



6185 Cockrill Bend Circle
 Nashville, Tennessee 37209
 Phone (615) 741-5705 - Fax (615) 741-2696
 Toll Free (800) 95-TRICOR (958-7426)

Bill Lee
 Governor

David Hart
 Chief Executive Officer

Solicitation Notice

November 20, 2020

Service Providers:

TRICOR has issued a solicitation requesting proposals to provide service to the state. Your organization may be interested in responding. Please note the following solicitation highlights.

ID #	8000983
Scope of Service	JANITORIAL ACCESORIES
Procuring State Agency	TRICOR – State of Tennessee
Proposal Deadline	DECEMBER 4, 2020; 9:00 A.M. CST
Contact Information	Lori Brewington - Buyer/Planner 6185 Cockrill Bend Circle; Nashville, TN 37208 Telephone: 615-253-4931 FAX: 615-741-2747 E-Mail: Lori.Brewington@tn.gov

The entire solicitation document and other current state solicitations and notices relating to professional service procurements are published on the Internet at:

<http://www.tricor.org/solicitations>

To download the subject document detailing all relevant specifications and directions, please visit this web page and locate the Solicitation Identification Number referenced above. The solicitation document is also available by communicating with the above-referenced contact person.

NOTICE: A number of unrelated solicitations and notices are also posted at the web site identified above. Please exercise care in selecting and downloading the correct solicitation document of interest to you.

We appreciate your interest in doing business with the TRICOR – the State of Tennessee and hope that you will consider responding to this and other professional service requests for proposals.

Lori Brewington – Buyer/Planner



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**INVITATION TO BID
FOR
Janitorial Accessories
SOLICITATION # 8000983**

**TRICOR-STATE OF TENNESSEE
Purchasing Department**

**BID WILL CLOSE: 12/04/2020; 9:00 AM CST
Bid review will be conducted according to Schedule of Events.**

**RETURN BID TO:
LORI BREWINGTON
TRICOR Purchasing Dept.
EMAIL: Lori.Brewington@tn.gov**

Invitation to Bid, Solicitation Location: <http://www.tricor.org/solicitations>

DESCRIPTION: Janitorial Accessories for use in TRICOR ICP Product Line

Under recommendation of the Governor of the State of Tennessee, our purchasing and contracts, team is currently operating remotely. TRICOR will be accepting submissions of the bid documents for this solicitation by email. Please direct to Lori.Brewington@tn.gov. All attachment documents requiring vendor response must be received by the solicitation deadline. *Thank you*

SOLICITATION CONTENTS

SECTIONS:

- 1. Instruction to Bidder
- 2. Bid Response Detail
- 3. Schedule of Events

Attachments:

- Attachment One Attestation Re Personnel Used in Contract Performance
- Attachment Two Registration with Department of Revenue for Sales and Use Tax
- Attachment Three Solicitation 8000983 Vendor Product Listing / Price Sheet
- Attachment Four Product Line Expansion Agreement
- Attachment Five TRICOR Quote Proposal Form
- Attachment Six Solicitation Terms and Conditions
- Attachment Seven Supplier Pro Forma Information

1.0 INSTRUCTION TO BIDDERS

- 1.1. **Read the entire bid, including all terms, conditions and specifications.**
- 1.2. Bid requires a manually signed signature.
- 1.3. Bid prices shall include delivery of all items f.o.b. destination or provide pre-pay and add information.
- 1.4. Amount of bid bond: \$ n/a or n/a % of your bid.
- 1.5. Amount of performance bond: \$ n/a or n/a% of the award.
- 1.6. **Weight Criteria for award:**
Weight factors for award criteria include the following criteria:
- **Price:** Forty (40) points.
 - **Order Processing** ten (10) points. (Provide a written narrative.)
TRICOR's purchase order process requires buyers to provide vendor with a purchase order via email. Vendor must provide email confirmation to include accuracy of price, quantity, and delivery within twenty-four (24) to forty-eight (48) hours of receipt of purchase order. Electronic web-site purchase ordered are not permitted. Describe how your company can accommodate these requirements.
 - **Ability to perform:** Twenty (20) points. (Provide a written narrative for a. – e.)
 - a. Describe the availability of sales/customer service support and back up support.
 - b. Describe the return authorization process.
 - c. Describe process for managing shipment problems (ie: wrong item, size, color etc.)
 - d. Describe process for managing documentation errors (packing slip, invoices, order confirmation).
 - e. Describe process of notification for manufacturers notice to discontinue items.
 - f. Describe response time for standard requests or inquiries.
 - g. Describe response time for emergency requests or inquiries.
 - h. Describe timeline and process for urgent presentation sample requests.
 - **Conformity to TRICOR required specifications:** Ten points (10) points. Preferred Brands are specified - Alternate brand suggested will require specification sheet with image of item.
 - **Delivery within TRICOR Requested Time Period:** Twenty (20) points total.
 - Complete order received within Fourteen (14) days request twenty (20) points.
 - One (1) week beyond request ten (10) points.
 - Two (2) week beyond request five (5) points.
- PLEASE NOTE: Requested Delivery is complete order received within fourteen (14) days from receipt of purchase order.
- 1.7. Vendor must specify product warranty period here: _____.
(Please to provide any warranty policy with bid submission.)
- 1.8. Vendor must provide any standard return of goods policy with bid submission.
- 1.9. All new vendors must complete Attachment Seven (7) -Supplier Pro-Forma Information and return with bid submission.

1.10 BID SPECIFICATIONS:

1. Vendor may bid on all or select product lines listed in Attachment Three (3).
2. Vendor must provide complete product information and product image for alternate products.
3. All pricing must be FOB TRICOR Destination point in Pikeville, Tennessee 37367 or Nashville, TN. Specify any minimum purchase required (or) flat shipping fee for less than minimum (LTM) orders here:

4. All Pricing MUST INCLUDE ANY CURRENT TARIFFS. Vendor will have the ability to request price adjustments each twelve (12) months based on market and tariffs during the annual contract renewal. Refer to Terms and Conditions (1.35) for price increase and reduction approval process.
5. TRICOR Terms and Conditions provided in this solicitation will supersede any Vendor Terms and Conditions submitted with submission.
6. All questions concerning this solicitation, including Terms and Conditions, may be addressed during the "Question and Comments" period outlined in the Schedule of Events on Attachment Two (2).

2.0 Bid Response Detail:

- 2.1. ___ No bid at this time. Please retain on bid list.
- 2.2. ___ Delivery will be made this number of days after receipt of purchase order.
- 2.3. ___ % cash discount for prompt payment if made within Thirty (30) days. Payment terms for less than Thirty (30) days will not be considered in evaluation process.
- 2.4. ___ Bid offer expires in this number of days from the bid opening, request ninety (90) days if possible.
- 2.5. ___ Bid bond attached, ___ certified check attached, ___ other, if required.

2.7. Vendor Communications:

Vendor Communication per Terms and Conditions Clause 1.13.

Vendor Name: (Vendor to Provide in Bid Response)

Vendor Name:

Address:

Address:

Attn:

Email Address:

2.8. Credit Limit Extended to TRICOR:

2.9. Vendor Phone & Fax Number	Title	Date
_____	_____	_____

- 2.10 ___ Small Business, ___ Woman Owned Business, ___ African American Owned,
 ___ Hispanic Owned, ___ Asian American Owned, ___ Native American Owned
 (Please select one of the above if applicable).

Signature of bidder (must be signed) _____

Printed Signature of bidder _____

3.0 SCHEDULE OF EVENTS

3.1 The following Schedule of Events represents TRICOR's best estimate for this Solicitation.

EVENT	DATE	TIME (Central Standard Time)
1. Solicitation Released	11/20/2020	2:00 P.M.
4. Written "Questions & Comments" Deadline	11/30/2020	9:00 A.M.
5. TRICOR written response to "Questions & Comments"	11/30/2020	3:00 P.M.
6. Solicitation Proposal Deadline	12/04/2020	9:00 A.M.
7. Solicitation Technical and Cost Review Meeting	12/07/2020	TBD
8. TRICOR Intent to Award Released	12/07/2020	3:00 P.M.
10. TRICOR sends contract to Vendor for signature	12/15/2020	9:00 A.M.
11. Vendor Contract Return Deadline	12/17/2020	9:00 A.M.
12. TRICOR/Contract Completion Deadline	1/05/2021	3:00 P.M.

3.2 **TRICOR reserves the right, at its sole discretion, to adjust the Solicitation Schedule of Events as deemed necessary.**

ATTACHMENT 1

ATTESTATION RE PERSONNEL USED IN CONTRACT PERFORMANCE

SUBJECT CONTRACT NUMBER:	
CONTRACTOR LEGAL ENTITY NAME:	
FEDERAL EMPLOYER IDENTIFICATION NUMBER: (or Social Security Number)	

The Contractor, identified above, does hereby attest, certify, warrant, and assure that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract.

SIGNATURE & DATE:

NOTICE: This attestation MUST be signed by an individual empowered to contractually bind the Contractor. If said individual is not the chief executive or president, this document shall attach evidence showing the individual's authority to contractually bind the Contractor.

