

124588 Z8 Attachment A - Bidder Response Requirements Matrix

SECTION 1 – CORPORATE OVERVIEW

This section should consist of the following subdivisions. Bidders shall respond to each section accordingly; add additional pages if necessary.

CORPORATE OVERVIEW
a. Bidder Identification and Information
The bidder should provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business and whether the name and form of organization has changed since first organized.

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b. Financial Statements

The bidder should provide financial statements applicable to the firm. If publicly held, the bidder should provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, should be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm should provide a banking reference.

The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

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c. Change of Ownership
If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder should describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded Contractor(s) will require notification to the State.

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d. Office Location
The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified.

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e. Relationships with the State
The bidder should describe any dealings with the State over the previous one (1) year. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

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f. Bidder's Employee Relations to State

If any Party named in the bidder's proposal response is or was an employee of the State within the past twelve (12) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the bidder or is a subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

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g. Contract Performance

If the bidder has had a contract terminated for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.

It is mandatory that the bidder submit full details of all termination for default experienced during the past five (5) years, including the other Party's name, address, and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past five (5) years, so declare.

If at any time during the past five (5) years, the bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting Party.

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h. Summary of Bidder's Corporate Experience

The bidder should provide a summary matrix listing the bidder's previous projects similar to this solicitation in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder should address the following:

- 1) Provide narrative descriptions to highlight the similarities between the bidder's experience and this solicitation. These descriptions should include:
 - a) The time period of the project;
 - b) The scheduled and actual completion dates;
 - c) The bidder's responsibilities;
 - d) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and
- 2) Each project description should identify whether the work was performed as the prime bidder or as a subcontractor. If a bidder performed as the prime bidder, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget. Bidder and subcontractor(s) experience should be listed separately. Narrative descriptions submitted for subcontractors should be specifically identified as Subcontractor projects.
- 3) If the work was performed as a subcontractor, the narrative description should identify the same information as requested for the bidders above. In addition, subcontractors should identify what share of contract costs, project responsibilities, and time period were performed as a subcontractor.

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i. Summary of Bidder's Proposed Personnel/Management Approach

The bidder should present a detailed description of its proposed approach to the management of the project.

The bidder should identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this solicitation. The names and titles of the team proposed for assignment to the State project should be identified in full, with a description of the team leadership, interface, and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

The bidder should provide resumes for all personnel proposed by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the solicitation in addition to assessing the experience of specific individuals.

Resumes should not be longer than three (3) pages. Resumes should include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.

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SECTION 2 - TECHNICAL REQUIREMENTS

This section should consist of the following subdivisions. Bidders shall respond to each section accordingly; add additional pages if necessary.

D. HOSTING

Contractor shall provide a secure web-hosted website with the ability to provide an extension for an NDOT Virtual Webstore that is also responsive with mobile devices. Site shall be accessible to NDOT employees for the purposes of ordering goods. The NDOT store will display merchandise and apparel available for purchase. Contractor website shall be easy to use and toggle. Contractor shall not charge monthly fees, require licenses to access the website through the link and/or limit the number of accounts or users at any one time.

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E. SCOPE OF WORK

The scope of work includes planning, implementation, maintenance, and support of a virtual store with a robust amount of item options for employees to choose from for private purchase and/or utilizing NDOT coupon codes/credits. Employees must be able to go to the Contractor's secure website to choose items for purchase with or without the use of a coupon code. Products should be customizable with approved NDOT logos when appropriate (Contractor shall indicate items capable of being branded with the NDOT logo on Attachment B).

The NDOT estimates spending around \$50,000.00 to \$75,000.00 annually through purchasing the Contractor's coupons.

NDOT does not have any specific requirements regarding inventory; Contractors shall bid according to their own business model.

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F. WORK PLAN

1. Contractor Responsibilities

Contractor shall:

- a. be regularly engaged in the business of providing a variety of branded products.
- b. develop and manage a virtual store for the sale of merchandise and apparel.
- c. agree to provide cost-effective items for employee purchase.
- d. provide a secure link to the website where employees can select items and place orders.
- e. oversee quality control of available products and branding.
- f. maintain online product ordering, tracking and proper billing.
- g. coupon code and balance/credit management.
- h. shipping and return of products.
- i. have a disaster/recovery plan should something happen to Contractor's products by natural disaster, lost in mail, damaged, stolen, fire, etc..
- j. possess any permits, licenses, and professional credentials necessary to perform the services as specified herein

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F. WORK PLAN

2. Coupon Codes

Contractor shall have or establish a coupon program specific to the NDOT which allows NDOT to 'award' employees a specific dollar amount to spend at the virtual store utilizing a coupon towards purchase. Any dollar amount beyond the coupon amount will be paid by the employee directly. Employees shall also be able to purchase from the store without a coupon as desired. Redeemed coupon codes shall be tracked in order for the Contractor to properly bill the NDOT for payment. If the total value of a coupon isn't used during a purchase, Contractor shall allow the remaining balance/credit to be used on a future purchase by the employee. Contractor shall be responsible for maintaining balance/credit records. Contractor shall not limit the number of coupons an employee can use at one time; NDOT employees shall be able to combine coupons for a single purchase. Contractor shall explain how they will meet this requirement, including how they will manage balance/credits, in Attachment A.

