

**State of Georgia**

**STATEWIDE CONTRACT**

**DEPARTMENT OF ADMINISTRATIVE SERVICES**

**Electronic Request for Proposals (“eRFP”)**

**Event Name:  Telehealth Products and Services**

**eRFI (Event) Number: 99999-SPD-SPD0000185**

1. **Introduction** 
   1. **Purpose of Procurement**

Pursuant to the State Purchasing Act (Official Code of Georgia Annotated §§50-5-50 et seq.), this electronic Request for Proposal (“eRFP”) is being issued to establish one or more statewide contracts with one or more qualified suppliers who will provide Telehealth Products and Services.  This eRFP is being conducted by the Department of Administrative Services, through its State Purchasing Division, (hereinafter, “DOAS”). The resulting statewide contract(s) (if any) will be a Convenient source for all State of Georgia governmental entities subject to the State Purchasing Act, including but not limited to certain state offices, agencies, departments, boards, bureaus, commissioners, institutions and colleges and universities. The statewide contract(s) will also be available on a convenience basis to other governmental entities such as state authorities, local government, municipalities, cities, townships, counties and other political subdivisions of the State of Georgia and other states. Use of the resulting contract(s) by non-State of Georgia agencies, political subdivisions and other entities (including cooperatives) authorized by an individual state's statutes to use state/entity contracts are subject to the prior approval of the respective State Chief Procurement Official. Issues of interpretation and eligibility for participation are solely within the authority of the State Chief Procurement Official. All entities authorized to utilize the resulting statewide contract(s) shall be referred to collectively as Authorized Users (AU).

The intent of this eRFP is to contract for medical and behavioral telehealth products and services. The resulting contract will serve as a purchasing vehicle for a wide array of government entities to augment services they provide to the citizens they serve. For purposes of this eRFP, telehealth products and services have been separated into two (2) distinct categories based on the type of service to be performed; (1) Medical Health Services or (2) Behavioral Health Services. Accordingly, the State seeks proposals from Suppliers that can provide a Health Insurance Portability and Accountability Act (HIPAA) compliant system and fully staffed network of licensed care providers in one or both (2) categories listed above, throughout the entire state.

* 1. **Background Information & Estimated Spend**

**Background Information:** The State does not currently have a formal program to address the telehealth needs of the citizens currently serviced through in person programs. Suppliers will be expected to manage a fully licensed, remote health care provider network and a HIPAA compliant web based platform that performs the following functions:

1. Maintain a database of eligible participants;
2. Perform intake;
3. Evaluate participant’s symptoms;
4. Diagnose and provide guidance consistent with performed evaluation and pertinent history;
5. Transmit records in accordance with HIPAA guidelines to participant primary care providers and Georgia Health Information Exchange;

**Accordingly, the State seeks proposals** **from Suppliers that can provide a full range of services** in at least one (1) category listed above, throughout the entire state tailored to Authorized Users health service programs. The resultant contract will allow for additional in scope service offerings to be determined at time of award. As the telehealth industry grows and the needs of Authorized Users evolve and advance, the State reserves the right to add new categories/subcategories that embrace any new technologies, operational requirements and/or services, that are consistent with, and do not materially deviate from, the general scope of telehealth products and services set forth in this eRFP.

**Estimated Spend:** DOAS has determined, through spend analysis encompassing fiscal years 2017 - 2020 (July 1, 2016 through April 30, 2020), that state agencies and higher education spend (on average) just over $257M annually on medical health services. The following charts depict total spend by fiscal year:

|  |  |
| --- | --- |
| **FY** | **HISTORICAL SPEND** |
| 2017 | $174,693,749 |
| 2018 | $209,051,781 |
| 2019 | $296,166,522 |
| 2020 | $349,306,942 |
| **TOTAL:** | **$1,029,218,996** |

There has been a steady rise year over year. The State’s initiatives to improve services to rural and technologically disadvantaged areas supports a continuing upward trend in remote healthcare spend overall. Additionally, behavioral health services have been largely provided to citizens on a limited basis by direct hire. The annual spend for behavioral health provided by contracted suppliers averages $421M. Remote behavioral health services have increased and are projected to continue trending upward.

**SPEND**

The State expects the contract spend of any resultant contract(s) to experience appreciable spend in direct correlation to major and unexpected adjustments in continuing delivery of care due to in person restrictions related to COVID-19. Therefore, in response to this eRFP, DOAS expects to receive substantial volume discount pricing that takes into consideration the large purchasing base of multiple state and local government entities, emerging technologies and developing lines of service. Any resultant contract(s) will also be available for use by other states and authorities via a participating addendum. Additionally, Awarded Supplier(s) of any resulting statewide contract(s) will receive maximum exposure for their products through Team Georgia Market Place (TGM), the State’s e-Procurement Solution, an increased emphasis on collaborative marketing efforts of the Supplier(s) and the State Purchasing Division.

* 1. **eRFP Certification**

Pursuant to the provisions of the Official Code of Georgia Annotated §50-5-67(a), DOAS certifies the use of competitive sealed bidding will not be practicable or advantageous to the State of Georgia in completing the acquisition described in this eRFP. Thus, electronic competitive sealed proposals will be submitted in response to this eRFP.

This eRFP is being sourced through an electronic sourcing tool approved by the Department of Administrative Services (“DOAS”) and all suppliers’ responses must be submitted electronically in accordance with the instructions contained in Section 2 “Instructions to Suppliers” of this eRFP. Electronic competitive sealed proposals will be administered pursuant to the Georgia Electronic Records and Signature Act. Please note electronic competitive sealed proposals meet the sealed proposal requirements of the State of Georgia, an electronic record meets any requirements for writing, and an electronic signature meets any requirements for an original signature.

* 1. **Overview of the eRFP Process**

The objective of the eRFP is to select one or more qualified suppliers to provide the goods and/or services outlined in this eRFP to Authorized Users. The general instructions and provisions of this document have been drafted with the expectation that DOAS may desire to make one award or multiple awards. For example, this document contains phrases such as “statewide contract(s)” and “award(s)”. Please refer to Section 1.1 “Purpose of Procurement” and Section 6.7 “Selection and Award” for information concerning whether DOAS will make one award, multiple or split awards, or reserves the right to make either depending on the proposals received.

This eRFP process will be conducted to gather and evaluate responses from suppliers for potential award. All qualified suppliers are invited to participate by submitting responses, as further defined below. After evaluating all responses received prior to the closing date of this eRFP and following negotiations (if any) and resolution of any contract exceptions, the preliminary results of the eRFP process will be publicly announced, including the names of all participating suppliers and the evaluation results. Subject to the protest process, final contract award(s) will be publicly announced thereafter.

* 1. **Schedule of Events**

The schedule of events set out herein represents DOAS’ best estimate of the schedule that will be followed. Delays to the procurement process may occur which may necessitate adjustments to the proposed schedule. Any changes to the dates up to the closing date of the eRFP will be publicly posted prior to the closing date of this eRFP. After the close of the eRFP, DOAS reserves the right to adjust the remainder of the proposed dates, including the dates for evaluation, negotiations, award and the statewide contract term on an as needed basis with or without notice.

|  |  |  |
| --- | --- | --- |
| **Description** | **Date** | **Time** |
| Release of eRFI | August 6, 2020 | N/A |
| Supplier Open Forum Discussion Session | August 18, 2020 | 2PM Eastern |
| Comments Due/Close Date and Time | As Published on the GPR | See GPR |

* 1. **Official Issuing Officer (Buyer)**

The Issuing Officer for this solicitation is listed below. Except as otherwise provided in this eRFP, all communication (questions, requests for clarification, status updates, etc.) related to this eRFP **must** be provided in writing to this individual as further detailed in Section 2.1.2, of this eRFP.

**Issuing Officer's Name: Tetchjan Simpson**

**Phone Number: 404.657.4248**

**tetchjan.simpson@doas.ga.gov**

* 1. **Definition of Terms**

Please review the following terms:

DOAS – the Georgia Department of Administrative Services

Supplier(s) – companies desiring to do business with the State of Georgia.

RFI – Request for Information; method by which entities may determine market offerings. An RFI does not constitute a bid opportunity or award.

RFP – Request for Proposal; method by which entities solicit responses from the marketplace that are evaluated and used to form a contract for subsequent purchase(s).

RFQC – Request for Qualified Contractors; method by which entities receive technical proposals to qualify firms for future bid opportunities. A second solicitation (RFQ or RFP) must follow the RFQC posting to establish pricing and award a contract.

RFQ – Request for Quote; method by which a fixed product or commodity is bid with the lowest price being considered as the basis for award and contract.

