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| **Business Proposal Respondent Name:** |  |

**Instructions:**

Supplier must provide a written response as instructed below. If additional space is needed, please insert additional page titled Attachment A and list Section reference as listed.

Section I – Company Information is required and will be scored.

Section II – Mandatory Administrative Requirements – Phase 1 is a Pass or Fail Section.

Section III – Desirable Business Requirements is required and will be scored.

Section IV - Services will be evaluated. It is intended to understand the scope of services Supplier provides and their capability of providing a complete solution.

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| **Section I - Company Information** | **Written Response** |
| 1. **General Respondent Questions** 2. Name of respondent 3. Title of respondent 4. Address of respondent 5. Email address of respondent 6. Telephone number of respondent 7. Fax number of respondent | [*Provide name of person submitting response here*] |
| [*Provide title of person submitting response here*] |
| [*Provide physical address and mailing address of person submitting response here*] |
| [*Provide email address of person submitting response here*] |
| [*Provide telephone number of persons submitting response here*] |
| [*Provide Fax number of person submitting response here*] |
| 1. **Company Information** 2. Name of Company 3. Tax Id 4. Physical Address/Mailing Address 5. Web Address 6. Number of years in business 7. Number of full-time employees 8. Annual revenue for 2019 9. Annual revenue for each of the last 5 years | [*Identify your company’s legal name in the space provided*] |
| [*Identify your company’s tax id number in the space provided*] |
| [*Identify your company’s physical and mailing address in the space provided]* |
| [*Identify your company’s web address in the space provided]* |
| [*Identify the number of years your company has been in business in the space provided]* |
| [*Identify the number of full-time staff your company has in their employ the space provided]* |
| [*Provide your company’s annual revenue for 2019 in the space provided]* |
| [*Provide your company’s annual revenue for the last five (5) years in the space provided]* |
| 1. **Primary Line of Business.**   Please describe all of your company’s primary lines of business. | [*Describe in the space provided or submit a separate document labeled “Attachment A-PrimaryBusiness your company’s primary line of business*] |
| 1. **Additional Lines of Business.**   Please describe any additional lines of business your company participates in. | [*Describe in the space provided or submit a separate document labeled “Attachment A-AdditionalBusiness” your company’s additional lines of business*] |
| 1. **Business Model.**   **Does your company utilize partners for providing products and services? If so describe:**   * 1. *process to qualify partners and sales personnel to represent the product, including any certifications*   2. *how partners are contractually bound to the Master Agreement terms and conditions,*   3. *how partner sales will be accurately tracked and reported, and remedy plan if the partner or sales personnel are not in compliance.* | [*Describe in detail in the space provided or submit a separate document labeled “Attachment A-BusinessModel”]* |
| 1. **Major Company Changes.**   *Please describe any anticipated or pending major changes to your company. For example, acquisitions or merges, re-structuring, etc.* | [*Describe in the space provided or submit a separate document labeled “Attachment A-CompanyMajorChanges* |
| 1. **Company Legal History.**   *Please describe any legal issues your company has had whether past or present.* | [*Describe in the space provided or submit a separate document labeled “Attachment A-CompanyLegal”*] |
| 1. **Bankruptcy.**   *Please provide indication as to whether your firm has been or is the subject of a bankruptcy or insolvency proceeding or subject of assignment for benefit of creditors.* | [*Describe in the space provided or submit a separate document labeled “Attachment A-Bankruptcy”*] |
| 1. **Rebates and Special Offers.**   *Please describe any rebates or special offers your company provides. Special offers could include promos, volume discounts, etc.* | [*Describe in detail any rebates or special offers your company has available in the space provided or submit a separate document labeled “Attachment A-Rebates-Offers”*] |
| 1. **Product Recycling/ Buy-Back Programs.**   *Please describe any recycling or buy-back programs your company has available.* | [*Describe in detail and recycling or buy-back programs your company has available in the space provided or submit a separate document labeled “Attachment A-Recycling”*] |
| 1. **Ordering, Billing and Invoicing.**   *Please describe your company’s ordering, billing and invoicing process. Include sub-contractors, authorized resellers/dealers/manufacturer representative’s role in the ordering process. Include your company’s escalation steps for billing and invoicing issues.* | [*Describe in detail your company’s ordering, billing and invoicing process in the space provided or submit a separate document labeled” Attachment A-OrderingBillingandInvoicing”*] |
| 1. **Returns and Credits.**   *Please describe your company’s product return and credit policy. At a minimum, description should include reason and justification required for return, timing of return and credit.* | [*Describe in detail your company’s return and credit policy in the space provided or in a separate document labeled “Attachment A-ReturnsandCredits”*] |
| 1. **Disaster Recovery.**   *Please describe your company’s disaster recovery plan. At a minimum, description should include product availability, delivery and any additional costs in the event of a disaster.* | [*Describe in detail your company’s disaster recovery plan in the space provided or submit a separate document labeled “Attachment A-DisasterRecovery”*] |
| 1. **Quality Assurance.**   Please describe your company’s quality assurance process/policy. | [*Describe in detail your company’s quality assurance plan in the space provided or submit a separate document labeled “Attachment A-QualityAssurance”*] |

