Response to

State of Indiana

Request for Proposal 21-2633

Technical Proposal

Thursday, November 5th, 2020

The information contained in this bid proposal was prepared expressly for your institution (“Customer”). VWR International, LLC (“VWR”) considers this information to be proprietary and confidential, to the extent marked as such herein and subject to applicable public records disclosure laws, and it may be used only for the purpose of evaluating the merits of a business relationship with VWR.The responses provided herein are intended for evaluation purposes only and do not represent a warranty or any other contractual commitment.

Contact

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**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.

VWR understands and accepts all definitions and abbreviations listed in RFP Section 1.2.

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* + - 1. 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.

VWR has no additional terms or definitions to add.

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* + - 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.

See attached “State of Indiana RFQ #2633 Bid Supplement 2020.

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* + 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.

For B2B Integration initiatives, we have a dedicated team of technical project managers that focus on electronic enablement of customer e-procurement applications (i.e. Ariba, SciQuest, SAP, Oracle IP, Coupa, PeopleSoft, ReqLogic, GHX, etc.).  This team was established in 2000 and has integrated hundreds of customer systems.  There is a high level of e-commerce expertise on the team with a strong emphasis on process and project management methodology.  We also provide a dedicated support mailbox (b2b@vwr.com) for new project requests or any current integration concerns.

Behind the scenes, there is an EDI/XML Development / Support team, and a Web Development team.  These teams execute enhancement requests and provide daily technical support.

Lastly, there are 1st & 2nd level Service Desk support teams, both of which support e-business technologies (ebizhelp@vwr.com).

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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.

N/A

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

WIMS (Where is My Stuff?)

WIMS is a full-service order status experience that can be accessed directly on vwr.com or via a punch out catalog.  Each advance shipment notice provides an estimated delivery date, a link to the order for tracking information (including products shipped directly from the manufacturer), and a link to any available certificates.

In addition to proactive order notifications, customers can view detailed information about a specific order such as; status of the order, when the order will ship, estimated delivery dates, links to packing slips and invoices, as well as certificates and safety data sheets where applicable.

VWR’s “WIMS” feature allows customers to log on and see up to 2 years of order history with the ability to sort and search by a range of parameters.

Other functions of WIMS include:

* Uploading a corporate "custom catalog" for hot list / best buy type items, which will highlight these items during searches and help to simplify ordering for common, contracted hot-list items.
* Creating a new Welcome / Landing page to help drive programs, services, promotions, etc.  (You can work with eMarketing to create this page, which would be the first page that users would see after they punchout.)  It can include links to special info that the Sales team would like to highlight, or even things like Rep contact info.
* Encourage users to save personal shopping lists to save their favorites.
* To increase Supply Chain visibility, utilize VWR’s WIMS capability to provide enhanced order status information via:

。     a) Improved functionality on the VWR.com punchout

。     b) Order Confirmation and Ship Notices, including both Email or EDI/XML types.

。     c) Increased Virtual Inventory visibility with our Direct Factory Ship suppliers.

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

By creating shopping lists for frequently reordered items, the VWR.com punchout allows users to hone into what they need quickly and easily.

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

All provided pricing and discounts will be extended to other governmental bodies under the jurisdiction of the State of Indiana.

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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.

Extensive cross-referencing ability is also readily available on our website, [www.vwr.com](http://www.vwr.com). When contemplating a product conversion, we encourage our customers to use search functionality on VWR.COM to find VWR-Labeled products.  Our search engine works with our cross-referencing database to point customers to alternative products.

VWR maintains an extensive online cross-reference database and has the ability to cross-reference most major, and many regional, distributor products, as well as most manufacturer/supplier’s products.  We identify exact and alternate products within VWR’s catalog product offering and can identify products that are available through VWR’s Third-party Purchasing Services suppliers.  The cross-reference system is utilized routinely by our Customer Service Representatives, Sales Reps, and On-Site Customer Service Associates, to provide immediate product alternatives.

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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.

At the time of order, VWR communicates whether or not a product is on backorder.  If it is, we offer in-stock alternatives in the event that the end-user can change their product selection or unit of measure.  If not, VWR offers accurate ship dates with daily updates when information regarding the backorder changes.  For each order placed on VWR.com, an order acknowledgement and shipping notice are sent via email; both of which provide additional information pertaining to the order (including backorder information).

