**RFP 21-2633: LABORATORY SUPPLIES AND RELATED SERVICES**

**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.**

* + 1. **General Requirements and Definitions**
       1. Please confirm your understanding and acceptance of all definitions and abbreviations listed in RFP Section 1.2.

|  |
| --- |
| Thermo Fisher Scientific understands and accepts all definitions and abbreviations listed in RFP Section 1.2. |

2.4.1.2 Please list any additional terms and definitions used by your company or industry that you would like the State to consider incorporating in the contract. The State will not accept terms and definitions introduced after award during contract finalization and implementation.

|  |
| --- |
| We do not wish to submit any additional terms and definitions. |

* + - 1. Please confirm you have carefully reviewed all requirements listed in RFP Section 1.4. Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

|  |
| --- |
| * Section 1.4.8 - Third Party item orders for the State will be assessed the transportation charges and any applicable handling fees imposed from the supplier. * Section 2.3.15 – We are unable to pay credit card handling fees for State customers. |

* + 1. **Catalog and Online Capabilities**

2.4.2.1 Please select your catalog offering: 1) Online catalog integrated as a “punch-out” with PeopleSoft or 2) State-hosted catalog within PeopleSoft.

|  |
| --- |
| 1. Online catalog integrated as a punchout with PeopleSoft |

2.4.2.2 If State-hosted catalog, please describe your ability and willingness to provide product information in the State required format at a frequency required by the State.

|  |
| --- |
| Not applicable |

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

|  |
| --- |
| Our general punchout shows product availability directly on fishersci website. In its highest form, the punchout process is whereby the customer leaves ("punches out") and enters the Fisher Sci Web-based catalog which launches the Fisher Sci website within the customer’s browser. The user then browses the Fisher Sci catalogue and adds items to their shopping cart while both applications maintain a secure connection. Once complete, the users shopping cart with their selected items are then brought back to the Procurement platform (e.g., PeopleSoft, SAP/Ariba) (or the site ERP equivalent) and the requisition can then be completed by the customer.  There are numerous benefits to our punchout offering such as providing our customers with a dynamic product range (based on the customers agreed contractual product listing) which is easily maintained and can be modified quickly and hassle free. Through our Fisher Sci website, we also provide real time stock availability for the user, display the customer’s specific contract pricing (including price of delivery), as well as the customer’s own product code. Users are able to browse our products seamlessly with our easy to use search facility and obtain all the product details they require with our in-depth product description and accompany product photos. Supporting Technical Sheets are all available for download through fishersci additionally.  We also offer level 2 catalog and hosted catalog options, both of which do have supported price and availability calls through Jaggaer. We currently do not have price and availability calls for SAP Ariba; however, the development is currently in progress with end of year completion date.  If a punchout catalog is used, price refreshes are automatic as they reflect the Fisher Scientific catalog in real time. Punchout Access is a direct and dynamic link to our e-commerce website, fisher.com. Content is expanded and updated weekly and includes:  • Detailed product descriptions and images  • Supplemental product information such as application notes, technical data, and SDS  • Real-time product availability and order tracking  • Up-to-date changes, additions, and eliminations  • Current promotions  • Customer-specific material (e.g., account information, contacts, special offers)  • Ability to obtain packing slips for shipments from the Fisher Scientific warehouse |

