



# REQUEST FOR PROPOSAL

(THIS IS A FORMAL BID)

<b>DATE POSTED: 1/22/2019</b>	<b>GOODS / SERVICE AREA:</b>  CAT6 Network Cabling
<b>BID OPENING:</b>  Date: February 22, 2019 Time: 10:00 A.M. Central Time  Location: Affton School District Administration Building 8701 Mackenzie Road Saint Louis, MO 63123	<b>CONTRACT LENGTH:</b>  N/A
<b>ADDRESS INQUIRIES TO:</b>  Adam Jasinski, Director of Technology PH: (314) 633-5910 FAX: (314) 631-0030  Affton Administration Building 8701 Mackenzie Road Saint Louis, MO 63123	<b>RETURN BID TO:</b>  Affton School District Administration Building 8701 Mackenzie Road Saint Louis, MO 63123

This **REQUEST FOR PROPOSAL** contains the following:

1. **INFORMATION FOR VENDORS** -- The section referred to as "Information for Vendors" contains general information about the District's business and bid procedures. Please keep this section for future reference.
2. **SPECIFICATIONS AND BID FORM** -- The section referred to as "Specifications and Bid Form" contains information specific to the goods and/or services in the Request For Bid. Please complete and sign this section and return to the Affton School District Business Department for evaluation. **Must return original copy of your bid.**

# AFFTON SCHOOL DISTRICT BUSINESS OFFICE

## INFORMATION FOR VENDORS

### **IB-1 BID PROCEDURE - GENERAL INFORMATION**

Listed on the enclosed "Specifications and Bid Form" are items for which Affton School District is seeking bids for a specified period of time. VENDORS NEED ONLY RETURN THE SPECIFICATIONS AND BID FORM SECTION. VENDORS ARE NOT REQUIRED TO INCLUDE THIS SECTION TITLED, "INFORMATON FOR VENDORS" IN BID SUBMITTAL

1. **Sealed bids must be received at the Business Office only (no other location permitted), 8701 Mackenzie Road, Saint Louis, MO 63123, no later than the date and time of the bid opening, at which time all bids will be publicly opened and read. NO EXCEPTIONS.** Late bids will be rejected and returned unopened to the vendor.
2. If the District is unexpectedly closed on the scheduled bid opening date due to weather or other unforeseen circumstances, the bid opening will automatically occur on the next working day at 11:00 a.m. Central Time.
3. Bids may not be withdrawn after scheduled closing time for the receipt of bids. Errors or omissions can be corrected by a telephone call with a follow-up in writing until the time of bid opening. Bid proposals shall then be deemed final, conclusive and irrevocable, and shall not be subject to correction or amendment. In case of apparent error, if the supplier requests to be released and the district awards their request, the award shall be made to the next low or best bidder meeting the specifications.

### **IB-2 LENGTH OF AGREEMENT**

1. Acceptance of a bid by the District shall create an agreement for the vendor to sell and the District to purchase, under the terms and conditions of the Specifications and Bid Form, the services specified in the vendor's bid and the Districts acceptance of the bid amount or for a period of one (1) year, unless otherwise specified.
2. The District reserves the right to extend the agreement for one (1) month with the same terms and conditions. The District may exercise this right of extension by notifying the vendor in writing prior to the expiration of the initial agreement.

### **IB-3 AGREEMENT MODIFICATION**

1. **THE WORDING OF THIS SPECIFICATIONS AND BID FORM SHALL NOT BE CHANGED OR ALTERED IN ANY MANNER.** Vendors taking exception to any clause, in whole or in part, should do so by listing said exceptions on company letterhead and submitting them as an alternate bid. Said exceptions may or may not be honored by the District. Alternate bids should be clearly marked "Alternate Bid" and submitted on vendor letterhead.
2. The Specifications and Bid Form expresses the conditions under which bids are solicited. Any modification thereto by the District shall be in writing and mailed to all firms on the vendor mailing list prior to the deadline for submitting bids.

### **IB-4 FINANCIAL ABILITY**

The District reserves the right to require the successful vendor to file proof of his ability to properly finance and execute the agreement, together with his record of successful completion of similar agreements. The District reserves the right to defer the acceptance of any proposal and the execution of an agreement for a period not exceeding ninety (90) days after the date of opening the bids.