ATTACHMENT TWO (2)

Per Terms and Conditions clause 1.35. Vendor must provide the Tennessee Sales and Use Number, or evidence of registration with the Department of Revenue with this bid.

Registration Number# _____ .

Link to Department of Revenue on-line registration: [https://tntap.tn.gov/eservices/ #12](https://tntap.tn.gov/eservices/#12)

ATTACHMENT THREE (3)

SOLICITATION 8000983 VENDOR PRODUCT LISTING / PRICE SHEET

TRICOR ITEM #	ESTIMATED ANNUAL USAGE	BRAND ITEM #	UOM	DESCRIPTION	PRICE
1034000088	3,650 CASES	MMM08293	CASE SIXTY (60) COUNT	SCOTCH-BRITE PROFESIONAL COMMERIAL SCOURING PAD 96, SIZE: SIX X NINE INCH (6"X 9")	\$
1034100705	N/A	RCP635100LAC	EACH	FIFTY-FOUR INCH (54") RUBBERMAID THREADED WOOD / LACQUERED HANDLE, CASE PACK TWELVE (12)	\$
1034100708	N/A	N/A	EACH	TWENTY-FOUR INCH (24") FINE FLOOR SWEEP WITH POLYPROPYLENE, GRAY, CASE PACK TWELVE (12)	\$
1034100712	N/A	RCPH236	EACH	RUBBERMAID COMMERCIAL GRIPPER MOP HANDLE FOR WET MOP, FIFTY-FOUR INCH (54")	\$
1034100714	3,370	RCPD15306WH00	EACH	RUBBERMAID SUPER STITCH COTTON WET MOP HEAD, FIVE INCH (5") RED HEADBAND, CASE PACK: SIX (6)	\$
1034100717	589 CASES	AMF400120	CASE FIVE (5) COUNT	AMERICO STRIPPING PADS, TWENTY INCH (20") DIAMETER, BLACK	\$
1034100723	468	AMF402820	EACH	AMERICO PORKO EXTREME BURNISH FLOOR PAD, TWENTY INCH (20") POLYESTER/ NATURAL HAIR BLEND (NON-WOVEN) – BLACK/GRAY, CASE PACK: FIVE (5)	\$
1034100724	196	48011206887	CASE TWENTY (20) COUNT	SCOTCH-BRITE PROFESSIONAL MEDIUM DUTY SCRUBBING SPONGE 74, SIZE: 3.6" X 6.1"	\$
1034100730	290	CFS4054102	EACH	CARLISLE SPARTA SPECTRUM GENERAL CLEAN UP BRUSH, SIZE: 8" LONG X 1.63" DEEP, CASE PACK: TWELVE (12), PLASTIC HANDLE, POLY BRISTLES, WHITE COLOR	\$
1034100732	1,964 CASES	AMF401220	CASE TWENTY (20) COUNT	AMERICO POLISHING PADS, TWENTY INCH (20") DIAMETER, WHITE	\$
1034100733	24	N/A	EACH	HOUSEHOLD BROOM, NO METAL, CASE PACK: TWELVE (12)	\$
1034100715	270	N/A	EACH	SIXTY FOUR INCH (64") FIBERGLASS MOP HANDLE, ORANGE, CASE PACK: TWELVE (12)	\$
NEW	N/A	N/A	CASE FORTY (4) COUNT	AMERICO SCOURING SPONGE, MEDIUM DUTY, SIZE: 3.34" X 6.25",	\$

**DELIVERY INSTRUCTIONS: MONDAY-THURSDAY 8:00AM – 2:00 PM CST
NO DELIVERY AT NIGHT, WEEKENDS, AND/OR HOLIDAYS. NO DELIVERIES ACCEPTED UNDER FOGGY CONDITIONS AND CLOSED ON ALL HOLIDAYS. ANY QUESTIONS ABOUT DELIVERY MUST BE ADDRESSED TO BRAD LANDREM 421-881-6526.**

ALL TRICOR PURCHASE ORDERS REQUIRE A VENDOR CONFIRMATION TO BE EMAILED TO THE BUYER WITHIN TWENTY-FOUR TO FORTY-EIGHT (24 – 48) HOURS OF RECEIPT. CONFIRMATION TO VERIFY ALL INFORMATION TO INCLUDE PRICE, QUANTITY AND DELIVERY ARE CORRECT/ACCEPTABLE. FAILURE TO PROVIDE CONFIRMATION MAY RESULT IN CONTRACT TERMINATION.

DELIVERY ADDRESS: TRICOR; 900 SR 301; PIKEVILLE, TN 37367

Any minimum order quantity must be stated here _____.

Vendor to attach any standard return goods policy to bid.

Vendor to attach any warranty policy to bid and identify warranty period. Warranty Period: _____

SIGNATURE OF BIDDER (MUST BE SIGNED) _____ DATE _____

Product Line Expansion Agreement

- All Vendor items not listed individually on Attachment Three (3) of this document will be available to TRICOR to purchase for the expansion of their product offering utilizing the quote form provided in attachment Five (5) of this document and completed and signed by vendor.
- Additional items requested or added to this agreement must be documented per **Clause 1.88 Additional Lines, Items or Options** under the Terms and Conditions component of this Solicitation. All MOU proposals must be submitted directly to TRICOR purchasing and are not valid until signed by both parties. All proposals must be submitted on Attachment Five (5).

SIGNATURE OF BIDDER (MUST BE SIGNED) _____ **DATE** _____



STATE OF TENNESSEE



TENNESSEE REHABILITATIVE INITIATIVE IN CORRECTION
6185 Cockrill Bend Circle; Nashville, TN 37209-1062
615-741-5705

TO: (PURCHASING or VENDOR CONTACT NAME)

REQUEST FOR ITEM(S) ADDITION TO CONTRACT # _____

SUBJECT: REQUEST FOR QUOTE

REQUEST DATE: _____ REQUIRED DATE: _____

VENDOR NAME: _____

Table with 5 columns: QTY, UOM, DESCRIPTION / SPECS / ITEM #, UNIT PRICE, EXT. PRICE. The table contains 12 empty rows for data entry.

Vendor Signature (must be signed) _____ Date: _____

PLEASE NOTE: ANY SHIPPING, HANDLING OR SET UP CHARGES MUST BE INCLUDED IN THE PRICE OF THE PRODUCT. THE PRODUCT PRICING QUOTED WILL BE CONSIDERED AS DELIVERED PRICING AND WILL NOT BE SUBJECT TO CORRECTION DURING VENDOR INVOICING.

APPROVAL SIGNATURE REQUIRED:

David Hart, CEO _____ Date: _____



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Nashville, Tennessee 37209
Phone (615) 741-5705 - Fax (615) 741-2696
Toll Free (800) 95-TRICOR (958-7426)

Bill Lee
Governor

David Hart
Chief Executive Officer



Invitation to Bid (ITB)
For: JANITORIAL ACCESSORIES

Event # SOLICITATION# 8000983

Section 1 -- Background Information

- 1.1. This solicitation is to procure / secure Janitorial Accessories for use in TRICOR ICP Product Line Offering, to continue product line availability, consistency and distribution that is required for our customers.
- 1.2. **Questions.** Respondents may submit written questions about this ITB to the Solicitation Coordinator. All questions must be submitted according to the schedule of events provided in this solicitation document.
- 1.3. **Responses Due.** The response must be received by the State on or before the date and hour designated for the response opening. Responses that are submitted untimely shall be rejected.

Section 2 -- Award Criteria

- 2.1 **Single Award -- Lowest Cost.** A single contract will be awarded for all line items to the respondent whose response meets the requirements and criteria set forth in this ITB at the lowest cost.

Section 3 -- Standard Terms of the Solicitation

3.1 Respondent Registration. Pursuant to Tenn. Code Ann. § 4-56-105 all respondents must be registered prior to the issuance of a contract or a purchase order. Respondents can register online at the State of Tennessee Supplier Portal:

https://sso.edison.tn.gov/psp/paprd/SUPPLIER/SUPP/h/?tab=PAPP_GUEST

3.2 Respondent's Ability to Perform. The State shall have the right to require evidence of the respondent's ability to perform the services or deliver the goods required pursuant to the terms and conditions of this ITB.

3.3 Quality of Workmanship and Materials. Unit price responses are requested on goods or services that equal or exceed the specifications, unless the specifications limit the dimensions, brands, or model of goods or services. The absence of detailed specifications or the omission of detailed descriptions shall mean that only the best commercial practices and only first quality goods and workmanship shall be supplied.

3.4 Performance. The respondent who is awarded a contract will be responsible for delivering the goods or providing the services set out in this ITB. All goods or services are subject to inspection and evaluation by the State.

3.5 Clarifications. The State reserves the right to conduct clarifications or negotiations with one or more respondents. All communications, clarifications, and negotiations shall be conducted in a manner that is fair and transparent.

3.6 Response Cancellation and Rejection. The State may cancel this ITB in its entirety and reissue it in whole or in part.

The State may reject any or all responses in its sole discretion. Additionally, the State may reject a response that: (a) qualifies the offer to provide goods or services as required by this ITB; (b) proposes alternative goods or services unless expressly requested by this ITB; (c) involves collusion, consultation, communication, or agreement among respondents; (d) includes information the respondent knew or should have known was materially incorrect; or (e) does not comply with the terms, conditions, specifications, or performance requirements of this ITB.

