees in a variety of ways – mailing or bringing in payment (cash, check, or credit), paying over the phone, or setting up an automatic charge to a debit or credit card.

We also offer customers several options for financing instrument purchases. Through Synchrony Financial (formerly GE Capital) we offer six-month financing with 0% interest for qualified customers. Through our unique partnership with Yamaha, we are able to offer 12 and 18-month financing with 0% interest on Yamaha step-up instruments through Synchrony Financial. Through another financing partner, First Mutual Financing, we offer qualified customers a customizable financing plan at 12.99% interest for 12-60 months. We also offer in-house financing plans – 12 months at 16.99% interest and 24 months at 18.99% interest. Last, we offer a no charge 90-day layaway program on instrument purchases.

- Repair service and price list for specific repairs

Woodwind Repairs

	Piccolo/Flute	Oboe	Bassoon	Clarinet	Bass CL	Sop Sax	Alto Sax	Tenor Sax	Bari Sax	
Replace Head Cork	\$20									
Replace Individual Pad	\$12	\$15	\$15	\$12	\$15	\$15	\$15	\$15	\$20	
Fill Crack in Body (each)		\$35	*	\$35	\$25					
Replace Tenon Cork		\$15		\$20	\$30					
Replace Mouthpiece Cork				\$20						
Replace Neck Cork						\$20				
Solder Point (each)	\$25					\$25				
Replace Standard Bumper Cork/Felt	\$5									
Replace Custom Bumper Cork/Felt	\$10									
Reseat all pads	\$10									
Remove Broken Spring	\$1 per minute									
Replace and Adjust Spring	\$15 plus cost to remove broken spring									
Dent Removal	by estimate only									
Cleaning/Polishing - Economy Service	\$30	\$35	*	\$30	\$60	\$60	\$60	\$60	*	
Cleaning/Polishing - Full Service	\$60	\$75	*	\$60	\$120	\$120	\$120	\$120	*	

*by estimate only

Please note that the following pricelists have been condensed for space and show only the most common repairs and most common instruments for each instrument family. We are able to complete additional repair services that are not listed. If you have a question about a specific repair you do not see listed, please ask. Repair estimates are always free.



Woodwind Repads/Overhauls

	Repad	Overhaul
Piccolo	\$175	\$225
Standard Flute	\$175	\$240
French Model Flute	\$200	\$260
Oboe	\$295	\$360
Bassoon	*	*
Clarinet	\$175	\$225
Clarinet (Cork Pads)	\$225	\$260
Bass Clarinet	\$310	\$340
Soprano Saxophone (Lacquer)	\$300	\$350
Soprano Saxophone (Silver)	\$300	\$425
Alto Saxophone (Lacquer)	\$325	\$375
Alto Saxophone (Silver)	\$325	\$465
Tenor Saxophone (Lacquer)	\$350	\$425
Tenor Saxophone (Silver)	\$350	\$500
Baritone Saxophone (Lacquer)	\$500	\$575
Baritone Saxophone (Silver)	\$500	\$700

*by estimate only



Brass Repairs

	Cornet/Trumpet	French Horn	Trombone	Bar/Euph	Tuba
Remove Stuck Mouthpiece	FREE				
New Felts (Set)	\$5		\$5	\$5	\$5
Restraining Rotors (all)		\$10			
Stuck Slide	\$10	\$15	\$10	\$15	\$15
Seized Slide (by severity)	\$25-35				
Replace Water Key Cork	\$3				
Replace Water Key Spring	\$10				
Solder Point (each)	\$25				
Replace Water Key	by estimate only				
Valve Work	by estimate only				
Dent Removal	by estimate only				



Flush & Clean (Disinfect)

	Flush/Clean Lacquer	Flush/Clean Silver
Trumpet/Cornet	\$50	\$65
Flugelhorn or Mellophone	\$50	\$65
French Horn (Single)	\$65	\$85
French Horn (Double)	\$80	\$95
Tenor Trombone	\$50	\$65
Bb/F or Bass Trombone	\$65	\$75
Valve Trombone	\$60	\$85
3 Valve Baritone	\$60	\$80
4 Valve Baritone	\$70	\$100
Small Tuba	\$80	\$100
Tuba	\$90	\$175



