**REQUEST FOR PROPOSAL**

**VANDERBILT UNIVERSITY**

**Subject Name**

**RFP (VCT assigned number xxxxx)**

##### **Vanderbilt University Confidential**

The information contained within this Request for Proposal (RFP) is considered confidential. All recipients are advised against discussing the contents of this RFP with anyone other than those involved in constructing its response.

If you do not intend to respond to this RFP, either return all RFP documents to Vanderbilt or destroy all documents and delete all related electronic media.

If you elect to respond by annotating this RFP document, please fill out the Supplier information section.

|  |  |
| --- | --- |
| **Supplier Name** |  |
| **Mailing Address** |  |
| **Supplier Contact** |  |
| **Email address** |  |
| **Phone** |  |
| **Fax** |  |

1. **About Vanderbilt**

Vanderbilt University (hereinafter “Vanderbilt”) is an independent, privately supported research university in Nashville, Tennessee, providing innovative programs, state-of-the-art facilities and a supportive environment for interdisciplinary inquiry.

Vanderbilt comprises 10 schools, a public policy institute, a distinguished medical center and The Freedom Forum First Amendment Center. Vanderbilt offers undergraduate programs in the liberal arts and sciences, engineering, music, and education and human development, as well as a full range of graduate and professional degrees. Employing more than 3,488 full-time faculty, 396 part-time faculty and staff of more than 19,990, Vanderbilt is the largest private employer in Middle Tennessee and the second largest private employer based in the state.

1. **Project Scope**
   1. This project consists of the **[include a statement or paragraph defining the general nature of the project and your expectations of the Supplier]**
   2. All Vanderbilt facilities listed in this RFP will be included in this project. **[Include a list of the impacted locations as either an attachment or included in the body of this RFP document].**
   3. Vanderbilt prefers a single Supplier solution to provide **[insert product/service description].** However, Vanderbilt reserves the right to make a multiple Supplier award if we deem it to be in Vanderbilt’s best interest.
   4. Vanderbilt reserves the right to carve out any product/service that it determines could be more beneficially served as a separate program or in combination with another commodity program.
   5. The standard Vanderbilt Purchase Agreement will be used for this project. A copy will be furnished with this RFP.

# **General RFP Terms and Conditions**

* 1. Revisions to the Request for Proposal - In the event that it becomes necessary to revise any part of this RFP prior to the assigned response deadline, revisions will be provided by Procurement Services to all Suppliers involved in this project. Vanderbilt shall be the sole determinant of whether any revisions / addenda should be issued as a result of any question or other circumstances, and will extend the proposal deadline if, in Vanderbilt’s sole judgment, such information significantly amends this solicitation or makes compliance with the original deadline impractical.
  2. Ownership of Materials – Ownership of all data, materials and documentation originated and prepared for Vanderbilt pursuant to this RFP shall belong exclusively to Vanderbilt.
  3. Errors in Proposals - Vanderbilt will not be liable for any errors in Supplier proposals. Except during negotiations initiated by Vanderbilt, modifications to proposals will not be accepted after the deadline.
  4. Withdrawing Proposals - Suppliers may withdraw a proposal at any time prior to the deadline by submitting a written request to Vanderbilt from an authorized representative of the Supplier. After withdrawing a proposal, the Supplier may submit another proposal at any time prior to the proposal due date.
  5. It is the responsibility of all suppliers to ensure their proposals are received by Vanderbilt no later than the appointed hour and date for submission as stated in the Request for Proposal. Unless there are extenuating circumstances acceptable to Procurement Services, or it is deemed to be in the best interests of the university, late bids will not be accepted.
  6. Unsolicited proposals or counteroffers submitted after the proposal submission date will not be considered.
  7. Vanderbilt expressly reserves the right to reject any and all proposals or any portion thereof and to award contracts based on factors other than price. Neither receipt of a proposal nor failure to reject shall impose any legal obligation on Vanderbilt.
  8. Supplier’s submittal of their proposal certifies it is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a bid/offer for the same services and is in all respects fair and without collusion or fraud. Supplier agrees to abide by all conditions of this solicitation and certifies that the signatory is authorized to submit the proposal for the Supplier.
  9. Use of Vanderbilt Name **-** Supplier shall not use Vanderbilt’s name, logos or other trademarks in any marketing and/or advertising media without Vanderbilt’s written approval to do so.
  10. Suppliers are to direct all questions related to this RFP to the Vanderbilt contacts identified herein. Unauthorized contact, discussions or requests for meetings with any other Vanderbilt personnel during the bid process may result in the rejection of your proposal.
  11. Confidentiality**-** As an independent, privately supported research university, Vanderbilt University is not required to disclose contracts, RFP documents, proposals, or other purchasing documents to outside parties. All such materials are considered confidential and all requests for access to these materials will be declined. All suppliers are expected to maintain the confidentiality of all materials and correspondence with Vanderbilt regardless of whether or not any actual business is conducted. Vanderbilt does not conduct public bid openings.