Any special terms or words which are not identified in this Statewide eRFP Document are identified separately in one or more attachments to the eRFP. Please download, save and carefully review all documents in accordance with the instructions provided in Section 2 “Instructions to Suppliers” of this eRFP.

* 1. **Contract Term**

The initial term of the statewide contract(s) is for 2 (two) calendar year(s) from the execution date of the statewide contract(s). DOAS shall have three (3) one (1) year option(s) to renew, which options shall be exercisable at the sole discretion of DOAS. Renewals will be accomplished through the issuance of a Renewal Amendment. In the event that the statewide contract(s), if any, resulting from the award of this eRFP shall terminate or be likely to terminate prior to the making of an award for a new contract for the identified products and/or services, DOASmay, with the written consent of the awarded supplier(s), extend the statewide contract(s) for such period of time as may be necessary to permit the State’s continued supply of the identified products and/or services. The statewide contract(s) may be amended in writing from time to time by mutual consent of the parties. Unless this eRFP states otherwise, the resulting award of the statewide contract(s) does not guarantee volume or a commitment of funds.

1. **Instructions to Suppliers**

By submitting a response to the eRFP, the supplier is acknowledging that the supplier:

1. Has read the information and instructions,
2. Agrees to comply with the information and instructions contained herein.
   1. **General Information and Instructions**

**2.1.1. Team Georgia Marketplace™ Registration System**

DOAS requires all companies and/or individuals interested in conducting business with the State of Georgia to register in the State’s web-based registration system, through Team Georgia Marketplace™. Registration is free and enables the registering company to gain access to certain information, services and/or materials maintained in Team Georgia Marketplace™ at no charge to the registering company. All registering companies must agree to be bound by the applicable terms and conditions governing the supplier’s use of Team Georgia Marketplace™. In the event DOAS elects to offer certain optional or premium services to registered companies on a fee basis, the registered company will be given the opportunity to either accept or reject the service before incurring any costs and still maintain its registration. Companies may register at

<https://fscm.teamworks.georgia.gov/psc/supp/SUPPLIER/ERP/c/NUI_FRAMEWORK.PT_LANDINGPAGE.GBL>

**2.1.2. Restrictions on Communicating with Staff**

From the issue date of this eRFP until the Notice of Award is posted (or the eRFP is officially cancelled), suppliers are not allowed to communicate for any reason with any State staff except through the Issuing Officer named herein, as allowed by the Issuing Officer during the Bidders’/Offerors’ conference (if any), or as provided by existing work agreement(s). Prohibited communication includes all contact or interaction, including but not limited to telephonic communications, emails, faxes, letters, or personal meetings, such as lunch, entertainment or otherwise. DOAS reserves the right to reject the proposal of any supplier violating this provision.

**2.1.3. Submitting Questions**

All questions concerning this eRFP, including questions posed at the Bidders’/Offerors’ conference (if any), must be submitted in writing via email to the Issuing Officer identified in Section 1.5 “Issuing Officer” of this eRFP. No questions other than written will be accepted. No response other than written will be binding upon the State. All suppliers must submit questions by the deadline identified in the Schedule of Events for submitting questions. Suppliers are cautioned that DOAS may or may not elect to entertain late questions or questions submitted by any other method than as directed by this section. All questions about this eRFP should be submitted in the following format:

Company Name

Question #1 Question, Citation of relevant section of the eRFP

Question #2 Question, Citation of relevant section of the eRFP

**Do not use the comments section of the Sourcing Event to submit questions to the Issuing Officer.**

**2.1.4. Attending Bidders’/Offerors’/ Conference**

The Bidders’/Offerors’ Conference or any other information session (if indicated in the schedule of events) will be held at the location referred to in Section 1.5“Schedule of Events” of this eRFP. Unless indicated otherwise, attendance is not mandatory; although suppliers are strongly encouraged to attend. However, in the event the conference has been identified as mandatory, then a representative of the supplier must attend the conference in its entirety to be considered eligible for contract award. The supplier is strongly encouraged to allow ample travel time to ensure arrival in the conference meeting room prior to the beginning of any mandatory conference. DOAS reserves the right to consider any representative that failed to sign in or arrived late to be “not in attendance.” Therefore, all suppliers are strongly encouraged to arrive early to allow for unexpected travel contingencies.

**2.1.5. State’s Right to Request Additional Information - Supplier’s Responsibility**

Prior to award, DOAS must be assured that the selected supplier(s) has all of the resources to successfully perform under the statewide contract. This includes, but is not limited to, adequate number of personnel with required skills, availability of appropriate equipment in sufficient quantity to meet the ongoing needs of the State, financial resources sufficient to complete performance under the statewide contract, and experience in similar endeavors. If, during the evaluation process, DOAS or the State’s evaluation team is unable to assure itself of the supplier’s ability to perform, if awarded, DOAS has the option of requesting from the supplier any information deemed necessary to determine the supplier’s responsibility. If such information is required, the supplier will be so notified and will be permitted a sufficient number of business days, as determined by DOAS, to submit the information requested.

**2.1.6. Failing to Comply with Submission Instructions**

Responses received after the identified due date and time or submitted by any other means than those expressly permitted by the eRFP will not be considered. Suppliers’ responses must be complete in all respects, as required in each section of this eRFP.

**2.1.7. Rejection of Proposals; State’s Right to Waive Immaterial Deviation**

DOAS reserves the right to reject any or all supplier responses, to waive any irregularity or informality in a supplier’s response, and to accept or reject any item or combination of items, when to do so would be to the advantage of the State of Georgia. It is also within the right of DOAS to reject responses **that do not contain all elements and information requested in this eRFP**. A supplier’s response will be rejected if the response contains any defect or irregularity and such defect or irregularity constitutes a material deviation from the eRFP requirements, which determination will be made by DOAS on a case-by-case basis. A minor informality or irregularity is one which is a matter of form or an immaterial variation from the exact requirements of the solicitation that a trivial or negligible effect on a Supplier’s proposal’s total price, quality, quantity, or delivery of the supplies or performance of the contract, and the correction or waiver of which would not be prejudicial to other Suppliers. DOAS maintains discretion to provide a supplier with an opportunity to cure any deficiency resulting from a minor informality or irregularity or to waive any such deficiency when it is to the advantage of the State. Examples of minor informalities or irregularities include, but are not limited to:

1. Failure of a Supplier to furnish the required information concerning the number of the Supplier’s employees or failure to make a representation concerning its size
2. Failure of a Supplier to furnish cut sheets or product literature
3. Failure of a Supplier to furnish certificates of insurance
4. Failure of a Supplier to furnish financial statements
5. Failure of a Supplier to furnish references
6. Failure of a Supplier to indicate its contractor’s license or other evidence of required licensure, except that a contract must not be awarded to the Supplier unless and until the Supplier is properly licensed under the laws of Georgia
7. Failure of a Supplier to furnish an e-verify affidavit, except that a contract must not be awarded to the Supplier unless and until the Supplier has submitted a properly executed e-verify affidavit.

**2.1.8. State’s Right to Amend and/or Cancel the eRFP**

DOAS reserves the right to amend this eRFP prior to the end date and time. Any time a change is made to the eRFP, the eRFP will be temporarily “un-posted” from the Team Georgia Marketplace™ to permit changes to be made. Then, once the revision is complete, a new “version” of the eRFP will be posted to the Team Georgia Marketplace™. The eRFP will possess the same solicitation number; however, the eRFP will contain a new version number. By submitting a response, the supplier shall be deemed to have read and accepted all terms and agreed to all requirements of the eRFP (including any revisions/additions made in writing prior to the close of the eRFP whether or not such revision occurred prior to the time the supplier submitted its response) unless expressly stated otherwise in the supplier’s response. THEREFORE, EACH SUPPLIER IS INDIVIDUALLY RESPONSIBLE FOR REVIEWING THE REVISED eRFP AND MAKING ANY NECESSARY OR APPROPRIATE CHANGES AND/OR ADDITIONS TO THE SUPPLIER’S RESPONSE PRIOR TO THE CLOSE OF THE eRFP. Suppliers are encouraged to frequently check the GPR for additional information. Finally, DOAS reserves the right to cancel this eRFP at any time and for any reason.

**2.1.9. Protest Process**

Suppliers should familiarize themselves with the procedures set forth in the *Georgia Procurement Manual (GPM)*.

**2.1.10. Costs for Preparing Proposals**

Each supplier’s response should be prepared simply and economically, avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete presentation. The cost for developing the supplier’s response and participating in the procurement process (including the protest process) is the supplier’s sole responsibility. The State will not provide reimbursement for such costs.