In addition, VWR.com offers the following helpful features:

* Order Status/Order History – Check the status of any order using our convenient order status and order tracking tools.
* Product Availability – Real-time product availability provides instant access to product inventory levels at multiple warehouses.  Whether the product is in stock, on backorder or shipping from an alternate warehouse, users have the information they need to make educated purchasing decisions prior to placing orders.
* Alternative in-stock products and/or units of measure are suggested but never substituted.

VWR’s Purchasing and Customer Service teams work in tandem to review all critical inventory backorders and expedite product from the supplier or alternate VWR Distribution Center to fill backorders as quickly as possible.  In addition, the Purchasing team reviews critical inventory levels daily on stocked products and proactively expedites product with suppliers to insure inventory is available and on the shelf.  Adjustments are made continuously to reflect changing supplier lead times, customer forecasts, etc.

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

VWR agrees to work with the State of Indiana to determine which items fit the criteria of a hot list.  VWR believes the hot list should be a fluid list and evaluated a minimum of once per year for its effectiveness to capture relevant spend.

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* + 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.

When a user is logged into their VWR.com online account, they will see their discounted/contracted price in real time. Our key account owners and sales force work closely with our Pricing Management Team to ensure that contractual pricing is being created and maintained for each contract. During contract implementation, each customer’s pricing contract is set up in VWR’s system to provide all customer accounts access to the contractual pricing, per the agreement. During VWR’s product add process, new products are added to the system and automatically price per the discount pricing governing the contract. Maintenance of our online catalog data is done daily, if needed, after confirmation of correct product data has been obtained.

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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?

VWR’s interfaces between systems are validated to assure data integrity is maintained and that data that is archived in a manner that protects its integrity. All data in transit is encrypted by default using industry standard cryptography standards. Passwords, Security Question and answers are encrypted. Database access is restricted by security groups.

VWR follows our PCI compliancy policy and do not store customer credit cards on any VWR system during the order taking process.  VWR.com, SAP, & GXS, which are systems related to order processing all utilize a tokenization process with a 3rd party cloud solution that securely holds the credit card information.  VWR systems only have access to the replacement tokens to avoid risk of credit card fraud or information loss.

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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?

VWR, part of Avantor, has established a subscription service to facilitate the communication of change notices from our suppliers to our customers.  For applicable products, the Change Notification Service (CNS) will track supplier change notifications and verify that enrolled customers have received the supplier’s notices.  VWR will not assume the supplier’s responsibility for Change Notification.  What constitutes a change is determined by individual suppliers and is not subject to approval by VWR.  The Change Notification Service is subject to VWR’s actual receipt of any change notification from the manufacturers of the products.

VWR supports our customers' Change Management Programs by enrolling them and the specific products into our CNS.  Agreements are sought from each supplier of each product to be enrolled, to notify our customers and VWR.  When a change notice is communicated for an enrolled product VWR physically confirms that the enrolled customer has received the notification and the event is noted in the CNS system.

Unique or specialized customer requirements are easily managed in the CNS by working with our suppliers to meet those needs for a range of materials or a single product of a particular size.

Change Management support through the CNS is independent of sales of any particular item and communications are sent when Change Notifications (including discontinuation/interruptions of supply) are received.

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* + 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.

VWR has years of experience with creating and maintaining “punchout” implementations with PeopleSoft with hundreds of successful implementations. Many of our customers have invested in e-procurement applications or marketplaces-VWR International's Integration Services provides best-practice support for customers wanting to interface an ERP/MRP or web procurement application with VWR's website via punchout integration. The team works with customers to develop a scope of work, standard operating procedures and, if necessary, conduct a complete order-to-cash review. VWR International can support global implementations and has standard operating and implementation procedures in place.

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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.

