



University of  
**Kentucky**<sup>®</sup>  
*Procurement Services*

Request for Proposal  
UK-2520-25  
Proposal Due Date – 6/17/2025

Office Supply Program



## REQUEST FOR PROPOSAL (RFP)

**ATTENTION: This is not an order. Read all instructions, terms and conditions carefully.**

<b>PROPOSAL NO.:</b>	<b>UK-2520-25</b>	<b>RETURN ORIGINAL COPY OF PROPOSAL TO:</b>
<b>Issue Date:</b>	<b>4/29/2025</b>	<b>UNIVERSITY OF KENTUCKY</b>
<b>Title:</b>	<b>Office Supply Program</b>	<b>PROCUREMENT SERVICES</b>
<b>Purchasing Officer:</b>	<b>Patricia Pflug</b>	<b>411 S LIMESTONE</b>
<b>Phone:</b>	<b>859-257-5409</b>	<b>ROOM 322 PETERSON SERVICE BLDG.</b>
<b>Email:</b>	<b>Prpf222@uky.edu</b>	<b>LEXINGTON, KY 40506-0005</b>

**IMPORTANT: PROPOSALS MUST BE RECEIVED BY: 6/17/2025 3 P.M. LEXINGTON, KY TIME.**

### NOTICE OF REQUIREMENTS

1. The University's General Terms and Conditions and Instructions to Bidders, viewable at <https://purchasing.uky.edu/bid-and-proposal-opportunities>, apply to this RFP. When the RFP includes construction services, the University's General Conditions and Special Conditions for Construction and Instructions to Bidders, viewable at <https://purchasing.uky.edu/bid-and-proposal-opportunities>, apply to the RFP.
2. Contracts resulting from this RFP must be governed by and in accordance with the laws of the Commonwealth of Kentucky.
3. Any agreement or collusion among offerors or prospective offerors, which restrains, tends to restrain, or is reasonably calculated to restrain competition by agreement to bid at a fixed price or to refrain from offering, or otherwise, is prohibited.
4. Any person who violates any provisions of KRS 45A.325 shall be guilty of a felony and shall be punished by a fine of not less than five thousand dollars nor more than ten thousand dollars or be imprisoned not less than one year nor more than five years, or both such fine and imprisonment. Any firm, corporation, or association who violates any of the provisions of KRS 45A.325 shall, upon conviction, be fined not less than ten thousand dollars or more than twenty thousand dollars.

### AUTHENTICATION OF BID AND STATEMENT OF NON-COLLUSION AND NON-CONFLICT OF INTEREST

I hereby swear (or affirm) under the penalty for false swearing as provided by KRS 523.040:

1. That I am the offeror (if the offeror is an individual), a partner, (if the offeror is a partnership), or an officer or employee of the bidding corporation having authority to sign on its behalf (if the offeror is a corporation);
2. That the attached proposal has been arrived at by the offeror independently and has been submitted without collusion with, and without any agreement, understanding or planned common course of action with, any other Contractor of materials, supplies, equipment or services described in the RFP, designed to limit independent bidding or competition;
3. That the contents of the proposal have not been communicated by the offeror or its employees or agents to any person not an employee or agent of the offeror or its surety on any bond furnished with the proposal and will not be communicated to any such person prior to the official closing of the RFP;
4. That the offeror is legally entitled to enter into contracts with the University of Kentucky and is not in violation of any prohibited conflict of interest, including, but not limited to, those prohibited by the provisions of KRS 45A.330 to .340, and 164.390;
5. That the offeror, and its affiliates, are duly registered with the Kentucky Department of Revenue to collect and remit the sale and use tax imposed by Chapter 139 to the extent required by Kentucky law and will remain registered for the duration of any contract award;
6. That I have fully informed myself regarding the accuracy of the statement made above.

### SWORN STATEMENT OF COMPLIANCE WITH CAMPAIGN FINANCE LAWS

In accordance with KRS 45A.110 (2), the undersigned hereby swears under penalty of perjury that he/she has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky and that the award of a contract to a bidder will not violate any provision of the campaign finance laws of the Commonwealth of Kentucky.

### CONTRACTOR REPORT OF PRIOR VIOLATIONS OF KRS CHAPTERS 136, 139, 141, 337, 338, 341 & 342

The contractor by signing and submitting a proposal agrees as required by 45A.485 to submit final determinations of any violations of the provisions of KRS Chapters 136, 139, 141, 337, 338, 341 and 342 that have occurred in the previous five (5) years prior to the award of a contract and agrees to remain in continuous compliance with the provisions of the statutes during the duration of any contract that may be established. Final determinations of violations of these statutes must be provided to the University by the successful contractor prior to the award of a contract.

### CERTIFICATION OF NON-SEGREGATED FACILITIES

The contractor, by submitting a proposal, certifies that he/she is in compliance with the Code of Federal Regulations, No. 41 CFR 60-1.8(b) that prohibits the maintaining of segregated facilities.

**SIGNATURE REQUIRED:** This proposal cannot be considered valid unless signed and dated by an authorized agent of the offeror. Type or print the signatory's name, title, address, phone number and fax number in the spaces provided. Offers signed by an agent are to be accompanied by evidence of his/her authority unless such evidence has been previously furnished to the issuing office

<b>DELIVERY TIME:</b>	<b>NAME OF COMPANY:</b>	<b>DUNS #</b>
<b>PROPOSAL FIRM THROUGH:</b>	<b>ADDRESS:</b>	<b>Phone/Fax:</b>
<b>PAYMENT TERMS:</b>	<b>CITY, STATE &amp; ZIP CODE:</b>	<b>E-MAIL:</b>
<b>SHIPPING TERMS: F. O.B. DESTINATION PREPAID AND ALLOWED</b>	<b>TYPED OR PRINTED NAME:</b>	<b>WEB ADDRESS:</b>
<b>FEDERAL EMPLOYER ID NO.:</b>	<b>SIGNATURE:</b>	<b>DATE:</b>

## Table of Contents

1.0 DEFINITIONS .....	6
2.0 GENERAL OVERVIEW.....	7
2.1 Intent and Scope .....	7
2.2 University Information.....	8
2.3 Economic Engagement and Procurement .....	11
3.0 PROPOSAL REQUIREMENTS.....	12
3.1 Key Event Dates.....	12
3.2 Offeror Communication .....	12
3.3 Offeror Presentations .....	13
3.4 Preparation of Offers .....	13
3.5 Proposed Deviations from the RFP .....	13
3.6 Proposal Submission and Deadline .....	13
3.7 Modification or Withdrawal of Offer.....	14
3.8 Acceptance or Rejection and Award of Proposal .....	14
3.9 Rejection .....	14
3.10 Addenda.....	15
3.11 Disclosure of Offeror's Response .....	15
3.12 Restrictions on Communications with University Staff .....	15
3.13 Cost of Preparing Proposal.....	15
3.14 Disposition of Proposals .....	15
3.15 Alternate Proposals .....	16
3.16 Questions .....	16
3.17 Section Titles in the RFP .....	16
3.18 No Contingent Fees.....	16
3.19 Proposal Addenda and Rules for Withdrawal.....	16
3.20 Requirement to Perform Vendor Onboarding and Registration.....	16
4.0 PROPOSAL FORMAT AND CONTENT .....	17
4.1 Proposal Information and Criteria .....	17
4.2 Signed Authentication of Proposal and Statements of Non-Collusion and Non-Conflict of Interest Form .....	17
4.3 Transmittal Letter .....	17

4.4	Executive Summary and Proposal Overview .....	18
4.5	Criteria 1 - Offeror Qualifications .....	19
4.6	Criteria 2 – Services Defined .....	20
4.7	Criteria 3 – Financial Proposal.....	21
4.8	Criteria 4 – Evidence of Successful Performance and Implementation Schedule .....	22
4.9	Criteria 5 – Other Additional Information.....	22
5.0	EVALUATION CRITERIA PROCESS.....	23
6.0	SPECIAL CONDITIONS.....	24
6.1	Contract Term .....	24
6.2	Effective Date .....	24
6.3	Competitive Negotiation .....	24
6.4	Appearance Before Committee .....	24
6.5	Additions, Deletions or Contract Changes .....	24
6.6	Contractor Cooperation in Related Efforts .....	25
6.7	Entire Agreement .....	25
6.8	Governing Law .....	25
6.9	Kentucky’s Personal Information Security and Breach Investigation Procedures and Practices Act .....	25
6.10	Termination for Convenience.....	26
6.11	Termination for Non-Performance .....	26
6.12	Funding Out .....	27
6.13	Prime Contractor Responsibility.....	27
6.14	Assignment and Subcontracting .....	27
6.15	Permits, Licenses, Taxes.....	27
6.16	Attorneys’ Fees .....	27
6.17	Royalties, Patents, Copyrights and Trademarks .....	28
6.18	Indemnification .....	28
6.19	Insurance .....	28
6.20	Method of Award .....	29
6.21	Reciprocal Preference .....	29
6.22	Reports and Auditing .....	29
6.23	Confidentiality.....	30
6.24	Conflict of Interest .....	30

