

Section N – Technical Proposal

Janitorial Supplies and Equipment - Questionnaire Worksheet

This worksheet is intended for prospective Contractors to outline their relevant experience and capabilities in alignment with the solicitation's requirements. The information provided must be comprehensive and directly address all specified requirements. The information submitted should be organized with priority given to the most important and relevant experience listed first.

1.0 Pricing (300 points)

Requirement	Proposer's Response
Market Basket Pricing – Janitorial Supplies Provide completed pricing for the Janitorial Supplies Market Basket and describe how the proposed pricing reflects competitive, best-value pricing for high-use janitorial products.	
Market Basket Pricing – Housekeeping Provide completed pricing for the Housekeeping Market Basket and describe how the proposed pricing reflects competitive, best-value pricing for housekeeping and facility maintenance products.	
Market Basket Pricing Methodology Describe the methodology used to develop pricing for both Market Baskets, including confirmation that pricing is based on manufacturer published list prices less applicable discounts, where applicable.	
Consistency Between Market Baskets and Pricing Catalog Explain how pricing consistency is maintained between the two Market Baskets and the proposed catalog discount pricing for non-market-basket items.	
Catalog Discount Pricing Structure Describe your proposed catalog discount structure applicable to all products not included in the Market Baskets, including how discounts are applied across product categories.	
Pricing Transparency and Auditability Explain how your pricing structure supports transparency and auditability, including the availability of manufacturer published list prices and documentation supporting discounts.	

Price Firmness and Decreases Describe how price firmness is maintained for Market Basket pricing and catalog discounts, and explain how manufacturer list price decreases are automatically passed through to participating entities.	
Price Increase Controls Describe your process for requesting and implementing price increases, including compliance with annual limitations and documentation requirements outlined in the solicitation.	
Promotional, Rebate, and Volume Programs Identify any rebates, incentives, promotional pricing, or volume programs available to cooperative participating agencies and explain how such programs interact with Market Basket and catalog pricing.	
Equitable Cooperative Pricing Explain how your pricing model ensures fair and equitable pricing for participating agencies of varying size, geographic location, and purchasing volume, including confirmation of compliance with freight, surcharge, and fee limitations.	

2.0 Product Offering and Quality (200 Points)

Requirement	Proposer's Response
Describe the overall breadth of janitorial supplies and related equipment available through your proposed catalog.	
Explain how your product offering supports the operational needs of utilities, treatment facilities, and industrial environments.	
Identify the major manufacturers and brands included in your offering and explain how they align with the reference brand standards.	
Describe your approach to offering OEM products alongside approved equivalent alternatives.	
Explain how private label products are identified and controlled to ensure compliance with performance and quality requirements.	

Describe the documentation provided to support product specifications, certifications, and compliance.	
Explain how product compatibility with commonly used dispensers and equipment is ensured.	
Describe how discontinued or end-of-life products are managed and communicated to participating entities.	
Explain how you assist participating agencies with product standardization efforts when requested.	
Confirm that all products offered comply with applicable safety, environmental, and regulatory requirements.	

3.0 Ordering and E-Commerce Capabilities (150 Points)

Requirement	Proposer's Response
Describe your online ordering platform and its availability to participating agencies.	
Explain how product information, pricing, discounts, and availability are displayed within your ordering system.	
Describe the system controls available for user permissions and account management.	
Explain how configurable approval workflows are implemented and managed.	
Describe your compliance with PCI, SOC II, or equivalent security standards.	
Explain how procurement cards (P-Cards) and electronic funds transfer (EFT) payments are supported.	
Describe how catalog updates, discontinued items, and pricing changes are reflected in your system.	
Explain how order confirmations and acknowledgments are generated and delivered.	
Describe any in-store or over-the-counter purchasing options available to participating agencies, if applicable.	
Explain how your system supports accessibility and ease of use for a wide range of public-sector users.	

4.0 Delivery and Logistics (100 Points)

Requirement	Proposer's Response
Describe your standard delivery timelines for in-stock items under this cooperative contract.	
Explain your capability to provide next-day or expedited delivery when required.	
Describe how delivery performance is maintained across multiple geographic regions.	
Explain your inventory management practices and how they support just-in-time delivery.	
Describe your order tracking and shipment visibility tools.	
Explain how back-ordered items are identified and communicated to ordering entities.	
Describe your process for managing partial shipments and ensuring cost neutrality.	
Explain how delivery errors, shortages, or damages are corrected.	
Describe any geographic limitations or third-party carrier dependencies that may affect delivery.	
Explain how delivery performance metrics are monitored and improved over time.	

5.0 Customer Service and Support (50 Points)

Requirement	Proposer's Response
Describe the customer service structure supporting this cooperative contract.	
Explain the roles of national versus regional account representatives.	
Describe typical response times for customer inquiries and issue resolution.	
Explain how customer service performance is monitored and managed.	
Describe your billing and invoicing processes and controls for accuracy.	
Explain how invoice discrepancies are handled and resolved.	
Describe your return and refund policy, including any limitations or exclusions.	
Explain how customer complaints or escalations are managed.	

Describe training provided to customer service staff supporting public-sector clients.	
Explain how participating agencies can access ongoing support throughout the contract term.	

6.0 Contract Risk and Miscellaneous (100 Points)

Requirement	Proposer's Response
Confirm your acceptance of the cooperative contract terms as issued, including renewal provisions.	
Identify any requested exceptions to contract terms and provide justification.	
Describe your insurance coverage and liability protections applicable to this contract.	
Explain your business continuity and risk mitigation strategies.	
Describe your organization's financial stability and ability to support a nationwide cooperative.	
Explain how consistent pricing is maintained across all public-sector cooperative participating agencies.	
Describe internal controls used to ensure contract compliance.	
Explain how disputes or contract issues are resolved.	
Describe your experience supporting similar cooperative or multi-agency contracts.	
Explain how contractual risk is minimized for participating entities.	

7.0 Sustainability (50 Points)

Requirement	Proposer's Response
Describe your organization's sustainability policies and initiatives.	
Identify environmentally preferable products available under this contract.	
Explain how third-party certifications are verified and maintained.	
Describe how sustainability attributes are identified within your catalog.	

Explain how regulatory compliance related to environmental requirements is ensured.	
Describe efforts to reduce packaging waste and transportation impacts.	
Explain how participating agencies can identify compliant products for local sustainability mandates.	
Describe reporting or documentation available to support sustainability claims.	
Explain how sustainability considerations are balanced with performance requirements.	
Describe any continuous improvement efforts related to environmental responsibility.	

8.0 Marketing and Implementation (50 Points)

Requirement	Proposer's Response
Describe your proposed marketing and implementation plan for launching this cooperative contract.	
Explain how participating agencies will be informed of and onboarded to the contract.	
Describe your strategy for transitioning existing public-sector customers to this award.	
Explain how internal sales and support teams will be trained on contract requirements.	
Describe coordination between national and regional sales teams for this contract.	
Explain how implementation progress will be tracked and measured.	
Describe tools or materials provided to assist participating agencies during implementation.	
Explain how participant feedback will be collected and addressed post-award.	
Describe your experience implementing similar cooperative contracts.	
Explain how adoption and utilization of the contract will be supported over time.	