**IB-5 COMPANY REFERENCES, SUBCONTRACTING AND WARRANTIES**

1. The District may request at least three (3) references, preferably educational institutions, whom you have supplied similar equipment and services. The names, titles and telephone numbers of contacts for each reference should be given. Unless you specify otherwise, District officials will be free to contact these references.
2. Please attach a statement indicating whether your company proposes to use subcontractors for any aspect of the contract and identifying the proposed subcontractor in detail. No subcontracting shall be permitted without prior written approval by the District. In addition, no changes in subcontractors will be permitted without prior written approval by the District.

**IB-6 ADDITIONS**

New items added to the original bid list will be forwarded to the vendors by the Business Office. Vendors will bid under the same terms and conditions of the original bid. Thereafter, all additions will become part of the original bid process.

**IB-7 EVALUATION**

1. Upon receipt and after opening, all bids will be evaluated by the District. Additional information necessary to the evaluation process will be requested from the vendor, where appropriate.
2. The District may inspect the vendor's facilities to ensure that the vendor can provide the necessary services specified under this agreement.
3. Sufficient inventory of specified items may be required to be maintained by the vendor during the agreement period in order to meet the requirements of the District. Vendor's commitment to maintain a supply of items currently used by the District may be a consideration when evaluating the bid.

**IB-8 BASIS OF AWARD**

1. The District's policy is to award a bid based upon the "lowest and best" bid/proposal. However, the District will also strive to select equipment and supplies, which best fulfill the District's overall needs. In making the award, the District will include but not be limited to the following factors for consideration:
  - the extent to which the items bid meet or exceed specifications and function;
  - the vendor's ability to supply all or most items required;
  - the vendor's commitment to maintain a sufficient supply of items needed by the District;
  - any prior experience or history between the District and vendor;
  - the financial strength of the company; and
  - other factors deemed significant by District officials.
2. The District reserves the right to reject any and all bids for any reason; to accept any bid which it deems to be in its best interest; and to reject all bids and solicit new bids. The District reserves the right to waive any technicalities and requirements in this Specifications and Bid Form.
3. The District also reserves the right to award various portions of the contract to different vendors. In other words, the District shall have the discretionary right to select any or all of the items bid at the bid price.

Vendors may exclude items listed when submitting their bids. However, favorable consideration will be given to those vendors, which can supply all, or most of the items listed.

4. The bid constitutes an offer to the District to supply some or all of the items included in the bid. Absent acceptance of part or all of the bid by the District, the District is in no way obligated to the vendor. The District will promptly notify all successful vendors of any action to be taken. Others should contact District officials for information about the award.
5. The District reserves the right to discontinue any agreement with the vendor by giving written thirty-day notice if circumstances warrant such action. Examples of such circumstances include, but shall not be limited to: budget/financial considerations; vendor service/product no longer required; and unsatisfactory vendor performance, etc.
6. The Terms and Conditions are applicable to, incorporated in, and made part of all Requests for Proposals issued by the school district and applicable to, incorporated in, and made a part of all purchase orders.

#### **IB-9 POOR OR NONPERFORMANCE**

1. During the term of the contract, the District may terminate the contract for nonperformance, poor performance, late delivery, or other cause. The decision to terminate rests solely with the District and/or its duly appointed representative. In the event of termination, the District shall give the vendor written notice fifteen (15) days prior to termination. The District may thereafter procure products or services from other vendors.
2. The vendor takes all responsibility for substandard or defective materials and will replace all items as requested.
3. The quality of goods, products, materials, equipment, workmanship, and services shall be as described and must be to the satisfaction of the district representative. He shall have full power and authority to reject any materials furnished that, in his opinion, is not in strict conformity with the specifications, or equal in every respect to the exact item described therein. All goods, products, materials, and equipment furnished shall be factory new and any deviation there from will constitute just cause for rejection unless otherwise specified.

#### **IB-10 DOMESTIC PRODUCTS PROCUREMENT**

1. The Affton School District encourages its staff to purchase or lease products manufactured, assembled, or produced in the United States and for contractors and subcontractors of the District to do the same when providing goods and services to the District.
2. It is also the policy of the Affton School District to give preference to commodities manufactured, mined, produced or grown within the state of Missouri and to give preference to all firms, corporations, or individuals doing business as Missouri firms, corporations, or individuals, when quality, price and delivery are approximately the same. (Legal Reference Section 171.181 RSMo.)

