



Illinois Public Higher Education Cooperative (IPHEC)

REQUEST FOR PROPOSALS No. ER052212

Janitorial Products

IPHEC COMMODITY CODE: C-1

PROJECT DESCRIPTION: The Board of Trustees of Illinois State University (hereinafter, "the University") on behalf of the Illinois Public Higher Education Cooperative (hereinafter, "IPHEC") is seeking proposals from qualified firms ("Vendors") to provide the purchase of Janitorial products (including consumables and equipment) on an as needed basis for the period beginning on or about July 1, 2012 through June 30, 2014 with the option to renew for two (2) additional four (4) year renewal periods at the same terms and conditions based on continuing need, satisfactory performance, and availability of funds. Vendors should have e-commerce capability as described in the RFP specifications. The services requested will be utilized by participating IPHEC members throughout Illinois. Each IPHEC member reserves the right to determine their level of participation. Depending on participation by IPHEC members, the expected spend would be approximately \$3,000,000 to \$5,000,000 annually.

DUE DATE & TIME: May 22, 2012, 2:00 P.M. Local Time

RFP CONTACT: Ernie Olson, email: ewolson@ilstu.edu

NUMBER OF COPIES: Submit one (1) original copy and six (6) copies with CD ROM.

DELIVERY ADDRESS: 100 South Fell Ave. - Suite D, Campus Box 1220, Illinois State University, Normal, Illinois, 61790

OFFER FIRM TIME: One Hundred and Twenty (120) Days

Proposers are reminded that any firm or individual who wishes to submit a proposal in response to this solicitation must attach a copy of their ONLINE certificate of registration from the State Board of Elections as outlined in the Request for Proposal. By law, a bid cannot be accepted by the University if this certificate is not included.

The Illinois Public Higher Education Cooperative (IPHEC), an association, is an agent for preparing specifications, advertising, receiving, opening, tabulating and evaluating competitive proposals on behalf of the respective Boards of Trustees of Chicago State University, Eastern Illinois University, Governors State University, Illinois State University, Northeastern Illinois University, Northern Illinois University, Southern Illinois University, the University of Illinois, and Western Illinois University, hereafter referred to as the "Governing Boards". The terms "participating Universities" and "member institutions" refer to the various institutions or campuses under the jurisdiction of the Governing Boards.

The Cooperative, as an agent for or on behalf of the Governing Boards, will receive Sealed Request for Proposals (RFP) at the Illinois Public University Purchasing Office shown above for the commodities and/or services indicated. The Cooperative will also evaluate the RFP responses received and recommend for award to the Governing Boards. Each Governing Board will prepare the recommendation for award for its portion

of the collective RFP in accordance with its established procedures. Individual orders against any resultant awards will be issued and administered by the participating Universities' Purchasing Division.

*Note: **THIS IS NOT A PURCHASE ORDER.** Use this form to execute and submit your RFP response. Return your RFP to the address shown above before the date and time shown on this Request for Proposal.*

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1. INTRODUCTION

1.1 Overview /Objectives

The purpose of this RFP is to establish a primary agreement (Prime Vendor Contract) for the purchase of Janitorial products (including consumables and equipment) by the IPHEC member institutions which will enable the Universities to purchase any or all of their requirements for Janitorial products from a single source at the lowest possible cost including the lowest investment in on-site inventory and with the greatest array of value-added services. A single award to one supplier is anticipated, although multiple awards may be made to meet the needs of the IPHEC members. This agreement is designed to offer the IPHEC members flexibility in product selection as well as competitive pricing and premier service.

Multiple suppliers who wish to form a joint venture, partnership or otherwise collaborate to provide a single RFP response are encouraged to do so. Such response must provide explicit information regarding how the vendor will accommodate the requirement for ensuring that the conduct of business under the contract will be transparent to the IPHEC members. Collaborative suppliers will be given consideration for award provided such collaborative arrangements are transparent to the IPHEC members in the conduct of business under the contract. That is, the IPHEC members must interface with a single supplier for the placement, delivery, and payment of orders and provision of customer services required under the terms of this RFP. Responses that require IPHEC members to place orders for specific items or categories of items to multiple suppliers or supplier locations or to issue payments against an order or release to multiple suppliers or supplier locations (multiple F.E.I.N. numbers) will not be considered. Additionally, there must be a single supplier interface and source for information regarding order status (delivery date, back order information, returns, and problem resolution) and report information (back order, invoice statements, management reports).

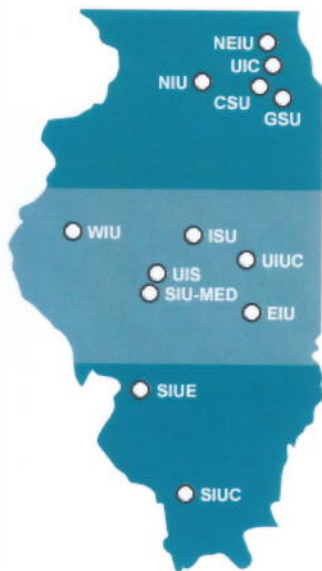
Because each participating member institution will have different means of order placement, vendors should be knowledgeable about ordering methods of each member institution. For example, as part of the RFP, the requested items should be available for purchase through a web hosted catalog within the University of Illinois (UI) iBuy application. iBuy is UI's online procurement system where faculty and staff can purchase products electronically at any time. UI has partnered with SciQuest, Inc. to provide this purchasing tool to its academic and administrative community. SciQuest is a Web-based sourcing and requisitioning solution for laboratory products, Janitorial supplies, electronics and other commodities. Through iBuy, researchers and other end users at the University of Illinois will be able to easily source and purchase products from suppliers who make their data available electronically through the application.

Other participating Universities require a secure portal for ordering products and equipment. Each campus will provide the successful vendor with the final inventory of what items will be offered on a particular campus under the scope of this award.

It is anticipated that the IPHEC members will expend a combined amount of approximately \$6 to \$10 million dollars for stockless Janitorial products covered by this agreement during the initial two-year term of the agreement. However, this estimated amount is provided only as a guideline for preparing your RFP response. It is not a guaranteed estimated dollar volume. The IPHEC members are not able to guarantee any specific dollar volume on this agreement and will not be able to commit to an agreement that requires any financial penalties to the IPHEC members.

1.2 IPHEC Member Institutions

The Illinois Public Higher Education Cooperative (IPHEC) was formed to consolidate common requirements for various state universities on one bid with subsequent orders being placed by each individual university for the contract period. The thirteen campuses of the nine Illinois public universities participate in the Cooperative. One university initiates and receives bids on the consolidated requirement of a particular commodity. Upon determination of the lowest bid, IPHEC member universities each establish individual contracts with the selected vendor for the commodity and orders are issued accordingly.