Orchestral String Repairs

	Violin	Viola	Cello	Bass
Adjust Bridge	\$10-\$15	\$10-\$15	\$15-\$20	\$60
Lower Bridge	\$25			
Hand-Carved Bridge	\$45	\$45	\$85	\$180
Fit New Peg (each)	\$15	\$16	\$30	*
Adjust Peg (each)	\$5			
Reglue Fingerboard	\$20	\$20	\$30	\$100
Dress Fingerboard	\$60	\$60	\$90	\$180
New Fingerboard	\$150 + Bridge	\$150 + Bridge	\$400 + Bridge	\$600 + Bridge
New Soundpost	\$35	\$35	\$45	\$80
Adjust Soundpost	\$15			
New Nut	\$35	\$35	\$65	\$85
New Saddle	\$40	\$40	\$60	\$80
New Bass Bar	\$250	\$250	\$350	\$600
Remove/Replace Top or Back	\$100	\$100	\$150	\$650
Fit New Endpin	\$15	\$15	\$70	\$90
Reset Neck	\$100- \$180	\$100- \$180	\$150- \$225	\$350
Cracks and Separations	*	*	*	*
Restring	\$12 + cost of strings			
Install Fine Tuners	\$12			

*by estimate only

Orchestral Bow Repairs

	Violin	Viola	Cello	Bass
Rehair	\$35	\$35	\$40	\$50
Shorten Bowhair	\$15			
New Leather Grip	\$40			
New Eyelet	\$5			
Silver Wire Wrap	\$60			
New Tip	\$40	\$40	\$45	\$45



Guitar Repairs

	Acoustic (6 String)	Electric (6 String)	Bass (4 String)	Ukulele
Restring - Basic		\$15 + strings		
Restring - Deluxe		\$20 + strings		
New Volume Control		\$25 + parts		
New Tone Pot (each)		\$25 + parts		
New Pickup (each)		\$45 + parts		
New Output Jack		\$25 + parts		
New Tuners		\$30 + parts		
New Strap Button		\$15		
New Nut		\$25		
New Saddle		\$25		
Repair Cracks & Separations	*	*	*	*

*by estimate only



- List specific events, scholarships, and awards your company has sponsored to benefit the communities or school districts you serve.

We constantly seek ways to give back to the community and schools that help make our business great. The biggest way we give back to schools is through our PM Points program. This program rewards schools that use PM as their exclusive vendor and allows them to accumulate points for each rental. They can then redeem those points to pay for anything they like – repairs, music, or even special orders. To date, almost \$100,000 has been distributed to schools through this program.

In addition to PM Points, we also provide scholarship instruments to music programs at several school districts. These instruments are rented free of charge to students whom the teacher has found to exhibit great talent for music but cannot afford to play in band or orchestra. PM also regularly provides donations for school music program fundraisers. Donations have included everything from gift cards to ukuleles to vouchers for instrument cleanings. Recent recipients of fundraiser donations have been the D303 Thompson Middle School Jazz Café, District 93 Hillside School's annual spaghetti dinner, and West Aurora High School.

We also strive to give back to our local community. Through our "PM Gives Back" program we host monthly charity drives using our store as a collection spot. Recent collections have included personal toiletries and food items for Hesed House in Aurora, a book drive for donation to needy schools through S.C.A.R.C.E., and dog food and pet items for Safe Haven Dog Rescue in South Elgin. A year ago we heard news that the home of one of our renters was lost in a fire, and PM owner Frank Pampenella hand-delivered two large bags of items we collected in store to help the family get back on their feet. Hesed House came to us because they were in need of a guitar for their music program, and we provided them with a beautiful new acoustic guitar. We also sponsor Boy Scout Troop 81 and make regular donations to their group.