Implementation Plan :

* November 15 :
  + Indiana State reviews VWR proposal and awards contract to VWR.
* November 15- December 30:
  + VWR to increase inventory, set up custom part numbers for any lot specific inventory as needed. VWR will need approximately 60 days for custom lot number/ custom product inventory acquisition.
  + VWR to connect with end users at Indiana State agency locations and provide product samples where needed for products that may need further evaluation.
  + Indiana State agencies can begin ordering all regularly stocked and distributed items from VWR immediately upon contract award.
* December 1 :
  + Weekly meetings begin to evaluate the program with agency leadership and Indiana State Department of Administration staff to address questions or concerns regarding the contract implementation.
  + Monthly meetings begin with agency leadership and Department of administration staff to review VWR provided usage reports, cost savings benchmarks, key performance indicator reporting.

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

Implementation Plan :

* November 15 :
  + Indiana State reviews VWR proposal and awards contract to VWR.
* November 15- December 30:
  + VWR to increase inventory, set up custom part numbers for any lot specific inventory as needed. VWR will need approximately 60 days for custom lot number/ custom product inventory acquisition.
  + VWR to connect with end users at Indiana State agency locations and provide product samples where needed for products that may need further evaluation.
  + Indiana State agencies can begin ordering all regularly stocked and distributed items from VWR immediately upon contract award.
* December 1 :
  + Weekly meetings begin to evaluate the program with agency leadership and Indiana State Department of Administration staff to address questions or concerns regarding the contract implementation.
  + Monthly meetings begin with agency leadership and Department of administration staff to review VWR provided usage reports, cost savings benchmarks, key performance indicator reporting.

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

VWR focuses on these types of initiatives with our customers every day.  It is core to the value that we drive in our partnerships.  We have developed new technology to show low cost alternatives on VWR.COM.  We can now track those opportunities to show where end users took advantage and where they passed.  We have also worked with a number of customers on vendor consolidation.  Through consolidating our vendors, we can then leverage our spend with key suppliers and drive a lower cost for our customer / partner.

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* + 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.

VWR is committed to dedicating the resources necessary to exceed the required service levels at State of Indiana.  In addition to the dedicated Sales Account Manager who will service State of Indiana, VWR may complement this support with a complete team of tenured, focused Application and Service Specialists.  These Specialists include, but are not limited to:

* Avantor Service specialists, including stockroom managers, onsite coordinators, and inventory management technicians
* Life Science Specialists
* Furniture Specialists
* Chromatography Specialists
* Chemical Specialists
* Lab Animal Research Specialists
* Critical Environmental Specialists
* Safety Specialists

As VWR's volume of business and services grows at State of Indiana we will collaborate to add more Sales and Service support as needed.

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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.

Account Support

Within VWR our Sales Directors are critical to our continued success.  We will assign one Sales Director to own the relationship and contract with CUSTOMER.  This individual is experienced with an ability to project manage complex agreements on a national and global level.  Their primary focus is to develop an operational plan that will deliver our mutual business objectives.  This Sales Director reports to the Vice President of Sales and works in a matrix with our sales and operations management teams to coordinate and manage all activities.

This allows VWR to provide to you:

•          A single point of contact for all issues nationally

•          A coordinator across functions and geographies

•          Ensuring corporate strategy is translated in local activity

•          Driving scorecard and metrics to monitor performance

•          A champion for State of Indiana within VWR

•          Developing relationships to facilitate the realization of savings opportunities

•          Accountable and responsible for delivering contract commitments

•          Managing the mix of cross functional and cross divisional opportunities

Regional Sales Directors

Regional Directors within VWR’s sales organization provide management support to the local account managers who are responsible for each customer site.

In this role they assist the account manager with:

•          Local site support to help with execution of mutually developed strategic initiatives

•          Support of local cost savings initiatives in addition to national/global projects

•          Initiatives on local service enhancements for specific sites

•          Participating and leading local business reviews where applicable

•          Supplier scorecard review session with the production sites

Account Managers

Account Managers drive and coordinate all key activities at a site level in alignment with the Global or national corporate initiatives.  In addition, the account manager will drive site specific activities for cost savings, product innovation and process efficiencies. Where approved, these individuals can develop in-house technical seminars and training for the end user community in support of the agreed upon initiatives.