6.25 Requirement for Contract Administration Fee .....	31
6.26 Payment Terms .....	31
7.0 SCOPE OF SERVICES .....	32
7.1 Detailed Services Defined .....	32
Account Management .....	32
Back Order Notifications .....	32
Inventory Management .....	32
Product Discontinuation .....	32
Product Substitution .....	32
Delivery and Freight .....	32
Shipping Requirements .....	33
Returns .....	33
Warranty .....	34
Pricing Audits .....	34
Catalog Management .....	34
Customer Service .....	34
8.0 FINANCIAL OFFER SUMMARY .....	35
8.1 Mandatory Services (Section 7.1) .....	35
8.2 Alternate Pricing .....	35

## 1.0 DEFINITIONS

The term "addenda" means written or graphic instructions issued by the University of Kentucky prior to the receipt of proposals that modify or interpret the RFP documents by additions, deletions, clarifications and/or corrections.

The term "competitive negotiations" means the method authorized in the Kentucky Revised Statutes, Chapter 45A.085.

The terms "offer" or "proposal" mean the offeror's/offers' response to this RFP.

The term "offeror" means the entity or contractor group submitting the proposal.

The term "contractor" means the entity receiving a contract award.

The term "purchasing agency" means the University of Kentucky, Procurement Services, Room 322 Peterson Service Building, Lexington, KY 40506-0005.

The term "purchasing official" means the University of Kentucky's appointed contracting representative.

The term "responsible offeror" means a person, company or corporation that has the capability in all respects to perform fully the contract requirements and the integrity and reliability that will assure good faith performance. In determining whether an offeror is responsible, the University may evaluate various factors including (but not limited to): financial resources; experience; organization; technical qualifications; available resources; record of performance; integrity; judgment; ability to perform successfully under the terms and conditions of the contract; adversarial relationship between the offeror and the University that is so serious and compelling that it may negatively impact the work performed under this RFP; or any other cause determined to be so serious and compelling as to affect the responsibility of the offeror.

The term "solicitation" means RFP.

The terms "University" and "Institution" means University of Kentucky, UK Kings Daughter, UK St. Claire, Murray State University, Northern Kentucky University, Eastern Kentucky University, Western Kentucky university and Morehead State University.

## 2.0 GENERAL OVERVIEW

### 2.1 Intent and Scope

The University of Kentucky, along with UK King's Daughters, UK St. Claire, Murray State University, Northern Kentucky University, Eastern Kentucky University, Western Kentucky University, and Morehead State University, is seeking written proposals from qualified offerors for a strategic partnership agreement to meet the office supply needs of these institutions. This agreement will encompass a broad range of office products, including but not limited to copy paper, pens, binders, file folders, and other essential office supplies.

The primary objective of this initiative is to establish a strategic contract that ensures consistent, competitive pricing and a streamlined purchasing process for office supplies across all participating institutions. The data, specifications, and administrative requirements outlined in this request serve as general guidelines. Each Offeror is expected to submit a detailed proposal that outlines the advantages and benefits their company can provide. The estimated annual value of the resultant contract is a combined total of \$3.5 million.

The institutions seek to partner with a single-source, full-service office supplies contractor who will serve as the primary point of accountability. The successful contractor should guarantee competitive pricing while delivering the highest levels of customer satisfaction. At a minimum, the program should include the following components:

#### Delivery Options

Some participating institutions will utilize desktop delivery and others will utilize central receiving. The successful contractor should be able to provide both services.

#### Financial Management

The selected contractor will collaborate with the University of Kentucky and its partner institutions to develop and maintain a core list of high-volume, high-spend items representative of purchasing patterns. This list will be reviewed quarterly or bi-annually with the successful contractor to ensure continued cost-effectiveness. The successful contractor will also be expected to proactively identify spending trends and recommend cost-saving measures. Additional financial incentives, including a signing bonus and volume rebates, are expected. Peer institutions that have implemented similar programs have demonstrated substantial cost savings through financial incentives and centralized management of core supply lists.

#### Account Management

A multi-year agreement is preferred to ensure consistency in service and encourage competitive pricing. The successful contractor should provide a dedicated account team, including a primary point of contact responsible for order accuracy, next-day desktop delivery, price audits, and requested reporting. The account team will play a critical role in maintaining service excellence throughout the duration of the agreement.

### Technology Implementation

The successful contractor should be capable of integrating with the participating institution's existing and future e-procurement systems, including but not limited to SAP (Systems Applications and Products), Workday, and Unimarket. Following contract award, the successful contractor will be required to dedicate resources to the full implementation of an electronic catalog. Additionally, the successful contractor will collaborate with the University of Kentucky on regular auditing practices to ensure compliance and accuracy within the electronic catalog.

Some participating institutions use secure vendor-hosted online ordering tools, where each department maintains its own account and places orders using a departmental procurement card (P-Card). The successful contractor should be capable of supporting such arrangements and accept P-Card payments without imposing additional fees.

### Tariffs

The successful contractor will be responsible for all tariff-related costs, including but not limited to Tariff Adjustment Taxes (TAT) and any applicable surcharges.

### Sustainability Programs and Green Initiatives

The institutions are committed to sustainability and seek a successful contractor who can support environmentally friendly initiatives. Proposals should outline available sustainability programs, such as the use of recycled paper and office supply recycling programs. Contractors offering innovative green initiatives that align with campus sustainability goals will be strongly considered.

This strategic partnership represents an opportunity to enhance cost savings, efficiency, and service quality for multiple Kentucky institutions. Offerors are encouraged to provide a comprehensive proposal that demonstrates their ability to meet these objectives.

## **2.2 University Information**

Upon his arrival in 2011, President Eli Capilouto set an ambitious agenda to extend and enhance our role as Kentucky's land-grant and flagship research university. By focusing on infrastructure growth and improvement; creating opportunities for innovative teaching, learning and academic excellence; fostering a robust research enterprise; providing life-saving subspecialty care; empowering communities through service and outreach; and encouraging a transparent and shared dialogue about institutional priorities; the University of Kentucky will help ensure a Kentucky tomorrow that is healthier, wealthier and wiser than it is today.

Our mission is to advance Kentucky.

Founded in 1865 as a land-grant institution adjacent to downtown Lexington, UK is nestled in the scenic heart of the beautiful Bluegrass region of Kentucky. From its early beginnings, with only 190 students and 10 professors, UK's campus now covers more than 900 acres. The university enrolled more than 32,000 students in Fall 2022 and has approximately 25,000 employees, including nearly 3,000 full-time faculty.



UK is one of a small number of universities in the United States that has programs in agriculture, engineering, law, fine arts and a full complement of health colleges including medicine and pharmacy, on a single campus alongside an academic health system, leading to groundbreaking discoveries and unique interdisciplinary collaboration.

The state's flagship university consists of 18 academic and professional colleges where students can choose from more than 200 majors and degree programs at the undergraduate and graduate levels. The colleges are Agriculture, Food and Environment; Arts and Sciences; Business and Economics; Communication and Information; Dentistry; Design; Education; Engineering; Fine Arts; Graduate School; Health Sciences; Honors; Law; Medicine; Nursing; Pharmacy; Public Health; and Social Work. These colleges are supported by a modern research library system.

Research at the University of Kentucky is a dynamic enterprise encompassing both traditional scholarship and emerging technologies. UK's research faculty, staff and students are establishing UK as one of the nation's most prolific public research universities. UK researchers were awarded more than \$452.9 million in extramural grant and contract funding in fiscal year 2022. Fifty-six percent of this funding comes from agencies in the federal government (\$256 million) such as the National Institutes of Health, National Science Foundation, Department of Energy, Department of Defense and numerous other federal, state and industry sponsors. Expenditures from research and development (R&D) activities at the university generate more than \$772 million in economic development across the Commonwealth of Kentucky and support more than 4,395 jobs.