NORTH

Chicago State University (CSU)
Governors State University (GSU)
Northeastern Illinois University (NEIU)
Northern Illinois University (NIU)
University of Illinois at Chicago (UIC)

CENTRAL

Eastern Illinois University
Illinois State University
Southern Illinois University School of Medicine
University of Illinois at Springfield
University of Illinois at Urbana-Champaign
Western Illinois University

SOUTH

Southern Illinois University Carbondale
Southern Illinois University Edwardsville

1.3 RFP Schedule of Events

The IPHEC will make every effort to adhere to the schedule detailed below:

RFP Issued via Website	May 1, 2012
RFP Questions from Vendors due	May 11, 2012 by 5:00 P.M. Local Time
Responses to Questions by	May 15, 2012 by 5:00 P.M. Local Time
RFP Proposal Closing Date	May 22, 2012 by 2:00 P.M. Local Time
Vendor Interviews	May 2012 (estimated)
RFP Award	early June, 2012 (estimated)

1.4 Terms and Conditions

Vendors are cautioned to thoroughly understand with all matters covered under the Terms and Conditions sections of this RFP. The successful vendor is expected to enter into a contract with each participating University that elects to utilize this award. The terms and conditions included in this RFP are intended to be incorporated into any agreement with a participating University.

The vendor shall indicate their understanding/compliance with the statements identified above

Yes **No**

5. Some IPHEC institutions may have items that are restricted for purchase. Any orders received by the vendor on restricted items must be routed through the institution's purchasing department for approval. Restricted items will be identified during the initial transition period and will be updated on an on-going basis.

The vendor shall indicate their understanding/compliance with the statements identified above

Yes **No**

2.1 Technical Specifications/Requirements

For the purposes of this RFP, vendors should provide detailed responses to the following technical specifications. The vendor's proposal should be numbered to correspond with the numbering of this section to enable evaluators to swiftly locate and evaluate responses. Vendors should provide a proposal based on the following minimum technical specifications and requirements:

1. The Vendor must either be an authorized distributor for the products offered or be able to show evidence, if requested, of an uninterrupted source of inventory for the product categories or items listed in this RFP.

The vendor shall indicate their understanding/compliance with the statement identified above

Yes **No**

2. It is anticipated that in order to fulfill the IPHEC Universities requirements for Janitorial products, the vendor shall have access to a broad array of Janitorial products from a large base of manufacturers. While the usage of any given item or category of products used from a particular manufacture may not be that large, it is a critical feature of this proposal that to the greatest extent possible, the IPHEC Universities will be able to meet all of their Janitorial products requirements from this contract.

Vendor should provide the following information:

- a) How many items in the offered catalog(s) are kept in stock (daily availability) in the wholesaler's own warehouse(s) that would be used to fulfill orders for the IPHEC schools under this contract? If the vendor would use more than one of its warehouses to fulfill the IPHEC schools requirements, the vendor shall indicate the number of items kept in stock (daily availability) for each warehouse location.

The vendor shall provide a detailed listing of manufacturers and associated category of product offered and a narrative describing how it will meet the requirements indentified above. (Reference response)

Vendors should note that where in these specifications reference is made to materials, trade names, catalog numbers or articles of certain manufacture, it is done for the sole purpose of establishing a basis of a comparable standard of quality, performance, characteristics desired and is not intended to limit or restrict competition. It shall be understood that such method of specification description is not intended to exclude other processes, similar designs, or kinds of materials, but is intended solely as a means of establishing a standard of comparison to be utilized for solicitation evaluation purposes. Other material or product may be used, if in the sole opinion of the IPHEC, they are equal in durability, quality and of a design in harmony with the intent of these specifications. Such other material or product which is substantially equivalent to those specific brand(s) specified shall qualify for solicitation evaluation and award consideration by the IPHEC. The IPHEC reserves the right to reject any substitute material or product which, in its opinion, does not meet the

standard of quality established by reference in these specifications and is not considered an acceptable alternate for the intended use and purpose. The burden of proof as to meeting the requirements of these specifications shall be the responsibility of the submitting vendor. Such vendor(s) who is offering any material or product other than the item(s) specified herein should submit with their solicitation response catalog cuts and detailed specifications which will completely describe the item(s) on which they are offering for an acceptable alternate determination by the IPHEC. Where the vendor proposes to substitute a material or product which is not known to the IPHEC, he/she shall be prepared to submit samples on request for the IPHEC's inspection and evaluation. The cost of transportation, both ways, of such samples shall be borne by the submitting vendor.

The vendor shall indicate their understanding/compliance with the statements identified above

Yes No

2.1.1 New Items

In addition to the items currently available to the vendor, the IPHEC Universities expect to have access to new items from either currently represented manufacturers or new sources of items that are added to the vendor's array of product offerings. The Vendor must notify the participating University of new products which become available during the term of the contract, including those not yet included catalog(s) offered. The same pricing discounts which apply to similar contract items shall apply to the new items.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.2 Order Placement and Lock-out Capability

It is expected that the Vendor will be able to accept multiple Purchase Order formats and orders transmitted in a variety of ways as specified in no. 3.13 of this Section. The vendor shall describe how it will accomplish this goal.

If an order or release cannot be delivered within the appropriate time frame as indicated under 2.1.3 of this Section, the Vendor should immediately and in the most expeditious manner advise the ordering University when delivery will be made as well as provide a reasonable explanation for the delivery delay. If the ordering University has not been so notified of a delay in delivery or is not provided with a reasonable explanation for such delivery delay, the ordering University may cancel the order with the Vendor and purchase the item(s) elsewhere and the Vendor shall be liable for any additional cost over the Vendor's net contract price of the item(s).

If a critical item is out of stock at the time the order is to be placed and cannot be delivered within the time frame necessary to meet the user's requirement, even if the item would be deliverable within the allowable number of working days noted in the RFP specifications, the IPHEC members reserve the right to place the order with an alternate source. In such an instance, the Vendor will not be liable for any additional cost over the Vendor's net contract price of the item(s).

In some cases, the participating IPHEC University may elect to have the selected vendor validate General Ledger (GL) account numbers used when making orders. This entails maintaining profiles of the users that have been set up to order. The selected vendor will need to verify the GL accounts before accepting an order.

The IPHEC member institutions retain the right to limit authorizations for the placement of orders to those individuals or groups of individuals specifically designated by each IPHEC member. The IPHEC members expect to have the capability to lock out the purchase of a specific product or group of products either in total or selectively by department. This lock out capability should also permit the IPHEC member to prohibit direct on-line order entry by individuals and/or departments that have not been designated by the IPHEC member's Purchasing Department to place such orders.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.3 Method of Ordering

The Vendor must be able to accept Purchase Orders or releases that are transmitted in a variety of ways. The potential means by which Purchase Orders or releases may be transmitted include, but are not limited to, telephone orders or releases, written orders or releases, orders charged against a Procurement Card, and electronically transmitted orders or releases. The Vendor is advised that this is not a retail contract. If account numbers are assigned to various IPHEC member institutions and/or their departments for the purpose of ordering, billing, or any other purpose, it will be the Vendor's responsibility to assign such numbers and make their use transparent to the IPHEC member. That is, when placing an order the only information an IPHEC member user should have to provide is a school name and campus location. From that information, the Vendor's customer service or sales representatives should be able to determine the Vendor assigned account number applicable to the transaction. Electronically transmitted orders or releases encompass those placed through a variety of electronic means, including Electronic Data Interchange (E.D.I.), and/or facsimile, and/or supplier's Internet site. If requested, Vendor will provide preprinted order forms with any or all current "Core List" items and prices to IPHEC members at no charge. Required order form copy format will be provided by each IPHEC member.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.4 Minimum Orders

Since the demand for specific products can vary considerably from campus to campus and time period to time period, there will be no minimum quantity or minimum order dollar amount on any purchase. The IPHEC Universities will order only the quantities actually required, although it can be anticipated that the average dollar purchase per order will be no less than would typically be anticipated by the vendor. Any response that imposes a minimum order quantity or dollar amount will be considered as a "QUALIFIED" response and shall be subject to rejection without further consideration. However, vendors are encouraged to offer additional discounts for truckload or half truck load pricing for heavily used paper products.