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| **Section II – MANDATORY ADMINISTRATIVE REQUIREMENTS**  **Reference RFP Section 2.1** | **Written Response** |
| 1. **NASPO ValuePoint Master Agreement Statement of Compliance.** | *[Statement to verify supplier has read and understands all the terms and conditions as shown in NASPO ValuePoint Master Agreement Terms” Exhibit A”]* |
| 1. **Insurance Requirements** | [*Supplier agreement to carry insurance as stated in NASPO ValuePoint Master Agreement Terms Section 21*] |
| 1. **NASPO ValuePoint Administrative Fee and Reporting Requirements** | [*Supplier agrees to pay NASPO ValuePoint administrative fee as specified in Section 6 of the NASPO Master Agreement Terms*] |
| 1. **Lead State Terms and Conditions** | [*Supplier has read and understands requirements shown in Lead State Terms and Conditions as well as NASPO ValuePoint Master Agreement Terms*] |
| 1. **References** | [*Supplier understands requirements as listed in Section 2.1.5 and Section 2.29 of this RFP*] |
| 1. **Participating State Terms and Conditions** | [*Supplier understands they may be required to negotiate additional terms and conditions when executing a Participating Addendum*] |
| 1. **Quality Assurance and Warranty Guarantee** | [*Supplier agrees to guarantee products and has included their industry standard warranty*] |
| 1. **Product Availability** | [*Supplier has read and understands cancellation and discontinuation of products communication with lead state*] |
| 1. **Emergency Product Substitutions and Out of Stock Items** | [*Supplier has read and understands emergency product substitutions with end user requirements*] |
| 1. **Account Manager** | [*Supplier has read and understands account manager duties and responsibilities*] |
| 1. **Authorized Distributors** | [*Supplier has listed authorized distributors if applicable*] |
| 1. **Proposed Pricing** | [*Supplier agrees to hold pricing fixed for the initial contract period of 24 months*] |
| 1. **Time of Order** | [*Supplier agrees to hold prices at time of order*] |
| 1. **Additional Fees** | [*Supplier has read and understands no service fees or additional costs, minimum order, special order, shipping, pallet, or fuel surcharges are allowed*] |
| 1. **Rebates and Special Offers** | [*Supplier agrees to honor all rebates and special offers in addition to contract pricing*] |
| 1. **Disaster Recovery** | [*Supplier has a disaster recovery plan and will furnish detailed plan if awarded within 30 days to Lead State*] |
| 1. **Professional and Technical Special Insurance Requirements** | [*Supplier agrees to furnish professional and technical insurance as listed in Section 2.1.17 of this RFP*] |
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| **Section III – DESIREABLE ADMINISTRATIVE REQUIREMENTS**  **Reference RFP Section 2.2** | **Written Response** |
| 1. **Response Time**   *The awarded supplier should respond to all communications no later than one business day.* | [*Indicate your response to communication requests.in the space provided or submit a separate document labeled “Attachment A-Response Time”*] |
| 1. **Delivery Standards**   *Delivery date standards should be met no less than 97% of the time.* | [*Indicate your company’s delivery standard in the space provided or submit a separate document labeled “Attachment A-Delivery Standards”*] |
| 1. **Shipping**   *Please describe in detail company process for shipping and labeling.* | [*Describe your company’s normal packing process in the space provided or submit a separate document labeled “Attachment A-Shipping”*] |
| 1. **Freight Policy**   *All shipments should be FOB Destination with inside delivery if requested.* | [*Indicate your response to FOB Destination freight requirement in the space provided or submit a separate document labeled “Attachment A- “Freight Policy”*] |
| 1. **Invoice Accuracy**   *Supplier should strive to achieve 100% invoice accuracy.* | [*Indicate your response regarding invoice accuracy in the space provided or submit a separate document labeled “Attachment A-Invoice Accuracy”*] |
| 1. **Fill Rate**   *Fill rate should be maintained at least 98%* | *[Indicate your response regarding fill rate in the space provided or submit a separate document labeled “Attachment A-Fill Rate”]* |
| 1. **Ordering Methods**   *Orders will be placed by each individual authorized user by purchase order, telephone, fax, or online portal***.** | [*Describe your company’s standard ordering method in the space provided or submit a separate document labeled “Attachment A-Ordering Methods”*] |
| 1. **Payment Options**   *Normal payment by check, EFT, or P Card* | *[Indicate your response and acceptance in the space provided or submit a separate document labeled “Attachment A – “Payment Options”]* |
| 1. **Invoice Requirements**   *Invoice to reflect price and discounts* | *[Indicate your response regarding invoice requirements in the space provided or submit a separate document labeled “Attachment A-Invoice Requirements”}* |
| 1. **Return of Product**   *Please describe your company’s return policy for damaged or poor condition deliveries.* | [*Please describe in detail general product return policies in the space provided or submit a separate document labeled “Attachment A-Return of Product”*] |
| 1. **Returns Due to User Error.**   *Supplier should provide for return of unopened items up to 30 days after delivery. No additional fees or restocking charges should apply.* | [*Indicate your company policy for unopened returned items in the space provided or submit a separate document labeled* “*Attachment A-Returns Due to User Error*”] |
| 1. **Customer Service**   *Provide information regarding your customer service policy.* | *[Indicate your customer service policy in the space provided or submit a separate document labeled “Attachment A-Customer Service”]* |
| 1. **Overall Customer Satisfaction**   *Supplier should have a process to survey end users of their satisfaction levels post sales.* | [*Indicate your company policy for post-sales customer satisfaction data collection in the space provided or submit a separate document labeled* “*Attachment A-Customer Satisfaction*”] |
| 1. **Past Performance References**   *Understands reference survey requirement* | *[Indicate understanding of reference requirement in the space provided”]* |
| 1. **Promotion of NASPO ValuePoint Master Agreement**   *Describe how your company will promote the use of an awarded master agreement* | [*Indicate how your company will promote, initiate participation, and clarify the scope of this solicitation in the space provided or submit a separate document labeled* “*Attachment A-Promotion of NASPO ValuePoint Master Agreement*”] |