With more than 70 research centers and institutes, UK researchers are discovering new knowledge, providing a rich training ground for current students and the next generation of researchers and advancing the economic growth of the Commonwealth of Kentucky. Several centers excel in the services offered to the public. The Gluck Equine Research Center is one of only three facilities of its kind in the world, conducting equine disease research.

The Center for Applied Energy Research (CAER) is internationally recognized for research in algae for carbon dioxide clean up, carbon materials, concrete and cement, emissions control in utilities, energy policy, fuels research, hydrogen, materials characterization and plant optimization.

Among the brightest examples of UK's investment in transformative research is the Markey Cancer Center. As a center of excellence and distinction at UK, Markey's robust research and clinical enterprise is the cornerstone of our commitment to Kentucky – fundamental to our success in uplifting lives through our endeavors and improving the general health and welfare of our state – burdened by the nation's highest rate of cancer deaths per 100,000 people. In 2013, Markey earned the prestigious National Cancer Institute-designation (NCI) – one of 68 nationally and the only one in Kentucky. The designation was renewed in 2018.

Both CAER and Markey are cornerstones of seven Research Priority Areas (RPAs) at the University of Kentucky. These areas — chosen based on local relevance, existing funding strength, sustainability and disciplinary scholarly diversity — focus UK's top research talent on the most pressing challenges confronting our state.

The University of Kentucky is the recipient of a Clinical Translational Sciences Award (CTSA) from the National Institutes of Health (NIH). As one of only 60 institutions with this research distinction, UK was awarded the CTSA for its potential in moving research and discovery in the lab into practical field and community applications. The CTSA and NCI are part of a trifecta of federal research grants that includes an Alzheimer's Disease Center. UK is one of only 29 universities in the country to hold all three premier grants from NIH.

Established in 1957, the medical center at UK is one of the nation's finest academic medical centers and includes the university's clinical enterprise, UK HealthCare. Licensed for 965 beds across UK Albert B. Chandler Hospital, Kentucky Children's Hospital and UK Good Samaritan Hospital, the system is supported by a growing faculty and staff providing the most advanced subspecialty care for the most critically injured and ill patients throughout the Commonwealth and beyond. Since 2014, the number of patients served by the medical enterprise has nearly doubled, with more than 38,000 discharges in 2022.

UK Chandler Hospital includes the only Level 1 Trauma Center for both adult and pediatric patients in Central and Eastern Kentucky. In addition, UK HealthCare recently opened one of the country's largest robotic hybrid operating rooms and the first of its kind in the region. While the new patient care pavilion is the leading health care facility for advanced medical procedures in the region, our talented physicians consult with and travel to our network of affiliate hospitals so Kentuckians can receive the best health care available close to their home and never need to leave the Bluegrass for complex subspecialty care.

As of December 1, 2022, King's Daughters Medical Center, based in Ashland, Kentucky, officially became part of the University of Kentucky. King's Daughters Medical Center serves a 16-county region across Kentucky, Ohio and West Virginia. Its health system is composed of two acute-care hospitals totaling 465 licensed beds, more than 50 ambulatory centers and practice locations, a long-term care facility, medical transport company and six urgent care centers.

The University of Kentucky Board of Trustees on Friday April 26, 2024 approved plans to proceed with the acquisition of St. Claire HealthCare in Morehead. The move for St. Claire to become part of UK will expand clinical and academic programs as well as result in greater access to high-quality patient care for more Kentuckians. St. Claire can continue its 60-year tradition of serving Northeastern Kentucky for decades to come, operating under the name UK St. Claire. St. Claire HealthCare is one of the largest employers in the region, with over 1,200 staff members, including a growing medical staff of more than 125 physicians and nearly 70 advanced practice professionals representing more than 30 medical specialties. It includes the largest rural hospital in Northeastern Kentucky, seven primary care locations located within five counties, a multi-specialty medical pavilion, two urgent care centers, a pediatrics clinic, as well as a retail pharmacy, counseling center, medical equipment and supply store, and an outpatient center. Additionally, St. Claire HealthCare provides home health and hospice services in eight counties within its 11-county service region. The acquisition was finalized on July 1, 2024.

UK's agenda remains committed to accelerating the university's academic excellence in all areas and gaining worldwide recognition for its outstanding academic programs, its commitment to students, its investment in pioneering research and discovery, its success in building a diverse community and its engagement with the larger society. This commitment is all part of the university's mission as a 21st century flagship and land-grant research university. From its Nobel Laureates to cutting-edge work in addressing health disparities, and from the artistic wonders that stir souls to our scientific creativity that inspires minds, UK seeks a brighter future through the contributions of our faculty, staff, students and alumni.

We are the University of Kentucky. We are committed to advancing Kentucky in everything that we do.

## **SUSTAINABILITY**

Sustainability is an institution-wide priority for the University of Kentucky. We strive to ensure that all activities are ecologically sound, socially just, and economically viable, and that they will continue to be so for future generations. This commitment also prioritizes the integration of these principles in curricula, research, athletics, health care, creative works, and outreach. This principled approach to operational practices and intellectual pursuits is intended to prepare students and empower the campus community to support sustainable development in the Commonwealth and beyond. The UK Sustainability Strategic Plan guides these efforts (<https://www.uky.edu/sustainability/sustainability-strategic-plan>).

### **2.3 Economic Engagement and Procurement**

The University of Kentucky is committed to serving as an advocate for Kentucky located businesses as part of its on-going workforce development and economic development efforts.

The University desires to increase the amount of goods and services acquired from Kentucky located businesses. The University encourages its suppliers to support and assist in this effort.

The University's goals for increasing participation in procurement projects include but are not limited to the following:

- To ensure the absence of barriers that reduce participation.
- Educate vendors on "how to do business" with the University.
- Support Kentucky located vendors seeking to do business with the University in the areas of goods, services, construction, and other areas of procurement.
- Encourage participation of qualified Kentucky located vendors by directing them to agencies that can benefit from their product or service.
- Provide resources for Kentucky located vendors.
- Sponsor events to assist Kentucky located vendors in becoming active, responsible, and responsive participants in the University's purchasing opportunities.

For additional information regarding how Kentucky located suppliers may participate in this Request for Proposal, submit any questions to the Procurement Officer as indicated in Section 3.2 by the Deadline for Written Questions date.

### 3.0 PROPOSAL REQUIREMENTS

#### 3.1 Key Event Dates

Release of RFP	4/29/2025
Deadline for Written Questions	3 p.m. Lexington Time on 5/14/2025
RFP Proposals Due	3 p.m. Lexington Time on 6/17/2025
Estimated Contract Award	Early October 2025

#### 3.2 Offeror Communication

To ensure that RFP documentation and subsequent information (modifications, clarifications, addenda, Written Questions and Answers, etc.) are directed to the appropriate persons within the offeror's firm, each offeror who intends to participate in this RFP is to provide the following information to the purchasing officer. Prompt, thorough compliance is in the best interest of the offeror. Failure to comply may result in incomplete or delayed communication of addenda or other vital information. Contact information is the responsibility of the offeror. Without the prompt information, any communication shortfall shall reside with the offeror.

- Name of primary contact
- Mailing address of primary contact
- Telephone number of primary contact
- E-mail address of primary contact
- Additional contact persons with same information provided as primary contact

This information shall be transmitted via fax or e-mail to:

Ms. Patricia Pflug  
Procurement Services  
University of Kentucky  
322 Peterson Service Building  
Lexington, KY 40506-0005  
Phone: (859) 257-5409  
Fax: (859) 257-1951  
E-mail: [PRPF222@uky.edu](mailto:PRPF222@uky.edu)

All communication with the University regarding this RFP should only be directed to the purchasing officer listed above.

### **3.3 Offeror Presentations**

All offerors whose proposals are judged acceptable for award may be required to make a presentation to the evaluation committee.

### **3.4 Preparation of Offers**

The offeror is expected to follow all specifications, terms, conditions and instructions in this RFP.

The offeror will furnish all information required by this solicitation.

Proposals should be prepared simply and economically, providing a description of the offeror's capabilities to satisfy the requirements of the solicitation. Emphasis should be on completeness and clarity of content. All documentation submitted with the proposal should be bound in the single volume except as otherwise specified.