VWR Account Managers have responsibility activities such as:

•          Expansion of the partnership and mutually agreed upon vision with the customer

•          Providing product information to the scientific community on the complete offering of products and services within the scope of the agreement

•          Coordinating the activities of technical resources from our manufacturers and specialists

•          Keeping the customer apprised of the latest scientific apparatus and instrumentation

•          Working with the local site and corporate teams on the mechanism to present the latest scientific products

•          Working with VWR’s Portfolio VP and Global Category Managers to expand our product offering based on the developing needs of the customer

•          Develop site specific cost savings projects and opportunities

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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.

VWR’s WIMS is a full-service order status experience that can be accessed directly on vwr.com or via a punch out catalog.  Each advance shipment notice provides an estimated delivery date, a link to the order for tracking information (including products shipped directly from the manufacturer), and a link to any available certificates.

In addition to proactive order notifications, customers can view detailed information about a specific order such as; status of the order, when the order will ship, estimated delivery dates, links to packing slips and invoices, as well as certificates and safety data sheets where applicable.

VWR’s “WIMS” feature allows customers to log on and see up to 2 years of order history with the ability to sort and search by a range of parameters.

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

VWR’s Customer Service Representatives (CSRs) are 500+ dedicated VWR associates available to assist you in a timely, professional, and knowledgeable manner.  VWR Customer Service can provide full solutions to day to day requirements.  They can help with order entry, price and availability, product information, shipment, and delivery dates.  They can provide tracking numbers, delivery confirmation, C of A's, invoices, and a variety of additional needs.  Our Customer Service is empowered to process transactions on the spot without additional approval required.

When dealing with problem resolution, if the agent that receives the issue via, phone, fax or email is able to provide a resolution at the time of receipt, they will do so.  If additional investigation or information is required, they will provide a complaint case number and continue working the issue.  The complaint case is tracked from the time of entry until completion.  Customer Service Experts will provide updates as the case progresses.

VWR establishes a customer Quality Log of issues and resolutions that arise during business.  The Quality Log is an accessible document utilized by your VWR Team as a means of tracking corrective action and preventive management.  VWR is committed to timely responses to customer feedback, both positive and negative.  Issues may be communicated to VWR through your dedicated VWR team, our website [www.vwr.com](http://www.vwr.com/), or through any VWR Sales Associate or Customer Service Expert.

The Customer Service Representative responsible for your account will be specifically trained to be familiar with your contract terms and conditions.  In addition, our North America Call Centers have an established Quality Monitoring program in place to ensure the quality of service being provided to you is of the highest standard.

VWR Customer Service Representatives are available Monday through Friday and have extended operating hours from 7:30am ET – 8:00pm ET.  Customer Service can be reached by phone at 1-800-932-5000, by email at [VWRCustomerService@vwr.com](mailto:VWRCustomerService@vwr.com) or by using Click-to-Chat on VWR.com. Click-to-Chat assistance is available from 7:30am – 11:00pm ET.

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

In the event that a member of your sales team was to leave VWR or get promoted to another position, VWR will make every effort to insure a well-qualified representative is put in place to replace them.

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

VWR uses various Customer Service performance standards to measure the effectiveness of our Fulfillment Centers and service level to our customers.  Below are some of those metrics and their associated definitions:

First Response – The time in which it takes for us to provide a response to the customer inquiry.

Abandon Rate – The percent of total calls where the call is disconnected before a Customer Service Representative (CSR) answers the call.

Average Speed of Answer – This metric is calculated once the call is presented to a Fulfillment Center location.  It is the average time a customer will wait before their call is answered by a CSR.

Service Level – This is calculated once the call is presented to a Fulfillment Center location.  It is the percent of total calls that are answered by a CSR in 30 seconds or less.

Quality Monitoring – Each Customer Service Representative is rated on their effectiveness of handling a random sampling of customer calls.  Our leading-edge technology allows the CSR and their manager to review the actual conversation and all of the accompanying actions (capturing both voice and screen) that are performed within our order processing system.  Their effectiveness is rated in various areas to determine their quality rating for those specific calls.

The above performance standards are monitored throughout each day, as well as trended daily and monthly.  These metrics are used as a tool to promote continuous improvement for each associate, each Fulfillment Center, and the Corporation.  The results of these metrics are shared with the associates to not only improve our performance, but to also identify specific training needs for each associate.