The vendor shall indicate their understanding/compliance with the statements identified above

Yes No

2.1.5 Large Dollar (or Release) Discount

The IPHEC members desire a discount that will afford their Storeroom and/or large departments the opportunity to receive additional price consideration for their willingness to consolidate and place a single large volume order for

shipment to a single delivery address. It is felt that at a dollar order (or release) of \$5,000.00 or more of combined Janitorial products, a vendor may be willing to provide an additional discount in consideration of shipping and handling economies resulting from a single large dollar order. The vendor shall indicate if their firm will provide such a discount. If the vendor will offer this additional discount, the vendor should also provide the additional information requested below regarding the discount offered. If the vendor proposes an discount other than an additional discount, they should include a description of such discount on a separate page along with their response to the RFP. Vendor's should note, however, that in evaluating responses received preference will be given to those vendor's offering a discount for single large dollar orders (or releases) in lieu of other discounts.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

If the participation discount offered is in the form of an additional discount, the vendor must provide it in the appropriate section (5.E.) in Pricing Appendix I (NOTE: DO NOT PROVIDE PRICING HERE).

If the participation discount offered is not in the form of an additional discount, the vendor should include a description of such discount on an appropriately labeled separate sheet.

2.1.6 Market Price Adjustments

If during the course of the contract and/or as a result of an audit, the prices of contract items are discovered to be unreasonably higher than current market prices, the participating University reserves the right to require and receive price adjustments from the Vendor. All adjustments shall be made to bring prices in line with competitive pricing for such items in the marketplace.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.7 F.O.B. Point, Title and Shipping Charges

All discounts and/or prices offered on this proposal should be offered on a F.O.B. Destination basis to all IPHEC member destinations with no additional charge for freight or handling except as provided for below.

On orders shipped overseas or outside of the continental United States, the requesting University will make arrangements to either have the Vendor prepay and enter the freight and handling charge on the invoice as a separate line item, or, if requested by the ordering IPHEC University, ship such orders by the IPHEC member selected carrier on a freight collect basis referencing any specified University carrier account number.

Title to and risk of loss and damage as to all shipments made under this contract shall remain in and be the responsibility of the Vendor until delivery and acceptance of the items by the participating University.

If the Vendor is not the carrier, Vendor will give the IPHEC members the opportunity to provide input regarding carrier delivery performance including timeliness and handling of shipments to the IPHEC member institutions. Such input may include recommendation to the Vendor regarding carrier selection for a specific IPHEC member as well as the opportunity to participate in joint problem resolution with the Vendor, carrier and IPHEC member.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.8 Packaging and Packing Lists

All shipments must be accompanied by a packing list which, at a minimum, provides: a complete item description, catalog number, quantity of each item shipped, the Purchase Order and/or release number, the ship to address, and any individual's and/or department name given as an attention line at the time of order placement.

All packaging must comply with applicable Federal and State laws regulating the handling and transportation.

All products must be labeled in accordance with any special labeling requirements imposed by State and/or Federal regulations or requirements.

Any hazardous materials must be properly packaged, in accordance with all applicable Federal and State regulations.

All packages must have the Purchase Order and/or release number, or other identification number provided by the ordering institution, clearly marked on the outside. Additionally, any attention line information provided at the time of order placement should be included on the shipping label.

Shipments received without the appropriate packing list or labeling information may be refused and returned at the Vendor's expense.

It is the Vendor's responsibility to ensure that any drop shipments directly from the manufacturer are properly identified and labeled with any IPHEC member Purchase Order or release number both on the package and the packing list. **If drop shipments from a manufacturer are not properly identified and labeled with the IPHEC member's Purchase Order or release, both on the package and the packing list, it is expected that the Vendor will be able to provide that information in response to an inquiry from the IPHEC member.** If such information cannot or is not provided in response to an inquiry from an IPHEC member, an IPHEC member may refuse such shipments and any expense associated with such refusal and return will be borne by the Vendor.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.9 Customer Determined Delivery Schedule

Purchases under the contract will be made on an as needed basis. At a minimum, the Vendor must provide deliveries within the time frame and fill rate requirements as detailed in 2.1.10 below and Appendix I. However, each IPHEC member institution expects to have the ability to specify to the Vendor the specific locations to which shipments will be made and the delivery schedule for making deliveries to those shipping locations. For example, the IPHEC member may require that deliveries be made to certain locations at certain times of day or on specific days. The Vendor will be held accountable for maintaining any agreed upon or reasonably requested delivery schedules and/or timetables. If the IPHEC member (customer) determined delivery schedule results in an exception to the delivery time and/or fill rate requirements as otherwise expressed in the contract, it will be the individual IPHEC members authority to grant such exception for only its own institution. Failure of the Vendor to meet agreed upon delivery schedules or timetables will be considered in assessing the Vendor's performance and may be considered in any decision related to continuation or cancellation of the contract.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.10 Fill Rate Requirements

In addition to the required delivery times, the IPHEC will require that the Vendor deliver all "Core List" items at 100% fill rate and that all other "Non-Core List" items be delivered at 97% fill rate. Fill rate will be defined as the percent of line items delivered per the minimum delivery times stated in the Appendix I for all orders (or releases) shipped to all IPHEC users. Vendors should note that failure to meet these fill rate requirements may be grounds for termination.

The vendor shall indicate their understanding/compliance with the statements identified above

Yes No

Is there any limit to the number of orders (or releases) and the number of line items (**Note:** some orders or releases may have one line item; others will have two or more line items) that the vendor can accept and fill on a daily basis for each IPHEC member? *(Reference response)*

If yes, please detail the exceptions.

On all items the Vendor will not be held accountable for delays in delivery resulting from acts of nature (blizzards, tornadoes, etc.).

Please provide the following information regarding the vendor's distribution centers.

Distribution Center(s) for Shipment to Each IPHEC School:

Please provide the location of the vendor's distribution center(s) for each IPHEC school's Janitorial products requirements on attached Schedule of IPHEC Schools.

SCHEDULE OF IPHEC SCHOOLS

VENDORS DISTRIBUTION CENTER(S):

	<u>CITY, STATE</u>
1. Chicago State University – Chicago	_____ LOMBARD
2. Eastern Illinois University - Charleston	_____ PEORIA
3. Governors State University - University Park	_____ LOMBARD
4. Illinois State University - Normal	_____ PEORIA
5. Northern Illinois University – Dekalb	_____ LOMBARD
6. Northeastern Illinois University – Chicago	_____ LOMBARD
7. Western Illinois University – Macomb	_____ PEORIA
8. Southern Illinois University – Carbondale	_____ HERRIN
9. Southern Illinois University – Edwardsville	_____ HERRIN
10. Southern Illinois University School of Medicine- Springfield	_____ PEORIA

11. University of Illinois at Chicago	LOMBARD
12. University of Illinois School of Medicine - Peoria	PEORIA
13. University of Illinois School of Medicine- Rockford	LOMBARD
14. University of Illinois at Springfield	PEORIA
15. University of Illinois at Urbana-Champaign	PEORIA

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.11 INVOICING AND PAYMENT

Invoices for individual orders or billing summaries shall contain a word description of items being billed and catalog numbers and shall reference the appropriate Purchase Order and/or order release number. Invoices shall show the number of units being billed, unit (item) price (either "bracket price" or "Core List" price), extended price, invoice total for all items billed, and a net invoice total reflecting any and all discounts or mark-ups (including "desk top" delivery charges) . Any other mutually agreed to information requested by an IPHEC member may also appear on that IPHEC member's invoice. Invoices are to be sent directly to the billing address referenced on the IPHEC member's Purchase Order or to whatever other billing address is agreed to between the Vendor and the individual IPHEC member's Purchasing Department.