After the State opens the responses, no price changes shall be permitted except pursuant to target pricing or best and final offer negotiations as specified in this ITB.

Communications and Contacts. Prospective respondents must direct communications concerning this ITB to the following person designated as the Solicitation Coordinator:

Mary E. Hall, Contract Administrator and
Mary.E.Hall@TN.Gov
Lori Brewington, Buyer/Planner
Lori.Brewington@TN.Gov
TRICOR Procurement and Contract Department

6185 Cockrill Bend Circle
Nashville TN 37209
615-335-0125

Unauthorized contact about this ITB with employees or officials of the State of Tennessee except as detailed in this ITB may result in disqualification from consideration under this procurement process. Notwithstanding the foregoing, respondents may alternatively contact:

Staff of the Governor's Office of Diversity Business Enterprise for assistance available to minority-owned, woman-owned, service-disabled veteran owned, businesses owned by persons with disabilities and small businesses as well as general, public information relating to this ITB (visit <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/governor-s-office-of-diversity-business-enterprise--godbe--/godbe-general-contacts.html> for contact information); and

The following individual designated by the State to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act, and associated federal regulations:

Mary E. Hall or Lori Brewington
TRICOR Procurement and Contract Department
6185 Cockrill Bend Circle
Nashville, TN 37209615-741-1035
Mary.E.Hall@tn.gov
Lori.Brewington@tn.gov

3.7 Bid Submissions: Emailed bids must be complete, received prior to bid closing, and signed with the proper authorized signature.

3.8 Respondent Certification. By signing or electronically submitting the response, the respondent agrees to the terms and conditions of this ITB and certifies that all goods or services included in the response meet or exceed the Scope or Specifications of this ITB. The respondent agrees that, if it is awarded a contract, it will deliver goods or services that meet or exceed the specifications in this ITB.

3.9 Exceptions or New Terms or Conditions. Exceptions to terms and conditions or new terms and conditions proposed by the respondent that vary from this ITB may, in the discretion of the State, render the response nonresponsive. A response deemed nonresponsive will not be considered for an award of a contract.

3.10 Conflict of Interest. The State shall not consider a response from an individual who is, or within the past six (6) months has been, a State employee. For purposes of this ITB:

- a. An individual shall be deemed a State employee until such time as all compensation for salary, termination pay, and annual leave has been paid;
- b. A contract with or a response from a company, corporation, or any other contracting entity in which a controlling interest is held by any State employee shall be considered to be a contract with or proposal from the employee; and
- c. A contract with or a response from a company, corporation, or any other contracting entity that employs an individual who is, or within the past six (6) months has been, a State employee shall not be considered a contract with or a proposal from the employee and shall not constitute a prohibited conflict of interest.

3.11 Specifications Govern. Brands or model numbers identified in the specifications of this ITB are deemed to meet all written specifications. In the event of a conflict between specified brands and models and the written specifications, the conflict shall be resolved in favor of the written specifications.

3.12 Firm Offer. The response constitutes a firm offer that is irrevocable for ninety (90) days. An award of a contract shall, subject to necessary State approvals, be binding on the respondent without any further action by the respondent.

3.13 F.O.B. Destination. Respondent's prices shall include delivery of all items F.O.B. destination or as otherwise specified by the State.

3.14 Tax Exemption. The State of Tennessee is exempt from local, state, and federal excise taxes. These taxes shall not be included in respondent's prices. The successful respondent shall pay all taxes lawfully imposed on it with respect to any goods or services delivered in accordance with this ITB.

3.15 Prompt Pay Discount. Any prompt pay discounts offered by respondents shall be extended to all authorized users of the contract.

3.16 Fixed Discount or Surcharge. The percent discount or surcharge per line item must be fixed for the contract's term.

3.17 Safety of Chemical Products. All respondents awarded a contract must be capable of maintaining, for all of its chemical products available under this Contract, a safety data sheet ("SDS") on the national SDS search repository or on the chemical manufacturer's website. A site operated by or on behalf of the manufacturer or a relevant trade association is acceptable so long as the information is accessible to the public, free of charge. In lieu of posting a SDS on SDSSEARCH, the respondent that receives a contract award must include the manufacturer's universal resource locator (URL) for its SDS.

3.18 Department of Revenue Registration. Respondent must be registered with the Tennessee Department of Revenue for the collection of Tennessee sales and use tax. The State shall not award a contract unless the respondent provides proof of such registration or provides documentation from the Department of Revenue that the Contractor is exempt from this registration requirement. The foregoing is a mandatory requirement of an award of a contract pursuant to this ITB. To register, please visit the Department of Revenue's Tennessee Taxpayer Access Point (TNTAP) website for Online Registration and the Vendor Contract Questionnaire. These resources are available at the following: <https://tntap.tn.gov/eservices/#1>

3.19 Prohibition of Illegal Immigrants. Any respondent awarded a contract shall comply with Tenn. Code Ann. § 12-3-309 and submit semi-annual attestations to the State.

3.20 Inspection of Procurement File. All respondents have the right to inspect the procurement file, prior to award, upon completion of the evaluation by the TRICOR Procurement Office. Interested respondents should contact the Solicitation Coordinator following the response opening date or once the file is open for the seven (7) day inspection period. A "Notice of Intent to Award" letter will be sent to all respondents detailing which respondent(s) has been recommended for award and the evaluated award amount(s). Upon

request, a reasonable opportunity to inspect the procurement file will be provided to the respondent.

3.21 Protest by Respondent. Pursuant to Tenn. Code Ann. § 12-3-514, any actual respondent may protest. Please refer to the TRICOR Procurement Office's website to obtain a copy of the protest procedures and protest bond requirements or contact the sourcing analyst or category specialist at 615-741-1035. The email for the TRICOR Procurement Office is as follows: Lori.Brewington@tn.gov. If a written protest and a protest bond are not received by the end of the seven-day period to protest, then the Solicitation Coordinator will proceed with the contract award.

GOVERNOR'S OFFICE OF DIVERSITY BUSINESS ENTERPRISE

Efforts to Achieve Diversity Business Participation

The Governor's Office of Diversity Business Enterprise ("Go-DBE") is the State's central point of contact to attract and assist minority-owned, woman-owned, service-disabled veteran-owned, disabled-owned, and small business enterprises interested in competing in the State of Tennessee's procurement and contracting activities. These diversity business enterprises are defined as follows:

Minority Business Enterprise (MBE) and Woman Business Enterprise (WBE)

Businesses that are a continuing, independent, for-profit business which performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more individuals in the minority or woman category who were impeded from normal entry into the economic mainstream because of past practices of discrimination based on race, ethnic background, or gender.

Service-Disabled Veteran Business Enterprise (SDVBE)

"Service-disabled veteran-owned business" means a service-disabled veteran-owned business located in the State of Tennessee that satisfies the criteria in Tenn. Code. Ann. § 12-3-1102(8). "Service-disabled veteran" means any person who served honorably in active duty in the armed forces of the United States with at least a twenty percent (20%) disability that is service-connected, i.e., the disability was incurred or aggravated in the line of duty in the active military, naval or air service.

Small Business Enterprise (SBE)

"Small business" means a business that is a continuing, independent, for profit business which performs a commercially useful function with residence in Tennessee and has total gross receipts of no more than ten million dollars (\$10,000,000) averaged over a three-year period or employs no more than ninety-nine (99) persons on a full-time basis.

Disabled Business Enterprise (DSBE)

"Disabled Business Enterprise" means a business owned by a person with a disability that is a continuing, independent, for-profit business that performs a commercially useful function, and is at least fifty-one (51%) owned and controlled by one (1) or more persons with a disability, or, in the case of any publicly-owned business, at least fifty one percent (51%) of the stock of which is owned and controlled by one(1) or more persons with a disability and whose management and daily business operations are under the control of one (1) or more persons with a disability.

For additional program eligibility information, visit:

<https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/governor-s-office-of-diversity-business-enterprise--godbe--/program-eligibility.html>

Instructions

As part of this Invitation to Bid, the respondent should complete Section 2.10 on the ITB.



SCOPE:

3.22 Scope. The Contractor shall provide all goods or services and deliverables as required, described, and detailed in the Scope or Specifications set forth in the Invitation to Bid and meet all service and delivery timelines as specified by the Invitation to Bid.

3.23 Warranty Clauses:

3.23.1 Warranty. Contractor represents and warrants that the term of the warranty ("Warranty Period") shall be the greater of the Term of this Contract or any other warranty generally offered by Contractor, its suppliers, or manufacturers to customers of its goods or services. The goods or services provided under this Contract shall conform to the terms and conditions of this Contract throughout the Warranty Period. Any nonconformance of the goods or services to the terms and conditions of this Contract shall constitute a "Defect" and shall be considered "Defective." If Contractor receives notice of a Defect during the Warranty Period, then Contractor shall correct the Defect, at no additional charge. Contractor represents and warrants that the State is authorized to possess and use all equipment, materials, software, and deliverables provided under this Contract.

Contractor represents and warrants that all goods or services provided under this Contract shall be provided in a timely and professional manner, by qualified and skilled individuals, and in conformity with standards generally accepted in Contractor's industry.