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

Value Added Services at No Charge

1)       Free shipping from VWR primary and alternate distribution centers

2)       A large network of state-of-the-art warehouses

3)       Global fill rate of 96%

4)       Sophisticated VWR Inventory and Planning Software

5)       Free reporting - Comprehensive Key Performance Indicators (KPI) analyses, broken down by corporate level (e.g., corporate-wide, division, location, etc.), to capture such data as spend analysis, vendor performance, order analysis and third-party ordering.

6)       Free Quarterly Business Reports and metrics

7)       Free eBusiness integration, training and technical support, and customized catalogs

8)       Free customer service; toll free phone number; email; click to chat; product information

9)       Free access to order tracking and order history utilizing VWRs state of the art “WIMS” (Where is My Stuff?) online web services.

10)   Vendor Consolidation

11)   Product Standardization

12)   Global Sourcing with a buying power of over $5 Billion

13)   Process Controls - VWR focuses on continuous inventory analysis.  Our expertise is in creating solutions to save user time and reduce inventory.

14)   Discounts across the spectrum of VWR’s vast product portfolio.

15)   Ongoing cost-mitigation efforts to reduce manufacturer price increases

16)   Partnering with our manufacturers to obtain long term pricing support for volume items.  By working with your technical teams in the standardization process, we can target volume products on a quarterly basis to pursue tri-lateral discussions between our manufacturers, VWR, and you, to explore the opportunity for directing volume and receiving cost reductions.

17)   VWR Collection Brand offering

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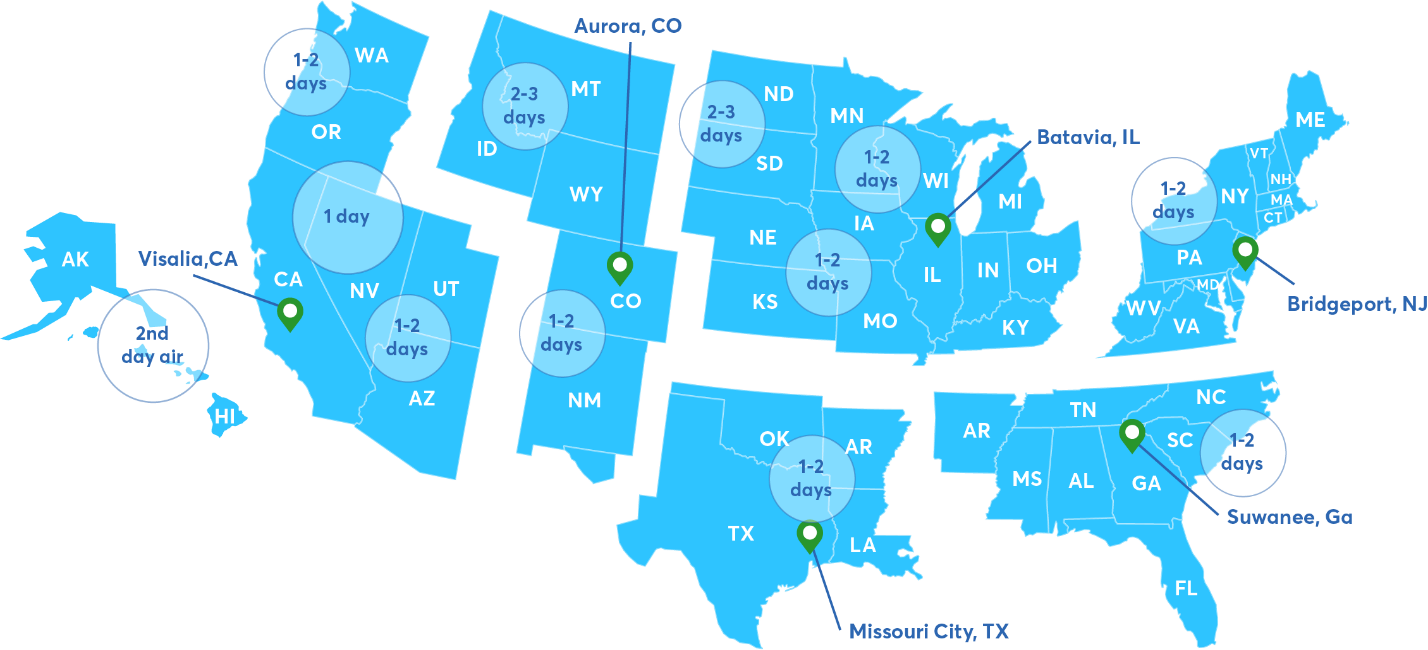
* + 1. **Shipping and Delivery**

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.