The following coupon codes shall be provided to the NDOT:

COUPON CODES	GIFTED DOLLAR AMOUNT
Safety20	\$20
Service40	\$40
Service50	\$50
Service75	\$75
Service100	\$100
Retirement100	\$100
Retirement150	\$150
Welcome25	\$25
Thank You50	\$50
Thank You100	\$100
On the Spot15	\$15
On the Spot20	\$20
On the Spot25	\$25

COUPON CODES	GIFTED DOLLAR AMOUNT
Excellence25	\$25
Excellence30	\$30
Excellence40	\$40
Excellence50	\$50
Excellence75	\$75
Excellence100	\$100
Excellence125	\$125
Excellence150	\$150
Excellence175	\$175
Excellence200	\$200
Excellence250	\$250
Loader50	\$50

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3. Order Fulfillment

Contractor shall provide a secure online website for NDOT employees to view products and place orders. There shall be no minimum spending requirements imposed on any order. All products viewable online shall include descriptions, apparel sizing charts, photographs, labeling and pricing. Contractor shall have a clear return policy in place and a plan to replace damaged or missing order items. Contractor shall honor manufacturer's warranty which may exist.

Describe bidder's secure online website for NDOT employees to view products and place orders with no minimum spending requirements imposed on any order. Include at a minimum description, photographs, labeling and pricing.

Describe bidder's plan to replace damaged or missing ordered items, including manufacturer's warranty if it exists.

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F. WORK PLAN
4. Payment Processing
The Contractor's virtual store shall be available to employees for private purchases and/or those with a valid coupon code. Any amount that exceeds the coupon amount will be the responsibility of the employee. Employee will be responsible for any tax due with purchase of goods if the cost falls outside of the coupon value. If the total value of a coupon isn't used during a purchase, Contractor shall maintain the balance(s) for future use by the employee.
Describe bidder's payment processing to allow employees to make private purchases and/or utilize a valid coupon code to apply to the purchase, as well as how balances will be maintained.

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F. WORK PLAN

5. Shipping Requirements

Contractor shall be capable of shipping to any location within the state of Nebraska. Products shall be shipped within fifteen (15) calendar days once an order has been submitted. In the event the Contractor encounters an unforeseen delay and is unable to meet the expected delivery date, Contractor shall notify both the Customer and the NDOT immediately. Contractor shall provide the Customer and the NDOT with the new anticipated delivery date and no additional costs shall be imposed on the NDOT or Customer. Ability to meet shipping time frame may impact scoring and contract award consideration. Bidders shall indicate the typical turn-around time frame for shipping.

Contractor must clearly disclose their approach to shipping charges, and may include, but not be limited to, the following options:

- a. Free standard shipping on all orders
- b. Free standard shipping on orders above a designated cost threshold
- c. Reduced or subsidised employee shipping rates
- d. Flat-rate shipping models
- e. Hybrid shipping approaches

Contractor must clearly explain their shipping method and delivery timeframes, how shipping charges are calculated and displayed to employees, any exclusions or limitations, and whether shipping costs are embedded in the product pricing. Shipping affordability, transparency and impact on the employee experience will be considered during evaluation.

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F. WORK PLAN

6. Returns

Qualifying returns include products which contain a defect in design, materials, or workmanship, and non-branded apparel returns. No returns are permitted for any branded apparel/merchandise unless there is a defect in design, material or workmanship and approved for return by the Contractor. Employees shall contact the Contractor by phone or email to obtain return authorization. Contractor shall provide return authorization documentation via email directly to the employee. If returns are authorized, the product(s) must be returned to the Contractor within thirty (30) days from receipt of the emailed return authorization. Contractor may refuse returned shipments which did not have prior approval.

Proper handling procedures must be used in the packing and shipping of all returns. Products must be returned in the same or equivalent container in which they were shipped. Customer retains title and assumes all risk of loss relating to products returned for replacement until the Contractor confirms receipt.

Contractor shall replace the product(s) once they receive the approved returned item. Note: No returns are permitted for any branded product(s) furnished correctly. **Contractors shall bid according to their own business model.**

Describe bidder's return policy for damaged products in transit or defective design, material or workmanship for products. Note: No returns are permitted for any product(s) furnished correctly.

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G. CORE/NON-CORE PRODUCTS

The Core List shall represent those products which the State wishes to establish as standard items based upon their value to the State in terms of quality and price. While the Core List identifies common items, it is not a complete list of items that could be offered for purchased by employees or the State, nor does it guarantee purchase of these products. The State reserves the right to add or remove items from the Core Item list based on purchase history. The State will not accept substitutions of the products listed on the Core List without prior written approval by the NDOT. Non-Core List items shall be defined as those additional items available from the Contractor not listed as part of the Core List.

The NDOT brand and logo should be capable of being displayed on all applicable items where available. Contractor shall ensure the ability to fulfill on-line orders.