2.4.2.4 Please detail your company’s online ordering system’s capability to allow buyers to simply re-order items.

|  |
| --- |
| The Fisher Scientific channel’s premier website, **fishersci.com**, is continually being enhanced to make your ordering process faster and more efficient. We have enriched product content and graphics as well as search capabilities in order to help you select the right items. We have made it easier to place repeat orders through My Lists and reorder past items through the Order Details page. We have also upgraded our order tracking capabilities through the Order Status Tab and our new Global Track and Trace, which provides improved visibility into the status of your shipment.   * **Customer Account Dashboard**   Customers can now access the Account Dashboard from their ‘Your Account’ menu. The new dashboard brings together several, readily available tasks our customers often request as the most helpful features available on fishersci.com.   * Displays tasks, tools, and transactional details * Current order and invoice status * Listing of favorite personal and shared shopping lists * View recent business account price quotes   This first launch is the beginning of a continued evolution where we will be adding more functionality, more information, and more access only a click away.   * **Product Availability**   Our website offers up-to-the-minute inventory of a Fisher Scientific-stocked item in **real-time** instead of batch-load information processing. Real-time order status, including estimated delivery dates for drop ship products and UPS shipment tracking, provides valuable information for making buying decisions and planning ahead.  An Availability column on a product's ordering page and in Quick View will indicate if a product is in stock, ships from the manufacturer, or is temporarily unavailable. Availability is displayed again in cart and checkout based on the quantity requested for confirmation of product availability prior to purchasing. Stocked item availability information also includes an estimated delivery date so that you know when to expect delivery of the shipment. If a customer tries to order a quantity of a product that exceeds the number available from stock, the ordering page will alert the customer to the amount available. Availability will also be noted on listings for accessories, product substitutions and cross-referenced products. Customers must have an account and be logged in to access this feature.   * **Detailed Product Descriptions**   Product listings include enhanced item detail and images, with detailed, 240+ character product descriptions in order to provide customers with ample information to make informed choices. We also display the manufacturer name and part number alongside the Fisher Scientific catalog number in Quick View, product pages, and shopping cart. When available, standard warranty and service information is included in the product description. Extended warranty and service plans can also be purchased, where offered; these services are displayed on the product page and in cart to make finding and deciding on an optional extended warranty and service plan as easy as finding the original product. Country of Origin information is available via an offline process and can be provided at your request.   * **Purchasing Controls**   Direct users can have their account setup with an approval workflow where end users place orders and these are sent to authorizers for approval or reject. Spend limits can also be applied against accounts and individuals to restrict ordering.   * **Product View Restrictions** enable you to prohibit the viewing of specific products, allowing an Administrator/SuperUser to direct users to more appropriate products or sources using customized messages. Depending on the rules you apply, users might be able to view those products in an online catalog but will not be able to add them to their Shopping Cart. * **Product Buy Restrictions** enable you to prohibit the purchase of specific products, allowing an **Administrator/SuperUser** to direct users to more appropriate products or sources using customized messages. Depending on the rules you apply, users might be able to view those products in an online catalog but will not be able to add them to their Shopping Cart. * **Refine Search by Supplier Diversity Partners**   Customers are able to apply a filter so as to search only for vendors that are designated as Supplier Diversity Partners. A small icon **Supplier Diversity Partner** appears beside the vendor that meets that search criteria.  **Search and Browse**  fishersci.com is a one-stop shopping experience and information source for more than 2.5 million products from a range of franchise suppliers. Our custom search tools allow you to quickly find products customized for your needs.   * If you know what product you need, enter your search terms in the main search box, located on the dark blue bar near the top of the site; you may search by keyword or catalog number (Fisher, Manufacturer or Competitors); “**Type ahead**” suggestions will allow you to quickly filter your results to a manageable list * If you’re unsure of the product you want, browse using the “**Shop Products**” menu located on the left side of the blue bar at the top of the site; here you will find all of the top categories and products—if you don’t see the product category you need, click the “**See All Categories**” link at the bottom of the “**Shop Products**” menu   **Browse and filter**   * Browse top products and categories using the “**Shop Products**” menu located on the left side of the blue bar at the top of the site—if you don’t see the category you need, click “**See All Categories**” at the bottom of the “**Shop Products**” menu. * Within the search and browse function, you have the ability to narrow down your results by brand, product specifications, and/or special interest groups such as Environmentally Friendly items or products sold by Diversity Suppliers—simply select your refinement to the left of the results under “**Narrow Results.**”   **Custom search tools**   * Our custom search tools allow you to find products customized for your needs and include dedicated search tools for antibodies, life science products, custom oligos, assays for the Luminex® platform as well as chemicals.   **Life Science** - Custom tools exist for finding or ordering oligos, antibodies, gene editing, assays, and other life sciences tools.   * Oligos Tools   + Eurofins MWG Operon Oligos Tool   + Invitrogen™ Custom DNA Oligos Tool   + Invitrogen Custom RNAi Tool * Assay Tools   + Applied Biosystems™ TaqMan® Assay and Arrays Search Tool   + Applied Biosystems Custom qPCR Primers and TaqMan Probes Tool   + Applied Biosystems TaqMan Custom Assay Design Tools   + R&D Systems™ Luminex™ Assay Online Configuration Tool * Gene Editing and Gene Synthesis Tools   + Invitrogen™ GeneArt™ Gene Synthesis and Strings™ DNA Fragments Tool   **Chemical Tools -** Use the Chemical Structure Search tool to find organic chemicals, including a structure drawing option.  **Environmentally Friendly Products**  Products listed on fishersci.com that qualify as “green” are indicated with a  https://beta-static.fishersci.com/content/dam/fishersci/glyphs/icon-green.gif  icon. These products meet the following criteria in order to earn the Green Grass icon:   * All products and product claims are substantiated in accordance with the Federal Trade Commission’s 2012 Guides for the Use of Environmental Marketing Claims (16 C.F.R. Part 260) * Confirmation that the stated product attributes are environmentally preferable to products within the same category * Assurance that the environmental benefit claims remain substantiated over time * Receipt of a signed Certificate of Compliance from the supplier stating that all environmental claims on the products (or line of products) sold by Thermo Fisher Scientific comply with the requirements of all applicable state and federal laws governing environmental marketing claims   **Order Management**  Users registered on fishersci.com have access to features that make ordering products fast and easy, including account-specific prices, real-time product availability, and estimated delivery dates, online quotes, “My Lists”, and secure payment options.  **My Lists**  Use “My Lists” to create a list of products that you repeatedly order. You can create multiple lists, build a new list from an Excel file import, or add products to your list directly from the product page or your shopping cart. Administrators/Super Users also have the ability to curate a shared “Company List” that is visible to all users associated with an account that can be used to highlight preferred products or frequently purchased items across an account. 2019 enhancements to “My Lists” include the ability to keep “Favorite” lists for quick reference, share lists via email with other users, search for products on existing lists, and multiple user experience updates based on customer feedback to make ordering frequently purchased items even easier.  **Quotes**  A customer can request a quote on any product we sell. Quotes are generally valid for 30 days; however, there are some situations where they may be valid longer. If a special price is offered on the quote, the customer must make reference to the quote on the order to obtain the discounted price. You can access a listing of available quotes online by account and add to cart directly from the quote to receive the quoted price. The quote listing also supports search by quote number or part number to make finding a specific quote easy. An order may contain items from multiple quotes in addition to contract price items. Once the customer’s order is processed, they are invoiced at the price used at the time of order.  **Web Quotes**  This feature allows fully registered customers to generate a Web Quote (price reference) for the items they place in the cart. The output is a PDF that is generated immediately once a web quote is requested while in the cart. Once generated, the web quote is also saved as a Web Quote in the “Quotes” area of the “Account” for viewing, reprinting, and ordering at a later time. The quote listing also supports search by quote number or part number and filtering by Sales or Web Quotes to make finding a specific quote easy. This feature allows customers to convert the web quote to an order online—without the assistance of a customer care representative.  **Additional Ordering Tools:**   * **Search by Order Number**—Use your order number to find and track your order and delivery. * **Reorder an Item or View Past Invoices**—View your order history by orders, items, or invoices. * **Filter your Order Information** —Use filters to quickly narrow down your search results. * **Search Previous Orders** —Review what your organization has ordered in past years. * **View and Track Your Order**—See all your order, tracking and shipment information on one page. * **Print** - Your packing slips and invoices.   **Delivery Notifications**  Our customers can now receive notifications for most of their Fisher Scientific fulfilled parcels and a growing number of our direct suppliers. Using a modern look and feel and a much-anticipated functionality, this has greatly enhanced the customer’s order fulfillment and order status communication experience. |

