

## Appendix D – RFP Particulars

### 1. The Deliverables

- 1.1. ISI, on behalf of its member institutions, is issuing this RFP for the acquisition of Disposable Paper (hand towels and toilet tissue) and Batteries used to operate specific towel dispensers for direct delivery to each participating member institution according to the requirements as detailed below on an as and when requested basis.
- 1.2. Hand towels must be compatible with the Georgia Pacific PRO enMotion® 10" Automated Touchless Paper Towel Dispenser (Manufacture Number: 59462) that are currently installed at each participating member's campus.
- 1.3. Toilet tissue must be compatible with the varied Georgia Pacific Tissue Dispensers (Manufacture Number: 56743, 56746, 56796, and 56744) that are currently installed at each participating member's campus.

### 2. Material Disclosures

#### 2.1. Member institutions:

2.1.1. Any one institution, any combination, or all of the below may be active participants in the ensuing agreement. Member institutions may be added, or deleted, as requirements may change throughout the contract period.

- 2.1.1.1. Acadia University, Wolfville, NS
- 2.1.1.2. Atlantic School of Theology, Halifax, NS
- 2.1.1.3. Cape Breton University, Sydney, NS
- 2.1.1.4. \*Dalhousie University, Halifax, NS and Faculty of Agriculture, Truro, NS
- 2.1.1.5. \*Holland College, Charlottetown, PEI
- 2.1.1.6. Memorial University of Newfoundland, St. John's, NL
- 2.1.1.7. Mount Allison University, Sackville, NB
- 2.1.1.8. \*Mount Saint Vincent University, Halifax, NS
- 2.1.1.9. NSCAD University, Halifax, NS
- 2.1.1.10. Nova Scotia Community College, Various locations throughout NS
- 2.1.1.11. Saint Mary's University, Halifax, NS
- 2.1.1.12. St. Francis Xavier University, Antigonish, NS
- 2.1.1.13. St. Thomas University, Fredericton, NB
- 2.1.1.14. Université de Moncton, Moncton, NB
- 2.1.1.15. Université Sainte-Anne, Church Point and Halifax, NS
- 2.1.1.16. University of Kings College, Halifax, NS
- 2.1.1.17. \*University of New Brunswick, Fredericton and Saint John, NB
- 2.1.1.18. \*University of Prince Edward Island, Charlottetown, PEI

\*Institutions that will participate at the beginning of this agreement are marked above with an asterisk.

## 2.2. Participation of Eligible Public Sector Entities

- 2.2.1.** The Supplier agrees to make the specified goods and / or services available to any public sector entity eligible to participate in this procurement process upon request. This obligation to allow participation by other public-sector entities does not extend to circumstances in which the Supplier would have to make capital or operational expenditures in order to accommodate subsequent requests for goods or services by public sector entities.
- 2.2.2.** Participation by an eligible public-sector entity with an executed adoption agreement will have their volume and account activities reviewed at the end of each contract year during the term of this Framework Agreement.
- 2.2.3.** The volume purchased by a public-sector entity will be included in the total purchase volume used to calculate any threshold price change. The Supplier will provide all applicable reporting (at the same intervals and format) for all participating public sector entities.
- 2.2.4.** For the purposes of this section, a public-sector entity means any provincial government or provincially funded entity in Nova Scotia, New Brunswick, Prince Edward Island, and Newfoundland and Labrador, including municipalities, universities, community colleges, school boards, health authorities, housing authorities, agencies, boards, commissions, and crown corporations.

## 2.3. Delivery Requests

- 2.3.1.** Each participating member has their unique delivery requests. Refer to **Appendix F** for detailed information in terms of drop off locations, ordering frequency, average drop off volume, annual disposable paper and battery consumption.

## 2.4. Quantities

- 2.4.1.** The annual quantities provided are based on participating member volume from the previous contract year. These volumes are estimates only for the coming contract year, are no guarantee and do not represent commitment by those members to participate in any contract going forward. Refer to **Appendix F** for detailed information.

## 2.5. Volume Usage Reporting:

- 2.5.1.** The Supplier will be responsible for providing volume reports to the Coordinating Entity reflecting the individual transactions of the participating members. These reports should be sent to the Coordinating Entity semi-annually. January 1st through June 30th (inclusive) will be due August 15th and July 1st through

December 31st (inclusive) will be due February 15th. The information shall be provided in an Excel format and shall be transmitted electronically. Failure to do so may result in cancellation of the agreement.

