

General Specifications for SWC 569 – Commissary Items; Food and Personal Care

1. Purpose

In this Invitation to Bid (“ITB”), the State of Tennessee (“State”) is seeking to award contracts that can satisfy the State’s Commissary Item needs. Supplier(s) awarded a Contract pursuant to this ITB shall provide Commissary Items to all Authorized Users at the same price and under the same terms and conditions.

The State invites all potential Bidders to provide competitive prices and quality, along with strong organizational capabilities. Bidders must have the ability to restrict or block State purchases on certain categories and subcategories of items and must work with the State **to minimize and eventually** eliminate spend on items specified in the categories and subcategories listed in Section 4. The list in Section 4 is not all inclusive of the items, categories, or sub-categories that need to be blocked. The Contractor will work with the State to achieve **100% compliance** in all State approved Categories and Sub-Categories.

2. Key Outcomes

By awarding one or more Contracts pursuant to this ITB, the State seeks to accomplish the following:

1. To obtain competitive pricing by leveraging a Bidder’s specialization in a certain category
2. To minimize **and eventually eliminate** spend on items that are not specified in the categories and subcategories listed in Section 4. The list in Section 4 is not all inclusive of the items, categories or sub-categories that need to be blocked.
3. To reduce cost through operational efficiencies

3. General Requirements

1. No products in the core item kits can be packaged in Aluminum or Metal Containers. Catalog items packed in Aluminum or Metal Containers must be specified in the item description of the catalog.
2. All Supplier employees visiting facilities, delivering products, etc. must be in appropriate work attire that clearly indicates who the employee works for.

4. Categories and Subcategories Not Allowed on this Contract

The State has chosen seven categories, each with catalog subcategories, to classify items that can be purchased on this Contract. Supplier(s) must work with the State to eliminate the purchase of items that do not fall into their respective categories and catalog subcategories. The following are subcategories that are an example of the ones not allowed to be sold through this Contract. **This list is not all inclusive.** Other subcategories will be added as needed.

- Paper Products
- Board and Card Games
- Prescription Medication
- Certain “Over-the-Counter” Medications
- Furniture

- Clothing

5. Categories and Sub-Categories

A Catalog must be submitted as part of the bid for either the Food Catalog or Personal Care Catalog. The Supplier may include a Catalog for both Categories if they would like. **The submitted catalog(s) can be an online catalog, an attached catalog (e.g., in either PDF or MS Excel format), or catalog link containing subcategories.**

Pricing must include all delivery (three business days), shipping, service, restocking, and administrative costs associated with the product.

The Supplier(s) shall submit a **quarterly spend report** as part of regular business reviews and may be required to meet with the State to discuss the items that are being purchased under this Contract.

6. Product Availability

The Supplier(s) must communicate manufacturer's discontinuation of any products to the State Contract Administrator when catalog updates occur (January 1st and July 1st). In such instances, Supplier(s) shall work with the State Contract Administrator to identify and implement alternative options that shall maintain or reduce costs and supply equal or greater quantities per UOM associated with the replacements.

7. Order Fill Rate

Order fill rates will be maintained at 98% or greater for all orders. Order fill rate, will be defined as "the total number of items on an order filled completely and delivered within the delivery time frame divided by the total number of items on an order."

8. Order Confirmation

The Supplier(s) shall send an order confirmation to the Authorized User, according to industry best practices.

9. Customer Service

Supplier(s) must provide the State with a customer service team that will be dedicated to this Contract and be available at a minimum of Monday through Friday from 8AM to 5PM Central Time. Supplier(s) must provide a toll-free telephone number, a toll-free, facsimile number, and an email address to contact the customer service team to place orders. This team will take orders from any State or Local Government Authorized User. The team's prime responsibilities consist of managing their network's distribution and warehousing centers that carry the requested part and arranging prompt delivery to the State's locations. This team will play an important role in achieving the delivery required by various agencies.

The team must be knowledgeable, qualified, and experienced in its respective so that it can assist the Authorized User's maintenance and procurement personnel in providing advice on the type of parts that best suit its needs.

10. Emergency Delivery

For all Emergency Delivery (i.e., delivery within 24 hours) agencies must contact the awarded Supplier(s) to receive an exact quote, as additional freight charges may be incurred.