#### **IB-11 BILLING AND PAYMENT**

1. The vendor will submit invoices directly to the Affton School District Business Office, 8701 Mackenzie Road, Saint Louis, MO 63123. Each invoice must show the District purchase order number, ordering department, date of shipment, quantity, price, and item(s) shipped. Invoices will not become due and payable until all items listed on the invoice are received complete.
2. All shipments must be accompanied by a packing list giving a complete description of items, total quantity of items, and total number of containers in the shipment. Packing list should also show District purchase

order number, ordering department, date of shipment, quantity, price, and item(s) shipped.

3. Payments will be made in accordance with Affton School District payment cycles.

**IB-12 DELIVERY**

1. All equipment shall be delivered as specified on the District's purchase order.
4. All deliveries will be F.O.B., destination, freight allowed, Affton School District Business Office, 8701 Mackenzie Road, Saint Louis, MO 63123.

**IB-13 PRICE ADJUSTMENT**

- A. Price increases will not be paid or approved without a 30-day notice and approval by the Chief Financial Officer. An escalation increase in price will be for cost only. A percentage increase on profit and overhead will not be acceptable.
- B. Deletion of Items - The District reserves the right to delete any or all escalated items from the agreement if the item(s) can be purchased more economically from another source.

**IB-14 COLLUSION CLAUSE**

By submission of this bid, each vendor, anyone signing on behalf of a vendor, and in the case of a joint bid, each party thereto, certifies under penalty of perjury, that to the best of his knowledge and belief:

1. The prices of this bid have been arrived at independently without collusion, consultation, communication or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other vendor or competitor;
2. Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the vendor prior to opening, directly or indirectly, to any other vendor or to any competitor; and
3. No attempt has been made, or will be made, by the vendor to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

**IB-15 TAX EXEMPT STATUS**

The contractor shall pay sales, consumer, use and similar taxes for the work or portions thereof provided by the contractor which are legally enacted when bids are received or negotiations concluded, whether or not yet effective or merely scheduled to go into effect.

As set forth in 144.062 RSMo and 144.030 RSMo, contractors who purchase materials and/or supplies "for the purpose of constructing, repairing, or remodeling facilities for" the Owner are exempt from paying sales tax. The official State Tax exemption certificate will be furnished to the contractor. The quoted phrase was taken directly from the statute.

**IB-16 "OR EQUAL"**

Whenever a material, article or piece of equipment is identified in the specifications by reference to manufacturers' trade name(s) etc., it is intended merely to establish a standard; and any material, article, or equipment of other manufacturers and vendors which will perform the duties imposed will be considered equal provided the material, article or equipment so proposed is, in the opinion of the Business Office or using department, of equal substance

and function. However, in some instances, the District will insist on specific brand names to meet District needs and requirements and will not permit "substitutes" or "or equals."

**IB-17 TOBACCO FREE ENVIRONMENT**

Aftton School District has adopted a tobacco free policy effective August 18, 2009. No tobacco products may be used in the facilities or on the grounds.

**IB-18 INDEMNIFICATION**

To the fullest extent permitted by the law the Vendor shall indemnify, defend with legal counsel acceptable to the District, and hold harmless the District and agents and employees of the District from and against claims, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from personal injury, bodily injury, sickness, disease, or death, failure to make payment to suppliers, or injury to or destruction of tangible property, but only to the extent caused by the negligent acts or omissions of the Vendor, or anyone directly or indirectly employed by the Vendor, or anyone for whose acts the Vendor may be liable.

**IB-19 SECURITY IDENTIFICATION**

All contractor or subcontractor employees working on project sites may be required to obtain security identification badges before coming to the project site. Badges may be obtained by contacting the Business Office at 8701 Mackenzie Road, Saint Louis, MO 63123. Please contact Dave Walters, Director of Buildings and Grounds at 314-633-5925 for additional information.

To obtain a security identification badge, the contractor or subcontractor employee shall be required to give their full name, present personal identification verifying their name (e.g., driver's license), give their employer's company name, and present documentation verifying their employment with the company (e.g., business card, identification letter on company letterhead, etc.). During normal working hours, employment confirmation may be made by a confirming telephone call to the company.

Security identification badge must be kept with the contractor or subcontractor employee and prominently displayed while they are on the project site. The security identification badge may be temporarily removed from prominent display if the security identification badge will pose a safety threat to the contractor or subcontractor employee as the employee carries out the work.