## **2.6. Key Performance Indicators (KPI):**

**2.6.1.** The Supplier will be responsible for providing Key Performance Indicator reports to the Coordinating Entity reflecting the Key Performance measures requested by the Coordinating Entity and agreed to by the Supplier. These reports should be sent to the Coordinating Entity semi-annually. January 1st through June 30th (inclusive) will be due August 15th and July 1st through December 31st (inclusive) will be due February 15th. More frequent reporting may be required during the implementation period or to address a specific performance objective. The failure to provide these reports shall constitute a substantial failure of performance and may result in the immediate termination of the contract.

**2.6.2.** At minimum the KPI report should include the following:

- 2.6.2.1.** On time delivery rate
- 2.6.2.2.** Order fill rate (percentage of orders filled complete on first shipment/total orders shipped)
- 2.6.2.3.** Percentage of order accuracy
- 2.6.2.4.** Invoice accuracy
- 2.6.2.5.** Percentage of items on back order
- 2.6.2.6.** Days required to fill back orders
- 2.6.2.7.** Reported number of issues and the associated timelines to solve these issues.

## **3. Mandatory Submission Requirements**

### **3.1. Submission Form (Appendix B)**

**3.1.1.** Each proposal must include a Submission Form (Appendix B) completed and signed by an authorized representative of the Proponent.

### **3.2. Pricing (Appendix C)**

**3.2.1.** Each proposal must include pricing information that complies with the instructions contained in Pricing (Appendix C).

### **3.3. RFP Particulars (Appendix D)**

**3.3.1.** Each proposal must include responses that following the same structure and numbering system as outlined in RFP Particulars (Appendix D).

### **3.4. Experience and References (Appendix E)**

- 3.4.1.** Each proposal must include the information contained in Appendix E. This information will be used as references and individuals listed may be contacted to verify performance.

## **4. Mandatory Technical Requirements**

### **4.1. Products Requirements:**

- 4.1.1.** Hand towels must be compatible with the current Georgia Pacific PRO enMotion® 10" Automated Touchless Paper Towel Dispenser (Manufacture Number: 59462) installed at each participating member's campus.
- 4.1.2.** Toilet tissue must be compatible with the varied Georgia Pacific Tissue Dispensers (Manufacture Number: 56743, 56746, 56796, and 56744) that are currently installed at each participating member's campus.

### **4.2. Pre-Conditions of Award**

- 4.2.1.** The successful Proponent is to outline any modification or addition to the Terms and Conditions contained within Appendix A – Framework Agreement, alterations should be marked on the document.
- 4.2.2.** Successful Proponent will submit all legal documents which would require participating members' sign off for review. All other documents need to be binding to the Framework Agreement and any contradictory terms are not permitted.
- 4.2.3.** Proponents must identify any binding agreements in place with any member for the provision of the deliverables that could impede that member from participating in any agreement that may result from this RFP. For agreements identified Proponents must also detail the process for those members to cease that agreement to be eligible to participate in any agreement resulting from this RFP. If not listed, ISI will deem there to be no such agreements in place with members.

### **4.3. Sample Request:**

- 4.3.1.** Proponents that are short listed, may be required to provide samples of products for testing and evaluation purposes. ISI may disqualify any Proponent who fails to provide samples if requested. Samples are to be provided FOB destination to an ISI member institution (to be determined) in their original packaging. All samples become the property of ISI and are to be provided at no expense.

**4.3.2.** During the term of the agreement, members may request product samples for testing and evaluation to ensure products meet their requirements and are suitable for their purpose. Product samples may also be required when evaluating new products, substitutions or alternatives. These product samples shall be provided to members at no cost. At the end of the evaluation, members are under no obligation to purchase these samples. Members may, however, choose to purchase the samples at discounted rates or the samples will be returned at the Supplier’s cost.

