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II. GENERAL RFP QUESTIONS

A. GENERAL VENDOR QUESTIONS:

1) GENERAL VENDOR SUMMARY:

Please provide a brief description of the following:

- a) Full legal company name:
- b) Your headquarters address:
- c) Primary company contact, including name, title, phone number, and email address:
- d) Year your firm was established:
- e) A brief listing of your Vendor core competencies:
- f) A current copy of your company's W-9 (current IRS version is October 2018).

B. EXPERIENCE AND REFERENCES:

1) REFERENCES

Please provide five (5) current client references that you have sold and implemented the same or like solutions to in the past five (5) years. Of these references, please list as many as available that are other governmental municipalities as possible.

- a) Include in your reference information:
 - i) Name of the municipality or firm;
 - ii) Client's headquarters address;
 - iii) Current reference contact information, including the Reference's:
 - (1) Name;
 - (2) Title;
 - (3) Phone number;
 - (4) Email address;

- iv) Project description including all services performed; and
- b) Please provide the number of overall clients that you have currently using your proposed solution,
 - i) within the State of Colorado.

C. PROPOSED SOLUTION ENGAGEMENT:

1) VENDOR ENGAGEMENT TEAM

Please provide the following:

- a) Will you be providing a dedicated rep that will be our main point of contact for any ordering?
Yes No

2) ORDERING & FULFILLMENT PROCESS

Please provide the following:

- a) Please provide a brief description of ordering requirements and process?
- b) Is there a Minimum Order Quantity (MOQ)?
- c) Do you provide bulk discounts? quantity points?
Yes No
 - i) If yes, what is the bulk discount?
- d) What is your average lead time?
- e) Do you offer samples or proofs prior to final order placement?
- f) What does your order placement process look like (online portal, email, sales rep)?
- g) How do you handle backorders or inventory shortages?
- h) What customer service support is available during the order lifecycle?
- i) What is your return or exchange policy?

3) CUSTOMIZING ORDERS

Please provide the following:

- a) Please list all color options that are available for each product line.
- b) Artwork submittals to the Vendor (e.g., different Agency logos) what file types are required for submittal?
- c) Are there additional fees with setting up new artwork?
Yes No
- d) What sizing options are available? Are they standard or custom?
- e) Do you offer patches for sewing onto clothing?
Yes No
- f) Do you offer embroidery services?
Yes No
- g) Please list all types of soft goods that you carry?
- h) Based off Thornton's Brand Management Guidelines (213-25 Appendix No. 1) can your firm adhere to Thornton's brand guidelines, including Thornton's color and font guidelines?

4) SHIPPING & LOGISTICS

Please provide the following:

- a) What are your shipping methods and associated costs?
- b) Do you offer direct delivery to multiple city facilities?
- c) Can you accommodate rush or emergency orders?

5) BRANDS:

Please provide the following:

- a) Of the specified brands we need, do you carry these items?
Yes No
- b) What are the sizes offered for each gender of clothing carried?

6) PRICING & PAYMENT:

Please provide the following:

a) Do you accept purchase orders?

Yes No

b) Do you accept credit cards?

Yes No

c) What are your invoicing and payment terms?

d) Because Thornton will be ordering for multiple Agencies, does your firm need to create multiple accounts for 1 client (Thornton)?

Yes No

i) Is there a fee associated with setting up multiple accounts?

Yes No

e) Are there any additional fees (setup, customization, delivery)? If so, what are they?

D. OTHER DETAILS, VALUE ADD, CLOSING STATEMENT:**1) OTHER DETAILS**

- a) Please describe in detail any areas that Thornton has not included in this RFP's Scope of Work (best practices, missed requirements, etc.) that your team considers to be beneficial, important, relevant, or crucial to the successful implementation of your proposed solution.

2) VALUE ADDED VENDOR OFFERED PRODUCTS AND SERVICES

- a) Please list any additional considerations that are not part of this RFP's Scope of Work that are offered by your firm that Thornton may find of note or useful for future consideration.

3) CLOSING STATEMENT

- a) Please provide a brief narrative (one [1] page or less) of how you believe your company's proposed solution will best serve Thornton's needs both now, and in the future of the contractual agreement.

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RFP No. 213-25, Citywide Soft Goods
Appendix No. 2 RFP Proposal Questions