**2.1.11. ADA Guidelines**

The State of Georgia adheres to the guidelines set forth in the Americans with Disabilities Act. Suppliers should contact the Issuing Officer at least one day in advance if they require special arrangements when attending the Bidders/Offerors Conference (if any). The Georgia Relay Center at 1-800-255-0056 (TDD Only) or 1-800-255-0135 (Voice) will relay messages, in strict confidence, for the speech and hearing impaired.

**2.1.12. Public Access to Procurement Records:** Solicitation opportunities will be publicly advertised as required by law and the provisions of the Georgia Procurement Manual. Information submitted in response to this solicitation will be processed in accordance with applicable State of Georgia procurement procedures. Requests for copies of bids and proposals prior to final award of a contract shall be handled in accordance with the procedures outlined in O.C.G.A. § 50-5-67, the State Purchasing Act, whereas requests for procurement-related documents after final contract award or upon cancellation of a bid without intent to rebid are handled in accordance with the Georgia Open Records Act as provided in O.C.G.A. 50-18-71 et. seq. DOAS reserves the right to assess production costs as provided pursuant to O.C.G.A. 50-18-71(c). Proposals and bids, including documents pertaining to the solicitation, become the property of the State and shall be open to public inspection as follows:

**2.1.12.1: State Purchasing Act:** The State Purchasing Act delays the release of certain procurement records in the event the public disclosure of those records prior to DOAS’s public announcements of the results of a solicitation would undermine the public purpose of obtaining the best value for the State such as cost estimates, proposals/bids, evaluation criteria, supplier evaluations, negotiation documents, offers and counter-offers, and certain records revealing preparation for the procurement. Pursuant to O.C.G.A. § 50-5-67, bids and proposals shall be made available for public inspection, upon request, within one business day of DOAS’s posting of the Notice of Intent to Award or the Notice of Award in the event DOAS does not issue the Notice of Intent to Award. Exceptions provided under the Georgia Open Records Act are not applicable to the disclosure requirements under the State Purchasing Act; therefore, all information other than audited financial statements, will be subject to public disclosure upon request during the protest period, including information marked as “confidential”, “proprietary”, etc. DOAS is under no obligation to notify Supplier of disclosure of records under the State Purchasing Act.

**2.1.12.2 Georgia Open Records** **Act:**  After final contract award has been made or after a bid has been cancelled following evaluation, without intent to rebid, requests for access to supplier proposals and/or communications, shall be subject to the disclosure provisions of Georgia’s Open Records Act. Pursuant to O.C.G.A. § 50-18-71(a), DOAS must make all public records, including bid proposals, open for personal inspection and copying, except those records which by order of a court of this state or by law are specifically exempted from disclosure.

**2.1.12.2.1 Marking Submissions as “Confidential”, “Proprietary”, or “Trade Secret:** If a Supplier considers any portion of the documents, data, or records submitted in response to this solicitation to be exempt from disclosure under Georgia law, the Supplier must clearly mark each such submission, or portions of the submission, considered to be exempt from disclosure as “Confidential,” “Proprietary”, or “Trade Secret.” All markings must be conspicuous; use color, bold, underlining, or some other method in order to conspicuously distinguish the mark from the other text. Wholesale designation of a response or substantial parts of a response as “Confidential” will not be accepted by the State. If only portions of a page are subject to some protection, Supplier should not mark the entire page. The State is required to make its own determination regarding what information may or may not be withheld from disclosure regardless of the designation made by the Supplier.

**2.1.12.2.2 Submission of Redacted Copies:** If Supplier considers any portion of its bid/proposal to the solicitation to be trade secret or otherwise not subject to public disclosure under Georgia Open Records Act, Supplier must, in addition to the required original documents, provide a separate redacted electronic copy of its bid/proposal, preferably in PDF format, and briefly describe in a separate writing, as to each item redacted, the grounds for claiming exemption from the public records law, including citation to the appropriate exemption form disclosure requirements provided under Georgia law. This redacted copy should be clearly marked “Redacted Copy-Available for Public Review.” In addition, the electronic file name should include the words **“Redacted Copy”** at the **beginning of the file name**. The redacted copy shall be submitted at the same time Supplier submits its bid/proposal and must only exclude or redact those specific portions that are claimed not subject to disclosure. The redacted copy should reflect the same pagination as the original and show the location from which information was redacted. Except for the redacted information, the redacted electronic copy must be identical to the original bid/proposal. If Supplier fails to submit a redacted copy with its bid/proposal, the State is authorized to produce the Supplier’s bid/proposal with the exception of audited financial statements in answer to any public records request under the Georgia Open Records Act. The redacted copy will be open to public inspection under the Georgia Open Records Act without further notice to the Supplier. If the State of Georgia deems redacted information to be subject to disclosure under the Georgia Open Records Act, the Supplier will be contacted prior to the release of this information. **Generally, the State does not consider pricing information to be confidential or proprietary.**

**2.1.12.2.3 Trade Secret**: In addition, if the Supplier claims that certain information in its bid/proposal may be withheld as trade secret pursuant to O.C.G.A. 50-18-72(a)(34), the Supplier shall include **with its bid/proposal submission**, **an affidavit indicating the specific information** that the Supplier identifies as trade secret, affirmatively declaring that such information is trade secret.  Along with the affidavit, the Supplier shall provide a justification regarding how and why each redaction request constitutes a trade secret pursuant to Georgia Law. Designation of a “trade secret” shall not be binding on the State, but the State will review and consider the designation. If the Supplier does not include an affidavit with its bid/proposal submission, the State is authorized to produce the Supplier’s bid/proposal with the exception of audited financial statements in answer to any public records request under the Georgia Open Records Act. Wholesale designation of a response or substantial parts of a response as “trade secrets” will not be accepted by the State. In general, the State does not consider pricing information to be trade secret.

**2.1.13. Registered Lobbyists**

By submitting a response to this eRFP, the supplier hereby certifies that the supplier and its lobbyists are in compliance with O.C.G.A. § 21-5-51 et seq.

2.1.15. **National Defense Authorization Act (NDAA)**

A vital component of DOAS’s mission is ensuring that any equipment or services procured by Authorized Users adequately protects the security of state data. Effective August 13, 2018, the John McCain National Defense Authorization Act (NDAA), H.R. 5515 (https://www.congress.gov/bill/115th-congress/house-bill/5515/text#toc-H4350A53097BD46409287451A50C4F397), provides that agencies of the federal government are prohibited from procuring equipment or services from Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities). In addition, federal agencies are prohibited from procuring certain video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any of their subsidiaries or affiliates). For similar reasons, DOAS, has determined that Suppliers utilizing manufacturer’s equipment, subcomponent products or services provided by these entities will be excluded from receiving an awarded contract. Please confirm that you agree not to utilize manufacturer’s equipment, subcomponent products or services from any of the companies identified in the NDAA under any resultant contract award with the State of Georgia.

* 1. **Submittal Instructions**

Listed below are key action items related to this eRFP. The Schedule of Events in Section 1.4 identifies the dates and time for these key action items. This portion of the eRFP provides high-level instructions regarding the process for reviewing the eRFP, preparing a response to the eRFP and submitting a response to the eRFP. Suppliers are required to access and utilize the training materials identified in Section 2.1.1 “Team Georgia Marketplace™” of this eRFP to ensure the supplier successfully submits a response to this eRFP.

* + 1. **eRFP Released**

The release of the eRFP is formally communicated through the posting of this eRFP as an event in the Team Georgia Marketplace™ and by a public announcement posted to the Georgia Procurement Registry, which is accessible online as follows: <http://ssl.doas.state.ga.us/PRSapp/PR_index.jsp>

This eRFP is being conducted through Team Georgia Marketplace™, an online, electronic tool, which allows a supplier to register, logon, select answers and type text in response to questions, and upload any necessary documents. Team Georgia Marketplace™ permits a supplier to build and save a response over time until the supplier is ready to submit the completed response. Each supplier interested in competing to win a contract award must complete and submit a response to this eRFP using Team Georgia Marketplace™. Therefore, each supplier MUST carefully review the instructions and training information from the following link for a comprehensive overview of the functionality of Team Georgia Marketplace™: <http://doas.ga.gov/state-purchasing/purchasing-education-and-training/supplier-training>

* + 1. **eRFP Review**

The eRFP (or “Sourcing Event”) consists of the following: this document, entitled “Statewide eRFP Document”, and any and all information included in the Sourcing Event, as posted online on Team Georgia Marketplace™, including any and all documents provided by DOAS as attachments to the Sourcing Event or links contained within the Sourcing Event or its attached documents.