2.4.2.5 Please indicate your willingness to extend all provided pricing and discounts to other governmental bodies.

|  |
| --- |
| We are willing to extend all pricing and discounts to other governmental bodies. |

2.4.2.6 Please describe the tools or services your company provides to assist State buyers in suggesting other functionally equivalent, low-cost products when those items are not available.

|  |
| --- |
| To help you achieve significant product cost reduction without sacrificing quality, Fisher Scientific sales representatives now have the ability to access a powerful web-based tool that will provide all low-cost alternative items. This gives customers a broad selection of items for potential product conversion, and for increased savings.  Our internet ordering website, fishersci.com, displays lower cost alternatives (where available) in search so that buyers have the option of choosing a more value-priced product. We will not impose the lower cost alternative upon the buyer. |

2.4.2.7 Please describe how your company notifies State buyers of product backorders and how your company’s plans to ensure that the State can receive the supplies that it needs.

|  |
| --- |
| Notification of backorders will be made at the time of order entry, whether the order is placed through Customer Service or via the Web. Our Customer Service Department receives Backorder Reports updated weekly. It is the responsibility of the Customer Service Representative to work the backorder report and expedite any items that they can. Otherwise, backorders will release immediately upon receipt of stock at the Distribution Center.  Additionally, researchers who utilize fishersci.com will have access to real-time product availability. If a product is backordered the customer will be made aware at the point of order. In addition to this functionality, a user can also be set up for backorder notifications and be automatically informed and given the estimated date of dispatch. If an item is backordered, the site will suggest alternate products the customer can purchase as well as the stock availability for these items.  If an item does go to backorder, an e-mail notification feature will update the estimated ship date for backorders. The system will automatically expedite with our suppliers a purchase order that is tied to a customer order that is deemed past due. When updated delivery information is obtained and updated in our system, we will systematically pass this information on to the customer via e-mail or fax. Internet user profiles include the ability to receive Backorder Notifications as well as the ability to receive a Shipping Acknowledgement. |

2.4.2.8 Please describe how you will use order data to inform Market Basket optimization discussion throughout the life of the contract.

|  |
| --- |
| Periodically, the Fisher Scientific Sales Representative will review the State’s order history information in order toidentify both frequently and infrequently ordered items. We can then make recommendations for the addition and/or removal of items, as appropriate, from the Market Basket in order to help ensure that the State is getting the best pricing from the items state agency customers use most. |

* + 1. **Data Management and Integrity**

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

|  |
| --- |
| Customer-specific catalogs, for loading into a customer’s front-end system, are generated in Fisher Scientific’s central office location where we receive the customer request, review format, create a sample for review if requested, verify accounts and pricing, and select the requested items and formats according to that request. We employ a team of Business Solutions Support personnel to maintain catalogs and ensure accuracy.  Punchout Access is a direct and dynamic link to our e-commerce website, fisher.com. Content is expanded and updated weekly and includes:  • Most recent prices  • Detailed product descriptions and images  • Supplemental product information such as application notes, technical data, and SDS  • Real-time product availability and order tracking  • Up-to-date changes, additions, and eliminations  • Current promotions  • Customer-specific material (e.g., account information, contacts, special offers) |

2.4.3.2 Please describe in detail how your company maintains data integrity. For example, how would changes to your company’s catalog be prevented and/or communicated to the State?

|  |
| --- |
| Customer pricing, regardless of location, is entered into our mainframe system utilizing a master pricing schedule for each customer. The Fisher Scientific channel’s flexible mainframe pricing allows each customer-specific price to be maintained by account number, assuring best pricing practices for our customers. Individual customer sites are linked to the national pricing master to ensure pricing accuracy. To ensure consistency across all sites, ownership of the pricing contract is assigned to the Fisher Scientific Region Manager, Jim Harris. He has responsibility for ensuring that line item pricing is applied at the national pricing master level.  Any proposed changes to the catalog would be discussed directly with the State Purchasing contact. |

2.4.3.3 How does your company handle notification of any changes in unit of measure (UOM) or item description that occur, even if a SKU number or manufacturer number does not change?

|  |
| --- |
| We would notify/discuss any UOM or description changes, when provided by the manufacturer, directly with the State Purchasing contact. |

* + 1. **Implementation and Transition**

2.4.4.1 Please identify how many “punch-out” implementations with PeopleSoft your company has performed and indicate any previous issues your company has had and how they were corrected. If the Respondent has not implemented with PeopleSoft, please provide other relevant implementation experience.

|  |
| --- |
| Fisher Scientific has 50+ punch out implementations with PeopleSoft. There are no known issues. |

2.4.4.2 Please describe your company's proposed implementation plan, citing specific tasks, dates and milestones from contract award to availability to place orders.

|  |
| --- |
| The Fisher Scientific channel's highly developed business processes, culled from over 110 years of experience serving the scientific community, will enable us to quickly implement with the State an effective procurement process that is seamless to end users. Upon award of the agreement, the Fisher Scientific Account Management Team will begin the process of gathering detailed information leading to the development of general operational guidelines. A concise implementation plan will then be created and executed. This implementation plan will be comprised of site-specific information identified by the joint Fisher Scientific-State of Indiana transition team. The implementation plan will be managed by categorizing action steps into six general groupings: 1) Policies and Procedures; 2) Product; 3) Logistics and Materials Management; 4) Systems and Technologies; 5) Measurement and Review; and 6) Financial. Lastly, we would heavily use our deployed shared Teams Site to provide a centralized point for document collection and sharing and a means of communication among all members on distribution. |