If the contractor or subcontractor employee temporarily removes the security identification badge from prominent display for safety purposes, the contractor or subcontractor employee shall promptly present the security identification badge to any employee of the owner that requests to see the security identification badge. Failure to promptly present the security identification badge shall be grounds for instant removal of the contractor or subcontractor employee from the project site until the security identification badge can be presented. If the contractor or subcontractor employee fails to present the security identification badge a second time, the owner may request the contractor or subcontractor employee to be removed from the project site permanently.

**IB-20 REQUIRED COMPLIANCE (as related to on site work or services)**

The contractor shall comply with the statutory policy of the State of Missouri stating, "Not less than the prevailing hourly rate of wages shall be paid to all workers performing work under this contract." Section 290.250 RSMo. Note: FINAL PAYMENT WILL NOT BE PAID UNTIL THE ATTACHED AFFIDAVIT -- COMPLIANCE WITH THE PREVAILING WAGE LAW FORM # PW-4 IS FILLED OUT COMPLETELY AND SENT IN WITH PAY REQUEST / INVOICE.

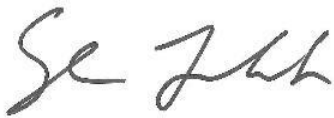
The contractor will forfeit a penalty to the contracting public body of \$100 per day (or portion of a day) for each worker that is paid less than prevailing rate for any work done under the contract by the contractor or by any subcontractor" (See section 290.250, RSMo, enclosed in the laws section.) For detailed information on rules and occupational titles, see 8 CSR 30-3.010 through 3.060 (enclosed in the laws section, Code of State Regulations-

Prevailing Wage rules).

SUPPLIER acknowledges award of this Contract requires compliance with Section 285.530(2) RSMo. (Cumm. Supp. 2008) regarding enrollment and participation in a federal work authorization program with respect to all persons working in connection with the contracted services. SUPPLIER represents and warrants that it is in compliance with Section 285.530 at the time of award of this Contract. A sworn affidavit and supporting documentation affirming participation in a qualified federal work authorization program and that SUPPLIER does not knowingly employ any person who is an unauthorized alien in connection with the services to be performed pursuant to this Contract is attached to this Contract and incorporated herein by this reference.

Pursuant to Section 292.675 RSMo the contractor shall provide a ten (10) hour Occupational Safety and Health Administration (OSHA) construction safety program for their on-site employees which includes a course in construction safety and health approved by OSHA or a similar program approved by the Department of Labor and Industrial Relations which is as stringent as an approved OSHA program within sixty (60) days of beginning work on this project.

“The contractor will forfeit a penalty to the contracting public body of \$2500 plus an additional \$100 for each employee employed by the contractor or subcontractor, for each calendar day, or portion thereof, such employee is employed without the required training.” See section 292.075, RSMo, enclosed in the laws section.)

A handwritten signature in black ink, appearing to read 'Se Jhh', is positioned above the typed name and title.

Steven Fedchak  
Chief Financial Officer

## **SCOPE OF SERVICES**

### **Network Drops**

This document is a formal Request for Proposal (RFP) for Network Drops for the Affton School District (hereinafter “District”)

The purpose of this Request for Proposal (RFP) is to establish the requirements for the requested services and to solicit Proposals from firms (hereafter “Company”) for providing such services. The RFP requests a great amount of detail to avoid delays, misunderstandings, and to simplify the evaluation of the Proposals. The Company is requested to respond to each specification.

#### **SS-1 OBJECTIVES**

1. Provide 60 CAT6 network drops at Affton High School, the district will provide a map of approximate locations.
2. All cabling in ceiling must meet TIA/EIA Telecommunications Building Wiring Standards. All horizontal cabling must be supported with appropriate hardware. All cables must be labeled on both ends with wrap around type labels.
3. All room/building penetrations must be sleeved and properly fire stopped. Fire stopping must be certified by fire stopping personnel.
4. All CAT6 that runs below drop ceilings must be sleeved with conduit.
5. All cable must be fully terminated and labeled in existing patch panels
6. All cable must be fully tested and certified

#### **SS-2 PROPOSAL**

The Company must include the following elements in its proposal:

1. Rates and prices that are a firm fixed rate and not subject to change throughout the term of the negotiated contract.
2. Each Proposal shall be submitted on the most favorable terms, from a cost and technical standpoint, which the Company can submit to the District. The Company may submit an alternate proposal on a group of line items on an “all or nothing” basis.
3. The Company should address any out-of-pocket expenses the District may incur for any additional hardware requirements not included by the Company in its Proposal.
4. The Company shall provide the terms and conditions of the Company’s request for payment.