## 5. Rated Criteria

- 5.1.** The following sets out the categories, weightings and descriptions of the rated criteria of the RFP.
- 5.2.** Proponents may be short listed and invited to participate in an interview to support their ability to meet criteria as set out below.
- 5.3.** Proponents should provide the following responses in their proposal clearly noted and separated as follows:

| <b>Rated Criteria Category</b>                                   | <b>Weighting (Points)</b> |
|--|---------------------------|
| Experience and Qualifications                                    | 10                        |
| Service Deliverables and Service Expectations                    | 20                        |
| Logistics  | 5                         |
| Implementation, Communication Plan and Additional Rated Criteria | 5                         |
| <b>Pricing</b> (See Appendix C for details)                      | 60                        |
| <b>Total Points</b>  | <b>100</b>                |

### Important Note:

Responses should be limited to twelve (**12**) pages in **font size ten (10)**; any sample reports will be included in page limitation. Responses beyond the page limitation may not be considered.

#### **5.4. Experience and Qualifications**

- 5.4.1.** Detail the corporate qualifications and experience which would enable you to successfully provide the products requested in the RFP.
- 5.4.2.** Describe your experience providing Georgia Pacific Paper Products to other public sector entities of varying size and functionality (e.g., University, hospital, etc.).
- 5.4.3.** Outline the proposed customer service support infrastructure for ISI participating members, including the identification of the key contact(s), regional sales manager and any complementary inside sales support. Define the roles and responsibilities of each member of the customer service team. Provide brief assigned Account Managers biographies to demonstrate their capability to manage the scope of this RFP.
- 5.4.4.** Define the active environmental and sustainability programs currently in place within your organization, specifically those that will impact this agreement. Include a statement on sustainable development such as minimal packaging, recyclable packaging, or packaging may be returnable after delivery.
- 5.4.5.** Describe any third-party business partnerships that will be utilized to support this agreement. Including call centres, logistics organizations, and service organizations, etc.
- 5.4.6.** Provide a description of the escalation process that demonstrates your capability to resolve issues in a timely manner. Issues include but not limited to the following:
  - Failure to provide products within the agreed timeframe;
  - Failure to provide accurate invoicing;
  - Failure to provide sufficient training; and
  - Failure to respond to client requests.

#### **5.5. Service Deliverables**

- 5.5.1.** Specify your capabilities to meet the following preferred website functionalities and list any other features at no additional charge.
  - Allow ISI participating members to search an ISI specific Contractor's catalogue based on key word, brand name, description, etc.;
  - Provide ISI Contract Pricing;

- Allow ISI participating members to place an order on-line, with a secure means for storing procurement card information;
- Provide tracking/status information after an order is submitted;
- Provide real time inventory information when ISI participating members place the order online.

#### **5.5.2. Minimum Order**

ISI requests there be no minimum order fee. If any, Proponent should clearly state minimum order quantities.

#### **5.5.3. Define your capability to billing customization.**

### **5.6. Service Expectations**

The following sections outline members' service expectations. Please either confirm that you are in agreement with these expectations or specify if there are any deviations/inabilities to provide any of the expectations.

#### **5.6.1. Hand towels and toilet tissue should be Green Seal and UL Ecologo certified.**

#### **5.6.2. Members expect effective customer support including, but not limited to:**

- A dedicated team of resources available to handle queries, questions, and solve any issues that may arise throughout the term of the agreement.
- A toll-free customer support service.
- Semi-annual business review meeting with members; new innovations and/or best practices should be shared with members at these review meetings.
- Any inquiry should be handled promptly and communicated clearly to answer the question or resolve the issue.

#### **5.6.3. Communication:**

The Proponent should provide thirty (30) calendar days' notice to ISI for any changes to the agreement, which may include, but are not limited to:

- Changes to service coverage;
- Changes to service levels set up in the agreement;
- Changes and/or upgrades to on-line ordering tools; and
- Changes to account management resources.

#### **5.6.4. Product Ordering**

The Proponents should provide a variety of ordering mechanisms including, but not limited to:

- Online;
- By phone; and
- By email to a Supplier representative or central ordering centre.

#### **5.6.5. Product Delivery**

Delivery charges of any kind will not be accepted or paid. Please note some members have multiple drop locations on their campuses. For members' drop off locations, please refer to **Appendix F**.

The Supplier should take financial responsibility for any additional costs associated with multiple shipments for a single order.

The Supplier should deliver orders with correct products and quantities within the lead time.

Products will be packaged appropriately to ensure safe delivery. All deliveries must include a packing slip specifying the member's required information (e.g., name of the employee who placed the order, purchase order number, products and quantities ordered and shipped, back ordered products and quantities, if any).