PM has also partnered with the Gift of Carl Foundation for many years. Gift of Carl collects used band and orchestra instruments, refurbishes them, and awards them to needy students so they can participate in school music programs. Not only does PM serve as the main collection center for Gift of Carl, but we also complete repairs on donated instruments and provide new cases and accessories free of charge.

- Attach a separate sheet listing all considerations or incentives that would be provided to the District. This may include monetary or non-monetary incentives, useful to the District and not previously included in any of the above specification.

PM Music Center provides many incentives and considerations to districts who choose us as their primary vendor.

1. Participation in our exclusive PM Points program. This program rewards schools that use PM as their exclusive vendor and allows them to accumulate points for each rental. Each new rental earns 5 PM Points, and each PM Point has a spending value of \$1.00 that can be applied to instruments, repairs, music, or accessories.
For example, a district that rents 500 instruments would receive 2500 PM Points that would apply towards \$2500 of product and services. This is a recurring program and is updated at the start of each school year.
2. Scholarship instruments provided to needy families.
3. Discounts of up to 20% on all music orders.
4. Best pricing on instrument and accessory purchases.
5. Access to exclusive financing programs.
6. Access to instrument maintenance programs.
7. Donations for school music program fundraisers and advertisement purchases in programs.
8. Development of unique performance and/or clinic experiences.
9. Free use of recital/meeting space at PM Music Center.

- List the service and professional organizations to which your company belongs and their role in Music Education.

NASMD (National Association of School Music Dealers) – NASMD hosts an annual convention where school music dealers can gather to share ways to serve schools better and bolster music education in their local communities.

NAPBIRT (National Association of Professional Band Instrument Repair Technicians) – NAPBIRT offers certification for repair technicians. Over the years, we have sent all our instrument repair technicians through NAPBIRT's programs to further their training and to receive certification.

RPMDA (Retail Print Music Dealers Association) – RPMDA is a professional trade organization of print music dealers and publishers that uses its collective voice to speak on such issues as copyright protection, barcoding, the Internet, digital media, and arts advocacy. RPMDA also offers a multitude of resources to its members regarding navigating copyright laws, encouraging music literacy, and supporting local music education.

NAMM (National Association of Music Merchants) – NAMM works to promote music education in the public sphere, lobbies Congress on behalf of music education, and hosts music conventions where manufacturers and retailers come together to learn about new products and share information through guest speaker presentations, small-group training sessions, and one-on-one meetings.

IMMG (Independent Music Merchants Group) – Strictly speaking, IMMG is a non-competitive buying group for music stores. But more than that, it is also a community of independent music store owners and management staff who brainstorm together and share ideas about what works, what doesn't work, and current trends in the music industry. As a buying group, IMMG helps broker deals between its members and manufacturers, which allows member stores to be more competitive and offer more to their customers.

- List any awards or special recognition your company has received.

In summer of 2016, Yamaha Corporation awarded PM Music Center with a Shokunin Select dealership, one of just sixteen within the United States. (The only other Shokunin Select dealer in Illinois is over forty miles away from your school district.) PM Music was selected for this honor because of the highest level of quality service and support we offer to our customers. Being a Shokunin Select dealer means customers can expect a premium Yamaha experience at our store. Our expanded inventory includes some of the finest upgrade (intermediate & professional) wind instruments Yamaha manufactures.

Music Inc. Magazine has featured PM Music Center in two separate articles. Its March/April 2009 issue featured PM owner Frank Pampenella on the cover. The accompanying article profiled Frank and Julie as a dynamic husband and wife team, talked about PM's history and evolution, and also discussed how PM's philosophy and outstanding customer service allowed it to maintain steady growth, even in a declining economy. In May 2011, Music Inc. featured PM again in a picture-filled feature about the move to its current location and the design of the store, which the magazine described as "elegant" and "fresh."