The IPHEC members require that each shipment of items against an order or release be billed on a single invoice (even if items are shipped from multiple shipping locations) with payment issued to a single payee. It will, however, be acceptable if the single payee address for each IPHEC member varies from school to school.

Since some IPHEC member institution's accounting policies dictate that items classified as equipment be separately invoiced from other item classifications, the Vendor will be expected to provide such separate invoicing if requested by an IPHEC member.

Application for payment shall be made by the Vendor on the Vendor's regular invoice forms and submitted to the appropriate Universities' billing address in triplicate.

Due to the varying accounting systems among the participating Universities, the successful vendor will be expected to provide invoices both hardcopy (paper) and electronically. For example, some participating Universities may require a file that can import all invoice charges into the participating University's financial system. This should be a secure transaction obtained daily, such as an ftp.

If an IPHEC member institution requires multiple copies of a hardcopy invoice for its payment process, the preferred vendor will be expected to meet such a requirement.

Additionally some participating University's may also require a .pdf file of the invoices that can be viewed and printed as needed. This report should be available on a daily basis should the participating University so desire,

It is also desired that on-line billing capabilities be available for all IPHEC schools. Vendors should describe how they will meet this requirement.

In order to make timely payment, an IPHEC member institution, at its discretion, may make short payments against invoices that bill for items which have not been delivered, items that have been received damaged or defective, or items that have been returned.

An IPHEC member, at its discretion, may either withhold payment of the total invoice or make appropriate deductions and "short pay" an invoice in the event that items billed are damaged or defective upon receipt, or if items have been returned under the return provisions indicated elsewhere in this RFP. If billed items that are defective, damaged, or returned have been deducted and the invoice has been "short paid" by the amount of such items, the Vendor will generate an internal credit memo to offset such billed and short paid items thus clearing the invoice from the IPHEC member's statement. If billed items that are defective, damaged, or returned have already been paid against an invoice, or charged against a procurement card (credit card), or if the invoice is being held for payment, the Vendor will prepare and send a credit memo to the IPHEC member or issue a credit against the procurement card, so the outstanding credit can be properly applied against the outstanding invoice or invoices for future purchases, as appropriate. These must be completed within 30 days of the request. Every credit memo, whether internally or externally used, will include, at a minimum, the item credited, the amount of credit, the original billing invoice to be credited, and the original Purchase Order (including any release number) against which the original billing was issued.

The Vendor will be expected to periodically review IPHEC member institution statements to determine if any invoice amounts outstanding should be offset by corresponding credit memos. The vendor shall consult with an IPHEC member if there is any doubt as to how a particular credit is to be applied.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.12 SUMMARY INVOICING

The vendor shall indicate if their firm can provide, if requested by an IPHEC member campus, summary invoicing by department and/or Purchase Order Number which will permit payments to be made under a single invoice for shipments made during a specified time period, not exceeding a month.

At a minimum, any summary invoice should provide the following information: IPHEC member's Purchase Order Number or Purchase Order Number and release numbers (if IPHEC member uses Blanket or Continuous type orders), date of order (release), catalog number, item description, unit (item) price, extended price, order (release) total for all items billed, and net order (release) total reflecting any and all discounts and mark-ups. Summary billing statements are to be listed in order by department name, order number, order (release) date, or any other sorting scheme agreed upon by the Vendor and IPHEC member institution.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.13 INVOICE ERRORS

The IPHEC members expect that the correct contract pricing will be entered into the Vendor's billing system subsequent to notification of award. Invoices received during the first month after the commencement of the contract that contain erroneous billing amounts will be corrected and paid at the correct amount. Invoices received during the second to sixth month after commencement of the contract that contain erroneous billing amounts will be returned to the Vendor for correction. Invoices received after the sixth month following

commencement of the contract that contain erroneous billing amounts will be returned to the Vendor for correction and one percent (1%) of the amount of billing error, or one dollar (\$1.00), whichever is more, will be deducted from the invoice prior to payment to cover the additional handling costs for such invoice. Repeated invoicing errors will be considered grounds for the cancellation of any award.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.14 PAYMENT TERMS

Unless specified otherwise, Payment Terms are in accordance with the Illinois State Prompt Payment Act (30 ILCS 540/1). Payment date and receipt of order date shall be based upon receipt of approved invoice.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.15 AUDITING

By submitting a proposal, the vendor understands and agrees that the Universities will audit net prices for reasonableness of pricing. To determine reasonableness, contract prices will be compared with current market prices available from competitors. Audits will be performed periodically throughout the contract period.

The vendor shall indicate their understanding/compliance with the statements identified above

Yes No

2.1.16 WORKMANSHIP AND MISCELLANEOUS COSTS

All materials and components incorporated in the items ordered are to be new (unless specifically requested to be used and/or recycled) and of the best quality of their respective kinds for the purpose intended. The Universities shall have the right to reject items when the materials and/or workmanship are defective, and may require their replacement.

The vendor shall indicate their understanding/compliance with the statements identified above

Yes No

2.1.17 PRODUCT WARRANTIES

All equipment items (net price greater than \$100 or more and useful life of one year or longer) purchased under this contract will have a minimum of one year parts and labor warranty or the manufacturer's full warranty whichever is longer. All non-equipment items purchased under this contract will carry the manufacturer's full warranty. Regardless of any distributor and/or manufacturer representations, any product purchased under this contract will carry an implied warranty of quality of workmanship and broken or otherwise defective products will be subject to return at no cost to the ordering IPHEC member. In the case of bona fide warranty claims, the Universities expect the Vendor to act as their representative in dealings with the manufacturer and will handle all returns or on-site repair arrangements through the Vendor's sales or customer service representative. There will be no additional cost to the Universities for the Vendor's acting in this capacity.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.18 "NO HASSLE" RETURN POLICY

The IPHEC member institutions expect the Vendor to work under a "NO HASSLE" RETURN POLICY. Under a typical standard RETURN GOODS POLICY, if an item is mistakenly shipped due to a Vendor's mistake or is received damaged or defective, the Vendor pays return shipping or arranges to pick up the item and waive any restocking and/or service fee(s). Under the desired "NO HASSLE" RETURN POLICY service expected of the Vendor the same expectation will apply and additionally, the IPHEC members will be able to return purchased merchandise for whatever reason, whether customer or supplier error, within a reasonable time period at no cost, either for shipping or restocking, to the IPHEC member. For purposes of this contract, a reasonable time period will be considered to be 30 days or less after delivery of the merchandise.