Your local VWR Distribution Center is our Batavia, IL facility. Shipments from Batavia to any location in Indiana is next day ground standard if ordered before our cutoff time.

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If product is not in Batavia but at one of our other CDC’s (see graphic below), material can be shipped from our New Jersey, Georgia, Colorado, or Texas facilities by ground in three days or shipped expedited, if needed. By our extensive distribution network, we can save the State of Indiana money by consolidating shipments from our CDC’s.



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* + - 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.

On Time Delivery (OTD) for VWR is defined as the shipment leaving its origin and arriving at its destination within the number of working days required for the level of service (i.e. standard ground, next day air, etc.).  The OTD is adjusted for customer appointments and disruptions (i.e. severe weather, road closures, etc.). On-time deliveries are greater than 95%.

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* + - 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?

Our global run rates are:

Complete shipments = 98%

On time deliveries = >95%

Error free shipments = 99.8%

Line Fill Rate = 96%, or about 4% of all lines backorder

VWR’s on-time delivery for parcel shipments and for shipments done by specialty carriers is in excess of 98%; for less-than-truckload, the OTD is 97%.

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

VWR supports customers’ SAP e-commerce solution, end-to-end.  VWR supports OCI RoundTrip, showing live pricing and availability from the nearest warehouse.  VWR.com also hosts a Custom Catalog, which can highlight preferred VWR items for your users, and we support personal shopping lists.

Electronic orders are sent to VWR, processing directly into the order-entry system and down to our warehouse floors.  No manual intervention is needed, so orders are processed quicker.  Once stock is reserved, VWR's system returns an email acknowledgement, showing line-by-line shipping information, to the email address received on the order.

Packages and invoices are delivered with all required information to get products to their end user and make a three-way match (PO, packing slip & invoice).  Our call centers support all calls to help with any expediting requirements or investigation into orders.

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

If an item that the customer is ordering is not in stock, they will be provided an EDA (estimated date of arrival) on that item.  If the customer requires expedited delivery, we will contact the manufacturer to ship the product directly to the customer or provide them with an alternative product if available.

Prior to placing an order, VWR.com offers real-time product availability with instant access to product inventory levels at multiple warehouses.  At the time of order, VWR clearly communicates whether a product is on backorder.  If it is, we offer in-stock alternatives if the end user can change their product selection or unit of measure. If the customer requires expedited delivery, we will contact the manufacturer to ship the product directly to the customer or provide them with an alternative product if available. If not, VWR offers accurate ship dates with daily updates when information regarding the backorder changes.

For each order placed on VWR.com, an order acknowledgement and shipping notice are sent via email; both of which provide additional information pertaining to the order (including backorder information).

VWR will set up your account to take advantage of our “Alternate Warehouse Sourcing” (AWS) function.  This function ensures automatic routing to another VWR warehouse if the primary sourcing warehouse is out of stock.  The result of the AWS function is that the majority of orders are filled on time and back orders are significantly minimized.

VWR’s Purchasing and Customer Service teams work in tandem to review all critical inventory backorders and expedite product from the supplier or alternate VWR Distribution Center to fill backorders as quickly as possible.  In addition, the Purchasing team reviews critical inventory levels daily on stocked products and proactively expedites product with suppliers to ensure inventory is available and on the shelf.  Adjustments are made continuously to reflect changing supplier lead times, customer forecasts, etc.

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* + - 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*.

Additional fees that might be assessed for an order is not incorporated in the price of the catalog items; they are listed as separate line items on the invoice.

Possible fees include: Hazard, Blue Ice/Dry Ice, Expedited shipping (Next Day Air, 2nd Day, etc.), Fuel Charge, Oversized/Bulky, Drop Ship Fees (assessed from the manufacturer), White Glove Delivery, Debris Removal, and Lift Gate. These fees are assessed as the order is being placed, and in some cases, quoted separately.

