

REQUEST FOR QUOTATION
**** THIS IS NOT AN ORDER ****

Return Quotes To:

The University of Tennessee
 Purchasing Department
 5723 Middlebrook Pike
 Knoxville , TN 37921

Vendor Address

Bidder # D99999
 University of T
 PARENT RFQ
 UT TN

Information

Date: 10/16/2009
 RFQ No: 6000037575
 Collective No: 10033240
 Return Quote By: 10/29/2009 2:00 PM E.S.T.
 Promised Ship Date: (Furnish) _____
 Payment Terms: (Furnish) _____
 FOB UT Dest Unless Otherwise Specified Below

Buyer: Morris Wilson
 Phone: 865-974-3102
 Fax: 865-974-2973

Item	Quantity	UM	Material/Description	Price Per Unit	Net Amount
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NOTE: Any potential bidder not otherwise notified by the University for this requirement must register at: <http://purchasing.tennessee.edu>. Scroll to "Bid & Proposal Advertisements" under Quick Links, and follow the instructions. Failure to do so will result in rejection of your bid.

The University of Tennessee will receive quotations at the time stated above, and will open them before directly interested parties in the Purchasing Department at the above address.

The services listed below will not be purchased at one time but over the life of the framework order. All questions must be submitted in writing and forwarded to Morris Wilson via fax at 865-974-2973 or e-mail to mwilson4@utk.edu.

00001	1	LOT	Shipping services for the UTAD per three (3) pages of specifications attached or equal. Percentage of discount from list price for all delivery zones - Ground % _____ Percentage of discount from list price for all delivery zones - Air % _____ Manufacturer _____ # _____ Warranty _____	_____	_____
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GENERAL BID CONDITIONS: All University of Tennessee general bid conditions apply to this bid. To view these conditions, which include protest procedures, please visit website "http://purchasing.tennessee.edu/general_bid_conditions.htm". If for some reason you are unable to access this website you may telephone (865) 974-3311 for a hard copy of these conditions.

SBC-1 Scope:
 See attached

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SBC-2 Conflict of Conditions:

In the event that there are any conflicts between the general bid conditions and these special bid conditions the special bid conditions shall take precedence.

SBC-3 Or Equal:

The items on this request for quotations shall be as specified or equal. When the specifications specify a product by name of a manufacturer or vendor, or whenever the terms "similar to" and "equal to", or "approved equal" are used, the term(s) named are intended to set the standard for such material(s) or article(s). The burden of proof shall rest solely with the supplier to prove that the proposed substitute(s) are equal to the material(s) or article(s) specified. The university shall be the sole judge as to whether the item(s)submitted are equal to those specified.

SBC-4 Sealed Bid:

The envelope in which quotations will be submitted should be identified by placing the required information on the outside of the envelope as follows: it is imperative that your name and address appear in the upper left corner of the envelope and that the collective number, due date and time of opening appear in the lower left corner. Bid openings shall be public, on the date and at the time specified on the bid form. All sealed bids must be received in the purchasing department on or before the date and hour specified for bid opening. Sealed bids that miss the deadline will be rejected and returned unopened or kept on file in the purchasing department. No qualifying letters or statements from vendors will be considered a justification for accepting late bids.

SBC-5 Delivery:

Bidders are requested to state their best delivery date in the space provided.

SBC-6 Qualifying Statements:

No qualifying letters or statements will be considered. Late bids will be returned to the bidder unopened.

SBC-7 Default of Contractor:

In the event the contractor defaults in performing this contract, the contractor agrees to pay the university all reasonable costs incurred in remedying such default, including a reasonable attorney's fee.

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SBC-8 Bid In Accordance With Specifications:

Bidders are cautioned that unless otherwise stipulated in their bids, it will be assumed that they are bidding in strict accordance with the specifications and will be required to strictly comply therewith. Any deviations whatever from the specifications must be fully set forth and itemized in detail in a letter accompanying the bid. Generalized statements submitted with your bid in order to avoid complying with this requirement in full detail will not be accepted.