Please carefully review all information contained in the Sourcing Event, including all documents available as attachments or available through links. Any difficulty accessing the Sourcing Event or opening provided links or documents should be reported immediately to the Issuing Officer (See Section 1.5) and/or the Help Desk (Section 2.2.8). Attached documents may be found as follows:

1. First, documents may be provided at the “header” level of the Sourcing Event. Please select “View/Add General Comments & Attachments”, which appears at the top of the screen of the Event under the “Event Details” Section. Next, by selecting “View Event Attachments”, the supplier may open and save all of the available documents. In this location, the supplier is most likely to find this document (Statewide eRFP Document) as well as the worksheets and attachments referenced in Section 4 “eRFP Proposal Factors”. The Supplier is responsible for thoroughly reviewing all provided attachments.
2. Second, documents may also be provided at the “line detail” level of the Event. Please navigate to “Step 2: Enter Line Bid Responses”, which appears towards the bottom of the screen of the Sourcing Event. Please access any provided documents as follows:
   1. First Method:
      * 1. To the right of each line appearing under Step 2, the Event contains a “Bid” link. By selecting the “Bid” link, the supplier will navigate to a new page of the Event.
        2. On this new page, the supplier can select “View/Add Question Comments and Attachments” to locate attached documents.
   2. Second Method:
      * 1. To the right of each line appearing under Step 2, the Event contains a “Line Comments/Files” icon (appears as a bubble with text). By selecting the “Line Comments/Files” icon, the supplier will navigate to a new page of the Event.
        2. On this new page, the supplier can locate attached documents.

In this location, the supplier is most likely to find the cost worksheet (if any, as defined by Section 5 “Cost Proposal”) as well as any other documents related to the identified line items. Please thoroughly review all provided attachments.

* + 1. **Preparing a Response**

As noted earlier, Team Georgia Marketplace™ allows the supplier to answer questions by entering text and numeric responses. In addition, as noted in Section 2.2.4 “Uploading Forms”, the supplier may also provide information by uploading electronic files. When preparing a response, the supplier must consider the following instructions:

1. Use the provided worksheets to prepare your response. Enter your responses directly into the worksheet. Unless otherwise directed, do not insert “see attached file” (or similar statements) in the worksheet to reference separate documents.
2. Answer each question in sufficient detail for evaluation while using judgment with regards to the length of response.
3. Proofread your response and make sure it is accurate and readily understandable.
4. Label any and all uploaded files using the file names provided in the Worksheets or corresponding section numbers of the eRFP if names have not been provided.

NOTE: There is a limit of 56 characters for file names in the system and special characters are not accepted.

1. Use caution in creating electronic files to be uploaded. If DOAS is unable to open an electronic file due to a virus or because the file has become corrupted, the supplier’s response may be considered incomplete and disqualified from further consideration.
2. Use commonly accepted software programs to create electronic files. DOAS has the capability of viewing documents submitted in the following format: Microsoft Word or WordPad, Microsoft Excel, portable document format file (PDF), and plain text files with the file extension noted in parentheses (.txt). Unless the eRFP specifically requests the use of another type of software or file format than those listed above, please contact the Issuing Officer prior to utilizing another type of software and/or file format. In the event DOAS is unable to open an electronic file because DOAS does not have ready access to the software utilized by the supplier, the supplier’s response may be considered incomplete and disqualified from further consideration.
3. Continue to save your response until the response is ready to be submitted. Select the “Save for Later” button at the top of the page under “Event Details” of the Event.
   * 1. **Uploading Forms**

Once the supplier is ready to upload electronic files (completed forms or worksheets, product sheets, etc.), please following the directions within the eRFP to upload these documents in the proper location. There are three places to upload completed documents:

1. First, the “View/Add General Comments & Attachments” link contains a place for the supplier to upload all of the documents and worksheets which were provided by DOAS under the “View Event Attachments” link. Once the supplier has completed the Event Attachments, the supplier can then select “Add New Attachments” to upload the completed documents. The supplier can upload as many documents as necessary in this section of the Sourcing Event.
2. Second, the supplier can also upload documents in response to each question or bid factor which appears on the main page of the Sourcing Event, which appears below the “View/Add General Comments & Attachments” link of the Sourcing Event. To the right of each question or bid factor, the supplier can select the “Add Comments or Attachments” link to either enter a written response or upload an electronic document in response to the question or bid factor. After selecting “Add Comments or Attachments”, the supplier should select “Upload” under the “Add New Attachments” section to browse and upload an electronic file.
3. Third, the supplier can also upload documents in the bottom portion of the Sourcing Event where pricing is requested. After selecting the comment bubble icon, the Sourcing Event allows the supplier to select “Upload” in order to include an attachment as part of the supplier’s response. In the alternative, the supplier can also select the link “Bid”, which also appears to the right of any line items provided in the “Enter Line Bid Responses” portion of the Event. After selecting the “Bid” link, the supplier can select “View/Add Question Comments and Attachments” to upload a document.

**Do not login to multiple concurrent sessions utilizing the same TGM Supplier ID, as this may cause a system error and may result in the loss of some or all of the work completed during the concurrent sessions.**

* + 1. **Reviewing the Response Prior to Submission**

Each supplier is responsible for ensuring all questions have been answered appropriately and that all necessary documents have been uploaded as directed in the solicitation. Prior to final submission of your response, please review the following checklist:

1. Please review and confirm that the supplier has answered all questions appropriately. Many questions require a “yes” or “no” response. Please ensure that the correct response has been selected.
2. Please review and confirm that the most competitive response has been provided.
3. Please confirm that all necessary files have been uploaded.
4. Please select the “Validate Entries” button under “Event Details” at the top portion of the Event. While the “Validate Entries” feature cannot verify whether the supplier has attached files, attached the correct files, or entered the correct responses, the “Validate Entries” feature will alert the supplier if one or more questions in the “Event Questions” section of the Event have not been answered. The “Validate Entries” feature is a useful tool; however, it is no substitute for careful preparation and review by the supplier. The State will not consider the supplier’s use of the “Validate Entries” feature as an excuse for an error committed by the supplier in the preparation of its response.
   * 1. **Submitting the Completed Response/Bid**

**Once the completed response has been reviewed by the supplier, click the "Submit Bid" button at the top of the page under the “Event Details” section of the Event.** Any information entered by a supplier into Team Georgia Marketplace™ but not submitted prior to the submission deadline will not be released to DOAS and will not be considered for award. Only after the supplier selects the “Submit Bid” button, will the response to the eRFP be sent electronically, time stamping the supplier’s response and sending a confirmation email to the email address of the supplier. Please note that submission is not instantaneous and may be impacted by unpredictable factors such as a supplier temporarily losing a connection to the Internet or increased system traffic; therefore, each supplier must **allow ample time for its response to be submitted prior to the deadline**. Please be aware that submission of multiple attachments may involve a substantial amount of time. Each Supplier is strongly encouraged to save attachments as they are uploaded and to submit its response/bid at least eight hours prior to close of a solicitation in order to allow ample time for appropriate technical support should the need arise. Each Supplier is responsible in all respects for timely delivery of its response and completeness in Team Georgia Marketplace™.

* + 1. **Reviewing, Revising or Canceling a Submitted Response**

After the response has been submitted, the supplier may view and/or revise its response by logging into Team Georgia Marketplace™ and selecting the eRFP event number and the “View/Edit” feature for the supplier’s previous response. Please take note of the following:

* 1. REVIEW ONLY. In the event the supplier only wishes to view a submitted response, the supplier may select “View/Edit” and confirm “OK” when the warning appears. The warning will instruct the supplier “WARNING: If you View/Edit your bid response, you must re-submit your bid”. Once the supplier has finished viewing the response, the supplier must click on “Submit Bid” and may simply exit the screen. DO NOT SELECT “Save for Later.” Team Georgia Marketplace™ recognizes any response placed in the “Save for Later” status as a work in progress and withdraws the originally submitted bid. As a result, unless the supplier selects “Submit Bid” prior to the closing date and time, no response will be transmitted through the system.
  2. REVIEW AND REVISE. In the event the supplier desires to revise a previously submitted response, the supplier may select “View/Edit” and confirm “OK” when the warning appears. The warning will instruct the supplier “WARNING: If you View/Edit your bid response, you must resubmit your bid”. If the revisions cannot be completed in a single work session, the supplier should save its progress by selecting “Save for Later.” Once revisions are complete, the supplier **MUST** select “Submit Bid” to submit its corrected response. Please permit adequate time to revise and then resubmit the response. Please note submission is not instantaneous and may be affected by numerous events, such as the supplier temporarily losing a connection to the Internet.

AS EACH SUPPLIER IS SOLELY RESPONSIBLE FOR RESUBMITTING ITS RESPONSE PRIOR TO THE eRFP END DATE AND TIME TO ENSURE THE RESPONSE MAY BE CONSIDERED BY DOAS, PLEASE USE CAUTION IN DECIDING WHETHER OR NOT TO MAKE REVISIONS. The State will assume no responsibility for a supplier’s inability to correct errors or otherwise make revisions to the submitted response or the supplier’s inability to resubmit a response prior to the eRFP end date and time.