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* + - 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.

Shipping Fees for returns will be paid by VWR if VWR is at error. Shipping fees are borne by the customer if the return is the result of a customer error.

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* + 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.

VWR, part of Avantor, offers robust reporting capabilities that provide a flexible and intuitive platform for data analysis.  We provide a variety of industry leading reports in standard and customizable formats.

VWR’s KPI (Key Performance Indicator) package enables you to quickly determine the value obtained when utilizing VWR as your primary laboratory supplier.  This 10-page Excel workbook provides valuable information in these areas:

* **Spend vs. Prior Year:** Displays customer total spend current year, versus prior year
* **Spend by Material Group:** Displays customer spend, broken out by Material Group (commodity)
* **Spend by Product Category (Core vs. MarketSource (3P):** Displays customer spend broken out by Core and Third Party.  Spend is also broken out by Material Group
* **VWR Collection:** Displays VWR Collection spend broken out by Material Group
* **Discount From List:**Displays the discount the customer gets when compared to VWR list price at product level
* **Quality Performance:** Displays the total # of errors, based on credit memo frequency and type, to reflect an overall result of VWR’s quality performance to the customer
* **Service Level:** Displays percentage of time that VWR fills individual lines completely on the first pass
* **EBusiness vs Non EBusiness:** Displays how customer placed orders with VWR, breaking out e-business
* **Days to Pay:**  Displays the average days to pay metric from the customer’s perspective
* **Freight Summary:**Displays the total freight paid by the customer to VWR and the corresponding freight savings they obtained by doing business with VWR

The KPI package can be reported at different levels and produced Monthly, Quarterly or Annually.

In addition to the KPI package, VWR offers Spend Metrics in both summary and a detailed view as well as reports for Usage, Diversity Spend, Order Metrics, Delivery Metrics and Third-Party Metrics; all available to meet your unique requirements.

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* + - 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.

[VWR has a client accessible reporting tool that allows users to obtain customizable customer requested reports upon demand. These are developed based on client request and on an “as needed” basis. There may be a cost associated with this service; dependent on the size, scope, nature, and labor required to produce.](file:///C:/Users/lisa.klube/AppData/Local/Microsoft/Windows/Temporary%20Internet%20Files/Content.MSO/F8A662EC.tmp#RANGE!D66)

VWR frequently explores opportunities to continually improve its current metrics provided to customers.  We gather the feedback from our business owners who receive any suggested enhancements to current metrics directly from their customers.  We use this feedback to assess current reports and assist us in creating new and effective reports to add to our current report portfolio.

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* + - 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.

VWR.com offers many**configurable options**to support your purchasing and settlement requirements including:

* **Company Administrator Capabilities** - If desired, you can designate one or more users as company administrators for control over user configuration and site settings.
* **Multi-Level Approval Routing - Allows requisitions to be routed to a supervisor, buyer, procurement officer, etc. so orders can be reviewed and approved prior to submission.  Multiple approvers can be set up per account and per requisitioner.**
* **Custom Reporting- Allows Management team to track spending, user purchases, and other possible configurations to monitor account activity.**
* **Accounting Data Pass-Through - VWR.com can support the transmission of accounting data (multiple GL codes, cost centers, charge codes, etc.) that pass through to packing slips and invoices.**
* **Required Fields - Ensure reconciliation accuracy by hard-coding data or requiring mandatory field entry at checkout. You can even rename field labels to match accounting nomenclature.**
* **Spending Limit Support - Set spending limits for each user at the order, line or unit level.**
* **Product Blocking - Block products from purchase by vendor, commodity, etc.**

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* + - 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.

**VWR can create a KPI package that includes the above-mentioned requirements. These reports can be created and sent after creation.**

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* + - 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.

**VWR can create a KPI package that includes the above-mentioned requirements. These reports can be created and sent after creation.**

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* + 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.

VWR takes management of product changes very seriously as we realize the importance of this and the risk it represents.  VWR has standard distribution agreement language with its suppliers to ensure controls around changes to manufacturers’ product or the process.  Additionally, VWR has instituted the Change Notification Service (CNS) as additional controls for management of changes to critical materials.