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| **Section IV – Services**  **Reference RFP Section 2.3** | **Written Response** |
| 1. **Customer Service.**   *Please describe your company’s standard customer/technical support services during regular business hours and time zone support will be provided. (For example: Monday through Friday 8:00 am – 5:00 pm ET).*  *Provide a copy of your company’s service level agreement (SLA) to include tiered support and response times for each tier and after-hours support* | [*Describe your company’s standard customer service policy during regular business hours in the space provided or in a separate document labeled “Attachment A – Customer Service”*  *A separate document is required for a detailed Service Level Agreement (SLA)”*] |
| 1. **Project Management.**   *Please describe any project management services your company offers.* | [*Describe in detail what is included in your company’s project management services in the space provided or submit a separate document labeled “Attachment A-Project Management”*] |
| 1. **Implementation.**   *Please describe in detail any project implantation services your company offers.* | [*Describe in detail what is included in your company’s implementation services in the space provided or submit a separate document labeled “Attachment A-Implementation”*] |
| 1. **Maintenance and Repair.**   *Please describe any maintenance and repair services your company offers.* | [*Describe in detail any maintenance and repair services your company offers in the space provided or submit a separate document labeled “Attachment A-Maintenance Repair”*] |
| 1. **Installation.**   *Please describe any installation services that your company offers.* | [*Describe in detail any installation services your company offers in the space provided or submit a separate document labeled “Attachment A-Installation”*] |
| 1. **Training.**   *Please describe your company’s available training. Include a description of any in-person training, online training, or available product manuals, either hard copy or electronic.* | [*Please describe in detail the training your company provides in the space provided or submit a separate document labeled “Attachment A-Training”*] |
| 1. **Other.**   *Please describe any additional services your company provides, including the cost for the additional services.* | [*Describe in detail any other services your company provides in the space provided or submit a separate document labeled* “*Attachment A-Services-Other*”] |