If Contractor fails to provide the goods or services as warranted, then Contractor will re-provide the goods or services at no additional charge. If Contractor is unable or unwilling to re-provide the goods or services as warranted, then the State shall be entitled to recover the fees paid to Contractor for the Defective goods or services. Any exercise of the State's rights under this Section shall not prejudice the State's rights to seek any other remedies available under this Contract or applicable law.

3.24 Warranty for Resale of Goods. For all goods provided under this Contract, Contractor shall pass-through to the State any manufacturers' warranties. In addition, for a period of one (1) year after any receipt of any goods under this Contract, Contractor expressly warrants that all such goods are: (a) merchantable; (b) of good quality and workmanship; (c) free from defects; (d) in conformity with the intended purpose and for the particular purpose for which they were designed; and (e) in conformity with Contractor's samples, if any.

3.25 Inspection and Acceptance. The State shall have the right to inspect all goods or services provided by Contractor under this Contract. If, upon inspection, the State determines that the goods or services are Defective, the State shall notify Contractor, and Contractor shall re-deliver the goods or provide the services at no additional cost to the State. If after a period of ninety (90) days following delivery of goods or performance of services the State does not provide a notice of any Defects, the goods or services shall be deemed to have been accepted by the State.

TERM OF CONTRACT:

3.26 Term of Contract. This Contract shall be effective on the date of the last signature ("Effective Date") and extend for a period of Sixty (60) months after the Effective Date ("Term"). The State shall have no obligation for goods or services provided by the Contractor prior to the Effective Date. In no event, however, shall the maximum Term, including all renewals or extensions, exceed a total of sixty (60) months.

PAYMENT TERMS AND CONDITIONS:

3.27 Estimated Liability. The total purchases of any goods or services under the Contract are not known. The State estimates the purchases during the Term shall be TWO HUNDRED FIFTY THOUSAND DOLLARS (\$250,000.00) ("Estimated Liability"). This Contract does not grant the Contractor any exclusive rights. The State does not guarantee that it will buy any minimum quantity of goods or services under this Contract. Subject to the terms and conditions of this Contract, the Contractor will only be paid for goods or services provided under this Contract after a purchase order is issued to Contractor by the State or as otherwise specified by this Contract.

3.28 Price Changes. Prices identified in the Contract, whether derived from an awarded published catalog, price list, price schedule, or other mutually agreed upon source, shall remain firm for 365 days ("Firm Price Period").

- a) Price Decreases. After the Firm Price Period, prices shall be equitably adjusted to reflect a decrease in Contractor's costs.
- b) Price Increases. After the Firm Price Period, Contractor may request price increases. The request shall: include independently verifiable documentation that supports Contractor's request for a price increase; not constitute an increase in Contractor profit; and reflect a price increase that is applicable to all of Contractor's customers.

Signed documentation from the manufacturer of the raw materials used to produce vendor's product on their letterhead showing that the costs legitimately increased for justifiable reasons such as a shortage in the raw goods or materials, reduction in facilities manufacturing the products, an increasing lack of competition in the marketplace due to mergers and acquisitions, etc.

- c) Approval of Price Changes. The State may at its sole option: (1) grant the Contractor's request; (2) cancel the Contract and award it to the next apparent best evaluated Respondent; (3) cancel the Contract and reissue the solicitation; or (4) deny the Contractor's request. The Contractor shall honor all purchase orders dated prior to the approved price change. Upon request from the State, the Contractor shall furnish the approved catalog, price schedule or price list as applicable to the State at no charge.

3.29 Travel Compensation. The Contractor shall not be compensated or reimbursed for travel time, travel expenses, meals, or lodging.

3.30 Invoice Requirements. The Contractor shall invoice the State only for goods delivered and accepted by the State or services satisfactorily provided at the amounts stipulated in this Contract. Contractor shall submit invoices and necessary supporting documentation to the State Agency that requested goods or

services no later than thirty (30) days after goods or services have been provided.

- a) Each invoice, on Contractor's letterhead, shall clearly and accurately detail all of the following information (calculations must be extended and totaled correctly):
1. Invoice number (assigned by the Contractor);
 2. Invoice date;
 3. Contract number (assigned by the State);
 4. Purchase order number (assigned by the State);
 5. Customer account name: TRICOR;
 6. Customer account number (assigned by the Contractor to the above-referenced Customer);
 7. Contractor name;
 8. Contractor Tennessee Edison supplier ID number;
 9. Contractor contact for invoice questions (name, phone, or email);
 10. Contractor remittance address;
 11. Description of delivered goods or services provided and invoiced, including identifying information as applicable;
 12. Number of delivered or completed units, increments, hours, or days as applicable, of each good or service invoiced;
 13. Applicable payment methodology of each good or service invoiced;
 14. Amount due for each compensable unit of good or service; and
 15. Total amount due for the invoice period.
- b) Contractor's invoices shall:
1. Only include charges for goods delivered or services provided as described in this Contract and in accordance with payment terms and conditions set forth in this Contract;
 2. Only be submitted for goods delivered or services completed and shall not include any charge for future goods to be delivered or services to be performed;
 3. Not include a line item for Contractor's taxes, which includes without limitation Contractor's sales and use tax, excise taxes, franchise taxes, real or personal Property taxes, or income taxes; and
 4. Include shipping or delivery charges only as authorized in this Contract.

The timeframe for payment (or any discounts) begins only when the State is in receipt of an undisputed invoice that meets the minimum requirements of this Section.

3.31 Payment of Invoice. A payment by the State shall not prejudice the State's right to object to or question any payment, invoice, or other matter. A payment by the State shall not be construed as acceptance of goods delivered, any part of the services provided, or as approval of any amount invoiced.

3.32 Invoice Reductions. The Contractor's invoice shall be subject to reduction for amounts included in any invoice or payment that is determined by the State, on the basis of audits conducted in accordance with this Contract, to not constitute proper compensation for goods delivered or services provided.

3.33 Deductions. The State reserves the right to deduct from amounts, which are or shall become due and payable to the Contractor under this or any contract between the Contractor and the State of Tennessee, any amounts that are or shall become due and payable to the State of Tennessee by the Contractor.

3.34 Prerequisite Documentation. The Contractor shall not invoice the State under this Contract until the State has received the following, properly completed documentation.

- a) The Contractor shall complete, sign, and present to the State the "Authorization Agreement for Automatic Deposit Form" provided by the State. By doing so, the Contractor acknowledges and agrees that, once this form is received by the State, payments to the Contractor, under this or any other contract the Contractor has with the State of Tennessee, may be made by ACH; and
- b) The Contractor shall complete, sign, and return to the State the State-provided W-9 form. The taxpayer identification number on the W-9 form must be the same as the Contractor's Federal Employer Identification Number or Social Security Number referenced in the Contractor's Edison registration information.

MANDATORY TERMS AND CONDITIONS:

3.35 Substitute Items Offered by the Contractor. In the event that an awarded item is no longer being manufactured or is replaced by a functionally equivalent item with superior technological features to the item being replaced, Contractor may offer a substitute item ("Substitute"). The Substitute shall: (a) meet or exceed the functional, technical, and performance characteristics of the item being replaced; (b) not exceed the cost of the item being replaced by more than ten percent (10%); and (c) be available for order on the date Contractor requests to make the substitution. Contractor shall not make any substitutions for awarded items without the State's prior, written approval. Contractor shall submit any proposed substitutions to the TRICOR Procurement Office and include sufficient information to show that criteria (a) -- (c) above are met. The TRICOR Procurement Office may request sample Substitutes for inspection or testing.

3.36 Minimum Order. The minimum order under this Contract is to be provided by bidder on Attachment Three.

3.37 Purchase Order Release. Agency submission of a purchase order to Contractor authorizes Contractor to deliver goods or provide services.

3.38 Delivery. Contractor shall provide all goods or services as required and described in this Contract and shall meet all service and delivery timelines specified in this Contract. All quotations shall be F.O.B. destination.

3.39 Required Approvals. The State is not bound by this Contract until it is duly approved by the Parties and all appropriate State officials in accordance with applicable Tennessee laws and regulations. Depending upon the specifics of this Contract, this may include approvals by the Commissioner of Finance and Administration, the Commissioner of Human Resources, the Comptroller of the Treasury, and the Chief Procurement Officer.

3.40 Communications and Contacts. All instructions, notices, consents, demands, or other communications required or contemplated by this Contract shall be in writing and shall be made by certified, first class mail, return receipt requested and postage prepaid, by overnight courier service with an asset tracking system, or by email. All communications, regardless of method of transmission, shall be addressed to the respective party at the appropriate mailing address or email address as stated below or any other address provided in writing by a party.

The Contractor:

Contractor

Contractor's Contact Name & Title
Address
Email Address
Telephone Number

State of Tennessee:

Mary E. Hall, Contract Administrator
Mary.E.Hall@TN.Gov
and
Lori Brewington, Buyer/Planner
Lori.Brewington@TN.Gov
1685 Cockrill Bend Circle
Nashville, TN 37209
615-741-5705

All instructions, notices, consents, demands, or other communications shall be considered effective upon receipt or recipient confirmation as may be required.

