

Attachment H OFFEROR RESPONSE WORKSHEET

Offeror must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly below each question or prompt.** While supplementary marketing materials are neither requested nor desired, Offeror should provide all information necessary to demonstrate Offeror's ability to meet the requirements of this RFP and the RFP's Scope of Work.

I. RESPONSE TO MANDATORY MINIMUM REQUIREMENTS

1. The Offeror must submit a completed and signed Attachment M - Federal Certifications and Assurances, that includes:
 - Buy America Certification
 - Lobbying Certification
 - Bus Testing Compliance Certification
 - TVM (DBE) Certification
 - Federal Motor Vehicle Safety Standards (FMVSS) Certification
 - ADA Certification of Compliance
2. The Offeror must submit a completed Attachment N – Authorized Dealers/Distributors by State

II. RESPONSE TO TECHNICAL CRITERIA

1. Experience, Qualifications
 - A. Provide a brief history of your company. Offerors should keep responses to this question concise, with a maximum of two (2) pages.
 - B. Describe your company's growth during the past three (3) years.
 - C. Provide evidence of your customers' satisfaction with your product or services.
 - Describe your client retention rate during the past 3 years.
 - Describe the results of any customer surveys your firm uses to assess client satisfaction.
 - Describe any Vendor performance ratings your firm has been assessed by a third party, or ratings internal to your organization.
 - D. Describe your company's experience performing the same or similar Scope of Work or providing the same or similar Deliverables to other public sector customers.

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2. Scope of Work
 - A. Describe your plan for meeting the Master Agreement Objectives identified in Attachment B, Scope of Work and for meeting or exceeding the technical specifications.
 - B. Provide evidence of your ability to provide the Deliverables identified in the Scope of Work.
 - C. Describe your ability to fulfill Contractor Responsibilities and Tasks identified in the Scope of Work.
3. Warranty & After Sales Service
 - A. What are your quality assurance measures and how are they handled in your organization?
 - B. Describe your customer service offerings, including availability of key personnel and help desk services.
 - C. Describe your customer website capabilities.
 - D. Describe your acceptance process for customer orders.
 - E. Describe your ordering process and methods of order submission, including any online system through which Purchasing Entities can place and track Orders.
 - F. Describe your ability to support a decentralized system of Orders submitted from many end users in multiple states and locations.
 - G. Describe any geographic concerns specific to the ability to service all states and territories.
 - H. Describe your Dealer distribution.
4. Environmental Viability
 1. Describe the approach taken to reduce energy consumption during the manufacturing process.
 2. Describe the approach taken to reduce energy consumption during transit vehicle operation.
 3. What environmentally sustainable materials are used in the manufacturing process.

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4. Describe the approach to minimize transit vehicle noise pollution.
5. Technology
 - A. Identify the data security standards, if any, your company meets, including certifications and security statuses such as FedRAMP and StateRAMP.
 - B. Describe the measures you take to protect sensitive customer information.
 - C. Describe what, if any, artificial intelligence technologies you will be using in your performance of a Master Agreement resulting from this RFP and how and for what purposes such technologies would be used.
6. Delivery Timeframe
 - A. What is the anticipated lead time upon receipt of an approved order?
 - B. Describe any procedures used to monitor the delivery process?
 - C. What is your procedure when there is going to be a delay and describe any contingency plan
7. Implementation and Promotion of the NASPO ValuePoint Master Agreement
 - A. Describe your company's experience working with contracting cooperatives.
 - B. List the cooperatives through which you currently have a contract, and provide sales volume information for each. Identify any restrictions on pricing and sales (e.g., most-favored nation clauses) imposed by your other cooperative contracts.
 - C. Describe how you intend to market your Master Agreement and encourage participation among potential Participating Entities, including state governments.
 - D. Describe features of the dedicated website you will be setting up for this Master Agreement, including, as applicable, customized price lists for each Participating Entity, staff contact information, and online ordering capabilities.
 - E. Describe the staff and other resources that will be allocated to your Master Agreement and the training you will provide to staff to ensure their familiarity with Master Agreement terms and pricing and their compliance therewith.
 - F. Describe how you intend to encourage adoption and usage of your Master Agreement by Participating and Purchasing Entities.

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- G. Describe your approach to negotiation of Participating Addenda. Describe the extent to which you will provide Participating Entities flexibility in incorporating entity-specific language into their Participating Addenda. (e.g., Do you require entities to provide statutory citations for their entity-specific language? Are you able to devote resources to simultaneous negotiation of multiple Participating Addenda?)
- H. Describe your ability to provide products and services immediately upon execution of a Master Agreement and Participating Addenda.
- I. Describe how you will ensure summary and detailed sales information is promptly, completely, and accurately reported to you by your dealers, partners, and resellers for aggregation and reporting to NASPO ValuePoint in compliance with the terms of your Master Agreement.