2.4.4.3 Please identify specific tasks and milestones which require State involvement and collaboration during contract implementation.

|  |
| --- |
| Please see attached sample implementation plan. As noted above, we would jointly work to develop a more specific implementation plan upon contract award. |

2.4.4.4 Please identify and describe any innovative solutions your company would offer in order to drive contract compliance and savings.

|  |
| --- |
| To help customers achieve significant product cost reduction without sacrificing quality, the Fisher Scientific channel can introduce cost savings ideas at the site and purchasing levels. At the site level, our sales team can bring value to your end users when quoting products by suggesting lower-cost alternatives to higher cost items which may have been requested by the end-user. Our account managers have the ability to access a powerful web-based tool that will display alternative items available to the customer.  We also use the Fishersci web platform to display alternative options directly to end users. Although we do not impose the alternative product choice, we will provide information and samples (when possible) so that the end user can make an informed decision.  At a higher purchasing level, we would make use of the effective rationalization/product standardization programs that we utilize with customers to help drive spend toward lower-cost equivalent items. This process has multiple benefits to customers, including helping to consolidate the vendor base as well as ensure consistent quality. We have targeted both lab and safety products for standardization savings. We will work with our suppliers in providing technical seminars, technical data, product shows and free samples to highlight the standardized product recommendations.  Through the use of a proven standardization process, the optimal portfolio of products is developed, approved and implemented through a very detailed category management process which segments the entire lab spend into distinct categories, subcategories, and product groups, then develops a portfolio strategy for each. Going forward, all purchasing metrics can be tracked by category, including detailed analysis of spend and savings for each significant cross-divisional and cross-functional group. Thermo Fisher Scientific resources are involved in this stage including the Industry Director, Sales Managers, Sales Representatives, product experts, marketing and communication staff, and web design staff.  The standardization phase achieves the following:  • Development of the optimal portfolio of products for State agency laboratories  • Creation of web-enabled cross-reference and portfolio toolsets  • Involvement of State laboratory personnel to verify the selected portfolio of products  • Development of mutually agreed marketing and communications that drive the program success  Conversion to lower-cost alternatives can be a very successful cost reduction strategy, particularly when employed on lower-technology/commodity products. The Fisher Scientific channel is continually enhancing both our private label and brand-name portfolios through competitively bidding products to quality branded, self-manufactured, and low-cost country sources. We are extremely diligent in qualifying our private label and lower-cost alternative offerings to ensure that product quality matches job requirements. The Fisher Scientific channel has developed a process to match low cost alternative products against a customer’s purchase history to identify immediate savings opportunities. This process can be implemented through a variety of methodologies ranging from customer communications to automatic substitutions. |

* + 1. **Customer Service and Account Management**

2.4.5.1 Please describe in detail your company’s proposed account management team structure including names, contact information, resumes where possible, and services each individual or group will perform.

|  |
| --- |
| Our sales force is structured in such a way as to provide maximum support to our customers under our customer-focused Account Management Program. At the corporate level, the State account will be led by Region Manager Jim Harris. Jim has over 35 years of experience in servicing customers and resides in the State of Indiana. His responsibilities include the following:  - Primary point of contact for the State’s corporate requirements  - Process improvement  - Contractual implementation, reporting and compliance  - Savings and conversion programs  Each State agency location will have a Sales Representative assigned to that location dependent upon geography and size. These representatives are responsible for providing day-to-day service to your accounts, which might include responding to product questions, providing alternative offerings, identifying cost savings opportunities, answering price questions, furnishing quotations for large purchases, and facilitating specialist support and general business tasks. The primary representative supporting the State of Indiana is Kendra Veil, who has 5 years of experience selling to various customers in a wide range of industries including government, academic, pharmaceutical, biotech, and environmental markets. Each Representative is supported by a team of expert specialists and manufacturer experts.  Fisher Scientific Specialists include:  • Technical Sales Representatives, Life Science  • Chemical Specialists  • Safety Sales Specialists, including:  o Safety Application Specialists  o Cleanroom / Controlled Environment Specialists  • Senior E-Business Analysts  • On-Site Specialists (specially negotiated and fee based)  • Manufacturer’s Representatives (as needed)  Contact information for the primary members of the State of Indiana account management team is:  Jim Harris, Region Manager  E-Mail: [jim.harris@thermofisher.com](mailto:jim.harris@thermofisher.com)  Phone: (317) 418-3924  Kendra Veil, Sr. Sales Representative  E-Mail: [kendra.veil@thermofisher.com](mailto:kendra.veil@thermofisher.com)  Phone: (317) 617-9255  Andrew Fritts, Life Science Technical Sales Representative  E-Mail: [Andrew.fritts@thermofisher.com](mailto:Andrew.fritts@thermofisher.com)  Phone: (317) 509-5065  Alexandra Howells, Chemical Application Specialist  E-Mail: [alexandra.howells@thermofisher.com](mailto:alexandra.howells@thermofisher.com)  Phone: (734) 972-8634  Felix Yau, Safety & Cleanroom Sales Specialist  E-Mail: [felix.yau@thermofisher.com](mailto:felix.yau@thermofisher.com)  Phone: (317) 513-3170 |

2.4.5.2 Please describe your company’s plan to provide the State of Indiana and all the participating agencies, schools, and governmental bodies with a coordinated and consistent customer service program.

|  |
| --- |
| Our customer service program focuses on strategic consistency coupled with customer-focused execution to address site-level needs. We will continue to provide world class customer support to State agency customers through Fisher Scientific's nationwide team of over 350 professional customer service representatives who assist customers with purchase orders, price quotations, product specifications, delivery information, returns, invoicing issues, and general account maintenance. End users have access to Fisher Scientific’s toll-free Customer Service number, 800-766-7000. Customer service is available 7 days a week, 24 hours a day for emergency support. We also provide online customer service via live chat on our procurement website, [www.fishersci.com](http://www.fishersci.com). |