1. **General RFP Requirements**
   1. RFP Schedule:

Release of RFP mm/dd 20\_\_

Intent to Bid due date mm/dd 20\_\_

Deadline for RFP Questions mm/dd 20\_\_

Supplier Proposal due date mm/dd 20\_\_

Anticipated Suppliers election date mm/dd 20\_\_

* 1. Intent to Bid

Suppliers should indicate by email or fax that they have received this RFP and have intentions of providing a proposal to Vanderbilt. Email or fax acknowledgement is required by mm/dd, 20\_\_. With this acknowledgment, Supplier should also indicate the name and contact information of the person within their organization who will be the liaison for correspondence and questioning following proposal submission.

An acknowledgement should be sent to:

Contact: Name, Title

Vanderbilt Procurement Services

Email: [name@ vanderbilt.edu](mailto:Brenna.Hildebrand@Vanderbilt.edu)

Phone: 615.xxx.xxxx

Fax: 615.343.6468

Suppliers are to review this RFP and reply with a formal proposal on the Supplier’s letterhead no later than mm/dd, 20\_\_. All proposals must be valid for at least 90 days from the bid submission date. Proposals are to be sent to the following address:

Name, Title

Vanderbilt University

Procurement Services

110 21st Avenue South

Suite 1110

Nashville, TN 37203

Postal Adressa:

VU Station B 357000

Nashville, TN 37235-7000

* 1. Pricing Proposals – The Supplier shall complete the attached Excel spreadsheet (Attachment A) containing the specified formulary items as follows:
     1. Pricing per each item
     2. Enter your pricing and comparable product data in the cells shaded gray.
     3. Enter all information directly into the relevant spreadsheet cells in “number” (two-place decimal), not “currency” or other format unless otherwise stated. That is, omit dollar signs, commas, and any other non-essential symbols. (e.g., $7.90 should be entered as “7.90”.)Prices must be:
* In US Dollars
* Valid for a minimum of 90 days from the date of submission
* Enter “n/a” to indicate not available or “0” if there is no charge. Cells left blank will be interpreted as “no bid”.
  + 1. Do not make any changes to the electronic Excel file formats, including adding rows or columns, changing column headers, and inputting text in numeric fields. Comments made on the spreadsheets will be ignored.
    2. All prices should include all associated delivery and shipping costs.
    3. Firm Pricing – Pricing for Formulary products are expected to be held firm for at least one year. Prices to be adjusted annually.
    4. All Other Discounts - Supplier shall provided a commodity listing with detailed price discounts listed for all products not included on this spreadsheet. Please explain how your organization approaches and calculates these discounts specific to each commodity.
    5. Supplier shall propose a standard schedule and model for determining price increases. Prior to negotiating this schedule, Supplier shall understand that Vanderbilt will only allow for price changes per the schedule regardless of changes in market prices. Documentation supporting all price changes shall be provided to Vanderbilt Procurement department prior to the implementation of the changes.
  1. Proposal Format and Content - Your firm must submit the following items by hh:mm PM CST on mm/dd 20\_\_, at the location and/or email address indicated above:

1. Two (2) HARD copies of your proposal[optional]
2. One (1) ELECTRONIC copy of your proposal via email, CD-ROM or flash drive. Proposals must be in Microsoft Word or Excel format as appropriate or specified in the RFP. A copy of your proposal should also be submitted in PDF file format as reference.
   1. This RFP describes the minimum content and general format for responding to our RFP. Your reply shall be submitted in the format requested with all questions answered in detail. Elaborate format and binders are neither necessary nor desired. Legibility, clarity, and coherence are more important. Your proposal should present information in the order requested in the RFP. **It is mandatory that each Supplier conforms to the same numbering format as used in this RFP** so that responses correlate to the same paragraph in the RFP requirements. This will make your proposal more “evaluator friendly” to the team conducting the proposal response evaluation.
   2. Whenever a question is asked in the RFP subparagraphs, or a requirement stated by the uses of the phrase **“The Supplier shall”,** the Supplier is expected to respond to these items and answer these as fully and completely as possible. Failure to do so may deem your proposal as “non-responsive” to that requirement.
   3. Any questions or clarification must be submitted in writing or by email to [Purchasing Agent’s name] at the address indicated in section 4.2.Responses to questions will be through email. A copy of the question and response will be sent to all Suppliers. Any verbal communication between Suppliers and Vanderbilt employees is not binding in any way to this RFP or any subsequent contract.
   4. Supplier Selection Criteria - Bids are evaluated and award decisions made in the best overall interest of Vanderbilt. Vanderbilt reserves the right to reject any and all bids in whole or in part and to waive any informality in the bid process. The selection process for this RFP may involve assigning a relative point value to the following criteria:

* Completeness of Supplier Proposal
* Acceptance of the Vanderbilt Purchase Agreement as the binding contract
* Pricing (including discounts, inclusiveness of program, rebates, other incentives)
* Performance Metrics and guarantees
* Performance Reporting capabilities
* Commitment of resources to Vanderbilt account
* Supplier financial performance and stability
* Evidence of continuous process improvement and quality assurance
* Prior experience in servicing Vanderbilt or other similar customers
* Diversity offerings or support
* Product Offering
* Technical capability and ability to support eProcurement functions
* Customer Service and Problem Solving techniques

*[NOTE: The supplier selection criteria should be customized to meet the specific requirements of each RFP. The use of the standard RFP Proposal Matrix is recommended for proposal evaluations purposes.]*

1. **Statement of Work**
   1. This project consists of the **[insert the general description of the products/services or work expected from the Supplier]** All Vanderbilt facilities listed below will be included in this project.
   2. **Product Specifications**
      1. All products furnished by Supplier shall be**…. [ begin product specifications].**
   3. **Quality and Service Standards**
      1. Describe how Vanderbilt departments will interface with your Customer Service team. Where will the Customer Service team be located?
      2. How do you propose to provide back-up coverage to ensure acceptable service levels when workload volume is particularly high or when the Account Manager is not available?
      3. Describe the processes you have in place for both electronic and faxed orders to ensure:

Orders are correctly identified and labeled

Correct items and quantities are shipped to the correct address in a timely manner