3. WITHDRAW/CANCEL. In the event the supplier desires to revise a previously submitted response, the supplier may select “View/Edit” and then select “Save for Later”. Team Georgia Marketplace™ recognizes any response placed in the “Save for Later” status as a work in progress and ***withdraws the originally submitted bid***. As a result, unless the supplier selects “Submit Bid” prior to the closing date and time, no response will be transmitted through the system. In the event a supplier desires to withdraw its response after the closing date and time, the supplier must submit a request in writing to the Issuing Officer.

* + 1. **Help Desk Support**

For technical questions related to the use of Team Georgia Marketplace™, suppliers have access to phone support through the DOAS Customer Service Help Desk at 404-657-6000, Monday through Friday 8:00 AM to 5:00 PM excluding State Holidays or any other day state offices are closed such as furlough days or closings in response to inclement weather. Suppliers can also email questions to: [ProcurementHelp@doas.ga.gov](mailto:ProcurementHelp@doas.ga.gov).

1. **General Business Requirements**

This section contains general business requirements. By submitting a response, the supplier is certifying its agreement to comply with all of the identified requirements of this Section 3 and that all costs for complying with these general business requirements are included in the supplier’s submitted pricing.

* 1. **Periodic Performance/Sales Reports**

If selected for award, the supplier shall submit the following management report(s) to the DOAS identified contract administrator. If specified by DOAS contract administrator, all electronic reports must be submitted in Microsoft Excel or Microsoft Access format. If applicable, reports should include the ability to sort/summarize by account.

**Quarterly Sales Report**

Statewide sales by customer, including the following: product number, product description, manufacturer name, NIGP code, merchandise class code/indicator, quantity shipped, list price, unit price, total spend, etc. At the end of each state fiscal quarter as defined above, Supplier shall prepare the Quarterly Sales Report and submit the file through the Supplier Portal of Team Georgia Marketplace within 20 calendar days of the end of the State’s fiscal quarter as specified in Section 3.5.

**Annual Analysis Report**

An annual analysis of actual pattern of purchases will be provided by the supplier.  The analysis will include total unit and dollar values for each of the items purchased from the supplier.  In addition, the supplier will work with DOAS to identify additional information items needed and the physical format of the report.  The report shall be submitted to DOAS no later than August 1 of each year of the statewide contract. Data must be provided in a flat file format.

**Contract Status Reports**

A monthly contract status report shall be delivered to DOAS’ contract administrator by the fifteenth (15th) calendar day of the following month. Topics to be covered in this report would include, but are not limited to, problems or questions that required more than five working days to resolve, product changes, anticipated problems, etc.

* 1. **Business Review Meetings**

If selected for award, the supplier must be prepared to participate in business review meetings at DOAS’ request. During the business review meetings, the supplier will present a written and oral status to DOAS regarding all work orders/purchase orders (including date and value).  The business review meeting will also focus on the status of service level agreements and key performance indicators agreed to by supplier and DOAS. The business review meeting may involve, but not be limited to, the following: review of the supplier’s performance and submitted reports, identification of areas of improvement to be addressed, review of the previous quarter's sales statistics, development/monitoring of a supplier service "scorecard."

* 1. **Virtual Catalog**

**Team Georgia Marketplace™ Virtual Catalog**

DOAS utilizes electronic catalog hosting and management services to enable state customers to access a central online website to view and/or shop the goods and services available from existing statewide contracts as further described in that agreement. The central online website is referred to as Team Georgia Marketplace™ and the catalog site is referred to as the Virtual Catalog.

**Supplier’s Interface with the Virtual Catalog**

To be eligible for contract award, the Supplier must agree to cooperate with DOAS and its contractor, Jaggaer (formerly known as SciQuest), in the event DOAS selects this statewide contract to be exhibited on the Virtual Catalog. At a minimum, the Supplier agrees to the following:

1. Supplier agrees, upon DOAS’ written request, to deliver within thirty (30) days of such request either (1) a hosted catalog or (2) punch-out catalog or a combination of both. Supplier will cooperate with DOAS and Jaggaer to create a schedule to enable the integration of the Supplier’s statewide contract offering into the Virtual Catalog within a reasonable time period as determined by DOAS.
2. If requested by DOAS, Supplier will join the Jaggaer Supplier Network (JSN) and will have the option of using the Jaggaer’s Supplier Portal to extract the Supplier’s catalog and pricing, upload products, pricing and images into the Jaggaer system, and view reports on catalog spend and product/pricing freshness. The Supplier can receive orders through electronic delivery or through low-tech options such as e-mail and fax. More information about the JSN can be found at: [www.jaggaer.com](http://www.jaggaer.com) or call the Jaggaer Supplier Network Services team at 919-659-2152 or 800-233-1121.
3. Supplier will support use of the latest version of the United Nations Standard Product and Services Code (UNSPSC). UNSPSC are owned by the United Nations Development Programme (UNDP) are managed by GS1 US. Updates to the UNSPSC are conducted at a minimum of once a year. The State of Georgia reserves the right to migrate to future versions of the UNSPSC and the Supplier will be required to support the migration effort. All line items, goods or services provided under the resulting statewide contract must be associated to an appropriate UNSPSC code. All line items must be identified at the most detailed UNSPSC level indicated by segment, family, class and commodity. More information about the UNSPSC is available at: <http://www.unspsc.org> and <http://www.unspsc.org/faqs#How> .
4. DOAS will decide which of the catalog structures (either Hosted, Punch Out, or both as further described below) will be provided by the Supplier. **Regardless the type of catalog(s) selected, items displayed within the catalog must be strictly limited to the Supplier’s awarded contract offering (e.g. products and/or services not authorized through the resulting statewide contract are not to be viewable by User Agencies).**
   1. Hosted Catalog. By providing a Hosted Catalog, the Supplier is providing a list of its products/services, pricing, and images in an electronic data file in a format accepted by Jaggaer’s System Integration, such as Tab Delimited Text files. In this scenario, the Supplier must submit updated electronic data from time to time to DOAS to maintain the most up-to-date version of its product/service offering under the statewide contract in the Virtual Catalog.
   2. Punch-Out Catalog. By providing a Punch Out Catalog, the Supplier is providing its own online catalog, which must be capable of being integrated with the Virtual Catalog as follows: Standard punch-in via Commerce Extensible Markup Language (cXML). In this scenario, the Supplier ensures its online catalog marketplace is up-to-date by periodically updating the offered products/services and pricing listed on its online catalog. Updates and Changes made to the Supplier’s Online Catalog, as it relates to pricing and adding of items, must be approved by DOAS prior to enabling. If awarded multiple contracts, Supplier agrees to maintain a single Punch Out site and be able to provide the appropriate contract id on each item returned to Jaggaer. The site must also return detailed UNSPSC codes (as outlined in line 3) for each line item. Supplier also agrees to provide e-Quote functionality that is retrievable for purchase through the Integration to facilitate volume discounts. Supplier will need to be able to facilitate the delivery of Level II Punch Out within this Integration.
5. Minimum Requirements: Whether the Supplier is providing a Hosted Catalog or a Punch Out Catalog, the Supplier agrees to meet the following requirements:
   1. Catalog must contain the most current pricing\* and/or discounts, as well as the most up-to-date product/service offering the Supplier is authorized to provide in accordance with the statewide contract; and
   2. The accuracy of the catalog must be maintained by Supplier throughout the duration of the statewide contract between the Supplier and DOAS; and
   3. The Catalog must include a State-specific contract identification number; and
   4. The catalog must include detailed product line item descriptions; and
   5. The catalog must include pictures or diagrams when possible;\*\* and
   6. The catalog must include DOAS accepted Unit of Measure
   7. The catalog must include any additional DOAS content requirements.\*\*\*
6. Revising Pricing and Product Offerings: Any revisions (whether an increase or decrease) to pricing or product/service offerings (new products, altered SKUs, etc.) must be pre-approved by DOAS and will be subject to any other applicable restrictions with respect to the frequency or amount of such revisions. However, no statewide contract showcased in the Virtual Catalog may include price changes on a more frequent basis than once per quarter. The following conditions apply with respect to hosted catalogs:
   1. Updated pricing files are required by the 1st of the month and will go into effect in the Virtual Catalog on the 1st day of the following month (i.e. file received on 1/01/09 would be effective in the Virtual Catalog on 12/01/09). Files received after the 1st of the month may be delayed up to a month (i.e. file received on 11/06/09 would be effect in the Virtual Catalog on 1/01/10).
   2. DOAS-approved price changes are not effective until implemented within the Virtual Catalog. Errors in the Supplier’s submitted pricing files will delay the implementation of the price changes in the Virtual Catalog.
   3. Supplier will be required to honor pricing, for an agreed upon time, on orders that are considered to be “in-flight” at the time the price change goes into effect.
7. Supplier must be able to accept Purchase Orders via fax, e-mail, cXML or EDIINT.
   1. For Punch Out Catalogs the Supplier must accept orders Catalog generated orders via cXML or EDIINT. For Orders consisting of items that are considered, non-catalog items, orders must be able to be received as stated above.
   2. For Purchase Orders received via email, the Supplier must provide a dedicated email address (i.e. [orders@company.com](mailto:orders@company.com)) that is monitored during normal business hours.
   3. The Supplier is required to provide positive confirmation via phone or email within 24 hours of the Supplier’s receipt of the Purchase Order. If the Purchasing Order is received after 3pm EST on the day before a weekend or holiday, the Supplier must provide positive confirmation via phone or email on the next business day.