Suppliers are contractually required to notify VWR of any changes to our private label products with the following clause in our agreements.

*Notify DISTRIBUTOR in writing no less than six months before making any material change to any Product or to the process for making any Product.  A material change shall mean any change that may affect the form, fit, function, reliability, stability, product labeling, appearance, or interchangeability of any Products or components thereof.*

Our branded suppliers are contractually required to notify VWR of any changes to their products with the following clause in our agreements.

*Notify VWR, in writing no less than thirty (30) days prior to any change to Product including, but not limited to, manufacturing process or location, labeling, raw materials, packaging, characterization, specification, analytical testing or origin, or any other change affecting form, fit or function of the affected Products.  VWR shall have the right to audit SUPPLIER’s facilities to determine compliance with applicable federal, state, and local laws, regulations and rules and other requirements applicable to the Products.  Such audits shall be scheduled at mutually agreeable times upon reasonable advance written notice to SUPPLIER,  shall be at VWR’s expense, and shall not occur more than one (1) time per calendar year unless required by SUPPLIER’s compliance status or VWR’s obligations to its customers.  In connection with performing such audits, VWR shall comply with all reasonable rules and regulations promulgated by SUPPLIER.  All information disclosed or reviewed in such inspections shall be deemed to be the property of SUPPLIER and SUPPLIER Confidential Information.*

Once notified, VWR processes notification through our customer notification system.  For those customers or products not registered with the system, the VWR sales team is notified of product changes to communicate with their customers using the affected products.  To assure communications have occurred, VWR changes the part numbers of affected products, discontinuing the legacy product.

Change Notification Service (CNS)

VWR has established a service to facilitate the communication of change notices from our suppliers to our customers.  For applicable products, the “Change Notification Service” (CNS) will track supplier change notifications and verify that enrolled customers have received the supplier’s notices.  VWR will not assume the supplier’s responsibility for Change Notification.  What constitutes a change is determined by individual suppliers and is not subject to approval by VWR.  The Change Notification Service is subject to VWR’s actual receipt of any change notification from the manufacturers of the products.

VWR supports our customers' Change Management Programs by enrolling our customers and the specific products into our CNS.  Agreements are sought from each supplier of each product to be enrolled, to notify our customers and VWR.  When a change notice is communicated for an enrolled product, VWR physically confirms that the enrolled customer has received the notification and the event is noted in the CNS system.

Unique or specialized customer requirements are easily managed in the CNS by working with our suppliers to meet those needs for a range of materials or a single product of a particular size.

Change Management support through the CNS is independent of usage of any particular item and communications are sent when Change Notifications (including discontinuation/interruptions of supply) are received.

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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?

VWR leverages its strength and size with our manufacturers to receive price increases on an annual basis.

VWR periodically receives price increases from our manufacturers, due to unanticipated circumstances and economic or market factors outside the control of VWR or the manufacturer.  These circumstances may include, without limitation, shortages of certain raw materials, increases in Product manufacturer's cost of raw materials, and/or increases in energy costs to manufacture or transport Product(s).

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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.

VWR has in place a Critical Materials Supply Chain team for just this purpose. They are stationed in (NJ, IL, GA and CA) to work closely with the customers to know their special needs and fulfill them. Products are set aside for each individual customer AND these customers can also dip into general inventory pool in the rare event that the individual pool of inventory gets depleted. Also In times of long-term short supply from suppliers, there are processes in place for “allocation” where the Sales team determines the list of customers who can get the products in short-supply (no other customers can get the product in these times).

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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.

VWR International can provide a requisition review process that will search the market for any product(s) you may need.  In some cases, VWR has a relationship with these vendors and can provide competitive pricing.  In other situations, VWR will purchase the product and mark up to cover expenses.  Customer is responsible for freight charges.

VWR has suppliers set up in our Market Source program with products that are available through VWR.com, just as any other product we sell.  Customers have assisted VWR in negotiating with manufacturers to make them available in our Market Source program.

Avantor MarketSource is our procurement and sourcing service that makes available to you any lab product outside of our core-range, as easily and efficiently as possible.

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