**RFP 25-83140: Vehicle Parts and Accessories**

**Attachment F: Technical Proposal**

**Indiana Department of Administration**

**Instructions:** Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses. Please note that the sections below are numbered in accordance with the Attachment L - Scope of Work sections their questions are tied to. Scope of Work Section 3 has no Technical Proposal questions.

**1. General Requirements and Definitions**

* 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.

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* 1. Please confirm you have carefully reviewed all requirements listed in the Attachment L – Scope of Work and Attachment F1 – Minimum Requirements. 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.

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**2. Product Categories**

**2.1**  Please confirm your acknowledgement that the contract resulting from this solicitation may overlap or compete with other contracts, and that the State shall make the final determination for contract inclusion or exclusion of specific products.

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**4. Representative Sample of Items and Percentage-Off Discounts**

**4.1** Please confirm your understanding that any individual product exceptions to a discount must be disclosed in Attachment D - Cost Proposal in the designated section.

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**4.2**  Please detail how your company will provide the State with quarterly percentage off list price reviews. Please include in this description how these quarterly discount reviews will be made available to the State and the steps that will be taken to ensure accurate information will be provided on every quarterly business review.

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**5. Core Charges**

**5.1** Please describe how core charges will be billed, monitored, and reported. How will core charges and credits appear on usage reports? How will your company communicate outstanding core charges to the State? How soon after a core is exchanged will credit be issued to the purchasing entity?

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**5.2** Please identify the types of items in your catalog that have an associated core charge.How are these items with core charges identified within your catalog?

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**5.3** Please confirm if cores can be exchanged both by mail and at physical retail or wholesale locations. If cores can be exchanged by mail, please indicate if your company will cover associated shipping costs. If cores can be exchanged at a physical location please describe what is required of State employees to do so and how core exchanges will be included in reporting to the State.

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**5.4**  Please describe how your company plans to communicate your core charge policy to the State and other governmental entities.

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**5.5**  Please describe the methodology your company uses to determine if an exchanged part is acceptable to cover a core charge. Please additionally indicate if your company will accept a functionally equivalent item to the one purchased to cover the charge.

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**5.6**  While the State recognizes the benefits of a core charge policy, core charges can result in logistical and administrative burdens such as identifying and finding cores for exchange and monitoring outstanding charges. Please detail any proposed approaches to mitigate administrative load associated with core charges.

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**6. Supplier Relationships**

**6.1** Please describe your current supplier network, including the names of suppliers, the products you supply from them, and the state in which each supplier is headquartered**.**

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**6.2**  How will your company ensure minimal disruption to the State’s contract in the event of supply chain disruptions, supplier changes, or any other event that could make the completion of orders more difficult? What is your timeframe for notifying the State of such disruptions?

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

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**6.4** Please describe how you monitor your supplier network and how, in the event of a shortage, you would effectively communicate supply levels to the State.

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**7. Catalog and Online Capabilities**

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

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**7.2** If option one is selected, please provide a detailed description of all punch-out catalog functionality currently available and actively being used with current customers. Please include details about the ability to view item availability and stock, the status of orders and ability to communicate with customer service through your online offering, if applicable.

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**7.3** If option one is selected, please confirm your company’s ability to comply with the State’s punch-out catalog requirements.

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**7.4** If option two is selected, please describe in detail your approach to provide accurate and up-to-date product information and pricing. Additionally, please clearly demonstrate the value this approach would provide to the State.

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**7.5** Please detail your company’s online ordering system’s capability to allow buyers to re-order items in an efficient manner.

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**7.6** Please confirm quotes provided through the online catalog include all charges and fees, including but not limited to shipping, handling, and hazardous material, for all items.

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**8. Ordering and Delivery**

**8.1** Please confirm your company’s ability to receive orders via email, fax, and telephone.

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**8.2**  Please confirm your acknowledgement that required delivery sites will change as governmental entities eliminate, add, or move locations. Please describe in detail how your company would optimize delivery across the State of Indiana to meet the delivery requirements outlined in this solicitation.

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**8.3**  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 levels 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?

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**8.4**  Outside of special orders and circumstances, the State expects that the Awarded Respondent shall make reasonable best efforts to ensure that orders are delivered within twenty four (24) hours. Please describe the measures your company will take to ensure that orders are delivered in a timely manner to meet this expectation. What is your company’s average delivery time?

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**8.5**  Please confirm your company’s ability to ensure all orders are dock or desktop delivered within the estimated timeframe provided at the time of purchase. What percentage of on-time deliveries does your company currently achieve with customers? Please also define how you measure on-time delivery.

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

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**8.7**  Please confirm your company’s ability to offer rush delivery on all orders. What percentage of on-time deliveries does your company currently achieve with customers who require expedited delivery?

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**8.8** From time to time, an agency or governmental body has a need for a specific brand or product that may not be offered or available 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 needs.

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**8.9**  Please detail your company’s current process for the placement of special orders. How will your company ensure successful placement and delivery of special orders by the State?

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**8.10** Please describe your returns process for all orders, beginning from when a State employee needs to make a return request.