Music Trade Magazine has ranked PM as the highest dollar volume band and orchestra single-location store in Illinois for the last seven years in its annual "Top 200" edition. In addition to dollar volume rankings, they also provide productivity rankings by dividing total dollar volume by number of store locations. From 2010 to 2015 PM moved up in the productivity rankings from #92 to #59 in the entire country (2016 rankings have not yet been released).

In 2016, the National Association of Music Merchants honored PM Music Center as a Top 100 Dealer for "setting the bar for innovation, creativity and passion for music making in the music products industry." 100 music retailers from around the world were selected for this prestigious designation.

- List one references that we may contact regarding similar services with a similar size District
District 308 Oswego
Rachel Maxwell (Music Department Coordinator/Band): rmaxwell0515@oswego308.org, 630.636.2700
- List three references that we may contact regarding your company as it relates to School Music service

February 7, 2017

To Whom This May Concern,

I am the Director of Bands at Traughber Junior High School and the Junior High Band Coordinator for Oswego School District #308. I would like to take this opportunity to recommend the services of PM Music Center, Aurora, IL.

Our school and district has worked with PM Music Center for approximately 12 years. We have worked with several music education vendors and have come to rely on PM Music as the primary vendor for our retail needs. The program at Traughber JHS, specifically, has 395 band students in the program and PM Music is able to provide all student rentals, supplies, books, music, repairs and step up instrument purchases.

Key points to our satisfaction with PM Music Center's service include:

- 1. Quality of instruments and supplies.** PM Music stocks all of the instrument brands, supplies and equipment we require for our students. These include the top "name brands" of all instruments.
- 2. Price.** The prices offered by PM Music are competitive with any dealer, local or national. We have also used PM Music for a large bid to outfit two large new junior high schools.
- 3. Repairs.** Repairs services are completed quickly and correctly. The quality and price of repairs is far superior to any other music vendor that serves our area. My husband and I also use PM Music for the repair and maintenance of our personal instruments.
- 4. Service.** The quality of service, whether in the store or with our traveling rep, is outstanding in every way. Employees are knowledgeable and do their best to work with directors to have happy parents and students. Additional services they have provided for our district include recruiting appointments, special event repair services, special event retail kiosks, special requests of beginner kits and support at conference and convention performances. Our representative, Jeffrey, has gone out of his way to assist us time and time again.

Please feel free to contact me with any questions you might have regarding our experience working with PM Music. I look forward to hearing from you.

Sincerely,

Rachel J. Maxwell
Traughber Junior High School Bands, Director
Traughber Junior High School Web Master
District #308 Jr High Instrumental Music Coordinator
rmaxwell@sd308.org 630-636-2721 www.traughberband.weebly.com



Rose-Jones Administration Center
330 West Wilson Street
Batavia, IL 60510
voice: (630) 937-8800
fax: (630) 937-8801

District 101

Batavia Public Schools

Always Learning. Always Growing.

bps101.net

2/06/2017

To Whom It May Concern,

It is with great pleasure that I write this letter to you on behalf of PM Music Center. This is my eleventh year teaching, and my fifth year with PM as my music and instrument vendor, and could not be happier with the decision.

The rental instruments PM Music Center provides my students are of high quality and low cost; something every teacher and parent hopes for. I have very few repairs over the course of the year, and when I do, they instantly provide a loaner so my kids are never without an instrument. At the very beginning, PM gave me an in-depth tour of their facility, and then discussed exactly the brands and equipment I wanted to offer my students. Because of this, I have been able to start all of my horn players on doubles that will last them through high school, and my percussionists on real xylo/marimbas. Within just a couple years of utilizing these upgrades, we noticed the benefits throughout our entire band program.

The service is always prompt and thorough, with deliveries made on the same day and time every week. Their website and online store could not be easier to use, and I no longer receive questions and emails from parents about ordering supplies or music. My rep Jeffrey is always a pleasure to work with, and has even taught me some tricks to do quick repairs on my own. He is friendly and efficient during his deliveries because he knows how precious a music teacher's time is.