An electronic version of the RFP, in .PDF format only, is available through the University of Kentucky Procurement Services website at: <https://purchasing.uky.edu/bid-and-proposal-opportunities>.

### **3.5 Proposed Deviations from the RFP**

The stated requirements appearing elsewhere in this RFP shall become a part of the terms and conditions of any resulting contract. Any deviations therefrom should be specifically defined in accordance with the transmittal letter, Section 4.3 (d). If accepted by the University, the deviations shall become part of the contract, but such deviations must not be in conflict with the basic nature of this RFP.

Note: Offerors should not submit their standard terms and conditions as exceptions to the University's General Terms and Conditions. Each exception to the University's General Terms and Conditions should be individually addressed.

### **3.6 Proposal Submission and Deadline**

Offeror must provide the following materials prior to 3 p.m. (Lexington, KY time) on the date specified in Section 3.1 and addressed to the purchasing officer listed in Section 3.2:

- **Technical Proposal:** Two (2) copies on electronic storage devices (USB) (1 copy per storage device) each clearly marked with the proposal number and name, firm name and what is included (Technical Proposal) and two (2) printed original copies.
- **Financial Proposal:** Two (2) copies on electronic storage devices (USB) (1 copy per storage device) each clearly marked with the proposal number and name, firm name and what is included (Financial Proposal) and two (2) printed original copies.

**Note: Proposals received after the closing date and time will not be considered. In addition, proposals received via fax or e-mail are not acceptable.**

**The University of Kentucky accepts deliveries of RFPs Monday through Friday from 8 a.m. to 5 p.m. Lexington, KY time. However, RFPs must be received by 3 p.m. Lexington, KY time on the date specified on the RFP in order to be considered.**

Proposals should be enclosed in sealed envelopes to the above referenced address and should show on the face of the envelope: the closing time and date specified, the solicitation number and the name and address of the offeror. The technical proposal should be submitted in a sealed envelope and the financial proposal should be submitted in a sealed envelope under separate cover. Both sealed envelopes should have identical information on the cover, with the addition that one will state "Technical Information," and the other, "Financial Proposal."

Note: In accordance with the Kentucky Revised Statute 45A.085, there will be no public opening.

### **3.7 Modification or Withdrawal of Offer**

An offer and/or modification of an offer received at the office designated in the solicitation after the exact hour and date specified for receipt will not be considered.

An offer may be modified or withdrawn by written notice before the exact hour and date specified for receipt of offers. An offer also may be withdrawn in person by an offeror or an authorized representative, provided the identity of the person is made known and the person signs a receipt for the offer, but only if the withdrawal is made prior to the exact hour and date set for receipt of offers.

### **3.8 Acceptance or Rejection and Award of Proposal**

The University reserves the right to accept or reject any or all proposals (or parts of proposals), to waive any informalities or technicalities, to clarify any ambiguities in proposals and (unless otherwise specified) to accept any item in the proposal. In case of error in extension or prices or other errors in calculation, the unit price shall govern. Further, the University reserves the right to make a single award, split awards, multiple awards or no award, whichever is in the best interest of the University.

### **3.9 Rejection**

Grounds for the rejection of proposals include (but not be limited to):

- Failure of a proposal to conform to the essential requirements of the RFP.
- Imposition of conditions that would significantly modify the terms and conditions of the solicitation or limit the offeror's liability to the University on the contract awarded on the basis of such solicitation.
- Failure of the offeror to sign the University RFP. This includes the Authentication of Proposal and Statement of Non-Collusion and Non-Conflict of Interest statements.

- Receipt of proposal after the closing date and time specified in the RFP.

### **3.10 Addenda**

Any addenda or instructions issued by the purchasing agency prior to the time for receiving proposals shall become a part of this RFP. Such addenda should be acknowledged in the proposal. No instructions or changes shall be binding unless documented by a proper and duly issued addendum.

### **3.11 Disclosure of Offeror's Response**

The RFP specifies the format, required information and general content of proposals submitted in response to this RFP. The purchasing agency will not disclose any portions of the proposals prior to contract award to anyone outside Procurement Services, the University's administrative staff, representatives of the state or federal government (if required) and the members of the committee evaluating the proposals. After a contract is awarded in whole or in part, the University shall have the right to duplicate, use or disclose all proposal data submitted by offerors in response to this RFP as a matter of public record.

Any submitted proposal shall remain valid six (6) months after the proposal due date.

The University shall have the right to use all system ideas, or adaptations of those ideas, contained in any proposal received in response to this RFP. Selection or rejection of the proposal will not affect this right.

### **3.12 Restrictions on Communications with University Staff**

From the issue date of this RFP until a contractor is selected and a contract award is made, offerors are not allowed to communicate about the subject of the RFP with any University administrator, faculty, staff or members of the board of trustees except: the purchasing office representative, any University purchasing official representing the University administration, others authorized in writing by the purchasing office and University representatives during offeror presentations. If violation of this provision occurs, the University reserves the right to reject the offeror's proposal.

### **3.13 Cost of Preparing Proposal**

Costs for developing the proposals and any subsequent activities prior to contract award are solely the responsibility of the offerors. The University will provide no reimbursement for such costs.

### **3.14 Disposition of Proposals**

All proposals become the property of the University. The successful proposal will be incorporated into the resulting contract by reference.



**3.15 Alternate Proposals**

Offerors may submit alternate proposals. If more than one proposal is submitted, all should be complete (separate) and comply with the instructions set forth within this document. Each proposal will be evaluated on its own merits.

**3.16 Questions**

All questions should be submitted by e-mail to the purchasing officer listed in Section 3.2 no later than the date listed in Section 3.1.

**3.17 Section Titles in the RFP**

Section titles used herein are for the purpose of facilitating ease of reference only and shall not be construed to infer the construction of contractual language.

**3.18 No Contingent Fees**

No person or selling agency shall be employed or retained or given anything of monetary value to solicit or secure this contract, except bona fide employees of the offeror or bona fide established commercial or selling agencies maintained by the offeror for the purpose of securing business. For breach or violation of this provision, the University shall have the right to reject the proposal, annul the contract without liability, or, at its discretion, deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee or other benefit.

**3.19 Proposal Addenda and Rules for Withdrawal**

Prior to the date specified for receipt of offers, a submitted proposal may be withdrawn by submitting a written request for its withdrawal to the University purchasing office, signed by the offeror. Unless requested by the University, the University will not accept revisions or alterations to proposals after the proposal due date.

**3.20 Requirement to Perform Vendor Onboarding and Registration**

As a condition of award, and for any renewals performed during the life of the contract, successful Contractor agrees to register their company with PaymentWorks, Inc., the University's vendor onboarding application. Registration information will be provided by Procurement Services as part of the award process. Further, should any company or business information change during the life of the contract, successful Contractor agrees to update this information in PaymentWorks as applicable. Supplier agrees to and should be responsible for all updates on their PaymentWorks account as it relates to submitting new remit-to addresses or other required supplier profile information. PaymentWorks provides support to all suppliers transacting with the University of Kentucky on the platform. Supplier agrees to and should be responsible for engaging PaymentWorks Support for any needed issues regarding updates or other matters to ensure their supplier account remains connected to the University.



## **4.0 PROPOSAL FORMAT AND CONTENT**

### **4.1 Proposal Information and Criteria**

The following list specifies the items to be addressed in the proposal. Offerors should read it carefully and address it completely and in the order listed to facilitate the University's review of the proposal.

Proposals should be organized into the sections identified below. The content of each section is detailed in the following pages. It is strongly suggested that offerors use the same numbers for the following content that are used in the RFP.

- Signed Authentication of Proposal and Statement of Non-Collusion and Non-Conflict of Interest Form
- Transmittal Letter
- Executive Summary and Proposal Overview
- Criteria 1 - Offeror Qualifications
- Criteria 2 - Services Defined
- Criteria 3 - Financial Proposal
- Criteria 4 - Evidence of Successful Performance and Implementation Schedule
- Criteria 5 - Other Additional Information

### **4.2 Signed Authentication of Proposal and Statements of Non-Collusion and Non-Conflict of Interest Form**

The Offeror will sign and return the proposal cover sheet and print or type their name, firm, address, telephone number and date. The person signing the offer should initial erasures or other changes. An offer signed by an agent is to be accompanied by evidence of their authority unless such evidence has been previously furnished to the purchasing agency. The signer shall further certify that the proposal is made without collusion with any other person, persons, company or parties submitting a proposal; that it is in all respects fair and in good faith without collusion or fraud; and that the signer is authorized to bind the principal offeror.

