

**RFQ/RFQC Mandatory Questions**

**Mandatory Response Worksheet**

**MRO**

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Question #	Mandatory Questions	Response by Supplier. Only Yes or No Answers	Upload Attach with Additional Information?
<b>OPERATIONS</b>			
1	The Supplier(s) agrees to not include any requirement(s) for a minimum order/ship quantity or dollar value in its solicitation response.	Yes	No
2	The Supplier(s) must have the capability of receiving Purchase Orders (P.O.s) via, email, or Commerce Extensible Markup Language (CXML) (electronically), as noted in Section 3.3.	Yes	No
3	The Supplier(s) must describe their qualifications and capability to provide products to customers in a contract similar to the State of Georgia statewide contract. Your attached document must include the number of years (a minimum of three (3) years) your company has provided services under the specific contract. The Supplier(s) must also submit a list of references (no more than 3) who can attest to the Supplier's capability to manage a contract of similar scope and size to what is required in this eRFQ.	Yes	Yes
4	The Supplier(s) agrees to provide trained personnel fluent-in-English who shall respond to customer inquiries within one business day of receipt of initial contact. These inquiries can include product information, billing disputes, delivery disputes or problems, product returns, pricing information, adding or deleting account names, addresses and numbers, and training requests.	Yes	No
5	The Supplier(s) agrees to provide a billing system that shall be flexible enough to meet the needs of varying accounting systems used by different ordering organizations. This may include, but is not limited to, varied billing frequencies, electronic billing, work flow approval requirements and varied invoice requirements. The Supplier(s) acknowledges that they are capable of handling billing from a PeopleSoft Financial system for State of Georgia Authorized Users.	Yes	No

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6	The Supplier(s) agrees to work with the State Purchasing Division (SPD) Contract Specialist in resolving any issues resulting from customer satisfaction surveys. SPD and the Supplier's contract manager will work collaboratively to continually monitor the success levels of the contract. An initial response to survey feedback must be made within 7 days and a specific plan to address the issues must be agreed upon by the Supplier and State Purchasing Division.	Yes	No
7	Should the State conduct another solicitation for similar services and award a statewide contract to a new Supplier(s), the incumbent Supplier(s) agrees to work with the Contract Specialist to ensure that an efficient and seamless transition takes place with the new Supplier(s). Failure to cooperate may render the incumbent Supplier(s) ineligible for future statewide contract awards.	Yes	No
8	Supplier(s) shall, at no additional charge, provide training to Authorized Users with respect to material management and product safety issues. Training shall be provided at the location of the Authorized User(s) and shall be available on the Supplier's website.	Yes	No
9	The Supplier(s) agrees to be responsible for maintaining a verifiable United Nations Standard Product and Services Code (UNSPSC) for any items sold on the contract, as noted in Section 3.3.	Yes	No
10	The State has existing mandatory statewide contracts that offer some of the items considered to be MRO supplies. Consequently, the State will require the awarded Supplier(s) to block all products in the following categories: Paint, Lamps and Ballasts, Furniture. Do you agree?	Yes	No
11	Supplier(s) shall notify the Contract Specialist, in writing, of any unresolved disputes or problems encountered by Authorized User(s) of the statewide contract that have been outstanding for more than (5) business days.	Yes	No

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12	The Supplier(s) must provide a specific point of contact who is knowledgeable with the Jaggaer system and who will collaborate with State Purchasing Division on issues related to the Jaggaer system.	Yes	No
13	Supplier(s) shall notify the Contract Specialist prior to any emergency or scheduled maintenance on the Supplier's websites used by Authorized Users of the statewide contract.	Yes	No
14	The Supplier(s) agrees to only distribute passwords and allow access to its websites displaying State contract products to Authorized Users who don't have access to Team Georgia Marketplace.	Yes	No
15	The Supplier(s) agrees to accept telephone orders via a toll free number between the hours of 8:00 AM and 5:00 PM Eastern Standard Time, Monday-Friday. If telephone calls are received after business hours, the Supplier(s) agrees to provide an after hours message which includes instructions as to how to place the order by other means.	Yes	No
16	Supplier(s) agrees to provide Authorized User(s) within three business days, order status via telephone, Internet, or email. Order status should include order fill status, estimated delivery or ship status, total cost, and any other order information requested by Authorized Users.	Yes	No
17	Supplier(s) agrees to immediately notify customers that an out-of-stock item has been ordered and must notify the customer of the date of availability for the out-of-stock item(s). Supplier(s) may suggest equivalent substitute(s).	Yes	No
18	Supplier(s) agrees that the ordering organization shall have the option of accepting the suggested equivalent substitute, or canceling the item from the order. Under no circumstance is the Supplier(s) permitted to make unauthorized substitutions.	Yes	No

