

**REQUEST FOR PROPOSALS FOR
TIRES, TUBES, AND SERVICES**

Issued by the **State of Iowa**
Solicitation Number **RFP0223005113**



Attachment 8 OFFEROR RESPONSE WORKSHEET

Offeror must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly below each question or prompt.** While supplementary marketing materials are neither requested nor desired, Offeror should provide all information necessary to demonstrate Offeror's ability to meet the requirements of this RFP and the RFP's Scope of Work.

1. Response to Mandatory Minimum Requirements

- A.** Offer shall be the Original Equipment Manufacturers (OEM) for a minimum of six (6) tires and tubes subcategories. **Please confirm you meet this requirement.**
1. Pursuit and Performance Tires
 2. Automobile/Passenger Vehicles
 3. Light Duty Trucks: Radial and Bias
 4. Medium Commercial/Heavy Duty Trucks/Buses
 5. Off-the-Road OTR: Radial and Bias
 6. Agriculture/Farm
 7. Industrial
 8. Specialty Tires
 9. EV Tires
 10. Retread
- B.** The quality for all tires shall be the equivalent or greater than Original Equipment Manufacturers (OEM) as original for automobiles, trucks, tractors, buses, backhoes, loaders, motor graders, and other heavy equipment. Tires supplied shall be marked with Federal Department of Transportation (DOT) compliance symbol. Tires shall conform to all applicable Federal Specifications. **Please confirm you meet this requirement.**

All tires in subcategories one (1) through nine (9) shall be new, unused and shall have been produced or manufacturer within the last one (1) year prior to delivery to the purchasing Entity. Should an Authorized Dealer deliver a tire(s) with a manufacturing date exceeding the one (1) year limit, the Authorized Dealer shall pick up the expired tire(s) and replace them with tire(s) that meet the manufacturing date requirement for no additional fee to the Purchasing Entity. **Please confirm you meet this requirement.**

All tires shall have the size, manufacturer's name, DOT number, serial number, and indication of body material molded in side-wall at time of cure. The application of any of the above by any other means such as branding, application of decals, etc. shall not be acceptable. **Please confirm you meet this requirement.**

Tires offered shall have been tested to meet or exceed American Society of Testing and Materials (ASTM) Standard F1922 for highway tires, F1923 for Off Road/Low Speed tires, and meet operations performance levels and marking requirements of Federal Standards FMVSS 109 for new pneumatic passenger tires, FMVSS 139 for new pneumatic radial tires for light vehicles, and FMVSS 119 for new pneumatic non-passenger Multi-Passenger Vehicles (MPVs), trucks, buses, and trailers. **Please confirm you meet this requirement.**

- C.** The Offeror shall provide a website dedicated to any Participating State that includes, but, is not limited to, services, cost, technical specifications, online ordering, and payment capability. **Please confirm you meet this requirement.**

The Offeror shall have a dedicated customer service representative(s) for the resulting Master Agreement. The representative shall be available to respond to all Participating Entity inquiries

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within two (2) business day. The representative shall be available to resolve any customer service issues. **Please confirm you meet this requirement.**

The Offeror shall report Key Performance Indicators (KPIs) measuring their customer service and response time. The KPI report shall be issued to the RFP Contract Administrator no later than sixty (60) days following the end of each calendar year. **Please confirm you meet this requirement**

A Contractor representative(s) shall attend an annual meeting with the Lead State Contract Administrator and sourcing team to review usage and discuss any issues that are occurring, if requested. The Contractor shall be prepared to discuss overall effectiveness of contract, total sales, and customer service. The representative shall be responsible to conduct and/or coordinate sales meetings, training sessions, and product demonstrations if required. **Please confirm you meet this requirement**

- D. Using Entities may have different agencies, departments, or divisions utilizing the goods and/or services provided by Offeror(s). Therefore, Offeror(s) shall be able to process multiple individual accounts and unique users within a Purchasing Entity. **Please confirm you meet this requirement**
- E. Offeror shall accept mailed and electronic payments/P-Cards and cannot charge additional transaction fees under this Master Agreement. Offeror shall accept each Participating Entity's payment terms established in their Participating Addendum. **Please confirm you meet this requirement.**
- F. Offeror shall agree to continue recruiting dealers to become Approved Distributors for Participating Entities for the duration of the Master Agreement. Offeror shall further agree to continue outreach with regards to the training of Approved Distributors on the terms and requirements of the Master Agreement and relaying billing procedures for each respective Participating Entity. **Please confirm you meet this requirement.**