#### **SS-3 SCORING RUBRIC**

Proposals will be evaluated by the District’s designated staff. The following will serve as the basic criteria for the selection of the Company eventually chosen.

1. The qualifications of the Company and the team assigned to the District.
2. Total resources of the Company that can be applied to the advantage of the District.
3. The scope of services offered and the extent to which they meet or exceed the requirements of the District.
4. The total cost of the services offered to the District.
5. Understanding of the work required of the Company as evidenced by its Proposal.



**SCOPE OF SERVICES**  
**NETWORK DROPS**

**SS-4 TECHNICAL REQUIREMENTS**

- a. This Request for Proposal (RFP) shall be used to evaluate the cost of running 60 CAT6 network drops. The Company selected will provide **NEW**, not used/refurbished/reconditioned equipment. (Equipment estimates are provided)
- b. The Company must be an authorized dealer of the proposed equipment.

**SS-5 PARTS/SUPPLY AVAILABILITY**

The Company shall have in place an inventory and delivery system of parts and consumable supplies in quantities sufficient to serve the requirements of this contract.

**SS-6 MANUFACTURER'S CERTIFICATION**

The Company must include with the response to RFP, certification from the manufacturer, executed by a corporate officer, stating that the Company is an authorized representative of the manufacturer and that all equipment offered under the Proposal is new. If the Company is other than a manufacturer, prior to award of a contract it must submit either: (1) a letter of commitment from the manufacturer that will assure the Company of a source of supply sufficient to satisfy the District's requirements for the contract period or (2) other evidence that the Company will have an uninterrupted source of supply from which to satisfy the District's requirements for the contract period.

**SS-7 TECHNICAL MAINTENANCE SUPPORT**

The Company shall have sufficient management and qualified manufacturer trained and certified technicians to service all warranty repairs supplied under the contract.

**SS-8 RESPONSIBILITIES AND DUTIES OF THE COMPANY**

1. The Company shall be responsible for all material(s) shipped prior to and during installation until the District gives acceptance in writing. All risk of loss or expense associated with storing material(s) prior to the date of acceptance by the District is the responsibility of the Company.
2. The Company shall provide and pay for all materials, labor, tools, transportation and handling, and other facilities necessary for the delivery of all items specified herein.

## **SCOPE OF SERVICES**

### **Network Drops**

#### **SS-9 TIMELINE**

The proposal shall include an estimated timeline to complete the work. The district will set the dates for work to be completed once the bid has been awarded and the availability of the company is determined. Weekend and evening work can be arranged at the discretion of the district and the company.

#### **SS-10 WALKTHROUGH**

The District will permit a walkthrough of the campus prior to bid submittal to ensure that bids received are accurate. Walkthrough dates and times will need to be arranged with the listed point of contact in this RFP.

#### **SS-11 DEVIATING FROM RFP SPECIFICATIONS**

The District will reject any proposal that deviates significantly from the specifications of this RFP. Companies submitting proposals with any minor deviations must identify and fully justify such deviations for the District's consideration. The District will accept and encourages alternate bids that address the needs stated in this RFP. Alternate bids are to be in addition to and not in place of proposals that address the District's RFP.

#### **SS-12 JOINT VENTURES**

Proposals requesting joint ventures between vendors will not be accepted. The District will only enter into a contract with a prime vendor who will be required to assume full responsibility for the delivery of equipment, wiring, software and related services identified in this RFP whether or not the equipment, products and/or services are manufactured, produced or provided by the prime vendor. The prime vendor may enter into written subcontract(s) for performance of certain of its functions under the contract only with written approval from the District prior to the effective date of any subcontract. The prime vendor shall be wholly responsible for the entire performance of the contract whether or not subcontractors are used.

## **Bid Submittal Form**

If the Company desires to present its qualifications, please submit three (3) sealed copies of the proposal marked with the name “**Network Drops**” and three (3) copies of the pricing information (in a separate sealed envelope) to the attention of: Adam Jasinski, Director of Technology, no later than 9:00 a.m., CDT, February 22nd, 2019.