IPHEC members use of this "NO HASSLE" RETURN POLICY will be subject to the following restrictions:

- 1) Merchandise must not have been used (except in the case of hidden defects), 2) original packaging must be used to return the item if this is required by the manufacturer, 3) Vendor must be notified within 30 days of receipt that the item(s) are being returned, and 4) returns will be arranged by authorized personnel as specified by each IPHEC member's Purchasing Department and/or user departments.

Vendor will arrange for pick-up of the item within five (5) working days of notification. If items are not picked up within this five (5) working day time period, any risk of loss, including untimely payment of related invoices, will be borne by the Vendor.

All returns must be based on prior authorization from the Vendor to the IPHEC user. This **AUTHORIZATION TO RETURN (ATR)** procedure will be based on the Vendor providing an ATR # for each IPHEC user's order(s) or release(s) that requires return. This ATR # return process must be accomplished through phone, fax or e-mail in a prompt, efficient and acceptable manner to each IPHEC member. The Vendor will (at no additional charge) provide each IPHEC member any special forms, labels, etc., needed by the Vendor to expedite such returned goods policy. The Vendor must provide customization as requested to meet each IPHEC member's minimum requirements regarding their returned goods policy.

For any item(s) on order(s) or release(s) paid by the use of a "Procurement Card" which later requires return under this "No Hassle" Return Policy", the Vendor must issue credit to the individual IPHEC user card holder (unless instructed to the contrary by an IPHEC member). The credit must be issued within 30 days of the request. No merchandise credits, or gift cards/ certificates are allowed.

For small dollar Janitorial product item(s) will the vendor waive the cost for and the need to arrange for the pickup of these small dollar item(s) under the concept that arranging for such pick up would be cost prohibitive to the vendor?

If yes, please provide below the dollar amount per item for which pick up will be waived and any limits or other details pertaining to your policy.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.19 CUSTOMER SERVICE REQUIREMENTS

The IPHEC Universities consider good customer service an essential requirement of contractual agreements. The Universities therefore, expect that at least one dedicated contact person in the vendor's customer service department and one or more in sales will be assigned to each University's account (Note: the same persons may be assigned to more than one University's account as long as adequate coverage is provided). Additionally, each dedicated internal customer service representative should have a fully informed equally well trained back-up person that can interface with the assigned University in the case of vacation and/or absence. The assigned dedicated customer service representative and back-up person should be familiar with all aspects of your offer and be empowered to make decisions as needed to comply with the contract.

A "group" approach to customer service, whereby anyone answering the phone will handle an inquiry or take an order, will be acceptable provided that there is a dedicated internal customer service representative available for consultation who can act as a "problem solver" to address IPHEC customer concerns. In the event that an IPHEC member has an on-site customer service representative, the on-site representative may serve in this capacity as a "problem solver".

The vendor will be responsible for ensuring that the customer service representative's workload will allow for convenient and effective interaction with each University's personnel.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.20 SALES REPRESENTATIVE AND CALL SCHEDULE

The Vendor must have an established sales department. The Vendor must have a salesperson(s) assigned to call on each IPHEC member campus. While the actual sales call schedule is anticipated to vary by IPHEC member, it is expected that the assigned sales representative would call at least once a week on each assigned IPHEC member campus and be available on campus the next day if specifically requested by an IPHEC member institution.

Each participating University will be given an opportunity to provide input, at least twice a year, regarding the performance and service level provided by the Vendor's assigned sales representative(s).

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.21 IN-HOUSE SERVICE

The IPHEC members desire the availability of expeditious and cost effective after warranty service for various categories of Janitorial products (including equipment). The vendor shall indicate if their firm provides in-house instrument maintenance and repair for the manufacturers products that they sell.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.22 ON-SITE CUSTOMER SERVICE REPRESENTATIVE

In addition to the required customer service representative assigned to each campus, some IPHEC members may desire the Vendor to make available an on-site full time customer service representative for those institutions whose purchases will represent a significant portion of expenditures under the contract. It is considered

reasonable that IPHEC institutions with net expenditures estimated at a certain dollar level per year or higher might be eligible for an on-site customer service representative at no additional cost. The decision to place such an on-site representative on a particular qualifying IPHEC members premises will be at the discretion of each qualifying IPHEC member campus. However, vendors should be aware that each campus requires an assigned individual to handle customer service inquiries.

The function of such customer service representative would be to assist in the placement of orders, answer customer inquiries regarding products, identify product lines for purchase under the contract and otherwise generally assist in the communication, implementation and administration of the contract. The on-site representative will respond to campus inquiries in a timely manner which will be defined as within two (2) hours of a phone fax, email, or beeper inquiry unless otherwise agreed or dictated by the circumstances (i.e. emergency inquiry might necessitate faster response time). Such on-site customer service representation would be in addition to any representation provided in the form of a regularly assigned sales representative. The on-site representative would be an employee of the Vendor and all salary and benefits (including all necessary insurance) would be the responsibility of the Vendor. The qualifying IPHEC member institutions who desire to utilize a Vendor provided on-site representative will be responsible for providing a work space on their premises to house such a representative.

In the event that a qualifying IPHEC member elects to have an on-site representative, a separately executed agreement covering the duties and obligations of the parties may be required.

The vendor shall indicate below if their firm would provide an on-site full time customer service representative for those IPHEC member institutions whose volume of net expenditures reaches a certain dollar volume and also indicate the estimated dollar volume of net expenditures that would be required to qualify for such an on-site representative.

Dollar level of estimated net annual expenditures to qualify for on-site full time customer service representative:

\$ 2 mil or greater (vendor to complete if service offered)

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.23 MANAGEMENT AND RELATED REPORTS

The Vendor must furnish, to each IPHEC campus, management and related reports pertinent to purchase activity under the contract. In addition to the reports indicated below, the Vendor may be required to furnish other miscellaneous reports regarding contract activity as requested by a specific IPHEC member institution. The vendor shall indicate if they can provide, at a minimum, each of the special reports indicated below. Additionally, if the vendor's firm can provide other relevant reports not listed in this RFP, The vendor shall include with their response a listing of other reports currently available that might be useful for the IPHEC member institutions.

The following reports shall be provided on the reporting schedule indicated below unless requested on a more frequent basis by a participating IPHEC member institution.

- Usage Reports

Vendor should provide quarterly usage reports. Usage reports should provide information regarding total usage during the quarter. Each IPHEC member institution will advise the Vendor as to how such usage

information is to be sorted for reporting purposes. At a minimum, the Vendor should be able to capture and sort the usage report by dollar volume, by item (including by "Core List" or non-Core List item), by manufacturer, and/or by Purchase Order number. If the IPHEC member has separate account designations for each department, then the Vendor should also be able to report usage for an IPHEC member by department.

In addition to the quarterly usage report, the Vendor must provide a report on total usage during the fiscal year (July 1st - through June 30th) for each IPHEC member campus as well as total usage for all participating IPHEC members. At a minimum, such annual reports shall include: 1) purchase order numbers or other transaction reference; 2) catalog number for each item purchased; 3) aggregate totals of items purchased; 4) unit (item) price ["bracket price", "Core List", or Discounted catalog price]; 5) extended total of items purchased [unit(item) price x units (items) purchased]; 6) total of additional discounts applied to purchases; 7) total of mark-ups [including desk-top delivery] applied to purchases; and 8) grand NET total of all purchases for the reporting period. This annual report must also be able to be sorted by dollar volume, by item, by manufacturer, and/or by Purchase Order number. Usage reports must be computer generated, legible, and contain all pertinent information.