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

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**9. Physical Retail or Wholesale Locations**

**9.1**  Please describe the ability of State employees to purchase items covered by the resulting contract at your physical locations, if applicable. Please include in this description what would be required of State employees and how these purchases will be included in reporting to the State.

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**9.2** If your company has physical locations within Indiana, please detail how in-person purchases will be invoiced to the State or appropriate government entity and integrated into all reports produced for the State.

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**9.3** for physical locations within Indiana, please describe your company’s ability to provide information such as item availability and stock online.

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**9.4** Please provide a list of all of your physical retail or wholesale locations within Indiana. This list should include the business hours for each location. You may attach this list with your response or provide it in the response box below. If the list is attached, please provide the name of the attached file.

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**10. Quality Assurance and Warranties**

**10.1** Please confirm your understanding that the State shall be eligible to receive manufacturers’ warranties and guarantees on the entire catalog of products offered on the contract resulting from this solicitation, and that the minimum warranty shall be 90 days or manufacturer/industry standard warranty, whichever is greater.

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**10.2**  Please detail the warranty coverage process offered for the product lines in your catalog of items. Please additionally provide statistics on the volume of parts being serviced under warranty. Where would warranty details be displayed on your company’s catalog?

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**10.3** Please confirm and describe your company’s process for providing recall notification(s), regardless of level, in writing to the State through the most expedient method possible.

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**10.4** Please describe your company’s policies regarding the provision of sample products.

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**11. Data Management and Integrity**

**11.1** Please describe in detail the process or processes your company uses to update and maintain catalog data, including the correction of pricing and product errors.

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**11.2** Please describe in detail how your company maintains data integrity. For example, how would changes to your company’s catalog be communicated to the State in an expeditious manner?

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**11.3** 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?

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**12. Customer Service and Account Management**

**12.1** 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 in collaboration with the State.

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**12.2** Please describe your company’s plan to provide the State and all other governmental bodies with a coordinated and consistent customer service program.

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**12.3** Please confirm and detail your company’s ability to set up multiple accounts with State agencies to account for separate business entities. How will your company ensure successful management of multiple accounts?

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**12.4**  Please describe your methods to collect customer feedback and measure customer satisfaction. Please provide any examples of such methods.

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**12.5** Please describe your plan to ensure the continuity of the account management team if a member should depart and positions are vacant for a period of time.

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**12.6**  Please describe the type of contract specific information that is retrievable by a member of the customer service team. (e.g. order status, delivery information, backorder information, contracted pricing, item availability, product information, etc.)

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**12.7** Please describe your company’s plan to actively market the products and services of this potential contract to other governmental bodies and local schools under the OneIndiana, K12 Indiana, and LibraryIndiana programs.

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**12.8**  Please describe your company's standard process for problem resolution and escalation, including standard response times. What communication method(s) (email, phone, etc.) will you use to communicate issues with the State?

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**12.9** Please describe how your company will ensure that it responds to all State inquiries within a 24-48-hour time window, regardless of staff vacation, illness, or turnover.

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**13. Reporting**

**13.1** What is included in the standard reports that your company provides for your customers? Please provide a list of your company's standard reports, including examples. Please note which reports are available online.

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**13.2** Please confirm and detail your company’s customized and ad hoc reporting capabilities. What is your company’s average turnaround time for current customers?How does your company plan to meet the reporting expectations of the State described in Section 13 of the Attachment L – Scope of Work?

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**13.3**  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, Delivery Location (if delivered), Purchasing Location (if purchased in physical wholesale/retail location) Manufacturer Name, Manufacturer Code, Manufacturer SKU Number, UPC Code, UOM (Unit of Measure), Items per UOM, Product Description, Product Category, List Price, Sale Price, Quantity Purchased, Extended Price Charged, Payment Type (P-Card, etc.), Order Method (Online, Phone, etc.). Please provide examples of a usage report utilizing these fields.

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**13.4**  Does your company provide online account management services that enable the State Vendor Management team to monitor activity? If so, please provide a list of all functions of online capabilities, including reporting, that can be made available to the State at no additional cost.

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**14. Implementation and Transition**

**14.1**  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 your company has not implemented with PeopleSoft, please provide other relevant implementation experience.

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**14.2** Please describe your company's proposed implementation plan. This plan should span from contract award to the first date at which the State and other governmental bodies would be able to place orders.

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**14.3** Please describe any training(s) you offer to assist the State and its users, at no extra cost.

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**14.4**  Please identify specific tasks and milestones which would require State involvement and collaboration during contract implementation. Please provide an estimated level of effort that each of these tasks/milestones would require of the State.

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

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**15. Billing and Invoicing**

**15.1** Please describe your company’s ability to customize billing and invoicing cycles to meet the needs of individual agencies or departments.

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**15.2**  Please confirm your understanding that the State will not accept a central billing process such as a single bill being issued to IDOA for all State agencies

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**16. Additional Service Offerings and Value-Added Opportunities (Optional)**

**16.1**  The State is interested in learning more about any additional service offerings or value-added opportunities your company may have to offer. Please make use of the box below to detail any offerings and provide an explanation of the value these offerings would bring to the State.

Please note that this is optional and for informational purposes only. Information provided here will not be evaluated.

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