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19	Supplier(s) agrees that If a higher priced item is used to fill an order without the customer consent, the customer will be billed at the price of the item that was out of stock. Unfilled or substituted item(s) shall be indicated on the packing list.	Yes	No
20	The Supplier(s) agrees to provide credit and/or replacement for freight-damaged, and defective items. Supplier(s) will be responsible for the credit and/or replacement of all products, including those covered by manufacturer warranties. The Supplier(s) cannot require the Authorized User organization to deal directly with the manufacturer. In all cases, the Authorized User shall have the option of taking an exchange or receiving a credit pursuant to the return policy.	Yes	No
<b>MARKETING</b>			
21	The Supplier(s) agrees not to use any personal information from the Authorized User gathered while setting up accounts for marketing purposes unless the marketing is done specifically for the categories awarded on the statewide contract. The Supplier(s) shall not market any category or products that they were not awarded on the statewide contract.	Yes	No

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22	The Supplier(s) must prepare a detailed marketing plan which includes (but not limited to) the following characteristics: (a) The marketing plan must detail the specific efforts that will be made to increase spend through the statewide contract, (b) a detailed action plan that explains key steps as to how the Supplier(s) intends to incrementally grow the statewide contract from its current spend year over year, (c) a list of resources and personnel employed to execute the plan, (d) identification of resources needed from the State to assist in the marketing efforts. (e) attendance at events to market the statewide contract, e.g. Georgia Procurement Conference, <u>highly recommended</u> , NIGP Expo, etc. Supplier must upload the marketing plan as part of their response to this eRFQ.	Yes	Yes
<b>DELIVERY</b>			
23	If the invoice is not inside the delivery package, the Supplier(s) agrees to provide invoices containing all requested information by the ordering agency within 7 days of delivery. In addition, the Supplier(s) agrees to provide access to invoices via the Internet or email.	Yes	No
24	Supplier(s) agrees to comply with State policies surrounding deliveries to correctional facilities or other institutional grounds that require prior clearances for all delivery drivers, as well as a search of the delivery vehicle. Supplier(s) is responsible for obtaining clearance prior to delivery. Delayed pick-up and deliveries due to driver not being cleared to enter institutional grounds may cause Supplier(s) to be declared in default of the statewide contract.	Yes	No

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25	The Supplier(s) agrees to maintain a monthly overall average fill rate of 95% or better. If the overall monthly average fill rate falls below 95% for three consecutive months, the Supplier(s) will be deemed to be non-compliant and will be required to immediately present a written corrective action plan to address the issue. Fill rate is computed by dividing the lines filled by lines ordered. Line items that are unavailable, partially filled or back-ordered are not considered filled line items when calculating this service level.	Yes	No
26	The Supplier(s) agrees to not impose a re-stocking fee to Authorized Users if an item is returned due to damage, incorrect product shipped, or Supplier's order entry error. Authorized users must make the return or exchange request within thirty (30) days of delivery.	Yes	No
27	The Supplier(s) agrees that all shipped orders shall include a packing slip with the Authorized User organization's name, section or unit name, location (street address, building, floor, and room number), name and contact information of ordering person, order number and number of cartons. Packages containing multiple products shall be clearly labeled as such. A packing slip must be included with each order. If the packing slip is inside a box, that box must be identified. Boxes that exceed 45 pounds shall be clearly marked as "Heavy".	Yes	No
28	Supplier(s) must have statewide distribution capabilities in order to meet the delivery requirements of the various Authorized Users throughout the entire state. Can you meet this requirement?	Yes	No
29	The Supplier(s) agrees that shipments shall be F.O.B. destination to the Authorized User's receiving point. Freight must be paid by the Supplier(s) and not billed to the Authorized User.	Yes	No
30	If pallets are used for delivery(s), the Supplier(s) agrees to remove pallets from the Authorized User's location upon the completion of delivery(s).	Yes	No

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<b>CUSTOMER SERVICE</b>			
31	In the event of a product recall, the Supplier(s) agrees to quickly notify each Authorized User that received the recalled products and shall immediately notify the Contract Specialist. If the State has paid for the product, the State will be issued a credit and refunded the amount previously charged for that item.	Yes	No
32	The Supplier(s) agrees to comply with Invoicing and Payment policies for any purchases made outside of the procurement card process, payment to the Supplier(s) shall be made within thirty (30) days of the State's receipt of a correct and undisputed invoice.	Yes	No
33	The Supplier(s) agrees to provide Authorized Users or DOAS with requested P-Card purchase information (i.e. purchase history, NIGP codes, data extract, activity, location of origin, etc).	Yes	No
34	No items shall be discontinued by the Supplier(s) without advanced notice and agreement from the Contract Specialist, unless the item is discontinued by the manufacturer without notice to the Supplier(s). Supplier(s) will be responsible for notifying the Contract Specialist of any manufacturer discontinued item, in writing, within 5 days of receipt of such notification from the manufacturer. Awarded Supplier(s) will work with the Contract Specialist to immediately identify a suitable substitute for a discontinued item, which has the same or equivalent form, fit and function as the discontinued item, and will make it available to the Authorized Users, at the same or lower price as the discontinued item.	Yes	No

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35	Supplier(s) bidding on the Cleaning Category may be required to supply sample products for testing purposes. Samples should be provided within four (4) business days after notification and the Material Safety Data Sheet(s), Label(s) and Technical Data Sheet(s) are to be submitted with each sample. Do you agree?	Yes	No