3.41 Modification and Amendment. This Contract may be modified only by a written amendment signed by all parties and approved by all applicable State officials.

3.42 Subject to Funds Availability. The Contract is subject to the appropriation and availability of State or federal funds. In the event that the funds are not appropriated or are otherwise unavailable, the State reserves the right to terminate this Contract upon written notice to the Contractor. The State's exercise of its right to terminate this Contract shall not constitute a breach of Contract by the State. Upon receipt of the written notice, the Contractor shall cease all work associated with the Contract. If the State terminates this Contract due to lack of funds availability, the Contractor shall be entitled to compensation for all conforming goods requested and accepted by the State and for all satisfactory and authorized services completed as of the termination date. Should the State exercise its right to terminate this Contract due to unavailability of funds, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages of any description or amount.

3.43 Termination for Convenience. The State may terminate this Contract for convenience without cause for any reason. The State's election to terminate this Contract for convenience shall be effective upon the date specified and shall not be deemed a breach of contract by the State. The Contractor shall be entitled to compensation for all conforming goods delivered and accepted by the State or for satisfactory, authorized services completed as of the termination date. In no event shall the State be liable to the Contractor for compensation for any good or service that has not been provided, nor shall the Contractor be relieved of any liability to the State for any damages or claims arising under this Contract.

3.44 Termination for Cause. If the Contractor fails to properly perform its obligations under this Contract in a timely or proper manner, or if the Contractor materially violates any terms of this Contract ("Breach Condition"), the State shall have the right to immediately terminate the Contract and withhold payments in excess of compensation for completed services or provided goods. Notwithstanding the above, the contractor shall not be relieved of liability to the State for damages sustained by virtue of any Breach Condition and the State may seek other remedies allowed at law or in equity for breach of this Contract.

3.45 Assignment and Subcontracting. The Contractor shall not assign this Contract or enter into a subcontract for any of the goods or services provided under this Contract without the prior written approval of the State. Notwithstanding any use of the approved subcontractors, the Contractor shall be the prime

contractor and responsible for compliance with all terms and conditions of this Contract. The State reserves the right to request additional information or impose additional terms and conditions before approving an assignment of this Contract in whole or in part or the use of subcontractors in fulfilling the Contractor's obligations under this Contract.

3.46 Conflicts of Interest. The Contractor warrants that no part of the Contractor's compensation shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Contractor in connection with any work contemplated or performed under this Contract.

The Contractor acknowledges, understands, and agrees that this Contract shall be null and void if the Contractor is, or within the past six (6) months has been, an employee of the State of Tennessee or if the Contractor is an entity in which a controlling interest is held by an individual who is, or within the past six (6) months has been, an employee of the State of Tennessee.

3.47 Nondiscrimination. The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, creed, color, religion, sex, national origin, or any other classification protected by federal or state law. The Contractor shall, upon request, show proof of nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

3.48 Prohibition of Illegal Immigrants. The requirements of Tenn. Code Ann. § 12-3-309 addressing the use of illegal immigrants in the performance of any contract to supply goods or services to the state of Tennessee, shall be a material provision of this Contract, a breach of which shall be grounds for monetary and other penalties, up to and including termination of this Contract.

- a) The Contractor agrees that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract. The Contractor shall reaffirm this attestation, in writing, by submitting to the State a completed and signed copy of the document to TRICOR Purchasing Department at Lori.Brewingotn@tn.gov, semi-annually during the Term. If the Contractor is a party to more than one contract with the State, the Contractor may submit one attestation that applies to all contracts with the State. All Contractor attestations shall be maintained by the Contractor and made available to State officials upon request.
- b) Prior to the use of any subcontractor in the performance of this Contract, and semi-annually thereafter, during the Term, the Contractor shall obtain and retain a current, written attestation that the subcontractor shall not knowingly utilize the services of an illegal immigrant to perform work under this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant to perform work under this Contract. Attestations obtained from subcontractors shall be maintained by the Contractor and made available to State officials upon request.
- c) The Contractor shall maintain records for all personnel used in the performance of this Contract. Contractor's records shall be subject to review and random inspection at any reasonable time upon reasonable notice by the State.
- d) The Contractor understands and agrees that failure to comply with this section will be subject to the sanctions of Tenn. Code Ann. § 12-3-309 for acts or omissions occurring after its effective date.
- e) For purposes of this Contract, "illegal immigrant" shall be defined as any person who is not: (i) a United States citizen; (ii) a Lawful Permanent Resident; (iii) a person whose physical presence in the

United States is authorized; (iv) allowed by the federal Department of Homeland Security and who, under federal immigration laws or regulations, is authorized to be employed in the U.S.; or (v) is otherwise authorized to provide services under the Contract.

3.49 Records. The Contractor shall maintain documentation for all charges under this Contract. The books, records, and documents of the Contractor, for work performed or money received under this Contract, shall be maintained for a period of five (5) full years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by the State, the Comptroller of the Treasury, or their duly appointed representatives. The financial statements shall be prepared in accordance with generally accepted accounting principles.

3.50 Monitoring. The Contractor's activities conducted and records maintained, pursuant to this Contract, shall be subject to monitoring and evaluation by the State, the Comptroller of the Treasury, or their duly appointed representatives.

3.51 Progress Reports. The Contractor shall submit brief, periodic, progress reports to the State as requested.

3.52 Strict Performance. Failure by any Party to this Contract to require, in any one or more cases, the strict performance of any of the terms, covenants, conditions, or provisions of this Contract shall not be construed as a waiver or relinquishment of any term, covenant, condition, or provision. No term or condition of this Contract shall be held to be waived, modified, or deleted except by a written amendment signed by the Parties.

3.53 Independent Contractor. The parties shall not act as employees, partners, joint ventures, or associates of one another. The parties are independent contracting entities. Nothing in this Contract shall be construed to create an employer/employee relationship or to allow either party to exercise control or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The employees or agents of one party are not employees or agents of the other party.

3.54 Patient Protection and Affordable Care Act. The Contractor agrees that it will be responsible for compliance with the Patient Protection and Affordable Care Act ("PPACA") with respect to itself and its employees, including any obligation to report health insurance coverage, provide health insurance coverage, or pay any financial assessment, tax, or penalty for not providing health insurance. The Contractor shall indemnify the State and hold it harmless for any costs to the State arising from contractor's failure to fulfill its PPACA responsibilities for itself or its employees.

3.55 Limitation of State's Liability. The State shall have no liability except as specifically provided in this Contract. In no event will the State be liable to the Contractor or any other party for any lost revenues, lost profits, loss of business, decrease in the value of any securities or cash position, time, money, goodwill, or any indirect, special, incidental, punitive, exemplary or consequential damages of any nature, whether based on warranty, contract, statute, regulation, tort (including but not limited to negligence), or any other legal theory that may arise under this Contract or otherwise. Notwithstanding anything else herein, the State's total liability under this Contract (including without limitation any exhibits, schedules, amendments or other attachments to the Contract) or otherwise shall under no circumstances exceed the Estimated Liability. This limitation of liability is cumulative and not per incident.

3.56 Limitation of Contractor's Liability. In accordance with Tenn. Code Ann. § 12-3-701, the Contractor's liability for all claims arising under this Contract shall be limited to an amount equal to two (2) times the Estimated Liability amount and as may be amended. Except as set forth below, in no event will the Contractor be liable to the State or any other party for any lost revenues, lost profits, loss of business, decrease in the value of any securities or cash position, time, money, goodwill, or any indirect, special, incidental, punitive, exemplary or consequential damages of any nature, whether based on warranty, contract, statute, regulation, tort (including but not limited to negligence), or any other legal theory that may arise under this Contract or otherwise. PROVIDED THAT in no event shall this Section limit the liability of the Contractor for: (i) intellectual property or any Contractor indemnity obligations for infringement for third-party intellectual property rights; (ii) any claims covered by any specific provision in the Contract providing for liquidated damages; or (iii) any claims for intentional torts, criminal acts, fraudulent conduct, or acts or omissions that result in personal injuries or death.

3.57 Hold Harmless. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims, liabilities, losses, and causes of action which may arise, accrue, or result to any person, firm, corporation, or other entity which may be injured or damaged as a result of acts, omissions, or negligence on the part of the Contractor, its employees, or any person acting for or on its or their behalf relating to this Contract. The Contractor further agrees it shall be liable for the reasonable cost of attorneys for the State to enforce the terms of this Contract.

In the event of any suit or claim, the Parties shall give each other immediate notice and provide all necessary assistance to respond. The failure of the State to give notice shall only relieve the Contractor of its obligations under this Section to the extent that the Contractor can demonstrate actual prejudice arising from the failure to give notice. This Section shall not grant the Contractor, through its attorneys, the right to represent the State in any legal matter, as the right to represent the State is governed by Tenn. Code Ann. § 8-6-106.

3.58 HIPAA Compliance. The State and Contractor shall comply with obligations under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Health Information Technology for Economic and Clinical Health ("HITECH") Act and any other relevant laws and regulations regarding privacy (collectively the "Privacy Rules"). The obligations set forth in this Section shall survive the termination of this Contract.

