Addendum #1
RFP #122002
Employee Recognition Program Service Awards

Please note the following answers are to questions that were asked prior to the deadline for inquiries date of January 24th, 2020 (3 P.M., MST).

1. Our understanding is that your requested program involves an electronic solicitation. So would you clarify what a "real" sample of an electronic gift packet would be? (Section 8, Pg.16).

   If possible, please provide a real sample of an electronic gift packet from one of your customers. This may be:
   - An electronic notice-email that the employee receives from the head of the organization, thanking/congratulating the employee for their years of service.
   - An online recognition-ordering platform that is customized to that customer.
   - Any embedded videos from a customer that displays a CEO, CFO or President that thanks the employee for their service.

   These samples may be provided electronically through a test portal or the actual customer's portal, if allowed entry. It may also be displayed as images in your submission.

2. Would you send us a picture of the top of the acrylic box?

   See the images below as an example. Note, the box color can be different something more in line with ASU.

3. Would you send us a picture of the gift item box?

   Box will vary depending on the size of gift that the employee at 20 years of services and above selects. It does not have to be a custom gift box. It can be the original box provided by the vendor and/or brand with the label attached. The label should include: Employee's name, department code, years of service and description of the gift item.
4. May we use the ASU logo in our creative response?
   Yes, but you cannot have the ASU Logo affixed to any physical products/samples without a trademark license. Reference Section V, Point 8.

5. Is the lapel pin an automatic at each level, or is it a choice for 20 years and above?
   The lapel pin is automatic for levels 5, 10 and 15. At the 20-year level and above, the employee may continue to order a pin or choose from a selection of gifts. Please note, we want to discontinue the pins eventually – only offering it FY21. For FY22, we want to move to milestone acrylics as the automatic choice for 5, 10 and 15; with the same for 20 to continue or select a gift.

6. What are your point of pain with your current program?
   We desire a larger variety of gift selection and increased sustainability efforts.

7. Who is your incumbent?
   O.C. Tanner Recognition

If you have any questions regarding this notice, please contact me at Ernesto.marquez@asu.edu

Thank you,

Ernesto Marquez
Ernesto Marquez Buyer
Arizona State University Purchasing and Business Services