8. Supplier agrees that DOAS controls which contracts appear on the Virtual Catalog and that DOAS may elect at any time to remove any supplier’s offering from the Virtual Catalog.

\* Current pricing is to be inclusive of all administrative fees, delivery costs, production costs, third party pass through charges, or any markups or adjustments.

\*\*Details regarding the submission of image files and catalog content will be discussed during the enablement process; however, the following represents key information regarding the submission of product image files:

* Provide URL links to the product images (preferred method) or actual image files (in gif, jpeg and other commonly used formats) for all of the items in the Supplier’s catalog that will be hosted by the Virtual Catalog. These images are displayed to the customer directly in search results as well as in the product details window.
* Provide the actual image files in a ‘zip archive’. Please go to [www.winzip.com](http://www.winzip.com) to download the WinZip® application that is needed to create such an archive as well as additional details about using WinZip® application.
* Provide only one image per product.
* Color pictures are preferred; however, black and white pictures or drawings are acceptable if this is the current standard for the Supplier’s business marketing.
* Please note the Virtual Catalog prefers jpg format for image files (280X280 pixels) although images in many other formats are accepted.
  + - When an image is in jpg format, it is resized to 280X280 pixels, if necessary, to maintain a consistent appearance for the Virtual Catalog.
    - When an image is in a format other than jpg, it will be converted to jpg and resized to 280X280 pixels to maintain a consistent appearance for the Virtual Catalog.
* As products change, updated image files must be submitted to update the Virtual Catalog.
* Provide a corporate logo image in the following sizes. Logo will be used for display on the Supplier/Contract profile.
  + 30 pixels (H) x 70 pixels (W)
  + 50 pixels (H) x 115 pixels (W)
  + 300 pixels (H) x 200 pixels (W)

In rare instances where an image is not available, Jaggaer and DOAS will work with the Supplier to determine the best solution for advertising the Supplier’s offering.

\*\*\* Existing suppliers in the SQSN normally host one (1) general product catalog that is made available for all customers. This avoids duplication of effort for the supplier and brings improvements to the catalog to all customers at once. It is rare that individual customers have needs that are not also required by others. Jaggaer does not prohibit ‘private’ catalogs, but recommends review of requirements with the supplier enablement consultants and the suppliers in question first. Although suppliers in the SQSN normally submit one (1) catalog, it is possible to have multiple contracts applicable to different Georgia agencies. For example, a supplier may have different pricing for state government agencies and Board of Regents institutions.  Suppliers have the ability and responsibility to submit separate contract pricing for the same catalog if applicable.   The system will deliver the appropriate contract pricing to the person viewing the catalog.

In the event DOAS selects this statewide contract to be included on the Virtual Catalog, Jaggaer’s technical documentation will be provided to the Supplier after (1) the Supplier has been formally invited by DOAS to join the Virtual Catalog and (2) the Supplier has joined the Jaggaer Supplier Network and signed up for Jaggaer’s Supplier Portal. These services will be provided by Jaggaer at no additional cost to the Supplier. Supplier agrees that Supplier’s statewide contract pricing includes any and all costs to the Supplier in complying with these provisions.

The Board of Regents and select colleges currently maintain separate instances of certain statewide contracts through Jaggaer. In the event Board of Regents or one or more colleges elects to publish the resulting statewide contract in the board/college’s Jaggaer catalog, the awarded supplier agrees to work in good faith with the board/college to implement the catalog. DOAS does not anticipate that this will require additional efforts by the awarded supplier; however, the supplier agrees to take commercially reasonable efforts to enable such separate Jaggaer catalogs or related integrations (i.e., electronic order submission, e-invoicing, etc.). Suppliers are welcome to submit questions regarding this requirement during the Q&A period and/or during the Bidders’/Offerors’ Conference.

**3.4. State of Georgia ePayable/Purchasing Card Program**

The State of Georgia provides for the use of several payment methods including ePayables, Purchasing Card (PCard), and Automated Clearing House (ACH) transfers. DOAS will determine the most advantageous method(s) of Supplier payment for the awarded Statewide Contract. Potential Suppliers need to be prepared to accommodate any and all forms of payments.

The State of Georgia PCard may be used by authorized government employees of certain governmental entities electing to participate in the program to purchase necessary supplies. Supplier agrees to accept payment via PCard and shall impose no fee on either DOAS or any Authorized User for the use of the State of Georgia PCard pursuant to this statewide contract. The Supplier also agrees to accept payment via ePayables and shall impose no fee on either DOAS or any Authorized User for the use of ePayables pursuant to this Statewide Contract. Payment via ePayables is the preferred method of compensation processing. DOAS has entered into a Contract with its PCard provider, Bank of America, to provide the ePayables solution which will allow DOAS and Authorized Users to facilitate electronic payment by DOAS and Authorized Users to the Supplier.

All purchases made by Authorized Users’ representatives utilizing State of Georgia ePayables shall be exempt from sales tax. It is the responsibility of the Authorized User representative to provide the Authorized User’s tax identification number as needed at the point of sale.

If selected for award, the Supplier shall keep the State of Georgia ePayables numbers confidential and shall not disclose the State of Georgia ePayables numbers except as expressly authorized by DOAS. The Supplier represents that State of Georgia ePayables numbers will be processed, transmitted and stored in compliance with the Payment Card Industry Data Security Standard. The Supplier shall provide immediate written notice to the current DOAS contract administrator in the event of (1) any unauthorized disclosure of State of Georgia ePayables Numbers or (2) Supplier’s failure to maintain compliance with the Payment Card Industry Data Security Standard in the Supplier’s contract performance. The Supplier agrees to cooperate with DOAS, Authorized Users, and DOAS contractual partner(s) for ePayables in resolving any issues or disputes

**3.5. Administrative Fee and Sales Reporting Submission**

Pursuant to O.C.G.A. Section 50-5-51(10), DOAS has the authority to collect monies, rebates, or commissions payable to the State that are generated by supply contracts established pursuant to O.C.G.A. Section 50-5-57. These administrative fees are used by DOAS to fund various initiatives, including the administration of existing and new statewide contracts, training, and technology. For this statewide contract, DOAS requires each supplier to pay to DOAS an administrative fee on all sales pursuant to the resulting statewide contract. The administrative fee amount for this statewide contract is **1.5%**. **EACH SUPPLIER MUST SUBMIT PRICING IN ITS COST PROPOSAL WHICH INCLUDES THE IDENTIFIED PERCENT ADMINISTRATIVE FEE (HEREINAFTER, “THE FEE”) BUILT INTO THE SUBMITTED PRICING.** All suppliers must agree that the Fee will not be identified separately from the product and/or service pricing offered to Authorized Users wherever that pricing may appear (website, catalog, invoices, etc.). This Fee will be collected by the awarded Supplier and remitted to DOAS in accordance with the following paragraphs.

a. The table below, which is incorporated in the State of Georgia Statewide Contract document, contains due dates for both quarterly sales reports and administrative fees. This Section 3.5 (a) of this RFX document is also referenced by in the State of Georgia Statewide Contract Attachment 1 Contract Terms and Conditions for Software, Products, and Ancillary Services, Section A.4 “Reporting Requirements”.