SBC-9 Comprehensive General Liability Insurance:

Bidders are required to maintain comprehensive general liability insurance including product liability coverage in the amount of at least \$1,000,000.00 per occurrence. Any purchase order(s) issued by the university are contingent on the maintenance of current liability coverage as described above.

SBC-10 Interpretations & Addenda:

Any questions concerning conditions and specifications should be directed to the purchasing department in writing no later than five (5) days prior to the bid opening. Inquiries must reference the date of bid opening and RFQ number.

SBC-11 Firm Prices:

Bidders are requested to bid a firm price. If this is not possible, bidders are requested to state in their bid the initial period that they will hold the price firm and the percentage of escalation which they propose not to exceed after the initial "firm price" period.

SBC-12 Price Reduction:

The successful bidder will be required to give the university the benefit of all general price reduction to the seller's other customers occurring at any time during the effective period of the order. Written notice shall be made to the purchasing department of the university in the event of a decrease in the quoted price. Price decreases shall become effective immediately and shall be identical in amount to the general decrease extended to the successful bidder's other customers.

SBC-11 Termination - 30 Day Notice:

The University of Tennessee reserves the right to terminate this agreement within thirty (30) days via a written notice if it is deemed that the service is unsatisfactory.

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SBC-12 Addition of Items:

The university reserves the right to add items as required during the specified contract period by soliciting firm prices from the successful bidders of this request for quotations. Award of these additional items will be made in accordance with the terms and conditions as set forth in this request for quotations.

SBC-13 Qualification of Bidders:

Bidders must submit with their bids adequate information to establish their ability to satisfactorily furnish the items on the contract. The university may require of the successful bidder sufficient information to establish financial responsibility; that he has adequate facilities and personnel; plus any other information which may be requested by the university which it deems necessary to establish the successful bidder's ability to perform this work.

SBC-14 Sub-Contracting:

No part of this contract shall be sublet without the approval of the university.

SBC-15 Cancellation of Contract:

The University of Tennessee is required by state law to purchase its requirements from state contractors if prices are less than those prices obtained by the University of Tennessee. If during the term of this contract, a contract is received which has lower prices, the university reserves the right to cancel all or part of this contract.

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IF THE BIDDER TAKES EXCEPTION TO ANYTHING IN THE SPECIFICATIONS OR TERMS AND CONDITIONS, THE EXCEPTION MUST BE LISTED BELOW. IF NECESSARY, YOU MAY SUPPLEMENT YOUR COMMENTS WITH AN ATTACHEMENT LISTING YOUR EXCEPTIONS. IF NO EXCEPTIONS ARE TAKEN, WRITE "NONE" IN THE AREA FURNISHED BELOW. IF NO COMMENTS ARE FURNISHED, IT WILL BE ASSUMED THAT NO EXCEPTIONS ARE BEING TAKEN.

CERTIFICATION: MY COMPANY IS CLASSIFIED AS A:

NOTE: It will be assumed that business category is large if no response is furnished.

LARGE BUSINESS _____ SMALL BUSINESS _____ WOMAN OWNED _____

PLEASE INDICATE BELOW ONLY IF YOUR FIRM IS AT LEAST 51 PERCENT OWNED BY A MEMBER(S) OF THE FOLLOWING GROUPS

BLACK AMERICAN _____ HISPANIC AMERICAN _____ ASIAN PACIFIC AMERICAN _____ NATIVE AMERICAN _____ ASIAN INDIAN AMERICAN _____

IT IS UNDERSTOOD AND AGREED THAT THIS BID, WHEN CERTIFIED BY AN AUTHORIZED SIGNATURE, SHALL CONSTITUTE AN OFFER WHICH WHEN ACCEPTED IN WRITING BY THE UNIVERSITY'S PURCHASING DEPARTMENT AND SUBJECT TO THE TERMS AND CONDITIONS OF SUCH ACCEPTANCE, WILL CONSTITUTE A VALID AND BINDING CONTRACT BETWEEN THE UNIVERSITY OF TENNESSEE AND THE BIDDER/CONTRACTOR SUBMITTING SUCH OFFERING.