- **Service Level Report (fill rate on orders)**

Vendor should provide quarterly service level reports. Service level reports should provide information regarding the fill rate on all orders placed during the quarter. The Vendor should be able to separately monitor the fill rate for selected catalog or stock items. For example, the Vendor should be able to monitor the fill rate on shipments of "Core List" items and report such fill rate separately. The service level report for a participating IPHEC member will be sent to that member's Purchasing Department. The report will be addressed to an individual that will be specified by the IPHEC member's Purchasing Department prior to contract implementation. Additionally, a quarterly service level report showing the fill rate on orders for all participating IPHEC member institutions will be sent to the IPHEC contract representative. This service level report will be used to monitor Vendor performance relative to any guaranteed level of fill rate. Additionally, if there are any contract price adjustments to be applied on the basis of fill rate performance, this service level report will be used in determining the applicability of such adjustments. In determining the applicability of contract price adjustments, the Vendor's performance will be evaluated on a campus by campus basis for all IPHEC members.

- **Back Order Report**

Vendor should provide a back order report to each participating IPHEC member on at least a monthly basis. If requested by an IPHEC member, the back order report must be submitted more frequently, possibly as often as weekly. This report must, at a minimum, include the following information: (1) Purchase Order (including release number) or other transaction reference, (2) date order was placed, (3) Vendor catalog number, (4) item description, (5) quantity on back order, (6) anticipated date of delivery, and (7) ordering department (or if unknown, shipping location). Back order reports should be computer generated, legible, and contain all pertinent information including the anticipated date of product availability. The report will be addressed to the individual(s) that will be specified by the IPHEC member's Purchasing Department prior to contract implementation.

- **Aged invoice report**

Vendor should provide an aged invoice report to each participating IPHEC member on at least a monthly basis. This aged invoice report will include only invoices billed subsequent to the award of this RFP (Prime Vendor contract) and not open invoices billed prior to the commencement of this contract. If requested by

an IPHEC member, the aged invoice report must be submitted more frequently, possibly as often as weekly. The report will be addressed to the individual(s) that will be specified by the IPHEC member's Purchasing Department prior to contract implementation.

- **Quality Performance Report**

Vendor should provide a quality performance report to each participating IPHEC member on at least a quarterly basis. This quality performance report should provide information regarding the number of shipments for which special or additional handling was required due to various quality issues. Examples of quality incidents that would be tracked and recorded in this report might include: Vendor order error, incorrect shipment, damaged or defective item return, customer order error, total returned items, pricing errors, and delivery errors. This report should serve the purpose of identifying and monitoring quality incidents so that appropriate corrective procedures might be implemented by either the Vendor or the IPHEC members. Reviewed over time, this report would also serve to identify if various quality incidents were occurring less or more frequently and highlight areas requiring improvement. In addition to the quarterly quality performance report, the Vendor must provide an annual report on quality performance for each IPHEC member. The report will be addressed to the individual(s) that will be specified by the IPHEC member's Purchasing Department prior to contract implementation.

- **Recycled Product Usage Report**

Vendor should provide a report on the dollar volume of products purchased by each IPHEC member that are manufactured using recycled materials or with recycled content. In addition to reporting generally on purchases of items with recycled content, it is desired that the Vendor also be able to categorize such purchases in at least the following categories: paper products and non-paper products. This report will be available for each participating IPHEC member institution as well as in consolidated form showing all such purchases under the contract. This report will be provided on a quarterly basis to each participating IPHEC member. This report will indicate quarterly totals for purchases of products with recycled content preferably by category as well as provide a cumulative figure that shows year to date amounts for such purchases.

- **Special Vendor Category Report**

Vendor should provide a report on the dollar volume of products provided under the contract which are purchased by the Vendor from firms which are minority-owned, women-owned and/or owned by persons with disabilities, as defined by the State of Illinois. Complete reporting on the Utilization plan goal attainment will be required. This report will be available for each participating IPHEC member institution as well as in consolidated form showing all such purchases under the contract. This report will be provided on a quarterly basis to each participating IPHEC member. This report will indicate quarterly totals for each category of supplier ownership as well as provide a cumulative figure that shows year to date amounts for each supplier ownership category.

- **Cost Reduction Report**

Vendor should provide a report that reflects the dollar amount of cost reduction achieved under the contract. This report will show the total dollar value of purchased items at list price as well as the total actual dollar cost of purchases based on the discounted contract price.

The vendor shall provide a detailed narrative describing how it will meet the reporting requirements identified above. (Reference response)

2.1.24 HAZARDOUS MATERIAL REPORTS

The Vendor shall provide Material Safety Data Sheets (MSDS) for all products requiring such documentation either based on State or Federal statute or individual IPHEC member institution requirements. This MSDS information may be provided either in hard copy format or in electronic format to the appropriate Environmental Health and Safety Officer and/or any other address and/or individual specified by each IPHEC member's Purchasing Department. The Vendor must track and report on a monthly basis all hazardous materials purchased by each IPHEC member under the contract. This MSDS information and monthly report shall be provided at no cost to each participating IPHEC member. The report format must be in accordance with and provide the information required under any State or Federal statutes.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.25 ANNUAL BUSINESS REVIEW

If requested by the IPHEC, the Vendor will host an annual business review meeting to be held at or in the proximity of the Vendor's facilities. Such a meeting will be held each year of the contract at a mutually agreed upon time. The purpose of the meeting will be to review contract activity and other pertinent issues arising during the year and to address business strategies and activities planned for the subsequent contract year. As part of such meeting, reports regarding contract activity will be distributed for each IPHEC member institution. Additionally, reports reflecting total IPHEC member participation in the contract as well as other required or requested management reports will be distributed and discussed. At least one representative from each participating IPHEC member institution will be invited to attend this annual business review.

In addition to any requested annual business review, each IPHEC member institution may request that the Vendor conduct a campus specific business review during the contract year. Such campus business reviews will be held at the individual campus requesting the review with the Vendor handling its own expenses for attending such meeting.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.26 E-PROCUREMENT

Various IPHEC member institutions currently use state of the art automated procurement systems. It is anticipated that some of those member institutions not presently using such systems may undertake such initiatives during the course of the contract. It is envisioned that these new or anticipated automated procurement systems will provide campus users with unprecedented capabilities for supplier source selection through an electronic interface. In order for these IPHEC member procurement systems to take full advantage of their supplier source and product selection capabilities, it is critical that the IPHEC member institutions implementing such systems be able to, whenever feasible, populate the required databases with information regarding products and prices in order to take full advantage of the opportunities available to conduct electronic commerce. In order to be able to fully assess the Vendor's capabilities with respect to the use of technology in facilitating IPHEC's requirements for Janitorial products, each Vendor should provide responses to the information requested below.