2.4.5.3 Please describe the type of contract specific information that is retrievable by a member of customer service. *E.g.* order status, delivery information, backorder information, contracted pricing, product information, etc.

|  |
| --- |
| Fisher Scientific Customer Service representatives will have access through our Company mainframe and our advanced CRM software toState of Indiana-specific account information in order to provide customized support. This includes contract pricing, order and delivery information, backorders, product buy restrictions, and other information provided by the customer. |

2.4.5.4 Please describe your company's standard process for problem resolution and escalation, including standard response times.

|  |
| --- |
| Thermo Fisher Scientific’s top priority is total customer satisfaction. We are committed to achieving the highest levels of service to our customers at all stages of the procurement process, from ordering to delivery to technical support and problem resolution. Our ultimate objective is to ensure that all of the State’s needs are met.  To avoid or minimize the incidence of problems or disputes involving Fisher Scientific personnel, products, or the ordering/delivery process, we will implement a proactive problem resolution strategy as part of our account management process as follows:  Specific site conflicts are handled by local Sales Representative with support of the Region Manager.  • Work with specific end-user or purchasing to clarify the conflict and initiate resolutions.  • If appropriate communicate any resolutions to Regional Manager  • If unable to resolve at the local level elevate to the National Team   * Corporate or unresolved local conflicts are handled by the Fisher Scientific Account Manager with support of the Regional Vice President.   • Responsible for timely resolution for all unresolved local conflicts and all corporate issues  Your dedicated account representative will act as the central point of contact for all problems and will work directly with end users and/or State purchasing personnel to resolve these problems in a mutually satisfactory fashion.  The account representative will also be instrumental in ensuring that we are continually adding value to the State contract by implementing innovative programs and value-added services. Our objective is to assist the State in achieving its goals for cost reduction, vendor consolidation, and satisfaction of end user needs. |

2.4.5.5 Please describe your plan to ensure the continuity of the Account Management team if a member should depart.

|  |
| --- |
| Multiple Fisher Scientific Sales Representatives and the Region Manager make up “The Thermo Fisher / State of IN Team.” By working as a team, they offer exceptional sales coverage and meet the needs of State agency customers. All the representatives and specialists on the team report up to Jim Harris, who coordinates the support provided to the State.  Each Thermo Fisher Scientific Sales Representative is cross trained in each other’s areas of responsibility. This allows for guaranteed coverage in times of sickness, vacations, or the ebb and flow of personnel. |

* + - 1. Please define and describe your customer service quality assurance program, including details on internal metrics.

|  |
| --- |
| As an integral part of the overall Account Management process, the Business Review is the leading report used to evaluate Key Performance Indicators (KPIs) and the performance of our account management program.  The Business Review report provides both Thermo Fisher Scientific and the State with an accurate summary of the business relationship for a specific period.  The following are examples of reports developed to address customer requirements for information and managing the procurement process.  Because reports are customized to meet individual customer requirements, those listed below are examples of the most common reports provided to customers:   * Purchase History Report * Third Party Purchase History Report * Minority Vendor Report * Chemical Usage Report * Consolidated Billing Report * Business Reviews * Low-Cost Alternatives Report   In addition to the Business Review reports above, the Fisher Scientific channel can also provide the State Purchasing department with cost savings reports, product optimization reports, spend by supplier reports and many other ad-hoc reports upon their request. |

2.4.5.7 Please describe any additional services, trainings, solutions, etc. which you are prepared to offer at no cost to the State.

|  |
| --- |
| The Fisher Scientific channel offers a number of value-added services to our customers to assist them in improving processes while helping to reduce costs. Below is a partial listing of the many services we can provide to the State (some of which are described elsewhere in this response).  **24/7 Customer Service** – The Fisher Scientific channel provides best-in-class customer service support through our team of over 350 professional customer service representatives located in state-of-the-art call centers across the U.S., with 24/7 emergency support available. All customer service representatives receive extensive training and experience in order to provide comprehensive support for ordering, product information, returns, etc.  **Usage & Savings Reporting** - The State can receive a variety of reports measuring monthly and year-to-date activity. The Fisher Scientific channel’s corporate and local teams will work closely with The State personnel to define and fulfill their measurement requirements. Reports can be generated for each site or combined for the total figures.  **Quarterly Business Reviews** - The Business Review report is integral to our overall Account Management process, and is the leading report used to evaluate Key Performance Indicators (KPIs). The Business Review provides the KPI, individual initiatives, and general information that evaluate overall performance, quality (products, services, billing, errors), transportation analysis (ship days), product mix, order processing and associated functions (credit card utilization, accounts receivables), electronic commerce (Internet, EDI, etc.), accounts payable, and customer-specific issues, as required.  **Integrated Procurement (3rd Party purchasing)** - Our Third-Party procurement program, known as Encompass, is designed to extend the benefits of the Fisher Scientific channel’s “one-stop shopping” solution to products beyond the traditional laboratory supplies offering. With a database of hundreds of thousands of products outside those normally available through national laboratory suppliers, the Fisher Scientific channel offers the most comprehensive third-party procurement program available in the industry. Instead of placing multiple orders to multiple suppliers, customers can obtain virtually all of their laboratory product needs from a single source—Fisher Scientific.  **Application Specialists** – The Fisher Scientific Channel’s Specialist Program works in conjunction with our Account Management philosophy, and is one of the major factors that differentiate us from other companies in the scientific supply industry. The Fisher Scientific channel can provide The State with the services of highly trained technical specialists in key disciplines who can provide state-of-the art technical support and end-user training on all Fisher Scientific systems and products. These specialists include: E-Business Development Managers, Chemical Specialists, Life Science Application Specialists, Safety Specialists, and Manufacturer Representatives.  **E-Procurement Integration Services -** Fisher Scientific is proud to offer a robust suite of e-business integration services aimed at streamlining your procurement process and removing costs from your supply chain. To do this, integration solutions support the exchange of business data in computer-to-computer transactions without the need for human intervention. We can provide the State with integration support from our team of professional E-Business Development Managers. |