WE OFFER TO SELL TO YOU THE ABOVE MATERIAL(S) OR SERVICES AT THE PRICE AND TERMS SPECIFIED HERON AND IN ACCORDANCE WITH THE UNIVERSITY'S GENERAL AND ANY SPECIAL BID CONDITIONS FURNISHED AND INCORPORATED INTO THIS DOCUMENT. ALL EXCEPTIONS, ALTERNATIVE MATERIALS, OR SPECIFICATIONS IF ANY HAVE BEEN CLEARLY INDICATED. IF YOU HAVE ANY QUESTIONS ABOUT THIS REQUEST FOR QUOTATION, CONTACT THE BUYER AT THE ADDRESS OR TELEPHONE NUMBER SHOWN ABOVE.

WHEN OFFERING A "NO BID", PLEASE INDICATE YOUR REASON(S) BELOW AND RETURN THIS INFORMATION WITH YOUR RESPONSE.

_____ DO NOT HANDLE THIS TYPE EQUIPMENT _____ CANNOT MEET SPECIFICATIONS
 _____ CANNOT MEET REQUIRED DELIVERY _____ MATERIALS NOT AVAILABLE
 _____ OTHER (SPECIFY) _____

IN COMPLIANCE WITH THE REQUIREMENTS OF CHAPTER 878, PUBLIC ACTS OF 2006, THE CONTRACTOR HEREBY ATTESTS THAT THE CONTRACTOR SHALL NOT KNOWINGLY UTILIZE THE SERVICES OF AN ILLEGAL IMMIGRANT IN THE PERFORMANCE OF THIS CONTRACT AND SHALL NOT KNOWINGLY UTILIZE THE SERVICES OF ANY SUBCONTRACTOR WHO WILL UTILIZE THE SERVICES OF AN ILLEGAL IMMIGRANT IN THE PERFORMANCE OF THIS CONTRACT.

ALL FIRMS WISHING TO DO BUSINESS WITH THE UNIVERSITY MUST LIST THEIR FEDERAL TAX ID NO. OR SOCIAL SECURITY NO. (IF INDIVIDUAL) IN THE SPACE PROVIDED:

TAX ID OR SSN: _____

 (Signature)

 (Date)

 (Printed Name and Company Name)

 (Title)

 (Telephone #, Toll free if available)

 (FAX #)

 (E-Mail Address)

 (WEB Site Address)

Shipping services for the University of Tennessee Athletic Department

Includes US domestic Air, ground services and International Services.

Scope: The University of Tennessee proposes to contract with a package delivery service for annual delivery of Football Season Tickets, Men & Women Basketball Season Tickets, Men & Women Basketball Championship game tickets, SEC Football championship game tickets, Football bowl tickets, Men & Women SEC Basketball tournament tickets and any other athletic game ticket events to various locations in the United States. Approximately 80% of the packages will be delivered to locations within a 100 miles radius of Knoxville, TN. The remaining 20% will be distributed across the country to ticket holders in 46 states.

Bidders are to quote a percentage of discount from list price for all delivery zones. Bidders are to provide price lists which shall remain firm for a one year period from the date of award. In addition with your bid please provide zone maps with applicable mileage for each zone. Depending on the time frame both ground and/or air service will be utilized.

The services listed below are charges which may be utilized in the shipping of athletic tickets. Please indicate in your bid any costs associated with the following and any other applicable fees:

- Automatic Daily Pick Up \$ _____
- Delivery Confirmation \$ _____
- Signature Required \$ _____
- Adult Signature Required \$ _____
- Saturday Pick Up and Delivery \$ _____
- Delivery Intercept \$ _____
- Vendor Returns \$ _____
- Print Return Labels \$ _____
- Electronic Return Labels \$ _____
- Print and Mail Labels \$ _____
- Call Tags (one & three attempts) \$ _____