In addressing questions related to hardware/software requirements, The vendor shall assume that each IPHEC member will provide its own requirements with regard to a computer workstation including modem, standard

operating software (for Apple and IBM compatible computer systems), Internet browser software (Internet Explorer, Netscape), and standard word processing, spreadsheet, and database application software (i.e. MS Office, MS Word, MS Excel, MS Access, or comparable). Additional hardware/software, whether third-party or proprietary, required to interface or conduct electronic commerce with vendor should be identified and detailed in responses to the information items requested below.

A. GENERAL TECHNOLOGY CAPABILITIES AND RESOURCES REQUIREMENTS

The following general technology and resources requirements are preferred. These requirements should be met with no additional costs or special equipment requirements to the IPHEC institutions. :

1. On-line (electronic) ordering capability /web based on-line ordering system

Note: Each IPHEC member's purchasing Department will designate which of its departments are authorized to place orders on-line. The vendor shall not permit on-line ordering from IPHEC member using departments that have not been specifically designated by the IPHEC member's purchasing Department. The number of using departments authorized to place on-line orders may vary for each IPHEC member.

For each of the features/capabilities listed below, your firm's on-line ordering system should currently support the specified feature/capability. *The vendor shall provide a detailed narrative describing how its systems will meet the following requirements:*

- Ability to enter orders by "fill-in-the-blank" on a formatted screen
- Real time access to the net contract price
- Real time access to product availability
- Ability to review the shipment status of items ordered
- Provides anticipated ship date on back order items
- Ability to recall an interrupted order
- Ability to place orders with a limit set at a given dollar amount per item and/or per order
- View only mode which permits to look up information but prohibits actual order placement_
- Ability to place order electronically
- Ability to print hard copy of order transaction before electronic submittal
- Ability to route electronic order through approver before transmittal
- Ability to route electronic order through several approvers before transmittal
- Ability to send electronic order acknowledgements via e-mail
- Ability to remove or not display specific products for on-line ordering
- Ability to edit profile of end user online
- Ability to verify that credit cardholder is authorized to use card for dollar amount
- Access to selected wholesaler's electronic catalog (text only)
- Access to selected wholesaler's electronic catalog (with pictures)
- Access to all items in selected Wholesaler "Pricer"
- Ability to automatically populate quarterly pricing on on-line catalog website.

- Ability for designated representatives to view account information specific to their University. This includes account billing information as well as department user information.
- Access to vendor's electronic catalog (text only)
- Access to vendor's electronic catalog (with pictures)
- Ability to reference Procurement Card to process the electronic purchase
- Ability to reference Order Log Number for Procurement Card to process the electronic purchase
- Ability to provide an itemized, detailed receipt/invoice to procurement cardholder
- Ability to provide Level 3 detail on Procurement Card purchase transactions. No summary billing will be allowed unless requested by the IPHEC participating University.
- Ability to reference Purchase Order Number to process the electronic purchase
- Ability to specify default shipping addresses
- Ability for individual user to select from several shipping addresses
- Ability for user to change logon password
- Ability of on-line ordering system be used with both Apple based and IBM compatible based computer hardware

As part of your firm's narrative, please indicate your firm's current capability to support any listed feature/capability. These include:

1. What version(s) of internet browsers does your Web based system support?
2. Is access to your Web based ordering system through a public Web site or a special secured Web site?
3. If access is through a public Web site, explain below how security of transactions is maintained.
4. Can your Web based ordering system be customized to accommodate specific user requirements? If yes, will your firm provide any required customization at no cost to IPHEC members?
5. What is the recommended computer hardware configuration required to use your firm's on-line ordering system?
6. Does your firm's on-line ordering system require any special hardware/software? If yes, your firm should provide any required special hardware/software to the IPHEC member institutions at no cost. Additionally, if any special hardware/software is required to access your firm's on-line ordering your firm will provide any required installation of such hardware/software at no cost to an IPHEC member.
7. Access to your firm's on-line order system will be provided without any long distance toll charge to any IPHEC member institution. No other charges for accessing and/or using your firm's on-line ordering system will be allowed.

The vendor shall provide a detailed narrative describing how it will meet the reporting requirements identified above. Additionally, vendors should also complete Appendix IX and return the document with their proposals. (Reference response)

B. ELECTRONIC DATA INTERCHANGE / ELECTRONIC FUNDS TRANSFER

While it is not anticipated that Electronic Data Interchange (E.D.I.) and/or Electronic Funds Transfer (E.F.T.) will initially be implemented by all IPHEC member institutions, the IPHEC members do anticipate that, at some time during the contract period, one or more of the IPHEC institutions may wish to utilize E.D.I. and/or E.F.T. for order

placement and/or billing procedures. Please complete the following information regarding these document handling protocols and/or applicable charges. If vendor has the capability of conducting Internet based E.D.I. and/or E.F.T. transactions rather than using other more traditional modes of handling electronic commerce, vendor should provide additional details of its Internet electronic commerce capabilities along with its response to this RFP. NOTE: Since the vendor will benefit from implementation of this feature, there should be no additional charge or cost for transactions handled via E.D.I./E.F.T.

The vendor shall provide a detailed narrative describing how its systems will meet the requirements identified below. (Reference response)

- Your firm should accept orders, submit acknowledgements, and submit invoices transmitted via E.D. I. Please indicate the E.D.I. protocol(s) your firm can support.
- Your firm should accept payments transmitted via E.F.T. Please identify what E.F.T. protocol(s) your firm can support.
- Your firm will be responsible for reimbursing any IPHEC member for any third party charges for placing orders, receiving acknowledgments, being billed, or making payment via E.D.I./E.F.T.

C. PROCUREMENT DATABASE SYSTEM INTERFACE

Various IPHEC member institutions have or are currently in the process of transitioning to state of the art automated procurement systems. It is anticipated that the number of member institutions undertaking such initiatives may increase. Some of the major providers of these automated procurement systems include companies such as: Oracle, PeopleSoft, Datatel, SCT, or comparable providers of Enterprise Resource Planning (ERP) Systems.

The vendor shall indicate if their firm currently has the capability and will provide a ready and easy to use interface, preferably through a front end software capability that can be used to facilitate the ordering process employed by one or more of these automated procurement systems. In addition to checking the appropriate items below, The vendor shall include with its RFP response detailed information regarding its capabilities in this area (specifically any of the procurement software vendors for which it has already demonstrated this front end interface capability) and identify whether or not such an interface will be provided at no cost. If such interface will not be offered at no cost, The vendor shall provide detailed information regarding the cost to any or all IPHEC members for access to such interface.

Vendors should be knowledgeable about ordering methods of each member institution. For example, as part of the RFP, the requested items should be available for purchase through a web hosted catalog within a university's SciQuest or similar application. While they are not listed in the requirements shown in this solicitation and have committed to issuing a separate solicitation, iBuy is UI's online procurement system where faculty and staff can purchase products electronically at any time. UI has partnered with SciQuest, Inc. to provide this purchasing tool to its academic and administrative community. SciQuest is a Web-based sourcing and requisitioning solution for laboratory products, office supplies, janitorial supplies, electronics and other commodities. Through iBuy, researchers and other end users at the University of Illinois will be able to easily source and purchase products from suppliers who make their data available electronically through the application.

Other participating Universities require a secure portal for ordering products and equipment. Each campus will provide the successful vendor with the final inventory of what items will be offered on a particular campus under the scope of this award.