Core Categories have been identified as follows:

1. Apparel;
2. Electronics;
3. Home Goods;
4. Toys/Games/Sporting Goods; and
5. Accessories/Miscellaneous.

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H. QUALITY – REQUIREMENTS AND BRANDS

Product quality must meet specifications and be consistent for the term of the contract. All materials must be of first quality, under standard production by the manufacturer and be of standard design, complete as regularly advertised and marketed and be of proven performance. A guarantee of satisfactory performance by the Contractor and meeting delivery dates are considered to be an integral part of the purchase contract resulting from this proposal invitation.

Contractor shall ensure quality is consistent in production of products. Products damaged in transit or those products which contain a defect in design, materials, or workmanship, are to be fully guaranteed and may be returned for replacement during the contract period with no additional charges to the NDOT.

Contractor shall bid name brand products and/or equivalent products using the brand name for the purpose of describing the standard of quality, performance, and characteristics desired and is not intended to limit or restrict competition. Examples of name brands include, but are not limited to: ***Carhartt, Keurig, Weber, DeWalt, Duluth, Under Armour, Yeti, Weber, Nike, Char-Broil, Adidas, North Face, KitchenAid, Coleman, Igloo, Champion, Titleist.***

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I. LOGO BRANDING REQUIREMENTS

The NDOT logo is the foundation of Nebraska's brand. Contractor shall be capable of placing approved NDOT logos on the products/apparel bid where applicable; Contractor shall indicate on Attachment B which available items can be branded. Contractor shall utilize the NDOT Branding Book for print requirements and regulations for all logos placed on products/apparel: <https://dotspot.nebraska.gov/media/4197/ndot-brand-book.pdf>. Electronic format logos will be provided upon start of the contract. Pre-production samples of both print and embroidery shall be provided to the NDOT for review within fifteen (15) days of the effective date of the contract.

Bidder shall acknowledge they can meet these requirements.

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J. PROJECT PLANNING & MANAGEMENT

1. Initial Project Management Plan

Essential to the success of the project is a solid plan and the management of that plan. The bidder shall prepare an Initial Project Management Plan to be submitted with the RFP Response. The bidder shall develop a viable Initial Project Management Plan according to industry standards and best practices that meet contractual requirements for successful implementation activities.

The Initial Project Management Plan shall address the same activities as the Project Management Plan, including the approach and methodology for the virtual store but with less detail. Bidder shall respond to the following requirements in Attachment A – Bidder Response Matrix providing a summary of approach and methodology for each:

- a. Project Management Plan addressing all elements;
- b. Kick-off meeting;
- c. Pre-production samples;
- d. Web-site development;
- e. Use of coupon codes with multiple values and balance(s)/credits
- f. Products;
- g. Order fulfillment;
- h. Shipping;
- i. Returns;
- j. Customer Service/Tech Support;
- k. On-Going Maintenance;
- l. Invoicing details including employee name, item ordered, shipping date, coupon code used amount owed by NDOT.

The Contractor will manage the project from beginning to end utilizing project management best practices to keep the project in scope, on-time, and in compliance with all requirements.

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M. CUSTOMER SERVICE/TECHNICAL SUPPORT

Contractor shall provide, at no additional cost to the State, phone and/or online customer service/technical support to the Nebraska Department of Transportation during normal business hours of Monday through Friday, 8:00 a.m. to 5:00 p.m. CST, excluding State holidays, for the duration of the contract period and any renewal periods. Support shall be defined as any customer service or technical issues that arise from the use of product fulfillment services (i.e., placing orders, order questions, returns, missing items, defective items, payment issues, etc.).

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N. ON-GOING ANNUAL MAINTENANCE

The Contractor shall provide, at no additional cost to the State, ongoing support to the NDOT for the duration of the contract. This includes maintaining the website and providing system/software updates as needed and where appropriate.

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O. REPORTS

It is preferred the NDOT virtual store have a module or dashboard which allows authorized NDOT HR staff on-demand access to run reports for, but not limited to, the following: purchases, delays in delivery, damaged products, returns, etc. If such module or dashboard is not available through the Contractor's system, please identify how this requirement will be met. Reports shall be in a format mutually agreeable to both parties.

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SECTION 3 - TECHNICAL APPROACH

The technical approach section of the Technical Proposal should consist of the following subsections while taking into account the entirety Section V within RFP 124588 Z6. *This description should be written in the Bidders own words and not just taken directly from the RFP.*

TECHNICAL APPROACH
a. Understanding of the Project Requirements.
In one's own words, the Bidder should present a detailed description of its understanding of the project requirements.

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TECHNICAL APPROACH
b. Project Management Approach
In one's own words, the Bidder should provide their proposed project management approach for their proposal.

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TECHNICAL APPROACH
c. Technical Considerations
In one's own words, the Bidder should describe any technical considerations for this scope of work.

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TECHNICAL APPROACH
d. Detailed Project Work Plan
In one's own words, the Bidder should describe a detailed project work plan for this scope of work.

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