Customers are notified that orders are incomplete or on backorder

* + 1. What is your cut off time for orders to have next day desktop delivery?
    2. Describe your process for handling emergency orders.
    3. How will you track and report quality control issues? Who is responsible for reporting problems?
    4. What are your normal business hours for telephone Customer Service?
    5. How will you provide emergency assistance outside of normal business hours?
    6. What are the service requirements for handling emergency orders?
    7. Describe your primary warehousing facilities that will support Vanderbilt’s business including location, size and number of SKUs stocked.
  1. **Implementation, Work and Disaster Recovery Plans**
     1. Describe in detail your implementation plan for this program:
        + Time needed for full implementation
        + eProcurement set up including a dedicated Vanderbilt punch out site
        + Deployment of a dedicated Customer Service Team
        + Development of a Marketing Plan to gain share
     2. From your perspective, list the critical success factors for implementation and those factors that could prevent the success of the implementation plan.
     3. What training and related user materials will you provide to Vanderbilt staff that will be using your ordering system and services?
     4. Describe the efforts you would make toward continuous improvement.
     5. Do you have a practical and viable *Continuity of Operations/Disaster Back-Up and Recovery Plan* in the event of disrupted services (e.g., if the Web-based ordering system became unavailable for more than 24 hours; if weather conditions or labor contract disputes indicate shipping delays of more than 24 hours, etc.)? If yes, provide a copy with your proposal.
  2. **eProcurement and Electronic Commerce Requirements**
     1. In 2005 Vanderbilt deployed an eProcurement system for electronic shopping and order placement via a hosted eCatalog and punch out connections to selected high volume suppliers. Orders are placed to supplier(s) via cXML or by a 3rd party fax service. Suppliers receiving cXML orders also issue cXML invoices for electronic payment. Vanderbilt requires the supplier(s) selected for this contract to be capable of the following eCommerce requirements:
* Receiving and processing cXML purchase orders
* Transmitting cXML invoices
* Providing a Vanderbilt-specific punch out shopping site
* Punch out site to have the capability of restricting access on a product line or commodity basis
* Meeting all eCommerce technical requirements as documented in the attached specification documents.
* Supplier to furnish a detailed proposal addressing all technical requirements and a transition plan to establish full eCommerce connectivity. Proposal must include information on the Vanderbilt-specific punch out site.
  + 1. Purchase Cards (Pcard) - Suppliers will be required to accept Pcards orders. Vanderbilt’s program is administered by US Bank Master Card.
    2. Paper Purchase Orders - These orders are faxed manually by Procurement to suppliers. Vanderbilt desires to have these orders processed and invoiced electronically via cXML if possible.
  1. **Products and Distribution Requirements (optional)**

Vanderbilt currently has deployed a product formulary with approximately \_\_\_\_\_\_\_ line items (These are included in the Product Spreadsheet). All other products are offered as specific discounts from the Manufacturer’s List Price schedules.

* + 1. Supplier shall propose discounts by product line. Proposals to include the means to confirm pricing accuracy during the contract.
    2. Supplier will provide a detailed logistics plan including warehousing, delivery schedules, trucks and delivery personnel required to accommodate next day desk top delivery service.
  1. **Customer Service Plan**

It is the goal of Vanderbilt to deploy the most robust customer service program as possible. Communication between the Supplier and Vanderbilt is a key component to the reduction of customer dissatisfaction. Please describe your programs and methods for addressing the following service issues:

* + 1. Pricing complaint from a customer that was price shopping with a local non-contract supplier charging less for the same item
    2. Backorders and out of stock items
    3. Return policy for incorrect items
    4. Late shipments
    5. Warranty returns for defective products
    6. Return / restocking policy for unused products
  1. **Performance Reporting**

Vanderbilt and the Supplier will meet quarterly to review program performance and conduct a periodic SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis for the account. Your proposal must detail your performance capabilities and include sample reports demonstrating your capabilities. Supplier shall have at a minimum, the ability to track and report performance statistics for the following categories:

* + 1. Order Fill Rates (Formulary and all other products)
    2. Order delivery cycle time
    3. Average Order Size
    4. Commodity and SKU level sales data
    5. Order volume by Order method
    6. Customer Service issues and feedback
    7. Commodity Pricing Trends and Changes
    8. Returned product information
    9. All reports to be made available in Excel files for further analysis
  1. **Environmental Sustainability Programs**

Vanderbilt is committed to implementing environmentally sustainable programs including the purchase of “green” products whenever possible. The details of our university-wide initiative are available at: <http://www.vanderbilt.edu/sustainvu/>

* + 1. Supplier shall identify on their web site and printed catalogs all products that are considered “green” or contain post-consumer recycled content.
    2. Please provide details on any current green initiatives you may have with other large customers that you would propose implementing at Vanderbilt.