### **4.3 Transmittal Letter**

The Transmittal Letter accompanying the RFP should be in the form of a standard business letter and should be signed by an individual authorized to legally bind the offeror. It should include:

- A statement referencing all addenda and written questions, the answers and any clarifications to this RFP issued by the University and received by the offeror (If no addenda have been received, a statement to that effect should be included.).
- A statement that the offeror's proposal shall remain valid for six (6) months after the closing date of the receipt of the proposals.

- A statement that the offeror will accept financial responsibility for all travel expenses incurred for oral presentations (if required) and candidate interviews.
- A statement that summarizes any deviations or exceptions to the RFP requirements and includes a detailed justification for the deviation or exception.
- A statement that identifies the confidential information as described in Section 6.23.

#### **4.4 Executive Summary and Proposal Overview**

The Executive Summary and Proposal Overview should condense and highlight the contents of the technical proposal in such a way as to provide the evaluation committee with a broad understanding of the entire proposal.

As part of the Executive Summary and Proposal Overview, Offeror should submit with their response a summarized profile describing the demographic nature of their company or organization:

1. When was your organization established and/or incorporated?
2. Indicate whether your organization is classified as local, regional, national, or international.
3. Describe the size of your company in terms of number of employees, gross sales, etc.

<b>Business Description</b>	<b>Check All That Apply</b>
Minority-Owned	
Woman-Owned	
Small Business	
Veteran-Owned	
LGBTQ-Owned	
Disability-Owned Business Entity (DOBE)	
Diversity Not Indicated	

Kentucky Located	Yes/No?
Kentucky Located – Please indicate whether your business entity is physically located within the Commonwealth of Kentucky.	

#### 4.5 **Criteria 1 - Offeror Qualifications**

The purpose of the Offeror Qualifications section is to determine the ability of the offeror to respond to this RFP. Offerors should describe and offer evidence of their ability to meet each of the qualifications listed below.

1. Our supply chains and business partnerships are an important aspect of this work. In your proposal, please (A) provide your company's mission and vision relative to sustainability, and (B) how your company, through services, products, and partnerships, will help the University of Kentucky advance specific elements of the Sustainability Strategic Plan.

2. Provide a list of personnel to be assigned to this account/contract, their functions in the project, length of tenure, and a detailed resume of each.

3. Information concerning terminations, litigation and debarment. Offeror shall provide answers to the following questions:

- During the last five (5) years, has the Offeror had a contract for services terminated for any reason? If so, provide full details related to the termination.
- During the last five (5) years, describe any order, judgment or decree of any Federal or State authority barring, suspending, or otherwise limiting the right of the Offeror to engage in any business, practice, or activity.
- During the last five (5) years, list and summarize pending or threatened litigation, administrative or regulatory proceedings, or similar matters that could affect the ability of the Offeror to perform the required services.
- During the last five (5) years, have any irregularities been discovered in any of the accounts maintained by the Offeror on behalf of others? If so, describe the circumstances of irregularities.

**4.6 Criteria 2 – Services Defined**

1. There will be no minimum order amount required. Describe your company's ability to accommodate this requirement, including any potential service limitations.
2. The contractor assumes full responsibility for all items while in transit. Any freight claims, including those for lost or damaged goods, will be the sole responsibility of the contractor. Shipments received in damaged condition will be rejected by the University, and the contractor will be notified. The contractor should arrange for the removal of over-shipped or incorrect items from the University's premises within five (5) business days of notification. Failure to provide disposition instructions within this timeframe may result in the University disposing of the materials or returning them to the contractor at the contractor's expense. Describe how your company will comply with this requirement.
3. Provide your fill rate percentage for delivering the items listed in Attachment A within 24 hours of receiving an order.
4. Explain your process for managing backordered items, including how customers are notified and alternative solutions that may be offered.
5. Describe how your company identifies and designates "special order" items. Explain the process used to notify ordering departments of expected delivery times and shipping methods for these items.
6. Submit a copy of your full-line catalog with each technical proposal.
7. Provide the location of the full-service distribution center(s) that will serve the various Universities/Institutions. Indicate how many products stocked in this distribution center correspond to the items listed in Attachment A.
8. The contractor should ensure next-business-day delivery for in-stock items when orders are placed by 2:00 p.m. The contractor is responsible for any claims related to shipping errors or delays. Describe how your company will meet this requirement.
9. Explain how your company will provide local representation to the University, including on-site support, account management, and response times.
10. Does your company provide a single toll-free number for all University locations to place phone and email orders? If so, describe the hours of operation and the level of support provided.
11. Outline your quality control processes, including how quality is measured and maintained throughout order fulfillment and delivery.
12. Identify the customer-specific performance metrics that your company monitors, reports, and continuously works to improve. Describe how you measure customer satisfaction and respond to feedback.
13. Describe your company's ability to provide administrative users at each institution with online access to your ordering system. This access should allow tracking of

orders placed via phone, fax, or web, with visibility into each order's status from placement through shipping and delivery.

14. Provide a detailed description of your online, web-based catalog. Highlight its key features and benefits.
15. Within thirty (30) days of the contract award, all contracted prices should be accessible electronically via the contractor's online webpage. Explain how your company will ensure compliance with this requirement.
16. How many customers currently use your online ordering system?
17. How long has your online ordering system been in active use by customers?
18. Provide your company's internet address and any necessary login credentials (if required) for the University to review your online ordering system.
19. Describe your system's ability to restrict access to name-brand or generic items, as well as compliance with recycled content requirements in accordance with KRS 45A.520 and 200 KAR 5:330.
20. Describe your system's ability to restrict access to specific items excluded by the University.
21. Does your system include a feature that provides a pop-up notification alerting users to generic equivalents when they select a brand-name item? If not, is this functionality currently under development?
22. Describe your system's ability to provide online order tracking.
23. Explain how your system maintains an order history, including tracking at the account level and by individual order lines or inventory items.
24. Describe your system's capability to configure a "Hot List" of frequently ordered items for each account. Explain how your company encourages users to select from this list.
25. Detail how your system provides automated order confirmation.
26. Some institutions require desktop delivery of office supplies, while others prefer a single drop-ship location. Describe your company's ability to accommodate both delivery options, including any limitations, additional costs, or procedures necessary to fulfill these requirements.

#### **4.7 Criteria 3 – Financial Proposal**

The Financial Summary Form should contain the complete financial offer made to the University using the format contained in Section 8.0. All financial information should be submitted in a sealed envelope under separate cover.

**4.8 Criteria 4 – Evidence of Successful Performance and Implementation Schedule**

1. Offeror should supply names, addresses, and telephone numbers of five (5) corporate or institutional account references for whom similar work has been accomplished and briefly describe the type of service provided. These references should include experience in a comprehensive office supply management program. The offeror grants permission to the University to contact the references.
2. Describe your experience in participating in an e-procurement program with third party providers.
3. Describe your process to ensure the successful implementation and the on-going success of the University's Comprehensive Office Supply Program.

**4.9 Criteria 5 – Other Additional Information**

Please provide any additional information that the offeror feels should be considered when evaluating their proposal.

The offeror may present any creative approaches that might be appropriate. The offeror may also provide supporting documentation that would be pertinent to this RFP.

Lastly, please answer the following questions:

- Describe any investments and capabilities regarding AI/ML
- What is the average tenure of your clients (# of years a client uses your solution)?

## 5.0 EVALUATION CRITERIA PROCESS

A committee of University officials appointed by the Chief Procurement Officer will evaluate proposals and make a recommendation to the Chief Procurement Officer. The evaluation will be based upon the information provided in the proposal, additional information requested by the University for clarification, information obtained from references and independent sources and oral presentations (if requested).

The evaluation of responsive proposals shall then be completed by an evaluation team, which will determine the ranking of proposals. Proposals will be evaluated strictly in accordance with the requirements set forth in this solicitation, including any addenda that are issued. The University will award the contract to the responsible offeror whose proposal is determined to be the most advantageous to the University, taking into consideration the evaluation factors set forth in this RFP.

