

Technical Questionnaire Form

Respondents are requested to respond to each item by checking comply or deviate box in the table and return this completed table.

Questions	Comply	Deviate
The Vendor's catalogue contains a minimum of 10,000 items and is updated annually.		
Have provided Framework type of arrangement before		
All products shall be new and of high quality. Products that are re-filled or remanufactured will be labelled as such.		
The vendor's catalogue shall include a variety of major manufacturers of the specified products and services. Office supplies shall comprise at least 80% of catalogue products.		
Vendor can provide a broad based line of office products of at least 10,000 items in available inventory.		
Private label products may be offered. Any change of manufacturers of a private label during the term of the contract will result in offerings equal to or superior to the originally approved manufacturer at a price equal to or lower than the original offering.		
Vendor shall have an electronic on-line catalogue, including shopping cart capabilities, for order entry use by the members. Features include: product lookup that shows contract price; ability to set purchasing authorization limits; ability to download order and invoice history reports.		
Orders of stocked products will be shipped within 48 hours of receipt of order. The participating entity shall be notified by the vendor if the product ordered cannot be shipped within this time period to give the member the opportunity to secure product elsewhere.		
Contractor will maintain a minimum monthly average fill rate of 95%. Line items that are reordered, backordered, or partially filled are not considered filled line items when calculating this service level.		
No "restocking" fees may be collected on items cancelled for failure to be delivered within the specified time frame.		
Products sold under an order is guaranteed by the vendor for a minimum of one year. With the exception of clearly identified special order items, all merchandise sold shall be subject to exchange or refund.		
The minimum dollar value of an order delivered to a single location shall be no more than \$50.00, unless a different amount is required by any procuring entity.		
Orders not filled and partials shall be indicated on the packing list. Vendor shall inform procuring entity of anticipated delivery date for unfilled and partial orders.		
All deliveries accompanied by delivery tickets or packing slips. Tickets contain the procuring entity's purchase order number,		

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vendor name and name and description of the Goods. Cartons also identified by purchase order number and vendor name.		
General office supplies include, but not be limited to, pencils, pens, markers, and other writing instruments; correction fluid, tape, film and other correction products; tape, glue, paste and other adhesives; staplers, staples, paper clips, and paper clamps; permanent and removable self-adhesive, moisten and stick, coloured and clear, and specialty labels; standard file folders, hanging file folders, floor and desktop file cabinets, trays, containers, and organization systems.		
Calculators are, but not be limited to, electronic handheld, desktop and scientific printing and non-printing calculators		
Vendor's miscellaneous equipment include, but not be limited to paper shredders, electric and mechanical pencil sharpeners, clocks, radios, wastebaskets, and labelling equipment.		
Specialty equipment and supplies shall include, but not be limited to signs, nameplates, name badges, computer carrying cases, briefcases, and housekeeping supplies.		
The Vendor can match or lower any pricing of comparable contracts with similar volume every year the volume discounts may go lower to the procuring entity as the volume of the purchasing program goes up.		
The Vendor honour pricing and will not have "floors" in their pricing. This includes fixed prices and discounts of catalogues.		
Vendors that have storefronts will have a process to register a procuring entity's Procurement or Credit Cards to ensure the entity is getting the contract price or the store price, whichever is the lowest.		
Vendor is not being investigated for overcharging by any Government or public authority		
Vendor will notify Government of any changes in ownership and the vendor will notify any entity requesting this information.		
Vendor acknowledges that the Government has the right to terminate its contracts with the vendor upon change of ownership at its sole discretion.		
Vendor will notify the Government of any changes in financial stability including changes in debt ratings. Vendor will notify Government of any supplier putting credit holds upon the Vendor and why such hold is in place. Vendor may request The Government sign a nondisclosure agreement regarding this matter.		
Upon request vendor can offer a rebate program to Government and/or public authorities that meet certain minimum ordering requirements.		

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Vendor can submit an alternate pricing methodology allowing procuring entities to develop their own core list of fixed prices of 100 items, 200 items, & 300 items.		
Vendor can submit an alternate pricing methodology allowing Participants to develop their own core list of a percentage discount of 100 items, 200 items, & 300 items.		