#### **5.6.6. The Supplier should meet the following delivery requirements:**

- Pallets are to be 4-way pallets in good condition;
- The Supplier will remove empty pallets;
- The Supplier's delivery trucks must have lift gates.

#### **5.6.7. Back Order**

Back orders should be indicated at the time of the order confirmation with an estimated delivery date. Back orders shall not be charged for delivery.

The Supplier should ensure enough inventory on the core products and associated quantities listed in this RFP, to minimize back orders.

#### **5.6.8. Billing and Payment**

**5.6.8.1.** The Supplier must be able to do regular paper billing for ISI members.

**5.6.8.2.** The Supplier should accept payment by cheque, P-Card, Visa Payable Automation or Electronic Funds Transfer at no extra charge.

**5.6.8.3.** Members standard payment terms are net thirty (30) days. Different payment terms may be agreed to when executing the Adoption Agreement.

#### **5.6.9. Product Substitution**

**5.6.9.1.** The Supplier will only substitute products with approval from members.



## 5.7. Logistics

- 5.7.1.** Outline the programs in place to minimize the logistics costs to members. This should include establishing a delivery schedule that fits the Proponents' delivery route while meeting the needs of the membership. Proponents are to include their proposed delivery lead time in the table below:

*Indicate the lead time for deliveries in the Delivery Lead Time column (e.g., 3 business days, 1 week)*

|   | Delivery Lead Time |
|---|--------------------|
| Dalhousie University, Halifax, NS                       |                    |
| Dalhousie University, Faculty of Agriculture, Truro, NS |                    |
| Mount Saint Vincent University, Halifax, NS             |                    |
| University of New Brunswick, Fredericton NB             |                    |
| University of New Brunswick, Saint John, NB             |                    |
| University of Prince Edward Island, Charlottetown, PEI  |                    |
| Holland College, Charlottetown, PEI                     |                    |

- 5.7.2.** Outline the programs in place to ensure that any direct 3<sup>rd</sup> party shipments result in minimal logistics concerns, Proponents should address provisions to ensure that the Proponent is the importer of record for any cross-border shipments, member base documentation (i.e. PO#) is included on the shipment.
- 5.7.3.** The Proponents are expected to take financial responsibility for any additional costs associated with multiple shipments for a single order. If any additional costs apply, please identify them.
- 5.7.4.** Outline return policy and policy for damaged and/or lost goods; specify supplier and customer's responsibility related to return charges.
- 5.7.5.** Outline ownership of transportation vehicles that could provide delivery of products.
- 5.7.6.** Define the size and location of the various distribution centres that will be used to meet the demands of this agreement.
- 5.7.7.** Proponent is to identify how they measure logistics performance.
- 5.7.8.** Describe how safety stock levels are established for the items listed in this RFP.

## **5.8. Implementation Plan and Communication Plan**

- 5.8.1.** Outline the proposed implementation plan by adapting the Project Management approach to assist members ensuring an effective transition occurs from their existing provider to the new Supplier.
  
- 5.8.2.** Outline the timeframe required to set up contract pricing and customer account information in the Proponent’s system. The Proponent must establish unique customer/account identification numbers for use by each participating member at no additional charges. Some members may require (and Proponent shall accommodate) multiple customer/account numbers.
  
- 5.8.3.** Outline the available training options for ISI participating members at no additional charges. Training shall cover basic use of the website, performing searches, invoicing, credits, etc. Detail the initial training plan and ongoing training that shall be available for members during the terms of the agreement.

## **5.9. Additional Rated Criteria**

- 5.10.1.** Response will also be evaluated on the following:
  - 5.10.1.1.** Clarity and conciseness of Proponent’s response;
  - 5.10.1.2.** Completeness of the Proponent addressing all requested information;
  - 5.10.1.3.** Confidence in the Proponent’s ability to meet the requirements as outlined.
  
- 5.10.2. Value Add**
  - 5.10.2.1.** Provide any details that you may consider as having value added as it would apply to this RFP.
  - 5.10.2.2.** Proponents are invited to identify additional percentage discounts if total cumulative ordering volumes (by all Ordering Entities) exceed an amount specified. For example, if the volume of total orders exceeds that amount in any contract year, the offered discount will apply to future orders during the term of the agreement.