The evaluation of proposals will include consideration of responses to the list of criteria in Section 4.0. Offerors should specifically address all criteria in their response. Any deviations or exceptions to the specifications or requirements should be described and justified in a transmittal letter. Failure to list such exceptions or deviations in the transmittal letter may be considered sufficient reason to reject the proposal.

The relative importance of the criteria is defined below:

### **Primary Criteria**

- Offeror Qualifications
- Services Defined
- Financial Proposal
- Evidence of Successful Performance and Implementation

### **Secondary Criteria**

- Other Additional Services

The University will evaluate proposals as submitted and may not notify offerors of deficiencies in their responses.

Proposals should contain responses to each of the criteria, listed in Section 4 even if the offeror's response cannot satisfy those criteria. A proposal may be rejected if it is conditional or incomplete in the judgment of the University.

## **6.0 SPECIAL CONDITIONS**

### **6.1 Contract Term**

The contract resulting from this RFP should be effective for five (5) years from date of award and is renewable for up to three (3) additional one-year renewal periods. Annual renewal should be contingent upon the University's satisfaction with the services performed.

### **6.2 Effective Date**

The effective date of the contract should be the date upon which the parties execute it and all appropriate approvals, including that of the Commonwealth of Kentucky Government Contracts Review Committee, have been received.

### **6.3 Competitive Negotiation**

It is the intent of the RFP to enter into competitive negotiation as authorized by KRS 45A.085.

The University will review all proposals properly submitted. However, the University reserves the right to request necessary modifications, reject all proposals, reject any proposal that does not meet mandatory requirement(s) or cancel this RFP, according to the best interests of the University.

Offeror(s) selected to participate in negotiations may be given an opportunity to submit a Best and Final Offer to the purchasing agency. All information received prior to the cut-off time will be considered part of the offeror's Best and Final Offer.

The University also reserves the right to waive minor technicalities or irregularities in proposals providing such action is in the best interest of the University. Such a waiver should in no way modify the RFP requirements or excuse the offeror from full compliance with the RFP specifications and other contract requirements if the offeror is awarded the contract.

### **6.4 Appearance Before Committee**

Any, all or no offerors may be requested to appear before the evaluation committee to explain their proposal and/or to respond to questions from the committee concerning the proposal. Offerors are prohibited from electronically recording these meetings. The committee reserves the right to request additional information.

### **6.5 Additions, Deletions or Contract Changes**

The University reserves the right to add, delete, or change related items or services to the contract established from this RFP. No modification or change of any provision in the resulting contract shall be made unless such modification is mutually agreed to in writing by the contractor and the Chief Procurement Officer and incorporated as a written modification to the contract. Memoranda of understanding and correspondence should not be interpreted as a modification to the contract.



**6.6 Contractor Cooperation in Related Efforts**

The University reserves the right to undertake or award other contracts for additional or related work to other entities. The contractor shall fully cooperate with such other contractors and University employees and carefully fit its work to such additional work. The contractor shall not commit or permit any act which will interfere with the performance of work by any other contractor or by University employees. This clause shall be included in the contracts of all contractors with whom this contractor will be required to cooperate. The University shall equitably enforce this clause to all contractors to prevent the imposition of unreasonable burdens on any contractor.

**6.7 Entire Agreement**

The RFP should be incorporated into any resulting contract. The resulting contract, including the RFP and those portions of the offeror's response accepted by the University, should be the entire agreement between the parties.

**6.8 Governing Law**

The contractor shall conform to and observe all laws, ordinances, rules and regulations of the United States of America, Commonwealth of Kentucky and all other local governments, public authorities, boards or offices relating to the property or the improvements upon same (or the use thereof) and will not permit the same to be used for any illegal or immoral purposes, business or occupation. The resulting contract shall be governed by Kentucky law and any claim relating to this contract shall only be brought in the Franklin Circuit Court in accordance with KRS 45A.245.

**6.9 Kentucky's Personal Information Security and Breach Investigation Procedures and Practices Act**

To the extent Company receives Personal Information as defined by and in accordance with Kentucky's Personal Information Security and Breach Investigation Procedures and Practices Act, KRS 61.931, 61.932 and 61.933 (the "Act"), Company shall secure and protect the Personal Information by, without limitation: (i) complying with all requirements applicable to non-affiliated third parties set forth in the Act; (ii) utilizing security and breach investigation procedures that are appropriate to the nature of the Personal Information disclosed, at least as stringent as University's and reasonably designed to protect the Personal Information from unauthorized access, use, modification, disclosure, manipulation, or destruction; (iii) notifying University of a security breach relating to Personal Information in the possession of Company or its agents or subcontractors within seventy-two (72) hours of discovery of an actual or suspected breach unless the exception set forth in KRS 61.932(2)(b)2 applies and Company abides by the requirements set forth in that exception; (iv) cooperating with University in complying with the response, mitigation, correction, investigation, and notification requirements of the Act, (v) paying all costs of notification, investigation and mitigation in the event of a security breach of Personal Information suffered by Company; and (vi) at University's discretion and direction, handling all administrative functions associated with notification, investigation and mitigation.

## **6.10 Termination for Convenience**

The University of Kentucky, Procurement Services, reserves the right to terminate the resulting contract without cause with thirty (30) day written notice. Upon receipt by the contractor of a “notice of termination,” the contractor shall discontinue all services with respect to the applicable contract. The cost of any agreed upon services provided by the contractor will be calculated at the agreed upon rate prior to a “notice of termination” and a fixed fee contract will be pro-rated (as appropriate).

## **6.11 Termination for Non-Performance**

### Default

The University may terminate the resulting contract for non-performance, as determined by the University, for such causes as:

- Failing to provide satisfactory quality of service, including, failure to maintain adequate personnel, whether arising from labor disputes, or otherwise any substantial change in ownership or proprietorship of the Contractor, which in the opinion of the University is not in its best interest, or failure to comply with the terms of this contract;
- Failing to keep or perform, within the time period set forth herein, or violation of, any of the covenants, conditions, provisions or agreements herein contained;
- Adjudicating as a voluntarily bankrupt, making a transfer in fraud of its creditors, filing a petition under any section from time to time, or under any similar law or statute of the United States or any state thereof, or if an order for relief shall be entered against the Contractor in any proceeding filed by or against contractor thereunder. In the event of any such involuntary bankruptcy proceeding being instituted against the Contractor, the fact of such an involuntary petition being filed shall not be considered an event of default until sixty (60) days after filing of said petition in order that Contractor might during that sixty (60) day period have the opportunity to seek dismissal of the involuntary petition or otherwise cure said potential default; or
- Making a general assignment for the benefit of its creditors, or taking the benefit of any insolvency act, or if a permanent receiver or trustee in bankruptcy shall be appointed for the Contractor.

### Demand for Assurances

In the event the University has reason to believe Contractor will be unable to perform under the Contract, it may make a demand for reasonable assurances that Contractor will be able to timely perform all obligations under the Contract. If Contractor is unable to provide such adequate assurances, then such failure may be an event of default and grounds for termination of the Contract.

### Notification

The University will provide ten (10) calendar days written notice of default. Unless arrangements are made to correct the non-performance issues to the University's satisfaction within ten (10)

calendar days, the University may terminate the contract by giving forty-five (45) days notice, by registered or certified mail, of its intent to cancel this contract.

#### **6.12 Funding Out**

The University may terminate this contract if funds are not appropriated or are not otherwise available for the purpose of making payments without incurring any obligation for payment after the date of termination, regardless of the terms of the contract. The University shall provide the contractor thirty (30) calendar days' written notice of termination under this provision.

#### **6.13 Prime Contractor Responsibility**

Any contracts that may result from the RFP shall specify that the contractor(s) is/are solely responsible for fulfillment of the contract with the University.

#### **6.14 Assignment and Subcontracting**

The Contractor(s) may not assign or delegate its rights and obligations under any contract in whole or in part without the prior written consent of the University. Any attempted assignment or subcontracting shall be void.

#### **6.15 Permits, Licenses, Taxes**

The contractor shall procure all necessary permits and licenses and abide by all applicable laws, regulations and ordinances of all federal, state and local governments in which work under this contract is performed.

The contractor must furnish certification of authority to conduct business in the Commonwealth of Kentucky as a condition of contract award. Such registration is obtained from the Secretary of State, who will also provide the certification thereof. However, the contractor need not be registered as a prerequisite for responding to the RFP.