2. Response to Technical Criteria

A. Experience, skills & qualifications

- 1. Provide evidence of your customers' satisfaction with your product or services.
 - a. Client retention rate during the past 3 years.
 - b. Customer surveys.
 - c. Vendor performance ratings.
- 2. Provide a brief history of your company.
- 3. Describe your company's growth during the past three years.
- 4. Describe your company's experience performing the same or similar Scope of Work or providing the same or similar Deliverables to other public sector customers.
- 5. Offeror shall demonstrate that it has the experience providing the same types of goods and/or services specific to governmental entities.
- 6. Letters of reference from three (3) previous public sector clients knowledgeable of the Offeror's performance in providing goods and/or services described in this RFP and a contact person, telephone number, and email address for each reference.
- 7. Describe your company's experience working with contracting cooperatives.

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B. Scope of Work

1. Describe your plan for meeting the Master Agreement Objectives identified in Attachment 2, Scope of Work.
2. Provide evidence of your ability to provide the Deliverables identified in the Scope of Work.
3. Describe your plan to meet Contractor Responsibilities and Tasks identified in the Scope of Work.

C. Service Area & Availability of Products

1. Describe the process, policies, or procedures used by the manufacturer to mitigate risks of running short of the materials needed to product the tires required to meet the need of the states participating in the NASPO ValuePoint Master Agreement.
2. How does the manufacturer and/or distributor determine regularly stocked items?
3. Describe the process and availability of non-stocked items at an Authorized Dealer.
4. Describe the manufacturer's ability to sell and service tires and tubes to the Participating States. The Offeror shall provide a list of sales and service within each Participating State. The list shall be sorted by city and state. The Offeror's list of Authorized Dealers with each state shall include location address, phone number, and provided services. Describe any geographic concerns; ability to service entire state.
5. Describe your ordering process and methods of order submission, including any online system through which Purchasing Entities can place and track Orders.
6. Describe your ability to support a decentralized system of Orders submitted from many end users in multiple states and locations.
7. Describe your return policy.

D. Education & Compliance of Approved Dealers

1. How does the manufacturer educate their Authorized Dealers about a cooperative contract?
2. Describe how a price increase is communicated to your Authorized Dealers.
3. Describe how the manufacturer shall ensure that all Authorized Dealers comply with the terms of the Master Agreement with regards to liability insurance requirements and warranty issues.
4. Describe how a Distributor responds to tire availability, deliver, and pricing discrepancies.

E. Customer Service

1. Offeror shall provide its hours of operation and when key account people shall be available to discuss contract, issues, or problems.
2. Offeror shall provide the names and responsibilities for each member on their government account team.
3. Offer shall describe how problem identification and resolution shall be handled at the manufacturer level and distributor level.

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4. Offeror shall explain how it shall service its account and describe the system it shall use to manage its account.
5. Offeror shall describe how it assesses customer satisfaction.
6. Offeror shall explain its quality assurance measures and how they are handled in its organization and Distributors.

F. Emergency Response and Roadside Assistance

1. Describe your company's emergency response and roadside assistance program?

G. Promotion of the NASPO ValuePoint Master Agreement

1. Describe your company's experience working with contracting cooperatives.
2. List the cooperatives through which you currently have a contract, and provide sales volume information for each. Identify any restrictions on pricing and sales imposed by your other cooperative contracts.
3. Describe how you intend to market your Master Agreement and encourage participation among potential Participating Entities, including state governments.
4. Describe how you intend to encourage usage of your Master Agreement by Purchasing Entities.
5. Describe your approach to negotiation of Participating Addenda. Describe the extent to which you provide Participating Entities flexibility in incorporating entity-specific language into their Participating Addenda (e.g., Do you require entities to provide statutory citations for their entity-specific language? Are you able to devote resources to simultaneous negotiation of multiple Participating Addenda?).

H. Green Initiative

1. Describe your company's experience with research and development for environmentally preferred products.

I. Government Employee Discount

1. If available, describe your company's program to provide a discount for government employees.