The Quarterly Sales Report must be received by DOAS twenty (20) days after the end of the Fiscal Quarter through submission within the Supplier Portal of Team Georgia Marketplace, and the Fees must be received as a response to an invoice generated by DOAS between the time of receipt of the invoice and forty-five (45) days after the end of the fiscal quarter as defined by the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| *DOAS’ Fiscal Quarters* | *Months* | *Supplier’s Quarterly Sales Report Due Date* | *Supplier’s Payment Due Date (In Response to DOAS generated Invoice)* |
| *Quarter 1* | *July 1st – September 30th* | *October 20th* | *November 15th* |
| *Quarter 2* | *October 1st – December 31st* | *January 20th* | *February 15th* |
| *Quarter 3* | *January 1st – March 31st* | *April 20th* | *May 15th* |
| *Quarter 4* | *April 1st – June 30th* | *July 20th* | *August 15th* |
|  |  |  | *30 DAYS FOLLOWING TERMINATION OF SWC* |

At the end of each state fiscal quarter as defined above, Supplier shall prepare the Quarterly Sales Report and submit the file through the Supplier Portal of Team Georgia Marketplace, including the Supplier’s most up-to-date Invoice Contact Name (Billing Contact), Supplier Billing Address, and Supplier Billing E-Mail. In the event that no sales have occurred, the Supplier must complete and submit the Quarterly Sales Report, indicating that no sales have occurred, and submit the file through Supplier Portal of Team Georgia Marketplace. No later than the date identified above as the “Supplier’s Payment Due Date” for each fiscal quarter, the Supplier shall remit a payment of fees to DOAS in response to a DOAS generated invoice, through Electronic Funds Transfer (EFT).

By submission of these reports and corresponding Supplier payments, Supplier is certifying their correctness. DOAS, at its sole discretion, may also accept payment of Fees from the Supplier via electronic funds transfer (EFT).

b. Auditing and Contract Close Out. All sales reports and Fee payments shall be subject to audit by the State. Supplier shall maintain books, records and documents which sufficiently and properly document and calculate all charges billed to the State and all Fees throughout the term of the statewide contract for a period of at least five (5) years following the date of final payment or completion of any required audit, whichever is later. Supplier shall permit the Auditor of the State of Georgia or any authorized representative of the State, and where federal funds are involved, the Comptroller General of the United States, or any other authorized representative of the United States government, to access and examine, audit, excerpt and transcribe any directly pertinent books, documents, papers, electronic or optically stored and created records or other records of the Supplier relating to orders, invoices or payments or any other documentation or materials pertaining to the statewide contract, wherever such records may be located during normal business hours. Supplier shall not impose a charge for audit or examination of the Supplier’s books and records. If an audit discloses incorrect billings or improprieties, the State reserves the right to charge the Supplier for the cost of the audit and appropriate reimbursement. Evidence of criminal conduct will be turned over to the proper authorities.

In no event shall Supplier retain any amount of money in excess of the compensation to which Supplier is entitled and all Fees owed DOAS shall be paid within thirty (30) calendar days of termination of the statewide contract for any reason.

1. Modifying or Canceling the Fee. DOAS reserves the right to modify and/or cancel the Fee at any time.  Supplier shall immediately amend the statewide contract pricing to reflect any modification or cancellation of the Fee by DOAS. In addition, DOAS reserves the right to revise collection and reporting requirements in conjunction with implementation of an on-line procurement system.
2. Late Payment Fee. In the event DOAS does not receive the Supplier’s payment of the Fees on or before the Supplier’s Payment Due Date, the parties agree the Supplier must pay DOAS interest on the overdue Fees at a rate of eighteen percent (18%) per annum. Interest will be calculated as follows:

(Administrative Fee Amount Due) x (18%) = X

X / 365 (366 for leap years) = Y

Y x (Number of Days Payment is Late) = Interest Owed

For the purposes of this provision, payment of the Fees shall be considered received by DOAS on (1) the date of DOAS’ receipt of the EFT confirmation or (2) the date DOAS receives the envelope containing a check for the correct amount of the administrative fee. In the event the Supplier does not submit full payment of the Fees owed, interest shall only be applicable to the portion of the Fees which is outstanding. In the event the Supplier makes an error and overpays, the Supplier is responsible for alerting DOAS in writing of the Supplier’s discovery of the overpayment. DOAS will confirm whether an overpayment has occurred and refund or credit the overpayment amount to the Supplier no later than thirty (30) days’ following DOAS’ receipt of written notice of the overpayment. DOAS will have no responsibility for interest or any other fees with respect to Supplier’s overpayment of Fees.

1. Default. **THE SUPPLIER’S RESPONSIBILITY TO COLLECT AND REMIT THE ADMINISTRATIVE FEE ON BEHALF OF DOAS IS A SERIOUS RESPONSIBILITY AS THE SUPPLIER IS HANDLING STATE FUNDS.** Accordingly, failure to comply with these contractual requirements shall constitute grounds for declaring Supplier in default and recovering re-procurement costs from Supplier in addition to all outstanding Fees and interest.
2. Compliance.Suppliers interested in responding to this RFx and currently holding one or more statewide contracts are required to be compliant with the terms and conditions of their current agreement(s) with the State. This includes all quarterly reporting and administrative fee submission requirements. DOAS will not award the resulting statewide contract to a supplier that has failed to meet its current statewide contract obligations.

**3.6. Standard Insurance Requirements**

If awarded a contract, the supplier shall procure and maintain, until all of its obligations have been discharged (including any warranty periods under the statewide contract have been satisfied), insurance which shall protect the supplier and the State of Georgia (as an additional insured) from any claims for bodily injury, property damage, or personal injury covered by the indemnification obligations set forth in the statewide contract attached to this solicitation throughout the duration of the statewide contract. The supplier shall procure and maintain the insurance policies described below at the supplier’s own expense and shall furnish DOAS an insurance certificate listing the State of Georgia as certificate holder and as an additional insured. The insurance certificate must document that the Commercial General Liability insurance coverage purchased by the supplier includes contractual liability coverage applicable to the statewide contract. In addition, the insurance certificate must provide the following information: the name and address of the insured; name, address, telephone number and signature of the authorized agent; name of the insurance company (authorized to operate in Georgia); a description of coverage in detailed standard terminology (including policy period, policy number, limits of liability, exclusions and endorsements); and an acknowledgment of notice of cancellation to DOAS.

The supplier is required to maintain the following insurance coverage’s during the term of the statewide contract:

* + - 1. Workers Compensation Insurance (Occurrence) in the amounts of the statutory limits established by the General Assembly of the State of Georgia (A self-insurer must submit a certificate from the Georgia Board of Workers Compensation stating that the supplier qualifies to pay its own workers compensation claims.) In addition, the supplier shall require all subcontractors occupying the premises or performing work under the statewide contract to obtain an insurance certificate showing proof of Workers Compensation Coverage with the following minimum coverage:

Bodily injury by accident - per employee $100,000;

Bodily injury by disease - per employee $100,000;

Bodily injury by disease – policy limit $500,000.

* + - 1. Commercial General Liability Policy with the following minimum coverage:

Policy shall include bodily, property damage and broad form contractual liability coverage.

Each Occurrence Limit $1,000,000  
Personal & Advertising Injury Limit $1,000,000

General Aggregate Limit $ 2,000,000

Products/Completed Ops. Aggregate Limit $ 2,000,000

* + - 1. Automobile Liability

Bodily Injury and Property Damage for any owned, hired or non-owned vehicles used in the performance of the statewide contract

Combined Single Limit $1,000,000

The foregoing policies shall contain a provision that coverage afforded under the policies will not be canceled, or not renewed or allowed to lapse for any reason until at least thirty (30) days prior written notice has been given to DOAS. Certificates of Insurance (ACORD form or equivalent approved by the State) showing such coverage to be in force shall be filed with DOAS prior to commencement of any work under the statewide contract and remain in effect for the duration of the statewide contract. The foregoing policies shall be obtained from insurance companies authorized to do business in Georgia and shall be with companies acceptable to DOAS, which must have a minimum A.M. Best rating of A-. All such coverage shall remain in full force and effect during the term and any renewal or extension thereof.

Within ten (10) business days of award, the awarded Supplier must procure the required insurance and provide DOAS with two (2) Certificates of Insurance. Certificates must reference the contract number. The supplier’s submitted pricing must include the cost of the required insurance. No contract performance shall occur unless and until the required insurance certificates are provided.

