University of Michigan-Janitorial Supplies RFP
Attachment C-RFP Specifications and Minimum Requirements

**Minimum Supplier Requirements:**

1. **Order Methods:** It is the University’s intent to place the majority of orders with the Supplier through our online ordering system M-Marketsite (supported by SciQuest). Supplier must have online ordering capabilities.
2. The university requires a single point of contact for customer service/account management.
3. The supplier must be capable of providing electronic billing services.
4. Supplier must be able to deliver to all specified delivery locations across the University.
5. Supplier must be able to supply the majority of products the university currently uses.

**Specifications**

1. **Delivery.** The University has identified locations that would receive dock deliveries, either in pallet quantities, or less than pallet load quantities. All dock delivery locations have asked for **Morning** delivery appointments. We anticipate the following delivery schedules for each dock site which may be changed based on usage.
   a. **Estimated Delivery volumes and frequency:**
      i. **Housing** – Medium Sized Orders (8-12 Pallets per week), Two-Three days per week.
      ii. **Building Services** – Large Sized Orders (16-24 Pallets per week), Five days per week.
      iii. **Hospital** – Large Sized Orders (16-24 Pallets per week), Five days per week.
      iv. **Dearborn Campus** – Small Sized Orders (2-4 Pallets per week), Two-Three days per week.
      v. **Flint Campus** – Small Sized Orders (2-4 Pallets per week), Two-Three days per week.

   b. **Dock Delivery.** Products to be dock delivered in less than pallet load quantities. This includes the Ann Arbor campus (University of Michigan Hospital Complex, Medical School Complex, Central Campus, North Campus, and South Campus), Flint, Dearborn and all off-campus locations.
      i. **Note:** Not all locations have a delivery dock and at some locations supplier may be delivering to a reception area.

   c. **Box Truck Sizes** Currently used Box truck size is 26 foot long x 8 foot wide x 8 foot high.

2. **Internet Ordering**
   Upon receipt of an Internet order, the Supplier will provide an email “Order Acknowledgement” to the person placing the order. Any associated shipping fees (if applicable) will be listed on the Order Acknowledgement.

3. **Delivery Driver Wait Time:**
   The driver will wait up to 30 minutes and every attempt will be made to reschedule same day delivery.
4. **Freight:**
   Products and services are to be quoted F.O.B.: The University of Michigan, various locations as applicable, with freight paid. Any variance in F.O.B. point is subject to negotiation.

5. **University expects next day delivery for most orders. Fill rate for all items is 95% and for “core” items is 98%**

6. **Shipping labels:** All shipping labels should have the part number, short-code (if applicable), shipping address, name of the requisitioner and the warehouse address from which the product was shipped.

7. **Delivery Receipt:** Signatures are required for delivery receipt.

8. **Green Products.** The University wishes to be offered products that meet and exceed EPA standards. If possible, provide additional products that are considered “green”, that are “green seal certified” or have a LEEDS rating.

9. All products proposed shall comply with the current applicable Occupational Safety and Environmental Health Standards of The University of Michigan, and have MSDS information available.

10. **Product Additions – Supplier shall work with The University of Michigan to add products at our request. Supplier and requesting department will establish a min/max levels as well as monthly inventory turns. Both parties will also agree to an eventual buy-out of all specially added products by the customer if the product does not sell through as determined.**

11. **Product Discontinuance – Supplier shall notify The University of Michigan a minimum of 3 months in advance of product**

   The University, at its sole discretion, may allow a substitute for the discontinued item with following requirements:
   a. A formal written announcement from the manufacturer that the product has been discontinued.
   b. Documentation from the manufacturer that names the replacement product.
   c. Documentation that shall provide clear and convincing evidence that the replacement meets or exceeds all specifications required and remains within the same category defined by the original Proposal.
   d. Documentation that shall provide clear and convincing evidence that the replacement shall be compatible with all the functions or uses of the discontinued product or style.
   e. Documentation that shall confirm the price for the replacement shall be equivalent to the discontinued product.
   f. A statement that the replacement equipment was not offered under this Proposal at the time of the Proposal.
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12. Product Shortage/Backorder: In the event of a product shortage or back-order the supplier will make available substitutes of equal or better specifications/quality. All substitute products must receive prior approval from the University before shipping.

**Unit/Department Specific Notes**

**Hospital:**
- Delivery times need to be exact, same time each day.

**Building Services:**
- Must be able to provide OS1 products
- Supplier must be able to add additional products if required
- **Product Delivery:**
  - Under current contract, there is mainly dock delivery to all Bld Svcs locations. This will move to a cross-dock situation for a majority of their customers with about 30 buildings still receiving direct delivery. Those buildings that have 2nd/3rd shift cleaning staff will be cross docked to their Baxter Rd warehouse.
- **Advanced Shipment Notice/Log Requirement**
  - Need a “truck log” sent to U of M supplied email group the day/night before deliveries. Log should include a line item detail of each delivery for that day-PO#, Order number, WO# and delivery location

**Housing:**
- Must be able to provide OS1 products
- Supplier must be able to add additional products if required