1. Submit this form, the Profile of the Company Form (Attachment 2, Letter of Transmittal, and Executive Summary. Failure to respond to this proposal may result in your company’s name being removed from the Affton School District’s list.
2. Sign the bid in all required places. No facsimile signatures accepted. Signature acknowledges full acceptance of all components of the Request for Proposal. The bid must be completed in the name of the bidder, corporate or other, and must be fully and properly executed by an authorized person.
3. Mail or deliver the bid promptly to Affton School District Administration Building, 8701 Mackenzie Road, St. Louis, Missouri 63123. Late bids will be rejected and discarded.
4. The undersigned bidder herewith proposes and agrees to furnish and make delivery to specified locations free of freight and other excess charges, for items listed on the attached sheets at the price set forth in your proposal.
5. If your Company decides not to submit a proposal for this RFP, please complete the Decline to Bid Form (Attachment 1) and return to the attention of Adam Jasinski.

Authorized Signature		Date
Printed Name		Title
Company Name		
Mailing Address		
City, State Zip		
Phone #:	Fax #:	E-Mail Address

**Attachment 1: Decline To Bid Form**

If your firm elects not to submit the enclosed REQUEST FOR PROPOSAL, please complete the information below and return to the attention of Adam Jasinski. We are sincerely interested in determining why companies/individuals do not respond.

Thank you for your help and cooperation.

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My company has elected not to submit a proposal for the Network Drops

\_\_\_\_\_  
Company Name:

\_\_\_\_\_  
Street Address:

\_\_\_\_\_  
City, State, Zip:

\_\_\_\_\_  
Phone Number:

My company has elected not to submit a proposal for this bid for the following reason or reasons:

- Did not have time to complete bid package.
- Did not receive bid information in time.
- Cannot meet specifications of proposal requirements.
- Not interested in Affton School District business.
- Cannot be competitive with other traditional sources.
- Please remove from vendor list.
- Other: Please indicate reasons(s) below:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature

**Attachment 2: Company Profile**

Designate one (1) individual as the Company’s representative to the District during the term of the contract. The representative will be contacted to solve any and all problems that may arise concerning the Proposal during the evaluation period. The undersigned Company hereby agrees to be bound by the terms of the RFP and that the enclosed Proposal is submitted in accordance therewith. Once completed and returned, this Proposal becomes the primary basis for evaluation and selection of the Company to provide the services required by the District for the specified period. By signing this Company Identification Form, the Company certifies that there are no “PARTIES OF INTEREST” or “CONFLICTS OF INTEREST”, as defined by state and/or federal regulations, existing between the Company and the District or any of its employees, agents or Board of Education members.

Legal name	Representative’s Name	Title
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Address	City/State/Zip	Telephone #	Fax #
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E-mail Address

Years in Operation	Years under current structure and/or under previous structure
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1) Name of Company’s Officers:

NAME	TITLE
_____	_____
_____	_____
_____	_____
_____	_____

2) The undersigned hereby acknowledges the receipt of the following addenda: (If any additional addenda are provided)

Addendum Number	Date Issued	Date Acknowledged	Signature
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

3) The undersigned hereby acknowledges that the Company has read and agrees to the terms and conditions set forth in the RFP, and that the terms and conditions set forth in the Proposal will remain open for at least 90 days from the deadline for submission of Proposals.

\_\_\_\_\_  
**Company Officer’s Name**

\_\_\_\_\_  
**Signature Date**

## **Attachment 2: Company Profile (Continued)**

The following questions are to be completed by all bidders that are responding:

1. Identify the manufacturers for which your company is an authorized distributor and service provider.
2. Identify the number of local employees within your company.
3. What is the management to employee ratio?
4. What is the average tenure of a technician?
5. What kinds of ongoing training do your technicians receive to keep them updated on the latest service procedures for equipment/services herein specified for the Affton School District?
6. Is your company authorized and trained on the equipment/services proposed? If no, indicate what products your company is not trained on, and date authorization and training will be complete.
7. Describe your company's performance guarantee.
8. Describe your performance measurement tools and results, which monitor your performance within your company and among your competition.
9. How are supplies maintained to ensure adequate supplies are available and equipment is always functional?
10. Describe the process you have in place to ensure customer complaints and questions are followed up on, resolved quickly, permanently, and effectively.
11. What are your five (5) largest accounts? Provide details regarding number of machines and services provided to these accounts. How long have you had/maintained these accounts?
12. Give the address of the specific office which will have responsibility for performing the work contemplated by this RFP.
13. Through brief narrative discussion, show reason why the Company believes it is especially qualified to undertake this project. Discuss any unique qualifications that the Company possesses that would be of benefit to the District in the execution of this project.