

Q & A for RFP 18-04 Ergonomics Solutions:

1. Is there a regional representative for my area that I could speak to and ask questions regarding this solicitation? I am in Middlebury, IN, but my corporate office is in Spring Lake, MI.

Answer: Direct all questions regarding this solicitation to Region 4 as noted in the specification.

2. One additional thing, I noticed the solicitation states the deadline for submission is Tuesday December 21st, 2017. December 21st, 2017 is a Thursday. Would the deadline be Tuesday December 19th, or Thursday December 21st?

Answer: The deadline for submission is Thursday, December 21, 2017.

3. We have an existing contract with National IPA including our entire catalog of products. What is the purpose of this new RFP 18-04? Answer: This is a Region 4 ESC RFP for Ergonomic Solutions.

I'm not sure if we need to bid on this RFP since we already have a current contract. What is the difference between having a contract and this RFP?

Answer: Existing contracts are based on scope, supplier response and current offering. It is the Suppliers decision to respond to solicitations.

4. Thank you for the opportunity to submit questions regarding the 18-04 Ergonomic Solutions. We respectfully request an extension on the submittal of questions, due to receiving a delayed bid notification on 11/20.

Answer: Submittal of questions for RFP 18-04 is extended to December 11, 2017 at no later than 5pm CT.

5. As a current National IPA/TCPN contract holder is there any documentation that you have on file with our current contract that we could reference when responding to this bid rather than resubmitting everything? All of our ergonomic solutions are already included in our Furniture & Installation contract so National IPA already has our current price list and all other applicable info.

Answer: National IPA/TCPN holds the same contract documents as Region 4 and the current contract holder(s), please reference your supplier records. Also, while materials may be resubmitted, vendors may not respond by reference to a previous solicitation offering.

It is the Suppliers decision to respond to solicitations. Should you choose to participate in the current solicitation RFP 18-04 it will be your decision to respond with an offering, please understand this is a totally-separate solicitation that will result in a separate contract. If your company is a current Region 4/National IPA/TCPN contract holder it does not automatically guarantee an award under RFP 18-04 Ergonomic Solutions.

6. I noticed no reference to National IPA in the documentation. Is it the intent that this contract will work/market like our existing Contract R142217, or is the National IPA Brand being eliminated ?

Answer: This is a Region 4 solicitation and will market in the same manner as existing agreements partnered within Region 4/National IPA.

7. Is it the intent that this solicitation will replace the existing Contract R142217 which expires on 4/30/18 ? I see the estimated spend is \$10 to \$20 million a year and this covers casegoods and seating as well. Please advise the consequent effect on Contract R142217.

Answer: No. RFP 18-04 is for Ergonomic Solutions, please refer to the RFP specification, Appendix G for additional offering(s) submission. There are no consequent effect on Contract R142217.

8. I received notice of this solicitation on 11/20/17, though it was released on 11/1/17. I respectfully request an extension to the due date to allow for proper time to complete this solicitation.

Answer: There will be no extension to RFP 18-04 Ergonomic Solutions. The deadline will remain Thursday, December 21, 2017 at 2:00pm Central Time.

9. The solicitation states that if we have an existing contract, the discounting/pricing for this solicitation must be equal to or higher than the existing contract. However, you have increased the administration fees by 1% for this new solicitation. Can the wording be changed accordingly regarding this ?

Answer: Use RFP 18-04 specification, Appendix D to note exception(s).

10. As in our current contract, we have a large dealer network of over 2,000 dealers. Will it be acceptable, as was agreed to our existing contract, for me to list as an exception to "contact customer service for authorized dealer" so all our valued dealers will have the opportunity to participate in the contract in their respective areas ?

Answer: Use RFP 18-04 specification, Appendix D to note exception(s).

11. Our product is manufactured by order, at time of order and offers numerous options of finishes, edge details, pulls, etc. Additionally we do not offer a stocking program. A 10% cap on restocking fees would not be feasible in this type of manufacturing model. Will it be acceptable to list this as an exception ?

Answer: Use RFP 18-04 specification, Appendix D to note exception(s).

12. We have upwards of 35,000 SKU's. We do not have an excel or delimited formatted price list available. We do offer a full version .pdf. Will this be acceptable ?

Answer: Yes, submit pricing in a format that you feel best meets the requirements of the solicitation.

13. On page 26 of the RFP, it states the need for ergonomic solutions other than furniture and equipment such as job site evaluation and training, follow up performance evaluations, prevention techniques and group trainings. Can you share more information as to what information you are seeking?

Answer: Offerors are strongly encouraged to submit their entire catalogue and turn-key solutions within the scope of this RFP.

What specific services are utilized and requested now? Answer: None, this RFP is encouraging a submission of supplier's entire catalogue and turn-key solution(s).

What is approximate volume by service? Answer: There is no approximate volume by service.

How do you want this priced out? Answer: See RFP 18-04, Appendix C.

14. We would like to submit the Rfp in conjunction with another partner where we would be the Primary. Is this acceptable?

Answer: Based on the RFP 18-04 specification, it is a respondent decision in submitting an offering.

15. If we were to bid on just the ergonomic solutions and not the furniture, would that be acceptable?

Answer: This is a RFP specification. It is the respondent decision in submitting an offering.

16. Please see below for a question in regards to the Region 4 RFP 18-04. Please let me know if you have any questions.

The Ergonomic Solutions RFP includes both products and services. It is our opinion that these two efforts should be separated, as the ergonomic evaluation should inform the product requirements. A Certified Professional Ergonomist (CPE) should be required to provide the evaluation requirements noted in the RFQ. This individual should be product brand agnostic; in other words, they should recommend the product or tools that are required to reduce the risk of developing a musculoskeletal disorder (MSD). The Board of Certified Professional Ergonomists offers a formal accreditation program with the following requirements:

- Master's degree in ergonomics or equivalent education in life sciences, behavioral sciences or engineering sciences
- Worked full time in the ergonomics field for at least 3 years
- Pass the written CPE exam, which is a comprehensive 8-hour test

This RFQ is requesting services that should be performed by a professional but does not specifically note any requirements for certification, training or education to qualify. The liability on Region 4 and any other customers that would utilize

this contract as well as any awarded vendors is very high. In addition, the RFQ is requesting a very broad range of products that do not necessarily align with 'ergonomic solutions' and may not include the product that a CPE would recommend.

We respectfully request that Region 4 modify their approach to Ergonomic Solutions into two distinct RFQs, one for service and one for product. The service RFQ should clearly outline the education requirement for anyone who would provide ergonomic services. The product should be limited to products with clearly defined attributes that would reduce the risk of developing the most common MSDs found in the office environment, although the product RFP may include consideration for product-specific instruction. Ergonomic evaluations of individuals in their work environment and development of an on-going ergonomic program takes intimate knowledge of the workplace culture and job tasks, and we respectfully recommend that the service RFQ consider the time and commitment required to successfully implement this initiative, and be conducted prior to product selection.

Answer: See Addendum #1.