

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 solution utilizing an existing 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 NDOT branded merchandise and apparel. 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 through an online virtual store utilizing coupon codes. Employees must be able to go to the Contractor's secure website, log-in and be able to choose items for purchase with or without the use a coupon code to receive an NDOT item. All products shall be customizable with approved NDOT logos.

Products shall be available in an online virtual store where the employee can have access to select any item and be able to use a coupon toward the 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. The Contractor must provide customer service support for any issues that arise from the use of their product fulfillment services.

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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 their 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. delivery of products.
- h. have a disaster/recovery plan should something happen to Contractor's products by natural disaster, lost in mail, damaged, stolen, fire, etc.,
- i. 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. Redeemed coupon codes shall be tracked in order for the Contractor to properly bill the NDOT for payment.

The following coupon codes shall be provided to the NDOT:

COUPON CODES	GIFTED DOLLAR AMOUNT	COUPON CODES	GIFTED DOLLAR AMOUNT
Safety20	\$20	Excellence50	\$50
Service40	\$40	Excellence75	\$75
Service50	\$50	Excellence100	\$100
Service75	\$75	Excellence125	\$125
Service100	\$100	Excellence150	\$150
Retirement150	\$150	Excellence175	\$175
Welcome40	\$40	Excellence200	\$200
Thank You50	\$50	Excellence250	\$250
On the Spot15	\$15	Loader50	\$50
On the Spot20	\$20		
On the Spot25	\$25		

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F. WORK PLAN
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, photographs, labeling and pricing. Contractor shall have 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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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 charged to the employee. Employee will be responsible for any tax due with purchase of goods.
Describe bidder's payment processing to allow employees to make private purchases and/or utilize a valid coupon code to apply to the purchase.

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5. Shipping Requirements

Contractor shall be capable of shipping to any location within the state of Nebraska. Orders shall have free shipping for all items over \$10.00. 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.

Describe bidder's shipping process to all locations within the State of Nebraska at no additional shipping fee for items over \$10.00. Orders to be shipped within 15 calendar days once the order has been submitted; bidder shall indicate typical turn-around time frame for shipping. Also include bidder's process to notify both the customer and NDOT regarding any delays and include the new delivery date.

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F. WORK PLAN

6. Returns

With the sole exception of product(s) damaged in transit or those products which contain a defect in design, materials or workmanship, no returns are permitted for any product(s) correctly furnished by the Contractor. Authorization for return of a damaged product must be provided in writing by the Contractor. The request for return approval must include serial number, part number, product number (each as applicable), and full identification of product(s) to be returned. All return documentation must contain a Returned Materials Authorization ("RMA") number provided by the Contractor. If returns are authorized, the product(s) must be returned to the Contractor within **21** days of issuance of the RMA. Such RMA number and any accompanying RMA documents, the original invoice number, and a written explanation for the return must be included with the returned product(s) in order for the Contractor to inspect and approve the return. Contractor may refuse returned shipments which did not have approval for return, or which is not returned in accordance with these terms.

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 with the RMA number clearly visible on the package. 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) if, after Contractor's receipt and inspection of the returned product(s), the Contractor confirms the defect/damage is valid and approves the return.

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 purchase 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 must be displayed on all applicable items available. Contractor shall ensure the ability to fulfill on-line orders.

Core/Non-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:

- | | | | |
|-----------------|-----------------|-----------------|----------------|
| 1. Carhartt | 13. Ring | 25. Keurig | 37. Ray Ban |
| 2. Timberland | 14. Kindle | 26. Cuisinart | 38. DeWalt |
| 3. Duluth | 15. Apple | 27. Yankee Hill | 39. Makita |
| 4. Under Armour | 16. Eco Dot | 28. Yeti | 40. Weber |
| 5. Nike | 17. Google | 29. Titleist | 41. Char-Broil |
| 6. Adidas | 18. Xbox | 30. Auadair | 42. Nikon |
| 7. North Face | 19. Playstation | 31. Ugly Stick | 43. KitchenAid |
| 8. Eddie Bauer | 20. Fitbit | 32. Shimano | 44. Kenmore |
| 9. Van Heusen | 21. Android | 33. Coleman | 45. Farberware |
| 10. Tefal | 22. Patagonia | 34. RTIC | 46. Igloo |
| 11. Champion | 23. Pelican | 35. Jansport | 47. Marmot |
| 12. Amazon | 24. Panasonic | 36. Microsoft | 48. Mossy Oak |

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I. LOGO BRANDING REQUIREMENTS

The NDOT logo is the foundation of Nebraska's brand. Logos shall be on the products/apparel bid. 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
- f. Products;
- g. Order fulfillment;
- h. Shipping;
- i. Returns;
- j. Customer Service;
- 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
The NDOT virtual store shall 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.. 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 R216-22. ***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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