* + 1. **Shipping and Delivery**

2.4.6.1 Please describe in detail how your company could optimize shipping and delivery to the multiple State/Local delivery sites that would provide the maximum cost savings while meeting the delivery requirements outlined in the RFP.

|  |
| --- |
| We have developed significant manufacturing, warehousing, and supply chain capabilities in order to address customer needs and optimize delivery. At the core of our experience is our supply chain and customer service expertise. We partner with our customers to provide superior supply chain management ensuring the efficient and effective delivery of products and services that allow our customers to focus on their core competencies. We have invested millions of dollars on state-of-the-art supply chain planning and inventory management systems that ensure product availability and best-in-class order fulfillment. Strategically located, Thermo Fisher Scientific’s modern distribution facilities are all fully automated to provide better accuracy and improved productivity for our customers. These include “super” warehouses in larger markets, which are so designated due to their size and degree of technological innovation. Our stocking network optimized to deliver one-day transit to 95% of served area (in most regions) and provides average shorter length of haul to reduce costs.  Most of Thermo Fisher Scientific’s newer distribution centers run on the BOSS system, including the primary distribution center that would service State of Indiana customers, which is located in Hanover Park, IL and the secondary warehouse in Florence, KY. The BOSS system has been installed at our “super” warehouses to control the flow of inventory and orders throughout the distribution center. BOSS combines a link to Fisher Scientific’s order entry system, bar-coded picking lists, and miles of automated conveyors to fulfill customer orders. The utilization of BOSS at Thermo Fisher Scientific’s Mega-Centers has helped to increase single-shipment fill rates, increase order accuracy, and reduce costs for Thermo Fisher Scientific and our customers.   Delivery methods are determined based on customer location, delivery requirements, or order size/pattern. Our distribution center makes the determination on whether or not the delivery would be made on the Thermo Fisher Scientific dedicated fleet, UPS, or common carrier.  To help reduce delivery costs as well as minimize our carbon footprint, we currently consolidate shipments to individual State of Indiana customer agencies, making deliveries on two-times weekly basis, for example, unless an order is required urgently. Next-day delivery is available for all in-stock products shipping from the nearest Fisher Scientific distribution facility, provided the order is placed prior to 2PM. |

* + - 1. What percentage of on-time deliveries does your company currently achieve with customers who require expedited delivery? Please define how you measure on-time delivery.

|  |
| --- |
| We measure on-time delivery for normal shipments in conjunction with our logistics and delivery partners. Fisher Scientific obtains from all our carriers (in either electronic or paper format) monthly service reports showing promised vs. actual delivery time on each shipment, along with their on-time delivery percentage. We use these reports to monitor on-time delivery for each carrier on a monthly basis. Our goal for carriers is a minimum of 97% on-time delivery. On-time delivery is tracked per individual customer and is calculated by sampling the customer order pool. Statistics are reported to customers using the customized Business Review report. |

* + - 1. What is your company's order fill rate under contracts similar to this? (An order with a 100% fill rate would have no backorders.) What performance level do you regard as "acceptable" and "excellent"? How does your company measure fill rate and are these measurements available for a customer to view online?

|  |
| --- |
| Thermo Fisher Scientific strives for industry-leading fill rates. Given that we offer over one million different products and rely on the fill rates of the product manufacturers, this is a difficult area to measure perfectly. We analyze customer demand and work to ensure that the high moving products that are important to our customers have exceptionally high fill rates. When we view our general customer base, we code products according to a demand pattern within particular geographies. We consider "A Items" to be those products which make up 80% of our sales volume. We target a 95% line item fill rate (in stock at local warehouse at time of order entry) on "A Items" across all our warehouses. "B items" are products which make up the next 10% of our sales volume, and "C Items" are slow movers which may be stocked on a regional basis. We have less aggressive fill rates on B and C items as the demand is lower. In addition, we have a category called Superstock Gold which represents the highest-moving products in our inventory. We are well over a 97% fill rate on these items. We calculate our fill rate by dividing the total number of lines shipped (adjusted for planned and unplanned inventory) by the total number of lines ordered. It is tracked by individual warehouse through Thermo Fisher Scientific’s mainframe system and reported weekly throughout the company. For our most strategic customers, we can actually create specific tracking mechanisms to track the products that are most important to that customer (over and above the general A, B and C items.  We do not post company-wide fill rate data online; however, delivery performance is measured on a customer-specific basis and reported in the Business Review report which will be shared with State of Indiana Purchasing personnel on a regular basis. |

* + - 1. Please describe how your company would provide both delivery estimates and proof of delivery to the State for every order.

|  |
| --- |
| At the time of order placement, the customer will receive an order confirmation e-mail including the estimated delivery time. Once final delivery has taken place, another e-mail is sent when we have confirmed completion of the order via our couriers or our own delivery fleet. |

* + - 1. Please describe in detail your company’s current processes and solutions for handling backorders.

|  |
| --- |
| The Fisher Scientific channel proactively seeks to expedite and minimize the incidence of backorders by utilizing various strategies. These include monitoring inventory levels for high-volume items, stocking critical inventory on a customer-specific basis, and pre-qualifying back-up sources of critical items. Should a backorder occur, it is communicated real time at the time of order entry, whether the order is placed through Customer Service or via the Web. If a logged-in registered user selects a product that is backordered or discontinued and is no longer in our inventory, an Available Substitute is automatically offered. Real-time product availability gives users the option to select substitutes for any backordered products; however, no products will be substituted without customer approval. |