In fact, PM as an entire company understands what goes into being a music educator far beyond just instrument rental and repair. They have personally made and printed stickers and posters in order to help with recruitment, and hold step-up-nights for students to upgrade or purchase instruments. Their "PM Point" program has allowed me to purchase music, instruments, and supplies of which I would never have been able to afford with just my department budget. Every time I call or email PM Music, I know whom I am talking to, and feel like a valuable member of the PM Music Center family. They are very personable and continuously reinforce that my music program is in great hands.

I highly recommend PM Music Center to any music teacher who is looking for reliable service, friendly people, and quality equipment and materials in their music vendor. PM has taken a lot of the extra work and emails out of my day, and allows me to focus on what we all wish we could be...TEACHING! ©

Thank you for your time,

Lisa Hatfield
lisa.hatfield@bps101.net
Batavia Elementary Band Teacher



Batavia High School
100 W. 3rd Street
Batavia, IL 60510
Phone: (630) 952-4900
Fax: (630) 932-8600

bps101.net

District 101
Batavia High School

Always Learning. Always Growing.

Monday, February 6, 2017

To Whom It May Concern:

I am writing this recommendation to offer support for PM Music and our representative, Jeffrey Urban. I understand you may be in the market for a music service company and PM Music would be a great addition to your program.

We all know there are numerous music companies that can service our schools for all of our music making needs. In my time at Batavia High School and in my previous employ, I have used nearly all of the Chicagoland area service providers. PM Music has the best customer service and most competitive prices of the companies I have used. Jeffrey Urban is our representative and we couldn't be any happier with the services he provides. Jeffrey truly goes the extra mile to make sure all the directors in Batavia have everything they need to run their music programs efficiently.

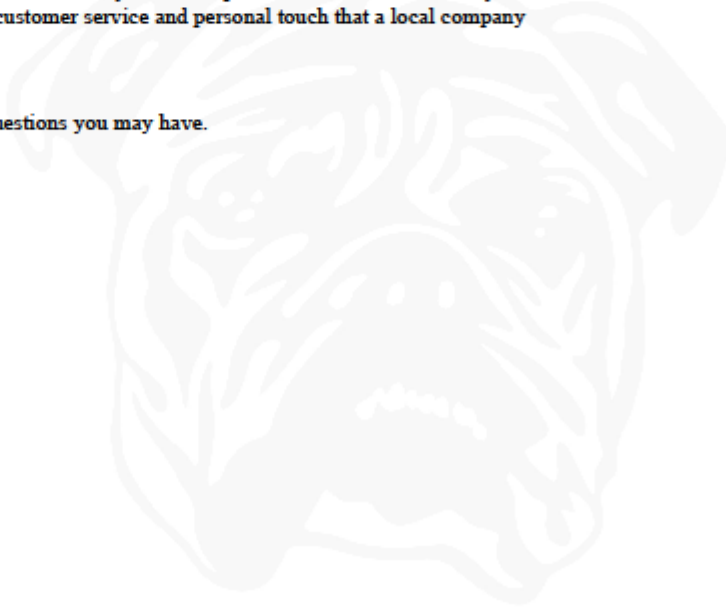
We're been thrilled with using PM Music for all of our needs. Our families greatly enjoy having one company for all their repairs throughout middle and high school. We routinely send all of our summer and school year repairs to PM as they always are efficient and timely. PM Music provides us everything we need to make sure students have an instrument to play in class when our instruments break down. Using one company has been a gigantic help for us and I wouldn't recommend anyone else besides PM Music.

I would highly recommend PM Music for your music provider. I'm confident that you'll be thrilled with the high quality customer service and personal touch that a local company provides.

Please contact me with any questions you may have.

Sincerely,

Christopher M. Owen
Band Director



- In addition, Vendors must complete the following:
 - a. Exhibit A - VENDOR INFORMATION AND AUTHORIZATION
 - b. Exhibit B - AKNOWLEDGEMENT OF ADDENDUM
 - c. Exhibit C – CERTIFICATIONS
 - d. Exhibit D - DEVIATIONS FORM