PROPOSER QUALIFICATIONS

The University is soliciting proposals from firms, which are in the business of providing services as listed in this Request for Proposal. Your proposal shall include, at a minimum, the following information. Failure to include these items may be grounds for rejection of your proposal. The proposer must reply directly underneath each item below in Section VII for ease of evaluation in Exhibit F. The proposer’s response should be no more than 20 pages (The Maximum page amount does not including resumes, CVs, Organizational Charts, and Financial Statements).

1. The proposer shall present evidence that the firm or its officers have been engaged for at least the past five (5) years in providing services as listed in this Request for Proposal.

2. The proposer must detail the ownership of your firm/company. Detail your affiliations, participation or ownership by/in other companies, including possible subcontractors.

3. The proposer shall provide their service level management programs and systems that will drive and reward excellence in performance and innovation. The proposer shall include:
   a. Describe your proposed solution for maximizing performance and value while minimizing business disruption through measurement and reporting of KPIs, workflows, altering, etc. Please provide sample measurements and reports.
   b. What program do you propose to incent providers to not only meet minimum performance requirements but also to exercise initiative and innovation in streamlining and continuously improving performance?
   c. Describe your proposed solution for implementing and following a mature ITIL performance management plan, to include incident management, service fulfillment, operational efficiency, innovation, and research and development.
   d. Please indicate any performance guarantees you are willing to provide and the associated remedies for failure to meet the guarantee.
   e. Describe the approach you take to ensure your service level agreements are obtained. Attach a sample of suggested Service Levels Agreements you will commit to.

4. Describe your firm’s approach to providing the services described in Section V, as well as the methodology used. Include other steps if appropriate as well as the resources, from both organizations, that will be necessary for a successful implementation.
5. Describe what distinguishes the ability of your firm from that of your competitors to perform the services described in this Request for Proposal.

6. All key personnel proposed by proposer should have relevant experience, and be fully qualified to successfully provide the services described in Section V. Provide an organizational chart that provides organizational sections, highlighting the section that will have responsibility for performing this initiative, clearly noted. Any replacements/changes to staff or organizational structure must be presented and approved by ASU prior to any award.

7. Proposer must provide a summary and / or resume outlining the qualifications and experience of the key and supervisory personnel who will be dedicated to the project.

8. Proposer must provide any certifications/licenses/etc. they have that are pertinent to the Scope of Work.

9. The proposer must provide a minimum of three (3) references, a description of recent project and/or experience in providing similar services as described in this RFP, including institution size. References should be verifiable and able to comment on the firm’s experience, with a preference for references receiving services similar to those described in this Proposal. Include the name, title, telephone number, and email address of the individual at the organization most familiar with the Proposer.

10. The proposer must provide what percentage of their business is outsourced. Please list the primary providers of those services.

11. The proposer must provide details if their firm, or any member of their firm, been declared in default, suspended, terminated or removed from a contract or job related to the services their firm provides in the regular course of business within the last five (5) years. If so, please explain how it was handled.

12. The proposer must respond to the following questions in regards to their pricing:

   a. **Pricing Structure.** Describe your pricing structure and the pricing model and approach used in support of that structure. Are you considered a low cost provider in your industry? How does this structure benefit your customer base?

   b. **Elements of Cost.** What are the 3 key elements of your products/services cost?

   c. **Cost Controls.** Do you have any programs in place to control / mitigate / hedge against cost variances? If so, please explain.

   d. **Cost Reduction Programs.** Describe your firms cost reduction programs. Are you proposing to offer a year over year cost savings percentage or a shared incentive program based on met SLAs or other
metrics? If so, please be sure to provide these elements of your pricing structure.

e. **Cost Baseline.** How does your organization help a customer to baseline their costs? Please explain


14. The proposer must provide a statement of their review and acceptance of ASU’s Terms and Conditions included in this RFP under Section XII. **Note: all exceptions with justification and alternative language MUST be submitted with the proposal. Statements such as “We will negotiate in good faith if awarded” is not an acceptable response.**

15. Proposer must provide an acknowledgement of Section XIV for ASU’s Security Review Process. Note: Section XIV of the RFP is intended for proposers to understand ASU’s security review processes. The proposer must understand and agree to ASU security assessment requirements if awarded this contract. This section is included only as reference.

16. The proposer must provide an acknowledgement statement that most deliveries to ASU will require delivery to a centralized location for consolidated distribution and must be coordinated with ASU Materials Management. A finalized logistics policy will be implemented during the course of this RFP and contract, and ASU expects the proposer to comply with ASU on a centralized receiving policy once implemented.

17. The proposer must provide an acknowledgement statement of their acceptance of Section XV SunRISE General Terms and provide clarity on their firm’s ability to integrate with our e-Commerce system (Additional ordering and invoicing procedures are found in Section V, Attachment A of the RFP).

18. The proposer must provide an acknowledgement statement of their acceptance of ASU Policy PUR 210: Green Purchasing (reference [https://www.asu.edu/aad/manuals/pur/pur210.html](https://www.asu.edu/aad/manuals/pur/pur210.html)) and Section VI of the RFP.

19. **Financial Statements:**

   Option A. Proposers who have audited financial statements are to provide the following:

   Audited financial statements for the two (2) most recent available years. If the financial statements are intended to be confidential, please submit one (1) copy in a separate sealed envelope and mark as follows:

   Firm’s Name
Confidential – Financial Statements

Option B. Proposers who might not have audited financial statements are to provide the following:

It is preferred that audited financial statements for the two (2) most recent available years be submitted. However, if not available, provide a copy of firm’s two (2) most recent tax returns or compiled financial statements by an independent CPA. If the financial statements or tax returns are intended to be confidential, please submit one (1) copy in a separate sealed envelope and mark as follows:

Firm’s Name
Confidential – Financial Statements