- a) Contractor warrants to the State that it is familiar with the requirements of the Privacy Rules and will comply with all applicable requirements in the course of this Contract.
- b) Contractor warrants that it will cooperate with the State, including cooperation and coordination with State privacy officials and other compliance officers required by the Privacy Rules, in the course of performance of the Contract so that both parties will be in compliance with the Privacy Rules.
- c) The State and the Contractor will sign documents, including but not limited to business associate agreements, as required by the Privacy Rules and that are reasonably necessary to keep the State and Contractor in compliance with the Privacy Rules. This provision shall not apply if information received or delivered by the parties under this Contract is NOT "protected health information" as defined by the Privacy Rules, or if the Privacy Rules permit the parties to receive or deliver the information without entering into a business associate agreement or signing another document.

The Contractor will indemnify the State and hold it harmless for any violation by the Contractor or its subcontractors of the Privacy Rules. This includes the costs of responding to a breach of protected health information, the costs of responding to a government enforcement action related to the breach, and any fines, penalties, or damages paid by the State because of the violation.

3.59 Tennessee Consolidated Retirement System. Subject to statutory exceptions contained in Tenn. Code Ann. §§ 8-36-801, et seq., the law governing the Tennessee Consolidated Retirement System ("TCRS"),

provides that if a retired member of TCRS, or of any superseded system administered by TCRS, or of any local retirement fund established under Tenn. Code Ann. §§ 8-35-101, et seq., accepts State employment, the member's retirement allowance is suspended during the period of the employment. Accordingly and notwithstanding any provision of this Contract to the contrary, the Contractor agrees that if it is later determined that the true nature of the working relationship between the Contractor and the State under this Contract is that of "employee/employer" and not that of an independent contractor, the Contractor, if a retired member of TCRS, may be required to repay to TCRS the amount of retirement benefits the Contractor received from TCRS during the Term.

3.60 Tennessee Department of Revenue Registration. The Contractor shall comply with all applicable registration requirements contained in Tenn. Code Ann. §§ 67-6-601 -- 608. Compliance with applicable registration requirements is a material requirement of this Contract.

3.61 Debarment and Suspension. The Contractor certifies, to the best of its knowledge and belief, that it, its current and future principals, its current and future subcontractors and their principals:

- a) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal or state department or agency;
- b) have not within a three (3) year period preceding this Contract been convicted of, or had a civil judgment rendered against them from commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property;
- c) are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed in section b. of this certification; and
- d) have not within a three (3) year period preceding this Contract had one or more public transactions (federal, state, or local) terminated for cause or default.

The Contractor shall provide immediate written notice to the State if at any time it learns that there was an earlier failure to disclose information or that due to changed circumstances, its principals or the principals of its subcontractors are excluded or disqualified.

3.62 Force Majeure. "Force Majeure Event" means fire, flood, earthquake, elements of nature or acts of God, wars, riots, civil disorders, rebellions or revolutions, acts of terrorism or any other similar cause beyond the reasonable control of the party except to the extent that the non-performing party is at fault in failing to prevent or causing the default or delay, and provided that the default or delay cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans or other means. A strike, lockout or labor dispute shall not excuse either party from its obligations under this Contract. Except as set forth in this Section, any failure or delay by a party in the performance of its obligations under this Contract arising from a Force Majeure Event is not a default under this Contract or grounds for termination. The non-performing party will be excused from performing those obligations directly affected by the Force Majeure Event, and only for as long as the Force Majeure Event continues, provided that the party continues to use diligent, good faith efforts to resume performance without delay. The occurrence of a Force Majeure Event affecting Contractor's representatives, suppliers, subcontractors, customers or business apart from this Contract is not a Force Majeure Event under this Contract. Contractor will promptly notify the State of any delay caused by a Force Majeure Event (to be confirmed in a written notice to the State within one (1) day of the inception of the delay) that a Force Majeure Event has occurred, and will describe in reasonable detail the nature of the Force Majeure Event. If any Force Majeure Event results in a delay in Contractor's performance longer than forty-eight (48) hours, the State may, upon notice to Contractor: (a) cease payment

of the fees until Contractor resumes performance of the affected obligations; or (b) immediately terminate this Contract or any purchase order, in whole or in part, without further payment except for fees then due and payable. Contractor will not increase its charges under this Contract or charge the State any fees other than those provided for in this Contract as the result of a Force Majeure Event.

3.63 State and Federal Compliance. The Contractor shall comply with all applicable state and federal laws and regulations in the performance of this Contract.

3.64 Governing Law. This Contract shall be governed by and construed in accordance with the laws of the State of Tennessee. The Tennessee Claims Commission or the state or federal courts in Tennessee shall be the venue for all claims, disputes, or disagreements arising under this Contract. The Contractor acknowledges and agrees that any rights, claims, or remedies against the State of Tennessee or its employees arising under this Contract shall be subject to and limited to those rights and remedies available under Tenn. Code Ann. §§ 9-8-101 -- 407.

3.65 Entire Agreement. This Contract is complete and contains the entire understanding between the parties relating to its subject matter, including all the terms and conditions of the parties' agreement. This Contract supersedes any and all prior understandings, representations, negotiations, and agreements between the parties, whether written or oral.

3.66 Severability. If any terms and conditions of this Contract are held to be invalid or unenforceable as a matter of law, the other terms and conditions of this Contract shall not be affected and shall remain in full force and effect. The terms and conditions of this Contract are severable.

3.67 Headings. Section headings of this Contract are for reference purposes only and shall not be construed as part of this Contract.

3.68 Incorporation of Additional Documents. Each of the following documents is included as a part of this Contract by reference. In the event of a discrepancy or ambiguity regarding the Contractor's duties, responsibilities, and performance under this Contract, these items shall govern in order of precedence below:

- a) any amendment to this Contract, with the latter in time controlling over any earlier amendments;
- b) this Contract with any attachments or exhibits (excluding the items listed at subsections c. through f., below);
- c) any clarifications of or addenda to the Contractor's response seeking this Contract;
- d) the Invitation to Bid, as may be amended, requesting responses in competition for this Contract;
- e) any technical specifications provided to respondents during the procurement process to award this Contract; and,
- f) the Contractor's response seeking this Contract.

3.69 Iran Divestment Act. The requirements of Tenn. Code Ann. § 12-12-101 et.seq., addressing contracting with persons with investment activities in Iran, shall be a material provision of this Contract. The Contractor agrees, under penalty of perjury, that to the best of its knowledge and belief that it is not on the list created

pursuant to Tenn. Code Ann. § 12-12-106.

3.70 Insurance Requirements:

3.70.1 Insurance. Contractor shall provide the State a certificate of insurance ("COI") evidencing the coverages and amounts specified below. The COI shall be provided ten (10) business days prior to the Effective Date and again upon renewal or replacement of coverages required by this Contract. If insurance expires during the Term, the State must receive a new COI at least thirty (30) calendar days prior to the insurance's expiration date. If the Contractor loses insurance coverage, does not renew coverage, or for any reason becomes uninsured during the Term, the Contractor shall notify the State immediately.

The COI shall be on a form approved by the Tennessee Department of Commerce and Insurance ("TDCI") and signed by an authorized representative of the insurer. The COI shall list each insurer's national association of insurance commissioners (also known as NAIC) number or federal employer identification number and list the State of Tennessee, Risk Manager, 312 Rosa L. Parks Ave., 3rd floor Central Procurement Office, Nashville, TN 37243 and TRICOR 6185 Cockrill Bend Circle Nashville, TN 37209 in the certificate holder section. At any time, the State may require the Contractor to provide a valid COI detailing coverage description; insurance company; policy number; exceptions; exclusions; policy effective date; policy expiration date; limits of liability; and the name and address of insured. The Contractor's failure to maintain or submit evidence of insurance coverage is considered a material breach of this Contract.

If the Contractor desires to self-insure, then a COI will not be required to prove coverage. In place of the COI, the Contractor must provide a certificate of self-insurance or a letter on the Contractor's letterhead detailing its coverage, liability policy amounts, and proof of funds to reasonably cover such expenses. Compliance with Tenn. Code Ann. § 50-6-405 and the rules of the TDCI is required for the Contractor to self-insure workers' compensation.

All insurance companies must be: (a) acceptable to the State; (b) authorized by the TDCI to transact business in the State of Tennessee; and (c) rated A- VII or better by A. M. Best. The Contractor shall provide the State evidence that all subcontractors maintain the required insurance or that the subcontractors are included under the Contractor's policy.

The Contractor agrees to name the State as an additional insured on any insurance policies with the exception of workers' compensation (employer liability) and professional liability (errors and omissions) ("Professional Liability") insurance. Also, all policies shall contain an endorsement for a waiver of subrogation in favor of the State.

The deductible and any premiums are the Contractor's sole responsibility. Any deductible over fifty thousand dollars (\$50,000) must be approved by the State. The Contractor agrees that the insurance requirements specified in this Section do not reduce any liability the Contractor has assumed under this Contract including any indemnification or hold harmless requirements.

The State agrees that it shall give written notice to the Contractor as soon as practicable after the State becomes aware of any claim asserted or made against the State, but in no event later than thirty (30) calendar days after the State becomes aware of such claim. The failure of the State to give notice shall only relieve the Contractor of its obligations under this Section to the extent that the Contractor can demonstrate actual prejudice arising from the failure to give notice. This Section shall not grant the Contractor or its insurer, through its attorneys, the right to represent the State in any legal matter, as the right to represent the State is governed by Tenn. Code Ann. § 8-6-106.