1. **General Terms and Conditions**
   1. A Tennessee State Sales Tax exemption form will be issued in the event of a contract award.
   2. Payment Terms - Terms of Payment shall be Net 45 Days from the date of the invoice.If discounts for accelerated payment are offered, it must be clearly indicated in the proposal.
   3. Any contract resulting from this solicitation shall be governed in all respects whether as to validity, construction, capacity, performance or otherwise by the laws of the State of Tennessee.
   4. All Supplier Account Managers must register with the Medical Center Vendor Liaison office for proper identification prior to conducting business in any Medical Center facilities including Vanderbilt University Hospital and the Monroe Caroll Jr. Children’s Hospital at Vanderbilt. Program details are available at this link:

<http://www.vanderbilt.edu/procurement/procurement/liaison.shtml>

* 1. Campus Map - Vanderbilt offers an interactive [University Map and Building Directory](http://www.vanderbilt.edu/map/entry.html) for your convenience.
  2. Parking Policy and Delivery / Parking Map - Parking policies for Suppliers and Contractors is determined by the two Traffic and Parking departments for the Medical Center and University central campus:

[Medical Center Traffic & Parking Policy](http://www.mc.vanderbilt.edu/root/vumc.php?site=medcenterparking)

[University Central Traffic & Parking Policy](http://www.vanderbilt.edu/traffic_parking/)

A Map detailing all loading docks, service entrances and other entrances suitable for commercial deliveries is located at [Supplier Delivery / Parking Map](http://cpc-fis.vanderbilt.edu/pdf/VendorPkgSymbolsfinal.pdf)

All deliveries to VanderbiltUniversityHospital and the Monroe Caroll Jr. Children’s Hospital at Vanderbilt must be scheduled with the appropriate dock master prior to delivery.

1. **Supplier Profile Information**
   1. Financial Performance –Vanderbilt assesses the financial performance of current and potential Suppliers as part of the Supplier selection process.You will need to provide the following information:
      1. A copy or link to your latest Annual Report or other documentation describing your current and projected financial performance.
      2. Complete the financial information profile below by furnishing the appropriate performance ratios. It is not necessary for you to provide the actual numbers unless you choose to do so. Only the ratios are required.

|  |  |  |  |
| --- | --- | --- | --- |
| **Financial Data** | **2008** | **2009** | **2010** |
| **Working Capital / Total Assets** |  |  |  |
| Retained Earnings / Total Assets |  |  |  |
| Earnings Before Interest & Taxes /  Total Assets |  |  |  |
| Market Value of Equity /  Book Value of Debt |  |  |  |
| Sales $ / Total Assets |  |  |  |
| Total Assets |  |  |  |

* 1. Company Structure – Describe the structure of your company. Is your company privately owned, an owner/agent or part of a franchise?
     1. If your company is part of a franchise what is your relationship with the parent company?
     2. If your company is an owner/agent how does your operation relate to the parent company?
  2. Customer References – Please provide a minimum of three customer references (including contact information) whose business profile is similar in size and scope as represented by this RFP.References from other colleges or universities or large medical service providers are especially desired.
  3. Vanderbilt seeks to provide maximum business opportunities for Minority, Disadvantaged and Small Business Enterprises either as Tier 1 (direct) or as Tier 2 (Indirect) suppliers. The Vanderbilt Supplier Diversity Program (SDP) promotes participation by diversity suppliers as well as cooperative partnerships with mainstream suppliers. Information on our Supplier Diversity Program is available at our web site:

<http://www.vanderbilt.edu/procurement/diversity/default.shtml>

* + 1. Is your company considered a Minority, Disadvantaged or Small Business Enterprise? If yes, please specify type and certification.
    2. Does your company have a Supplier diversity program? If yes, provide program information.
    3. Diversity Partnerships – Describe your partnerships with diversity suppliers and how you would propose to structure a similar program for Vanderbilt.
  1. Please state any added value incentives your company is willing to offer Vanderbilt to set you apart from your competition.
  2. List all exceptions taken to any portion of this Request for Proposal, or to any portion of the terms and conditions herein referred to. Unless specifically identified and stipulated here, Vanderbilt assumes that all portions of this Request for Proposal and terms and conditions herein referred to have been accepted by Supplier.

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Thank you for your participation in this Request for Proposal.