* + - 1. Please identify all additional fees that you may assess on orders describe the process by which you assign these additional fees (*e.g.* hazard fees) to orders and incorporate them into the catalog price. Please also confirm your understanding that all additional fees are to be assessed *at the time of purchase*.

|  |
| --- |
| Freight terms are FOB Destination freight prepaid and absorbed by the Fisher Scientific channel for all standard shipments of Fisher Scientific Franchise orders to customer locations in the U.S. except for orders over $100K, White Glove Delivery, rush charges, and third-party items. Next-day delivery is available for all in-stock products shipping from the nearest Fisher Scientific distribution facility, provided the order is placed prior to 2PM.  Third-Party item orders for the State will be assessed transportation charges and any applicable handling fees. These charges will appear on the customer invoice. |

* + - 1. Please confirm that all shipping fees on returns and samples are the responsibility of the vendor and will not be charged to the State.

|  |
| --- |
| All returns will be shipped back to the Fisher Scientific channel at no cost to the State. Mutually agreed upon product samples will be shipped to State customers at no cost. There will be no restocking fee for all stocked items in the Fisher Scientific warehouse.  The State is subject to a restocking fee for non-stocked items and only if the supplier passes along a restocking fee onto the Fisher Scientific channel.  Hazardous materials authorized for return must be packed, labeled, and shipped in accordance with DOT regulations governing transportation of hazardous materials and any other applicable requirements.  The following products are not returnable:   * Products which have been discontinued * Products which are personalized or customized * Non-Distributor line products supplied to Subscriber as an accommodation, including, without limitation, third party purchases * Products not purchased from Distributor * Refrigerated or temperature-controlled Products * Products which are outdated, shelf-worn, used or defaced and, therefore, unsuitable for return to stock and resale as new * Reagents, diagnostics, or chemicals which have been opened * Products that have been shipped outside the United States * Medical device products |

* + 1. **Reporting**
       1. 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 reports are available online.

|  |
| --- |
| As part of our comprehensive account management process, Thermo Fisher Scientific regularly collects and reports key metrics that measure our performance toward customer goals and identify areas for potential improvement. These include monthly performance reports and charts on key performance indicators including line fill rates, shipping error reporting, summary purchase volume tracking, accounts receivables aging, and others as required. Many of these metrics are delivered in a report known as the Business Review, which is shared with customers at regular intervals.  Additional metrics, such as sales history, as well as savings and service level reports, assist our customers in monitoring and documenting spend, and evaluating the success of strategic programs. We understand that reports need to be accurate, detailed, and correctly reflect the important aspects of our relationship.  The reports we provide to customers vary according to specific needs. The following are examples of reports developed to address customer requirements for information and managing the procurement process. Reports can be generated for each site or combined for the total figures. Some report examples include:   * ***Purchase History Report (or History of Sales) -*** Listing of all products purchased with quantities and extended net and list prices. * ***Third Party Purchase History Report -*** Listing of all items purchased from Third Party vendors. * ***Minority Vendor Report -*** Listing of all items purchased from Fisher Scientific which were supplied from a small or minority-owned business. * ***Chemical Usage Report -*** Tracks all chemicals purchased from Fisher Scientific. * ***Consolidated Billing Report -*** Customized weekly, biweekly or monthly for invoices. * ***Business Reviews -*** These include quarterly performance reports and charts on Key Performance Indicators including line fill rates, quality performance, e-commerce, error reporting, summary purchase volume tracking, accounts receivables aging, and others.   An example of a History of Sales for the State is attached.  These reports are typically supplied via e-mail by the Fisher Scientific Sales Representative and are not available on line; however, the State can consult the customer dashboard on fishersci.com for a summary of recent purchases, order status, and other vital purchase information. |

* + - 1. Please detail your company’s customized and ad hoc reporting capabilities, including how long the State will wait to receive new requests for information.

|  |
| --- |
| The Fisher Scientific channel can work with the State to develop customized reporting to meet your requirements. We will make our best efforts to provide the State with a prompt response to any request for information. |

* + - 1. Does your company provide online Account Management Services that enables the State Vendor Management team to monitor activity? If so, please provide a list of all functions of online capabilities, including reporting, that will be at no cost to the State.

|  |
| --- |
| In order to help customers see a comprehensive summary of their activity on fishersci.com at a glance, we introduced the Customer Account Dashboard, a personalized and centralized roll-up of a user’s purchasing activities, preferences, and tools within fishersci.com.  Customers can now access the Account Dashboard from their ‘Your Account’ menu. The new dashboard brings together several, readily available tasks our customers often request as the most helpful features available on fishersci.com.   * Displays tasks, tools, and transactional details * Current order and invoice status * Listing of favorite personal and shared shopping lists * View recent business account price quotes   **Purchasing Controls**  Direct users can have their account setup with an approval workflow where end users place orders, and these are sent to authorizers for approval or rejection. Approval workflows can be configured in a hierarchy based on an order amount, line amount, or all purchases. Spend limits can also be applied against accounts and individuals to prevent orders from exceeding order or line thresholds. Additionally, fishersci.com offers functionality to prevent the purchase or viewing of items online before ever being routed for approval. Administrators / Super Users can create groups of sub users to apply restriction rules, including messaging per product and/or per sub user group for whom the restriction applies.   * **Product Buy Restrictions** enable you to prohibit the purchase of specific products, allowing an **Administrator/Super User** to direct users to more appropriate products or sources using customized messages. Depending on the rules you apply, users might be able to view those products in an online catalog but will not be able to purchase these items. * **Product View Restrictions** enable you to prohibit the viewing of specific products, allowing an **Administrator/Super User** to direct users to more appropriate products or sources using customized messages. Users will not be able to view or purchase these items online.   In our response to question 2.4.2.4, we detail the features of our internet ordering site. |