The contractor shall pay any sales, use, personal property and other tax arising out of this contract and the transaction contemplated hereby. Any other taxes levied upon this contract, the transaction or the equipment or services delivered pursuant hereto shall be the responsibility of the contractor.

The contractor will be required to accept liability for payment of all payroll taxes or deductions required by local and federal law including (but not limited to) old age pension, social security or annuities.

#### **6.16 Attorneys' Fees**

In the event that either party deems it necessary to take legal action to enforce any provision of the contract and in the event that the University prevails, the contractor agrees to pay all expenses of such action including attorneys' fees and costs at all stages of litigation.

**6.17 Royalties, Patents, Copyrights and Trademarks**

The Contractor shall pay all applicable royalties and license fees. If a particular process, products or device is specified in the contract documents and it is known to be subject to patent rights or copyrights, the existence of such rights shall be disclosed in the contract documents and the Contractor is responsible for payment of all associated royalties. To the fullest extent permitted by law the Contractor shall indemnify, hold the University harmless, and defend all suits, claims, losses, damages or liability resulting from any infringement of patent, copyright, and trademark rights resulting from the incorporation in the Work or device specified in the Contract Documents.

Unless provided otherwise in the contract, the Contractor shall not use the University's name nor any of its trademarks or copyrights, although it may state that it has a Contract with the University.

**6.18 Indemnification**

The contractor shall indemnify, hold and save harmless the University, its affiliates and subsidiaries and their officers, agents and employees from losses, claims, suits, actions, expenses, damages, costs (including court costs and attorneys' fees of the University's attorneys), all liability of any nature or kind arising out of or relating to the Contractor's response to this RFP or its performance or failure to perform under the contract awarded from this RFP. This clause shall survive termination for as long as necessary to protect the University.

**6.19 Insurance**

The successful Contractor shall procure and maintain, at its expense, the following minimum insurance coverages insuring all services, work activities and contractual obligations undertaken in this contract. These insurance policies must be with insurers acceptable to the University.

**COVERAGES**

Workers' Compensation  
Employer's Liability  
Commercial General Liability including operations/completed operations, products and contractual liability (including defense and investigation costs), and this contract  
Business Automobile Liability covering owned, leased, or non-owned autos

**LIMITS**

Statutory Requirements (Kentucky)  
\$500,000/\$500,000/\$500,000  
\$1,000,000 each occurrence  
(BI & PD combined) \$2,000,000 Products and Completed Operations Aggregate  
\$1,000,000 each occurrence  
(BI & PD combined)

The successful contractor agrees to furnish Certificates of Insurance for the above-described coverages and limits to the University of Kentucky, Procurement Services. The University, its trustees and employees must be added as additional insured on the Commercial General Liability policy with regard to the scope of this solicitation. Any deductibles or self-insured retention in the above-described policies must be paid and are the sole responsibility of the contractor. Coverage is to be primary and non-contributory with other coverage (if any) purchased by the University. All of these required policies must include a Waiver of Subrogation (except Workers' Compensation) in favor of the University, its trustees and employees.

**6.20 Method of Award**

It is the intent of the University to award a contract to the qualified offeror whose offer, conforming to the conditions and requirements of the RFP, is determined to be the most advantageous to the University, cost and other factors considered.

Notwithstanding the above, this RFP does not commit the University to award a contract from this solicitation. The University reserves the right to reject any or all offers and to waive formalities and minor irregularities in the proposal received.

**6.21 Reciprocal Preference**

In accordance with KRS 45A.494, a resident offeror of the Commonwealth of Kentucky shall be given a preference against a nonresident offeror. In evaluating proposals, the University will apply a reciprocal preference against an offeror submitting a proposal from a state that grants residency preference equal to the preference given by the state of the nonresident offeror. Residency and non-residency shall be defined in accordance with KRS 45A.494(2) and 45A.494(3), respectively. Any offeror claiming Kentucky residency status shall submit with its proposal a notarized affidavit affirming that it meets the criteria as set forth in the above reference statute.

**6.22 Reports and Auditing**

Contractor may be requested to provide a quarterly report to each institution of all product(s) and/or service(s) based on an Excel template provided by Procurement Services. The above requested information will be used for audit purposes to monitor contract and rebate payment, if any, compliance.

**6.22.1 – Business Classification Reports**

Contractors are requested to report summary dollar amounts of goods and services sold to the University via the resulting contract and originating from Kentucky-located subcontractors affiliated with company. If the successful contractor does not have any Kentucky-located reporting, no report is required.

FY Quarter 1 report for purchases dated July 1 through September 30	Quarterly report due October 20
FY Quarter 2 report for purchases dated October 1 through December 31	Quarterly report due January 20
FY Quarter 3 report for purchases dated January 1 through March 31	Quarterly report due April 20
FY Quarter 4 report for purchases dated April 1 through June 30	Quarterly report due July 20

Report headers should also be completed with the Contractor's name, contract number, and reporting period.

Reports can be submitted via email to [purchreports@l.uky.edu](mailto:purchreports@l.uky.edu) based by the deadline(s) listed herein.

The University, or its duly authorized representatives, shall also have access to any books, documents, papers, records or other evidence which are directly pertinent to this contract for the purpose of financial audit or program review.

In the event that successful Contractor(s) does not meet the reporting requirements based on the terms and conditions herein, the contract is subject to cancellation or termination.

#### **6.23 Confidentiality**

The University recognizes an offeror's possible interest in preserving selected information and data included in the proposal; however, the University must treat such information and data as required by the Kentucky Open Records Act, KRS 61.870, et seq.

Information areas which normally might be considered proprietary, and therefore confidential, shall be limited to individual personnel data, customer references, formulae and company financial audits which, if disclosed, would permit an unfair advantage to competitors. If a proposal contains information in these areas and the offeror declares them to be proprietary in nature and not available for public disclosure, the offeror should declare in the Transmittal Letter the inclusion of proprietary information and shall noticeably label as confidential or proprietary each sheet containing such information. Proposals containing information declared by the offeror to be proprietary or confidential, either wholly or in part, outside the areas listed above may be deemed non-responsive and may be rejected.

The University's General Counsel shall review each offeror's information claimed to be confidential and, in consultation with the offeror (if needed), make a final determination as to whether or not the confidential or proprietary nature of the information or data complies with the Kentucky Open Records Act.

#### **6.24 Conflict of Interest**

This Request for Proposal and resulting Contract are subject to provisions of the Kentucky Revised Statutes regarding conflict of interest and the University of Kentucky's Ethical Principles and Code of Conduct ([www.uky.edu/Legal/ethicscode.htm](http://www.uky.edu/Legal/ethicscode.htm)). When submitting and signing a proposal, an offeror certifies that no actual, apparent or potential conflict of interest exists between the interests of the University and the interests of the offeror. A conflict of interest (whether contractual, financial, organizational or otherwise) exists when any individual, contractor or subcontractor has a direct or indirect interest because of a financial or pecuniary interest, gift or other activities or relationships with other persons (including business, familial or household relationships) and is thus unable to render or is impeded from rendering impartial assistance or advice, has impaired objectivity in performing the proposed work or has an unfair competitive advantage.

Questions concerning this section or interpretation of this section should be directed to the University purchasing officer identified in this RFP.

**6.25 Requirement for Contract Administration Fee**

As a condition of award, successful Contractor(s) should provide a contract administration fee to each institution for all goods and/or services provided under the resultant contract. The fee shall be on a quarterly basis and shall be equivalent to 2% of the aggregate net value of goods/services sold to each institution, exclusive of freight charges.

The fee should be reported and paid within 30 calendar days of the end of conventional calendar quarters ending March 31, June 30, September 30, and December 31 of each year. The fee applies to orders which have been successfully delivered/installed and paid in the previous quarter. Fees should be paid in the form of a check made payable to each institution. The mailing address for each institution will be provided to the successful contractor after contract award. Each fee payment should be accompanied by a statement indicating the referenced University price contract to which it applies and indicate the aggregate value of goods/services provided and paid during the quarter, the fee percentage applied, and the net amount of the quarterly payment. If any errors are found in the report or calculations as determined by each institution, the successful Contractor should correct them immediately upon notification.

The successful Contractor(s) may extend the pricing, terms, and/or conditions of this contract to other universities, state agencies, and public and private institutions.