All coverage required shall be on a primary basis and noncontributory with any other insurance coverage or self-insurance carried by the State. The State reserves the right to amend or require additional endorsements, types of coverage, and higher or lower limits of coverage depending on the

nature of the work. Purchases or contracts involving any hazardous activity or equipment, tenant, concessionaire and lease agreements, alcohol sales, cyber-liability risks, environmental risks, special motorized equipment, or property may require customized insurance requirements (e.g. umbrella liability insurance) in addition to the general requirements listed below.

3.70.2 Workers' Compensation and Employer Liability Insurance.

- a) For Contractors statutorily required to carry workers' compensation and employer liability insurance, the Contractor shall maintain:
- b) Workers' compensation and employer liability insurance in the amounts required by appropriate state statutes; or
- c) In an amount not less than one million dollars (\$1,000,000) including employer liability of one million dollars (\$1,000,000) per accident for bodily injury by accident, one million dollars (\$1,000,000) policy limit by disease, and one million dollars (\$1,000,000) per employee for bodily injury by disease.
- d) If the Contractor certifies that it is exempt from the requirements of Tenn. Code Ann. §§ 50-6-101 -- 103, then the Contractor shall furnish written proof of such exemption for one or more of the following reasons:
 1. The Contractor employees fewer than five (5) employees;
 2. The Contractor is a sole proprietor;
 3. The Contractor is in the construction business or trades with no employees;
 4. The Contractor is in the coal mining industry with no employees;
 5. The Contractor is a state or local government; or
 6. The Contractor self-insures its workers' compensation and is in compliance with the TDCI rules and Tenn. Code Ann. § 50-6-405.

3.71 Commercial General Liability Insurance.

- a) The Contractor shall maintain commercial general liability insurance, which shall be written on an Insurance Services Office, Inc. (also known as ISO) occurrence form (or a substitute form providing equivalent coverage) and shall cover liability arising from property damage, premises/operations, independent contractors, contractual liability, completed operations/products, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).
- b) The Contractor shall maintain bodily injury/property damage with a combined single-limit not less than one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) aggregate for bodily injury and property damage, including products and completed operations coverage with an aggregate limit of at least two million dollars (\$2,000,000).

3.72 Automobile Liability Insurance. The Contractor shall maintain automobile liability insurance which shall cover liability arising out of any automobile (including owned, leased, hired, and non-owned automobiles). The Contractor shall maintain bodily injury/property damage with a limit not less than one million dollars

(\$1,000,000) per occurrence or combined single limit.

3.73 Major Procurement Contract Sales and Use Tax. Pursuant to Tenn. Code Ann. § 4-39-102 and to the extent applicable, the Contractor and the Contractor's subcontractors shall remit sales and use taxes on the sales of goods or services that are made by the Contractor or the Contractor's subcontractors and that are subject to tax.

SPECIAL TERMS AND CONDITIONS:

3.74 Conflicting Terms and Conditions. Should any of these special terms and conditions conflict with any other terms and conditions of this Contract, the special terms and conditions shall be subordinate to the Contract's other terms and conditions.

3.75 Confidentiality of Records. Strict standards of confidentiality of records and information shall be maintained in accordance with applicable state and federal law. All material and information, regardless of form, medium or method of communication, provided to the Contractor by the State or acquired by the Contractor on behalf of the State that is regarded as confidential under state or federal law shall be regarded as "Confidential Information." Nothing in this Section shall permit Contractor to disclose any Confidential Information, regardless of whether it has been disclosed or made available to the Contractor due to intentional or negligent actions or inactions of agents of the State or third parties. Confidential Information shall not be disclosed except as required or permitted under state or federal law. Contractor shall take all necessary steps to safeguard the confidentiality of such material or information in conformance with applicable state and federal law.

The obligations set forth in this Section shall survive the termination of this Contract.

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3.76 Prohibited Advertising or Marketing. The Contractor shall not suggest or imply in advertising or marketing materials that Contractor's goods or services are endorsed by the State. The restrictions on Contractor advertising or marketing materials under this Section shall survive the termination of this Contract.

3.77 Intellectual Property Indemnity. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims or suits which may be brought against the State concerning or arising out of any claim of an alleged patent, copyright, trade secret or other intellectual property infringement. In any such claim or action brought against the State, the Contractor shall satisfy and indemnify the State for the amount of any settlement or final judgment, and the Contractor shall be responsible for all legal or other fees or expenses incurred by the State arising from any such claim. The State shall give the Contractor notice of any such claim or suit, however, the failure of the State to give such notice shall only relieve Contractor of its obligations under this Section to the extent Contractor can demonstrate actual prejudice arising from the State's failure to give notice. This Section shall not grant the Contractor, through its attorneys, the right to represent the State of Tennessee in any legal matter, as provided in Tenn. Code Ann. § 8-6-106.

3.78 Extraneous Terms and Conditions. Contractor shall fill all orders submitted by the State under this Contract. No purchase order, invoice, or other documents associated with any sales, orders, or supply of any good or service under this Contract shall contain any terms or conditions other than as set forth in the Contract. Any such extraneous terms and conditions shall be void, invalid, and unenforceable against the State. Any refusal by Contractor to supply any goods or services under this Contract conditioned on the

State submitting to any extraneous terms and conditions shall be a material breach of the Contract and constitute an act of bad faith by Contractor.

3.79 License Warranty. Contractor represents and warrants that the State is authorized to possess and use all equipment, materials, software, and deliverables provided under this Contract

3.80 Printing Authorization. The Contractor agrees that no publication coming within the jurisdiction of Tenn. Code Ann. §§ 12-7-101, et. seq., shall be printed pursuant to this Contract unless a printing authorization number has been obtained and affixed as required by Tenn. Code Ann. § 12-7-103(d).

3.81 State Ownership of Goods. The State shall have ownership, right, title, and interest in all goods provided by Contractor under this Contract including full rights to use the goods and transfer title in the goods to any third parties.

3.82 Additional Lines, Items or Options. At its sole discretion, the State may make written requests to the Contractor to add lines, items, or options that are needed and within the Scope but were not included in the original Contract. Such lines, items, or options will be added to the Contract through a Memorandum of Understanding ("MOU"), not an amendment.

- a) After the Contractor receives a written request to add lines, items, or options, the Contractor shall have ten (10) business days to respond with a written proposal. The Contractor's written proposal shall include:
 1. The effect, if any, of adding the lines, items, or options on the other goods or services required under the Contract;
 2. Any pricing related to the new lines, items, or options;
 3. The expected effective date for the availability of the new lines, items, or options; and
 4. Any additional information requested by the State.
- b) The State may negotiate the terms of the Contractor's proposal by requesting revisions to the proposal.
- c) To indicate acceptance of a proposal, the State will sign it. The signed proposal shall constitute a MOU between the Parties, and the lines, items, or options shall be incorporated into the Contract as if set forth verbatim.
- d) Only after a MOU has been executed shall the Contractor perform or deliver the new lines, items, or options.

3.83 Prison Rape Elimination Act (PREA). The Contractor must comply with the Prison Rape Elimination Act (PREA) of 2003 (Federal law 42 U.S.C. 15601 et. seq.), with all applicable Federal PREA standards, and with all State policies and standards related to PREA for preventing, detecting, monitoring, investigating, and eradicating any form of sexual abuse within facilities/programs/offices owned, operated, or contracted.

3.84 Survival. The terms, provisions, representations, and warranties contained in this Contract which by their sense and context are intended to survive the performance and termination of this Contract, shall so survive the completion of performance and termination of this Contract.

3.85 Liens, Encumbrances and Title. The Contractor owns and has good and marketable title to, and legal ownership of the goods, free and clear of any and all liens, security interests, pledges, mortgages, charges, limitations, claims, restrictions, rights of first refusal, rights of first offer, rights of first negotiation or other encumbrances of any kind or nature (collectively, "Encumbrances"). Upon delivery, without exception, the State will acquire from the Contractor legal and beneficial ownership of, good and marketable title to, and all rights to the goods to be sold to the State by the Contractor, free and clear of all Encumbrances. The Contractor shall, within ten (10) days after delivery deliver to the State if required by applicable law to establish or show evidence of ownership, any and all documents or certificates required to establish or show evidence of the State's ownership in the goods.

Requirement	Response	ACQUISITION LEVERAGE SUPPLIERS	CRITICAL STRATEGIC SUPPLIERS
SECTION A General Information		YES	YES

- 1.0 Company name
- 2.0 Company address (corporate)
- 3.0 Company telephone
- 4.0 Company fax
- 5.0 Web site
- 6.0 Year company founded
- 7.0 Company CEO and years with company

- 8.0 Senior management team (names, titles, years with company, please provide an organization chart)
- 9.0 Product / services offered.
What are the long-range plans for this business
- 10.0 (Next 3-5 years)?
What are the plant or production investment plans for
- 11.0 the near future?
What cost reduction plans are you currently working
- 12.0 to achieve?
What type of value-added services do you offer (i.e. inventory programs design capabilities, engineering resources, marketing dollars?)
- 13.0
- 14.0 What are your companies major strengths?
- 15.0 Who are your major competitors?
Are you a certified women owned, minority or small
- 16.0 business?
Are you African-American, Hispanic, Asian-American
- 17.0 or Native-American?