* + - 1. Please describe your company's ability to provide periodic usage reporting, including, but not limited to, reports that include the following fields: the Purchasing Entity, Manufacturer Name, Manufacturer Code, Manufacturer SKU Number, UPC Code, UOM (Unit of Measure), Items per UOM, Product Description, List Price, Market Basket Price, Price Actually Charged, Source of Price Charged (Lower sale price, etc.), Quantity Purchased, Extended Price Charged, Payment Type (P-Card, etc.), Order Method (Online, Phone, etc.), Average Order Size. Please include how long it takes your company to provide new periodic reports.

|  |
| --- |
| As described in our response to 2.4.7.1, we will continue to provide the State with monthly usage reporting detailing all purchases. We can currently provide all the requested fields with the exception of UPC Codes. Typical turnaround time for reports is three (3) business days. |

* + - 1. Please describe your company's ability to provide periodic performance reporting, including, but not limited to, Customer Service Incidents, Customer Service Response Time, Service Quality Metrics, Defective Items, Discontinued Items, Discontinued Suppliers, Same day order processing performance, Out of Stock Items, Backordered Items, Proof of Delivery, On-time delivery, Returned Items and Credit Paid, Pricing Accuracy Analysis, Manufacturer Cost Reductions, Order Accuracy, Implementation Performance Tracking. Please include how long it takes your company to provide new periodic reports.

|  |
| --- |
| As part of our comprehensive account management process and as is our current process with the State, Thermo Fisher Scientific regularly collects and reports key metrics that measure our performance toward The State's goals and strategic initiatives. Many of these metrics are delivered in our Business Review process and on an as needed basis. Business Review timing is mutually agreed upon between our two organizations but will be held no less than semi-annually.  Our Business Review Process gives us the opportunity; to discuss our progress on key initiatives, review key metrics and compliance, create an open dialogue to uncover new opportunities, to gain a better understanding of the State’s short and long-term goals, and to agree upon mutual action items that will keep our partnership moving forward.  The Business Review provides key performance indicators (KPI), service level agreements (SLA), individual initiatives, and general information that evaluate:  • Overall performance  • Quality (products, services, billing, errors)  • Transportation analysis (ship days)  • Product mix  • Order processing and associated functions (credit card utilization, accounts receivables)  • Electronic commerce (Internet, EDI, etc.)  • The State-specific metrics, as required  The Business Review also provides important data on savings initiatives and the corresponding results achieved in a given period. Thermo Fisher Scientific recognizes the need to provide these measurements and Key Performance Indicators (KPIs) that drive the performance of the contract. Opportunities and areas for improvement can be readily identified and addressed. |

* + 1. **Supplier Relationships**

How will you ensure the minimal disruption to the State and other governmental bodies using the contract should you have to change suppliers and subsequently offer different products than you currently offer in your catalog? Please describe how this transition would be managed.

|  |
| --- |
| When a manufacturer provides specific information to Fisher Scientific regarding a change in products, or if we change manufacturers for a specific product line, we will notify the local State of Indiana contacts as soon as possible and work to develop a transition plan to minimize disruption. This may involve no-charge sampling of the new products. |

If a situation occurs where a supplier suddenly increases its prices to your company, how will you ensure that your company’s price agreements with the State are upheld?

|  |
| --- |
| Thermo Fisher Scientific proactively works with suppliers on an ongoing basis to keep price increases to a minimum and ensure that our customers receive quality products at competitive rates. Typically, we employ the following cost containment strategies to strive to maintain pricing stability:   * Utilize previously negotiated contract language providing annual and ongoing price protection * Reference multiple strategic tools such as leveraging supplier volume, historical performance, and relative market indices to mitigate increases.   Wherever possible, our goal is to maintain price stability for our customers; however, in some cases, we are forced to pass along increases demanded by suppliers.  The State will allow price relief to the Fisher Scientific channel when our cost of goods for individual products rises dramatically and unexpectedly (e.g., due to raw materials cost increases, shortage of supply, etc.) |

Please describe the priority you will assign State orders during times of nationwide shortages, supply chain disruptions, supplier changes, or any other event that would make the completion of orders more difficult.

|  |
| --- |
| In the event of a possibility of force majeure or other product shortage we will identify the risk and work with the local teams to attempt to shift to an alternative product, which through our extensive distribution channel and vendor partners, is something we feel confident we have and will continue to provide to the State. In the event that this is not possible, and all safety stock inventory will be consumed, we will include the State as a strategic customer in our preferred customer allocation program. This program is modified on a weekly basis to ensure that all our customers received a proportional supply in relation to their previous requirements. Additionally, Fisher Scientific places a high value on corporate responsibility, and will also act in accordance with any Government guidance should there be a national emergency.  Our overall approach to ensuring supply to our customers during shortages or supply chain disruption events involves a globally coordinated response, comprehensive site preparedness, employee training and communication, and robust business continuity planning. We work with our suppliers globally to secure continuity of raw materials and critical components, and to facilitate the movement of goods across borders and using available modes of transport. |

From time to time, an agency or governmental body has a need for a specific brand product that may not be offered in the product catalog. What efforts will you make to fulfill the need and what is the expected timeline to fulfill the need? Please describe a similar experience you have had with an existing customer and the steps you took to satisfy the customer’s need.

|  |
| --- |
| Our robust Third-Party program, known as Encompass, offers a dynamic Sourcing Service that enables end users to request non-catalog items via a web-based form linked to fishersci.com. The forms are easy for the researchers to complete and guide them in a structured way to provide the pertinent information we need to quickly and accurately source the items they request.  Items are sourced and priced for the State and provided for ordering at the user’s convenience.  As an example, in 2018 researchers for a large Pharma company submitted over 900 requests via our New Item Request form, with over 96% being fulfilled and returned to the researcher within four business hours. |