All quarterly rebates should be distributed to each participating institution based on their individual spend under the contract.

In the event that successful Contractor(s) does not provide the quarterly payment based on the terms and conditions herein, the contract is subject to cancellation or termination and/or the Contractor being determined as a non-responsible bidder/offeror on future IFBs and RFPs.

**6.26 Payment Terms**

The University of Kentucky adheres to a strategic approach regarding payables management based on risk minimization, processing costs, and industry best practices. Payment terms may vary between participating institutions.

As such, suppliers and individuals doing business with the University will be paid based on the following protocol:

1. The University utilizes Payment Plus (e-payables) as its primary default form of payment. By enrolling in Payment Plus, suppliers can receive payments immediately (all invoices will be paid immediately upon confirmation of goods receipt and invoice). The process is electronic and the supplier receives real-time payment notices. Additional information regarding Payment Plus (and enrollment form) can be found at: <https://www.uky.edu/ufs/payment-plus-supplier-enrollment-form>.
2. Payments by check. Payment terms for check payments are Net-30.
3. Individuals receiving payments from the University that require ACH direct payments will only be processed under special circumstances as approved by the Controller's office. Payment terms for ACH are Net-30.



## **7.0 SCOPE OF SERVICES**

### **7.1 Detailed Services Defined**

#### **Account Management**

The Offeror should provide Participating Institutions with a dedicated team of sales and customer service representatives to manage and support their accounts. This account management team will serve as the primary point of contact and will collaborate with Participating Institutions to resolve any issues that may arise. The team is required to attend all business review meetings.

#### **Back Order Notifications**

The Offeror should immediately notify the order requesters of Participating Institutions if any ordered items are placed on back order. Additionally, the Offeror should provide an estimated availability date for the back-ordered items.

#### **Inventory Management**

The Offeror should maintain adequate inventory levels to meet the needs of Participating Institutions without undue delays. Typically, warehouse stocking levels should be at least 10% above the anticipated combined needs of all Participating Institutions. The Offeror should not cancel any products from an order without providing an equal or acceptable replacement, approved by the designated representative of the Participating Institution. The proposal should outline how the Offeror will meet this requirement. Failure to maintain adequate inventory levels for all contracted items may, at the sole discretion of the Participating Institution, result in contract termination.

#### **Product Discontinuation**

The Offeror should describe how it will notify the designated agency representative of a manufacturer's product discontinuation within five (5) business days of receiving notification from the manufacturer.

#### **Product Substitution**

The successful Offeror should provide brand-name products while also offering private label or third-party alternatives. The Offeror should collaborate with Participating Institutions to identify and implement cost-effective alternative options. Any substitution of products without prior written or verbal authorization will be considered a serious contract violation.

#### **Delivery and Freight**

The Offeror should provide next-day, FOB destination product deliveries at no additional cost to end users, regardless of campus location. If next-day delivery is not available, deliveries should occur within three (3) to five (5) business days. On-time delivery, defined as the arrival of an order within one (1) business day of placement, should be maintained at a 95% or greater rate. Late orders are those exceeding one (1) business day for delivery unless prior notification and approval are obtained.

Deliveries, services, and work should take place at designated locations within Participating Institutions. The Offeror should be responsible for filing and expediting all freight claims with the carrier. The Offeror should assume title and risk of loss or damage until the product is delivered to the designated location. Any emergency or rush delivery required due to the Offeror's error should be provided at no additional cost to the Participating Institution.



The Offeror should specify whether deliveries will be handled through a private fleet (where drivers are direct employees of the Offeror) or a contracted third-party firm. The response should include:

- If using a private fleet, whether it operates in Kentucky and how it will meet delivery needs.
- The number and types of vehicles in the fleet.
- The number of direct employee drivers.
- Business interruption protocols in the event the fleet is unable to meet next-day delivery requirements.
- Contingency plans for road closures and weather-related delays.

### **Shipping Requirements**

Each package should have a clearly visible shipping label containing:

1. Recipient's name
2. Department name
3. Purchase order and/or contract number
4. Complete address, including building name and room number
5. Authorized agent or ordering entity
6. Telephone number
7. Campus mail code

Each package should also contain a packing slip including:

1. Line item description
2. Quantity ordered
3. Quantity included in shipment
4. Backordered items
5. Unit price
6. Number of parcels
7. Purchase order number
8. List price
9. F.O.B. Destination
10. Electronic barcode or electronic packing slip compatible with Participating Institutions' systems

### **Returns**

The Offeror should provide a hassle-free return and adjustment process. A full credit should be issued for all returns made within 60 days of receipt, provided the items are in original packaging and in resellable condition. No restocking fee should be assessed.

The Offeror should describe its proposed return policy. Any products delivered in poor condition, in excess of the authorized amount, not ordered by the Participating Institution, or deemed unnecessary may be returned at the Offeror's expense within 30 days. Credits for returned goods should be issued immediately upon return. If the Offeror fails to pick up or facilitate the return of rejected goods within 14 business days of notification, the Participating Institution may dispose of them at its discretion while still receiving full credit.

**Warranty**

Equipment and mechanical supply items sold under this contract should include a minimum one-year parts and labor warranty or the manufacturer's warranty, whichever is longer.

**Pricing Audits**

The Offeror should provide a compliance report upon request, tracking service level commitments and contract pricing accuracy. If invoice pricing or discount levels do not match those stated in the agreement, the Offeror and the Participating Institution should collaborate to calculate and issue necessary adjustments.

**Catalog Management**

The Offeror should provide a comprehensive product portfolio, demonstrating the ability to supply a wide range of office products, including copy paper, consumables, peripherals, accessories, ink and toner, and printers.

The Offeror should provide pricing updates in an autoloader file, which will be completed and approved by Participating Institutions at least one (1) week before new pricing takes effect.

Customized catalogs should be provided for use by end users at Participating Institutions. These catalogs (both Hosted and Punch-Out) should only contain products specifically approved as part of the contract. All pricing in the catalogs should reflect net contract pricing, inclusive of all discounts, shipping, handling, and fees.

Catalog content (products and pricing) should be updated at least once per year, with Punch-Out catalog updates occurring as needed per the contract. The Offeror is responsible for ensuring catalog pricing and data are accurate. If errors are identified, the Participating Institution will notify the Offeror in writing, and corrections should be made within two (2) business days.

**Customer Service**

The proposal should include details on customer service contact methods, available services, and expected response times. Given the unique needs of Participating Institutions, the Offeror should provide training to its customer service team to ensure they deliver knowledgeable and effective support.

Additionally, the Offeror should provide training, at no additional cost, to Participating Institutions on ordering, delivery, returns, and customer service processes as needed. The proposal should outline the available training programs.

## 8.0 FINANCIAL OFFER SUMMARY

Offerors are to provide a fixed price for the services offered.

If the contractor's proposal is based on GPO pricing, all participating institutions must be able to utilize the GPO's contracts.

### 8.1 **Mandatory Services (Section 7.1)**

Please complete and attach Attachment A to Section 7.1 to provide support for your firm fixed price bid.

What percentage discount will your company offer for items not listed on the attached spreadsheet (Attachment A) ? \_\_\_\_\_%

Any other financial incentives offered.

The successful contractor should commit to supporting the agency's annual conference at a sponsorship level equivalent to the highest sponsorship tier offered for the event. If the amount donated fulfills this requirement the contract awardee will receive the following benefits:

- The highest level of sponsorship for the annual Kentucky Educational Procurement Association (KEPA) meeting, including the opportunity to present one educational session.
- An option to speak for 10-15 minutes at the host event.
- Event signage recognizing the supplier as a top-tier sponsor.

Will your company provide the Kentucky Educational Procurement Association (KEPA) with an annual sponsorship contribution for the duration of the agreement? If so, please specify the amount your company is willing to contribute per year. \$\_\_\_\_\_

### 8.2 **Alternate Pricing**

In addition to the above financial offer, the offeror may submit alternative financial proposals, however the information requested above must be supplied and will be used for proposal evaluation purposes.

#### **Additional Financial Commitment**

The University is interested in partnering with suppliers in a strategic manner beyond the scope of the business arrangement. Offerors may submit proposals for mutually beneficial activities. Options may include a signing bonus, scholarships, internships, research, development, commitment to hire University graduates, and/or partnering on academic endeavors. Any ideas or offers submitted are purely optional and will not be determinative of the award.