The vendor shall indicate their understanding/compliance with the statements identified above

Yes **No**

Vendor should indicate below that it has interface capability for the system software vendors below and will provide this interface to the IPHEC member institutions that use the vendor systems that have been checked. Further information is provided with the response to this RFP.

(Check all vendor systems below for which vendor has the demonstrated capability of providing an interface and provide details regarding the interface capability)

- Oracle
- PeopleSoft
- Datatel
- SCT
- SCIQest (E-procurement system)

Other, please specify:

SAP, Nexus, OpsTechnology, YardiSiteStuff, eSpendwise, DSSI, Ariba, e Plus

If checked above, the vendor will provide this interface capability at no cost to the IPHEC member institutions.

D. ADDITIONAL TECHNOLOGY CAPABILITIES

Vendor should provide details below, and on additional sheets if necessary, regarding any additional unique technology capabilities and/or applications that can be provided to the IPHEC members. Information should include specifics regarding features as well as any associated costs to the IPHEC members.

The vendor shall indicate their understanding/compliance with the statements identified above

Yes No

2.1.27 POST-AWARD /ACCOUNT TRANSITION ACTIVITIES

Upon notification of award and prior to the commencement date of the contract (July 1, 2012), a Vendor will be expected to meet with personnel from the participating University in order to coordinate a contract communication and phase in program designed to facilitate the transition to the Prime Vendor contract. The Vendor will be expected to take an active role in communicating the contract and its provisions to the participating IPHEC member using departments. However, such communication will be in accordance with guidelines established by and coordinated through the participating IPHEC member's Purchasing Department. If

requested, Vendor will provide in house "start up" and/or "informational" workshops to train IPHEC users regarding the Vendor's software, ordering systems, etc. at no charge to the IPHEC member institutions.

The Vendor agrees not to make reference to any IPHEC member institutions in any advertising material of any kind without the express written permission of the Director of IPHEC Purchasing and the IPHEC member institution.

After award, a Vendor will be expected to offer to sponsor, during each year of the contract, at least one manufacturer exhibit/product show at each participating IPHEC member location. The purpose of such show will be to display the types and variety of products available under the contract. The decision to accept and schedule such manufacturer exhibit/product shows will be at the sole discretion of each participating IPHEC member.

Additionally, a Vendor may, at its option, negotiate to offer additional services or informational programs to the IPHEC members as a method of marketing the brands of product they represent. Such additional services or instructional programs must have the prior endorsement of the Director of IPHEC Purchasing and be coordinated through the IPHEC member's Purchasing Department, and any other appropriate administrative office. Acceptance and scheduling of such additional services or instructional programs will be at the sole discretion of each participating IPHEC member.

The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.28 Minority, Female, Person with Disability Status and Subcontracting

The participating IPHEC Universities desire to encourage and enhance historically underutilized business participation. This solicitation contains a goal to include businesses owned and controlled by minorities, females and persons with disabilities in the procurement and contracting processes. ***Failure to submit a Utilization Plan as instructed in Appendix V later in this solicitation may render the offer non-responsive.*** All questions regarding the subcontracting goal must be directed to the RFP contact. Subcontracting vendors must be certified by the State of Illinois Department of Central Management Services as Business Enterprise (BEP) vendors before the time of contract award. Go to http://www.sell2.illinois.gov/bep/Business_Enterprise.htm for complete requirements for BEP certification.

In addition to the required submitted utilization plan (Appendix V), The vendor shall provide a detailed narrative describing how it will meet the requirements identified above. (Reference response)

2.1.29 Green Products

The participating Universities are concerned for the environment and are interested in how your firm will assist the Universities in remaining compliant with the State of Illinois and Federal regulations. We anticipate a program combining end user education with Vendor initiatives for the training in the use of products. Products offered should include those which are manufactured from recycled/post consumer waste. Vendor is expected to have "Green" substitutes for majority of items. Please include discussion for the following items and how the Vendor can provide training assistance and education for each of these areas:

- a) Federal Government Presidential Order #13101, the Federal Government Green Seal Service Standard for Cleaning Services
- b) State of Illinois Green Cleaning Schools Act
- c) Provide a Green Cleaning Manual available on line and in written form that

- 1) Includes Standard operating procedures, cleaning procedures and equipment operation for auditoriums, classrooms, entryways, staircases, gymnasiums, research and teaching labs, and swimming pool areas
- 2) Includes cleaning procedures for all types of flooring, including carpet care, floor stripping and scrubbing, mopping, and a cleaning for a wide variety of stainless plumbing fixtures.
- 3) Includes instruction regarding dilutions and instruction for equipment such as auto-scrubbers, extractors, floor scrubbers, floor pad guide, high speed burnishers and vacuums.
- d) Training programs for insuring all building service workers are properly trained regarding economical use of chemicals, chemical and equipment safety, time management scheduling, and compliance with OSHA and ADA regulations
- e) Management Reporting that provides monitoring of results achieved through the Vendor's program.
- f) Consumable products (all types of cleaners and paper products) which meet the Green Seal Cleaning Service Standard for Cleaning Services, the Illinois Green Cleaning Schools Act. The following standards shall apply:
 - 1) Green Seal Certification
 - 2) US EPA Comprehensive Procurement Guidelines for commercial and sanitary Tissue (paper products)
 - 3) Environmental Choice EcoLogo
 - 4) Independent laboratories, meeting ISO/IEC 17025 standards, that supply testing data for Green Seal Standards GS-37 or GS-41 for chemicals, GS-9 for paper, or EcoLogo standards CCD-104, CCD146, or CCDS-148 for chemicals and CCD-86 for paper products.
- g) Disinfectant needs that have germicidal action, cleaning, and odor control in a single concentrate. Disinfectants shall be safe for all washable hard surfaces, and be effective against H1N1 virus, Hepatitis B, Herpes, HIV, MRSA, Salmonella, E-coli, and Stachyboctus.
- h) Durable floor finish systems, including training, that provide high gloss finish with at least 3 years between stripping using the floor care procedures and products as described in the Vendor's Green Cleaning Manual.

The vendor shall provide a detailed narrative describing how it will meet the requirements indentified above. (Reference response)

2.1.30 SUPPLY CATALOGS AND PRICING

The Vendor will need to provide supply catalogs and product pricing to any IPHEC member that requests them at no charge.

The vendor shall provide a detailed narrative describing how it will meet the requirement indentified above. (Reference response)

2.1.31 VENDOR'S QUALIFICATIONS AND OTHER REQUIRED INFORMATION *(Reference response)*

The Vendor should provide the following information:

- 1) Provide the name, address, telephone, fax number, and primary contact person of the company.
- 2) An organizational staffing plan for the personnel who will perform the services outlined in this RFP.
- 3) If applicable, the company's branch office addresses, telephone number, fax number, and contact persons, noting the branch office that would be used to provide the services outlined in this RFP.

- 4) Information about the company including year of incorporation/business registration, total number of employees, total number of technical support personnel and the location of offices.
- 5) The company's most recent Annual Report and its financial statements for the past three (3) fiscal years, including Balance Sheets and Statements of Revenue and Expenses, or other documentation that demonstrates financial solvency. Vendors should note that privately held companies that choose not to provide the requested financial information may be considered non-responsive.
- 6) Other information the Vendor deems pertinent to demonstrating its qualifications to perform the services being requested.