SECTION B Contact Information		YES	YES
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- 1.0 Proposal contact name
- 2.0 Title
- 3.0 Contact address
- 4.0 Contact telephone
- 5.0 Contact e-mail address
- 6.0 Contact mobile phone

SECTION C Financials		YES	YES
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- 1.0 Public or private (if private, skip to 3, if public go to 2)
- 2.0 Stock exchange and ticker symbol
Describe ownership structure (attach additional information if required)
- 3.0
- 4.0 Month in which fiscal year ends
- 5.0 YTD Results
 - 5.1 Revenue
 - 5.2 Profit
- 6.0 YTD Results to Correctional Institutions
 - 6.1 Revenue to Correctional Institutions
 - 6.2 Profit to Correctional Institutions
- 7.0 Current Balance Sheet Information
 - 7.1 Cash and cash equivalents
 - 7.2 Other current assets
 - 7.3 Current liabilities
 - 7.4 Quick ratio (current assets - current liabilities)
 - 7.5 Total amount of debt
- 8.0 Litigation
 - 8.1 Any litigation pending?
 - 8.2 Number of lawsuits in history of company?

9.0 Are you currently in any discussions about being acquired?

SECTION D Employee Information	YES	YES
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- 1.0 Total number
- 2.0 Number by function
 - 2.1 Sales
 - 2.2 Marketing/alliances
 - 2.3 Professional services
 - 2.4 Technical support
 - 2.5 Research and development

2.5a What kind of engineering & research & development resources does your company have?

- 2.6 G&A
- 2.7 Other

3.0 Work Hours

3.1 What are the ordinary weekly hours of work?

3.2 What are the ordinary hours per day/?

3.3 What are the ordinary number of working days per week?

3.4 Is overtime compulsory or voluntary?

3.5 What are the maximum weekly hours of overtime worked?

SECTION E Quality Systems	YES	YES
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1.0 Do you have a documented quality system in place? (Please provide a copy of the table of contents.)

1.1 What format does it follow (i.e. ISO, ISO Compliant, etc.)

2.0 Have your plants been inspected by any government or regulatory bodies?

2.1 What were the results of the last audit with any such organization?

3.0 Describe the process by which manufacturing equipment and software are validated and documented.

4.0 What is your system for traceability of product back to raw materials?

5.0 Do you utilize a FIFO system?

6.0 Describe your continuous improvement process.

7.0 What testing data can you share with us for performance?

SECTION F Supply Chain Process	YES	YES
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1.0 Do you have a formal Product Design and or Development Process in place?

2.0 Who should we contact for technical support?

3.0 Do you have a supplier approval process in place?

3.1 Please describe.

3.2 How do your suppliers notify you of any process or material changes?

3.3 How do you notify your customers of any process or material changes?

4.0 What is the standard lead time?

4.1 Are there volume constraints against it?

5.0 Will you provide samples if requested?

6.0 How are schedule and product changes handled?

7.0 Do you sign contracts with your supply base?

7.1 For what time length?

7.2 What are the requirements for cost modifications?

8.0 Do you have global suppliers?

- 8.1 Describe ordering limitations.
- 8.2 Available product mix per supplier
What is the number of containers, frequency of import, and the countries of origin?
- 8.3 What consolidation points are utilized for containers prior to the export from country of origin?
- 8.4 Are orders placed direct to plants or through traders?
- 8.6 Do you have a staff on the ground in foreign country?
- 8.7 How do you validate quality prior to shipment?
- 9.0 Transportation mode of goods
- 9.1 How are your key raw materials transported?
What is your mode of transportation for your finished goods?
- 9.2 Do you operate your own fleet of trucks? Leased or owned?
- 9.3

SECTION G Cost Structure	NO	YES
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- 1.0 What are your primary cost drivers?
- 1.1 How do you manage them?
- 1.2 Are you willing to provide cost disclosures?
- 1.3 What indexes do you use?
- 1.4 Please provide web sites.
What is your willingness to share costs of changes / savings?
- 2.0 What is your willingness to establish realistic cost targets?
- 3.0
- 4.0 Do you provide marketing dollars?

SECTION H Customer Base	NO	YES
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- 1.0 Total number of customers?
- 1.1 Total number of correctional institution customers?
- 2.0 Active number of customers?
- 2.1 Active number of correctional institution customers?
- 3.0 New customers
- 3.1 YTD
- 3.2 Last year

SECTION I Market Served	NO	YES
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- 1.0 What regions are served by your company?
- 2.0 What markets are served?
- 3.0 Is there any cyclicalality in those markets?
- 4.0 Grow rate in these markets?
What percentage of your total sales are in these markets?
- 5.0 What percentage of your sales are produced to customer specifications (non-propriety) vs. in-house designed (off the shelf)?
- 6.0
- 7.0 What are your core competencies?

SECTION J Plant, Equipment & Related Processes	NO	YES
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- 1.0 How many production sites do you have?
- 1.1 Where are the production sites located?
- 1.2 Is there a global presence?
What is the total amount of square footage of production sites?
- 2.0
- 3.0 What is the primary function of each site?
- 4.0 Do you own or lease the buildings?
What new processes or technology have you recently installed?
- 5.0

- 6.0 What is the plant capacity and flexibility of each site?
- 7.0 Is there any proprietary equipment at these plants?

SECTION K Support	NO	YES
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- 1.0 Warranty
 - 1.1 Standard warranty period
 - 1.2 What is included? (attach if necessary)
 - 1.3 Location of customer support offices
- 2.0 Maintenance (If Applicable)
 - 2.1 Standard maintenance policy (attach if necessary)
 - 2.2 Replacement parts included?
 - 2.2a How are parts distributed?
 - 2.3 Upgrades
 - 2.3a How often are new models available?
 - 2.3b From start to finish, what was the longest time taken by any customer to complete an upgrade?
 - 2.3c What is the average cost to complete an upgrade?
 - 2.3d What is the greatest cost ever incurred by a customer during an upgrade?
 - 2.3e Do you guarantee your upgrade price?
- 3.0 Support
 - 3.1 Standard support policy (attach if necessary)
 - 3.2 Price based upon sold price or current price?
 - 3.3 Price increases in last 5 years?
 - 3.4 Provided by vendor or 3rd Party?
 - 3.5 Support location?
 - 3.6 Escalation policy (attach if necessary)
 - 3.7 24/7 available?
 - 3.7a 24/7 staffed or beeper?
 - 3.8 Web support
 - 3.8a Provided?
 - 3.8b Create new call?
 - 3.8c Check call status frequency?
 - 3.9 Do you support customer-modified applications?

SECTION L Training	NO	YES
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- Describe the overall approach of your training program (attach additional information if required)
- 1.0 program (attach additional information if required)
- 2.0 Classroom training available?
 - 2.1 Classes offered (attach if necessary)?
 - 2.2 Describe the pricing for classes
 - 2.3 What is schedule for upcoming classes?
 - 2.4 Where are the classes held?
 - 2.5 What is the maximum and minimum class size?
 - 2.6 What is your cancellation policy?
 - 2.7 Describe the credentials of your instructors
 - 2.8 Do you have online registration?
- 3.0 Online training available via the Web?
 - 3.1 Courses offered (attach if necessary)
 - 3.2 Describe the pricing for the online courses
 - 3.3 Online testing available?
 - 3.4 What are the connectivity requirements?
- 4.0 Do you offer customized or on-site training?
 - What types of media/activities are employed in training?
- 5.0 training?
 - 5.1 Written materials
 - 5.2 Audio/visual
 - 5.3 Hyperlinked reference materials

5.4 Hands-on workshops

SECTION M Bar Code Label Printing	NO	YES
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1.0 Are bar code labels user-configurable?

2.0 Is a third-party tool used for label design?

3.0 Can labels be printed via Web browser?

SECTION N Reports/Documents/Queries	NO	YES
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1.0 Reports

1.1 What type of usage reports are available?

1.2 Reports viewable on line via web?

1.3 Reports include charts and graphs?

2.0 Shipping Documents (Bill of Lading, Packing List)

Are packing lists capable of providing our part

2.1 numbers and purchase order numbers?

SECTION O Environmental Systems	NO	YES
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Percentage of materials used that are wastes from sources external to the company. This refers to both post-consumer recycled material and waste from industrial sources.

1.0

Are there any initiatives to use renewable energy sources and to increase energy efficiency? If so, please describe.

2.0

Does any water based waste get recycled? If so what

3.0 % of total water waste is reused?

Does any solid waste get recycled? If so what % of

4.0 total solid waste is recycled?

Location and size of land owned, leased or managed in biodiversity-rich habitats:

5.0

Does the company produce, transport, import or export any waste deemed hazardous? If so, what?

6.0

Please detail any incidents of fines for non-compliance national, regional and local regulations associated with environmental issues.

7.0

SECTION P Adaptability	NO	YES
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Impact on our business in terms of cost and time

1.0 involved to do business with your organization.