- Additional Handling \$ _____
- Address Correction \$ _____
- Delivery Area Surcharge \$ _____
- Large Package Surcharge \$ _____
- Over Maximum Limits \$ _____
- Remote Area Surcharge \$ _____
- Residential Surcharge \$ _____

REQUIREMENTS:

PLEASE INDICATE BY CHECKING YES OR NO IN THE SPACES PROVIDED INDICATING YOUR COMPLIANCE WITH THESE SPECIFICATIONS/REQUIREMENTS:

1. The University of Tennessee requires that the vendor provide a database solution to track the pickup of tickets that are distributed, either at the pickup window in Thompson Boling or by carrier by the UT Athletic ticket office. This solution must include a way to digitally record the signature of the individual receiving the tickets, the package number, and the customer account number. This system should also be able to look-up the customer name and the customer address from the customer number.

Yes _____ No _____

2. The University of Tennessee requires that the vendor's transition and implementation activities must be completed within 30 calendar days of the effective date of the Service Agreement and Statement of Work. By this date, personnel supporting the contract are expected to be trained in the proper procedures for the types of services to be performed.

Yes _____ No _____

3. The University of Tennessee requires that the vendor provide a National Operation Plan (NOP) and a Local Operating Plan (LOP) for pickup, delivery and security of all University of Tennessee tickets. The vendor will provide the absolute highest priority of all deliveries to all University of Tennessee tickets holders. Vendor agrees to provide detailed operating plan to include secured transportation of tickets from University of Tennessee ticket vendor to vendor distribution facility. This plan is to offer exceptional security of all tickets where the tickets will be secured 24/7 inside the vendors facilities at all times. In addition, these operating plans should detail a schedule delivery time of each package and the procedures for a package that has not been delivered after three (3) attempts.

Yes _____ No _____

4. The University of Tennessee requires that the vendor provide a telephone call center that will provide controls of all issues related to delivery of tickets with no address corrections and rescheduling additional delivery attempts.

Yes _____ No _____

5. The University of Tennessee requires that the vendor provide pricing with a breakdown of cost for tickets shipped within different zones, as well as air vs. ground. The University will utilize ground transportation for all shipments (since it is anticipated that ground will be less expensive) except in emergency situations where a more expedient delivery such as air is required.

Yes _____ No _____

6. The University of Tennessee may require that the vendor, prior to award, demonstrate the proposed software system. If required, the demonstration shall be at no expense to the University. The demonstration may be conducted either on-campus or via video or web conferences at the direction of the University.

Yes _____ No _____

7. The University of Tennessee requires that the vendor submit a proposal that includes an attachment detailing its proposed best practices for documenting all tickets held for final distribution of tickets internally at the University of Tennessee central ticket distribution office. This proposal is to include electronically labeling and bar coding of all will call or held tickets that will facilitate confirmed receipt and delivery of tickets to also include ability to electronically capture a signature at point of delivery. The vendor will provide hand held scanners and software to facilitate this procedure at no additional charges to the University of Tennessee

Yes _____ No _____

8. The University of Tennessee requires that the vendor provide a daily electronic delivery report, or on demand, of all tickets that are in transit, out for delivery, delivered or any ticket with exception status to the University of Tennessee central ticket distribution office. Any exception status will require a detailed explanation of reason for exception and resolution.

Yes _____ No _____

9. University of Tennessee requires the vendor to provide a written plan documenting a delivery percentage of at least 85% by the end fifth day of delivery. These packages need to be delivered the first seven (7) days of August with any undeliverable packages being held at the local store for pick up. All undeliverable packages will be returned to UT ticket office by the 25th of August.

10. The University of Tennessee requires a one-year contract with the option for four (4) one year extensions upon mutual agreement. Please provide maximum % increase to service costs for year 2,3,4 & 5.

Year 2 _____%

Year 3 _____%

Year 4 _____%

Year 5 _____%

11. AWARD: Award will be made based upon the total projected cost for five years to the lowest bidder meeting all requirements.

Effective date: 12-1-2009 - 11-30-2010