RFP 25-83668

TECHNICAL PROPOSAL

ATTACHMENT F

Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.

**A. Product and Service Factors (Section 1.42 of RFP)**

**Product Offering and General Requirements**

1. Please describe the scope of the products offered relating to the furniture categories below. Please include any catalog attachments necessary to display your full offerings.

a. Systems & Pedestals

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b. Tables, Desks, and Casegoods

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c. Metal Vertical & Lateral File Storage

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d. Seating

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e. Miscellaneous Products (Including Miscellaneous Parts and Accessories)

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f. Education Products

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2. Please describe your company’s offerings when it comes to refurbished furniture, including the types of pieces available, the process of refurbishment, and any warranties or guarantees you provide.

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3. How will you meet the requirements as described in RFP section 1.4.2? Clearly describe any limitations that would prevent those requirements being met.

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**Statewide Coverage and Dealers**

4. Describe your ability to provide statewide coverage for all Furniture Products for the categories of: Systems & Pedestals, Tables, Desks, and Casegoods, Metal Vertical and Lateral File Storage, Seating, Miscellaneous Products, and Education Products.

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5. Please describe your relationship with furniture dealers and distributors to be utilized in the event of Contract Award.

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**Design and Installation Services**

6. Please describe in detail the design services you offer.

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7. Please describe in detail the installation (including delivery) services offered.

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**Punch-out Catalog, Ordering, and Implementation**

8. Please provide a detailed description of all “punch out” catalog functionality currently available and actively being used with current customers.

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9. Describe in detail the process or processes your company uses to update and maintain catalog data, including correction of pricing and product errors.

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10. Please detail the online ordering system capability to allow buyers to re-order.

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11. Please describe in detail your company’s ability to restrict products viewed or purchased within the State “punch-out”. These items must remain available to other governmental bodies that will not be restricted in their purchases. Please make sure your description indicates if this can be done by item, product type, or any other possible categorization.

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12. Describe your plan to allow a variation of order submissions. Some non-State entities with access to this contract may prefer to use email/fax/telephone to submit orders.

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13. Please identify how many “punch-out” implementations with People Soft your company has performed.

a. Please indicate any previous issues your company has had and how they were corrected.

b. If the Respondent has not implemented with PeopleSoft please provide other relevant implementation experience.

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14. What is your company's proposed timeline for implementation, citing specific dates and deadlines for your major implementation plan tasks?

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15. Does your company provide On-Line Account Management Services that enables the State Vendor Management team to monitor activity? If so, please provide a list of all functions of on-line capabilities including reporting.

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16. What is the required involvement of the State personnel your company expects during new contract implementation?

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**Contract Compliance and Pricing**

17. What percentage of on-time deliveries does your company currently achieve?

a. What percentage for delivery in four (4), five (5), and six (6) weeks?

b. Define how you measure on-time delivery.

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18. Please identify any innovative solutions your company would offer, in order to drive contract compliance and increase savings.

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**Reporting**

19. Please describe your ability to meet the reporting and meeting requirements listed in this section of the RFP.

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20. What are the standard reports that your company provides to your customers? Please provide a list of your company's standard reports, including examples, as an attachment to your RFP response. Please note which are available online.

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21. Please detail your company’s customized and ad hoc reporting capabilities including how long the State will wait to receive new requests for information.

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**Warranty and Rebates**

22. Please describe your warranty policy in the event of Contract Award.

a. Confirm your understanding of the State’s warranty requirement for purchased

furniture products.

b. Does your warranty include repairs? If so, please describe in detail the repair services that are covered under the warranty?

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23. Please confirm your understanding of rebate and service level agreements (SLAs) listed in this section. Please define your plan for providing rebates.

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**B. Account Management**

1. Please provide an overview of the management and customer relationship team that will be responsible for managing the State relationship in the event of being awarded the State’s business. Please include the following details:

a. Designate an Account Manager who will serve as the primary point of contact. A backup secondary contact must also be identified. Provide the name, mailing address, telephone number, fax number, and email address.

b. Number of people in each position on the Account Team

c. Short profiles of key personnel including experience with governmental and quasi-governmental accounts

d. Reporting lines as well as responsibilities for each member of the team

e. Organization arrangements to provide adequate service support

f. Provisions in place for backup support for the Account Management Team

g. Resume for each member of the proposed Account Management Team

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2. Problem Resolution/Escalation: What is your company's standard process for problem resolution, including standard response times?

a. What is your company's standard process for problem escalation if the standard problem resolution process cannot resolve an issue? The escalation procedures should indicate the steps to be taken in response to a problem report, the contact information and title of the Respondent’s employee(s) responding at each level, and the elapsed time before the next level of response is invoked.

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