**3.7 Georgia Procurement Conference**

Participation in DOAS State Purchasing’s Annual Georgia Procurement Conference (GPC) DOAS hosts an annual marketing and training trade conference, usually in late April or early May, to educate public procurement professionals on the commodities and services available on statewide contracts, offer them educational platforms to learn new techniques and best practices from state and national industry experts and provide marketing, networking and training opportunities to statewide contract Suppliers. The attendees at these events have included public procurement professionals from all state agencies, the colleges and universities of the Board of Regents and the Technical College System of Georgia, local cities and municipalities across the state, and many independent authorities. The Exhibitor Expo, which is one of the highlights of the conference, has significant marketing value and is extremely cost effective as it provides exceptional opportunities for statewide Suppliers to market directly to thousands of attendees. The Georgia Procurement Conference is scheduled each year at the Jekyll Island Convention Center and is primarily supported by statewide Suppliers as exhibitors. The cost to exhibit in the past has ranged from $1,300 to $1,600 depending on booth location desired. DOAS believes that the Expo is important because it provides public purchasers with an opportunity to meet over 300 statewide contract Suppliers and receive important information on new and existing products and services. It provides statewide contract Suppliers with training workshops and the unparalleled opportunity to establish and renew business relationships with existing customers and to market their business to approximately 800 attendees, many of whom represent potential new customers. Please note that exhibiting at the Georgia Procurement Conference is not required and no points will be awarded to those Bidders who commit to participate. However, Bidders who indicate their willingness to exhibit at GPC in their RFP Response are expected to honor their commitment for the duration of their contract, if awarded a contract

**3.8 Proposal Certification**

By responding to this solicitation, the supplier understands and agrees to the following:

* + 1. That this electronically submitted proposal constitutes an offer, which when accepted in writing by DOAS, and subject to the terms and conditions of such acceptance, will constitute a valid and binding contract between the undersigned and DOAS; and
    2. That the supplier guarantees and certifies that supplier’s proposed solution, including but not limited to all goods, services, and technology proposed by supplier, meets or exceeds all of the solicitation’s identified specifications and requirements except as expressly stated otherwise in the supplier’s proposal; and
    3. That the technical and cost proposals submitted by the supplier shall be valid and held open for a period of **one hundred and twenty (120) days** from the final solicitation closing date and that the proposals may be held open for a lengthier period of time subject to the supplier’s consent; and
    4. That this proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same materials, supplies, equipment, or services and is in all respects fair and without collusion or fraud. Supplier understands and agrees that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards; and
    5. That the provisions of the Official Code of Georgia Annotated, Sections 45-10-20 et seq. have not been violated and will not be violated in any respect.

**4. eRFP Proposal Elements**

This section contains the detailed technical requirements and related services forthis Sourcing Event. Suppliers are required to download, complete and then upload the Worksheets Mandatory Response Worksheet”, “Mandatory Scored Requirement Worksheet” “Cost Proposal” and “Additional Scored Response Worksheet” found as attachments in the Sourcing Event.

Unless requested otherwise, all responses should be provided within the worksheets and not as a separately attached document. In all responses, the primary content of the answer should be provided at the beginning with any additional or supplemental information to be provided at the end. This approach will ensure the essential information will not be overlooked. Except as otherwise indicated, all requested forms and documents must be submitted electronically via the sourcing tool as an uploaded document to the supplier’s response. These worksheets together with any and all other documents submitted in response to Section 4 of this eRFP will be considered the supplier’s technical proposal.

DOAS has determined that it is best to define its own needs, desired operating objectives, and desired operating environment. DOAS will not tailor these needs to fit particular solutions suppliers may have available; rather, the suppliers shall propose to meet DOAS’ needs as defined in this eRFP. All claims shall be subject to demonstration. Suppliers are cautioned that conditional proposals, based upon assumptions, may be deemed non-responsive.

**4.1. Technical Proposal Introduction**

All of the items described in this section are service levels and/or terms and conditions that the State expects to be satisfied by the selected supplier. Each supplier must indicate its willingness and ability to satisfy these requirements in the appropriate worksheets.

**4.2. Supplier General Information**

Each supplier must complete all of the requested information in the sourcing event related to Corporate composition and demographics.

**4.3. Mandatory Requirements**

As specified with each requirement listed in the **Mandatory Response Worksheet**, the supplier must indicate whether its proposal meets the individual requirements by marking either a "YES" or "NO" in the response block provided. A Pass/Fail evaluation will be utilized for all mandatory requirements. Ordinarily, to be considered responsive, responsible and eligible for award, all questions identified as mandatory must be marked “YES” to pass. There may be rare instances in which a response of “NO” is the correct and logical response in order to meet the mandatory requirement (e.g. responding “NO” that the supplier does not possess any conflicts of interest). Otherwise, any mandatory questions marked "NO" will fail the technical requirements and will result in disqualification of the proposal.

**DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.**

**4.4. Mandatory Scored Response**

As specified with each requirement listed in the **Mandatory Scored** **Response Worksheet**, the supplier must indicate whether it will meet the individual requirement (if any) and provide a supporting narrative in the space provided. To be considered responsive and eligible for award, all mandatory requirements identified in the Mandatory Scored Response Worksheet must be met. There may be rare instances in which an item within the Mandatory Scored Response Worksheet does not create an individual requirement which must be met, but, instead, merely calls for a response. Failure to meet any mandatory scored requirements may result in disqualification of the supplier’s response in the event that a deviation is determined to be material pursuant to Section 6.2.1 of this eRFP . The narrative description, along with supporting materials, will be evaluated and awarded points in accordance with Section 6 “Proposal Evaluation, Negotiations and Award.”

**DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.**

**4.5. Additional Scored Responses**

All items labeled “Additional Scored Responses” represent information that is requested by DOAS. Suppliers are encouraged to provide a thorough narrative description in the space provided. Answers along with any requested supporting materials will be evaluated and awarded points in accordance with Section 6 “Proposal Evaluation, Negotiations and Award.”

**DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.**

**4.6. Additional Information**

As noted in Section 2.2.2 “eRFP Review”, please access and review all of the attachments provided by DOAS within the Event. If supplemental materials are requested by DOAS to be submitted by the supplier as part of its response, the supplier should upload these additional materials as noted in Section 2.2.4 “Uploading Forms”.

**5.** **Cost Proposal**

RESERVED

**6. Proposal Evaluation, Negotiations and Award**

RESERVED

**7. Contract Terms and Conditions**

The statewide contract that DOAS expects to award as a result of this eRFP will be based upon the eRFP, the successful supplier’s final response as accepted by DOAS and the contract terms and conditions, which terms and conditions can be downloaded from the eRFP. The “successful supplier’s final response as accepted by DOAS” shall mean: the final cost and technical proposals submitted by the supplier and any subsequent revisions to the supplier’s cost and technical proposals and the contract terms and conditions due to negotiations, written clarifications or changes made in accordance with the provisions of the eRFP, and any other terms deemed necessary by DOAS, except that no objection or amendment by a supplier to the eRFP requirements or the contract terms and conditions shall be incorporated by reference into the statewide contract unless DOAS has explicitly accepted the supplier’s objection or amendment in writing.

Please review DOAS’ contract terms and conditions prior to submitting a response to this eRFP. Suppliers should plan on the contract terms and conditions contained in this eRFP being included in any award as a result of this eRFP. Therefore, all costs associated with complying with these requirements should be included in any pricing quoted by the suppliers. The contract terms and conditions may be supplemented or revised before contract execution and are provided to enable suppliers to better evaluate the costs associated with the eRFP and the potential resulting statewide contract.

**Exception to Contract**

By submitting a response, each supplier acknowledges its acceptance of the eRFP specifications and the contract terms and conditions without change except as otherwise expressly stated in the submitted proposal. If the supplier takes exception to a contract provision, the supplier must state the reason for the exception and state the specific contract language it proposes to include in place of the provision. Any exceptions to the statewide contract must be uploaded as part of the supplier’s response, and should be provided as a red-line markup of the posted contract with inserted comments specifying the need for the changes. Proposed exceptions must not conflict with or attempt to preempt mandatory requirements specified in the eRFP.

In the event the supplier is selected for potential award, the supplier will be required to enter into discussions with DOAS to resolve any contractual differences before an award is made. These discussions are to be finalized and all exceptions resolved within the period of time identified in the schedule of events. Failure to resolve any contractual issues will lead to rejection of the supplier. DOAS reserves the right to proceed to discussions with the next best ranked supplier.

DOAS reserves the right to modify the statewide contract to be consistent with the apparent successful offer, and to negotiate other modifications with the apparent successful suppliers. Exceptions that materially change the terms or the requirements of the eRFP may be deemed non-responsive by DOAS, in its sole discretion, and rejected. Contract exceptions which grant the supplier an impermissible competitive advantage, as determined by DOAS, in its sole discretion, will be rejected. If there is any question whether a particular contract exception would be permissible, the supplier is strongly encouraged to inquire via written question submitted to the Issuing Officer prior to the deadline for submitting written questions as defined by the Schedule of Events.

1. **List of eRFP Attachments**

The following documents make up this eRFP. Please see Section 2.2.2 “eRFP Review” for instructions about

how to access the following documents. Any difficulty locating or accessing the following documents should be immediately reported to the Issuing Officer.

A. eRFP (this document)

B. Acronyms and Definition of Terms

C. Telehealth Response Sheet