1. **SCOPE OF WORK**

Provide an online ordering service capable of managing authorized safety supplies, ship-to-addresses, division names, and delivery locations. Contractor shall demonstrate experience in fulfillment, services, system support, reporting, and management of various safety supplies. Supplies shall be delivered to identified locations throughout the County and designated returns shall be picked up for return-to-stock processing and account crediting.

This is an indefinite quantity contract with no guarantee services will be required. County does not guarantee a minimum or maximum dollar amount to be expended on any contract(s) resulting from this solicitation. All work performed shall be in strict compliance with the latest codes, standards, and practices and in accordance with Federal, State, and Local laws.

1. **CONTRACTOR RESPONSIBILITIES**

Contractor shall:

* 1. Provide a secure internet ordering system and direct link access to an established system that includes SSL Certificate. System shall:
		1. Provide individual access to the website with password availability.
		2. Have the capability to review, cancel, and track orders while providing product information.
		3. Be available during regular business hours and any scheduled maintenance shall be done during non-business hours.
		4. Have the capability to allow a designated County employee access to add/delete users and add/edit/delete delivery locations.
		5. Not have the capability to store purchasing card numbers.
	2. Submit Attachment 2 – Pricing Sheet. All manufacturers shall be considered.
1. **COUNTY RESPONSIBILITIES**

County will:

* 1. Reserve the right to award to one or more vendors.
	2. Reserve the right to add additional products in conjunction with the County’s needs.
	3. Reserve the right to add, change, or delete delivery locations.
	4. Reserve the right to designate a county employee to have access to add/delete users and add/edit/delete delivery locations.
	5. Provide a list of contacts, phone numbers, and locations of the divisions that will be ordering supplies.
	6. Recognize current supply chain issues makes it difficult for vendors to commit to long term product pricing. Vendor may increase pricing in proportion to any manufacturer's price increase with appropriate documentation.
1. **DELIVERY REQUIREMENTS AND ACCEPTANCE**
	1. Delivery shall be FOB Destination – Inside Delivery.
	2. Deliveries shall be made within ten (10) calendar days and during regular business hours.
		1. Monday through Friday, 8:00 a.m. to 5:00 p.m.
		2. Excludes County Holidays.
	3. Deliveries to a common carrier shall not constitute delivery.
	4. Delivery shall be to desktop to each prescribed delivery point.
	5. No delivery fees shall be assessed for stocked items.
	6. Returns shall be picked up from original delivery location and receipt provided.
	7. Contractor shall provide a “no questions asked” return policy for minimum of thirty (30) days after receipt and acceptance.
		1. Contractor shall outline their policy in the proposal.
		2. Contractor may assess up to ten percent (10%) of the cost of the item to process the return and restock the item.
		3. Saleable items returned shall be accepted without restocking fees except for customized or special orders.
2. **ORDER PROCESS AND QUANTITIES**
	1. Orders shall be placed utilizing an on-line ordering system.
	2. There shall be no minimum order requirements.
	3. County shall make every effort to educate each division on not submitting orders that consist of one or two items. In some instances, it may be necessary to order an individual item.
	4. Bid price for each item shall include all packaging, handling, shipping charges, fuel charges, and inside delivery (unless otherwise specified) to any points within the County.
	5. Each core and non-core item shall be priced separately on the invoice.
	6. **Back Ordered Items / Substitutions:**
		1. Items not delivered on the first shipment shall be marked on the delivery document as BACK ORDERED.
		2. If the item cannot be delivered within three (3) business days from the date of order, the department user shall be notified as to availability or suggest replacement offered.
		3. Back Orders shall not be accepted when receipt of order exceeds thirty (30) calendar days.
		4. Comparable items shall be used in the event of an unavailable item or to save the County money.
		5. Substitutions of comparable items shall have the end user’s approval prior to shipment.
		6. Substitutions shall only be accepted if the unit price for the alternate item is less than the calculated unit price for the standard catalog item.
	7. **Emergency orders**:
		1. Shall be delivered within forty-eight (48) hours.
		2. The County shall advise when the order is an emergency.
		3. Emergency/Disaster deliveries shall be required during non-business hours.
	8. **Special order items:**
		1. Special order items shall be confirmed with the requesting department prior to order. (i.e., Special order rubber stamp, etc.)
3. **REBATES AND SPECIAL PROMOTIONS**
	1. All rebates and special promotions offered by a manufacturer shall be passed on to the County.
	2. Contractor shall be responsible to notify the County of rebates or special promotions.
	3. Special promotions shall be offered to the County if pricing is lower than contract pricing.
4. **PAYMENTS PROCESSING**
	1. Ordering system shall accept purchasing card (Mastercard P-card) for payment.
		1. Mastercard P-card numbers shall not be stored or saved to the ordering site.
	2. Original invoices with a zero balance shall be sent to the ordering department when the item has been shipped.
	3. Maximum purchases shall not exceed $5,000 threshold or as stipulated in the most current Lake County Purchasing Policy.
		1. Contracting Officer shall be notified for approval for any purchases above the maximum purchase threshold.
	4. Invoices shall provide name of individual ordering and receipt of order must be signed.
	5. Invoices and credit memos shall be available by e-mail and on request.
	6. Credit memos shall show original invoice number for cross-reference purposes.
	7. Past due notices on all charges and credits shall be e-mailed to the Contracting Officer.
5. **USER TRAINING ON-LINE ORDERING**

Contractor shall define their on-line ordering system and shall meet the following requirements:

* 1. Initial training of County Personnel who shall utilize the on-line ordering system shall be accomplished within thirty (30) days of award of contract.
	2. Training shall be accomplished at the designated locations within the county and shall include on-sight visits to instruct on the proper use of the on-line ordering system.
	3. Training and any set-up necessary on the part of the Contractor shall be at the Contractor’s expense.
	4. Users shall be issued a password and user ID.
	5. User’s password and ID shall automatically display the ship-to/bill-to address.
	6. Users shall choose the delivery location if user has more than one location default.
	7. Department user shall have the option to print out list of items being purchased with list price and discount price included.
	8. Product items shall be searchable by part number, catalog product number, description words, or manufacturers prefix.
	9. Ordering system shall provide the department user a detailed description of the item searched with product number, list price, and the contract discount price. (i.e., size, color, etc.)
	10. Ordering system shall provide a confirmation of order with tracking capability.
	11. Ordering system shall have a “My Favorites” area and shall allow the user to find their most frequently purchased items.
1. **WARRANTY REQUIREMENTS**
	1. All materials shall be new, warranted for their merchantability, and fit for a particular purpose.
	2. Delivery of ordered items with visible damage will not be accepted.
	3. The product and/or service furnished shall be covered by the most favorable commercial warranty.
	4. Contractor shall handle replacement and repair all damaged items on an immediate turnaround basis.

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