

EXHIBIT G
SWSH Mount Hood MFG, Inc.; dba Mt. Hood Solutions (SWSH)
Response to IFB-CM-15-001 Laundry and Ware Products *with Clarifications*

3.1 Minimum Specification for Response

ACTION: In its bid response, Bidder is to describe its company's experience that meets the qualifications of having been in business for at least two (2) years, and in providing laundry and ware wash goods and related services to customers of a similar size and scope required by the State.

SWSH has been providing ware wash and laundry products as well as their related services since 1902. We have provided these products and services in Colorado since 1994 (20 years). We have partnered with a broad scope of hospitality, healthcare, state and other government agencies throughout the United States ranging from correctional facilities, hospitals, skilled nursing facilities, hotels and chain restaurant operations. Examples of current customers of similar scope to the State include: Fort Carson Army Installation – Ft Carson CO, Peterson Air Force Base – Colo Springs CO, Schriever Air Force Base – Colorado Springs CO, Centura Health Systems – Colorado Springs CO, , 7 Lakes Health Care – Loveland CO, Lifecare Health Services – Aurora CO, and many facilities outside of Colorado such as Lincoln County Detention Center – Carrizozo NM, West Texas Detention Center – Sierra Blanca TX.

3.2 Subcontracting/Partnering.

ACTION: In its bid response, Bidder is to provide the name, address, and phone numbers of its subcontractors intended to provide services as a result of this IFB.

SWSH does NOT utilize subcontractors to provide services. We are fully staffed with experienced service and solutions professionals. All committed services will be provided by SWSH employees. Our products are formulated and blended at our regional plants located throughout The United States. This provides quicker turnaround, less likely to have an “Out of Stock”, and more quality control over the whole process.

3.3 Service Regions.

ACTION: A Bidder may submit a bid for one or more of the seven (7) regions noted above. Bidder shall complete Tab 1-Regions in the Bidder Response Workbook (Attachment3) and include a hardcopy of Tab 1 in its bid and the Workbook electronic file.

SWSH is submitting bid for all Seven Regions.

Region 1 – Denver Metro
Region 2 – South Central
Region 3 – North Central
Region 4 – West Central
Region 5 – Northwestern
Region 6 – Southwestern
Region 7 – Southeastern.)

3.4 Ordering and Delivery

Ordering: The State desires to purchase laundry and ware wash products through various methods such as via telephone, email, FAX, or on-line. (....or at storefront/warehouse)

ACTION: In its bid response, the Bidder is to describe its customer ordering capabilities for optimal customer access and fulfillment for all of the elements above. Describe your ability to set up and maintain internally hosted catalogs and/or punch-out catalogs. Describe how customers will be able to receive contract pricing when making in-store purchases, if applicable. Describe your solution for ordering and delivery of stock, special order products, and return items policy. Describe your least cost delivery solution to all locations. Also, list the number and locations of stores and warehouses maintained in Colorado, and employee headcount within Colorado.

Orders for SWSH products may be placed toll free by dialing 800-547-2594 or can be set up with a password so Customers can order online. Customers are assigned a customer number and attached to a buying group. That buying group assignment automatically applies contracted discounts to specific Items as well as discounts applicable for market basket items. Any special delivery or other requirements are also entered into a customer's record. The State of Colorado could have 17 separate account # but all would be attached to the buying group pricing and discounts.

SHWSH does not have a store location due to the nature of the product. However we do have three warehouse locations in the State and can arrange same day pick up and in most cases same day delivery.

Orders over 200 lbs ship with no freight cost. Since most orders are shipped FOB destination any damage or shortages are handled between us and the carrier. Meaning, SWSH just reships and the customer doesn't have to deal with freight claims and credits.

3.5 General Laundry Products Requirements

ACTION: As part of its bid, the Bidder will complete and submit Tab 3-Laundry Products (Part A) in the Bidder Response Workbook (Attachment 3) which provides aggregated estimates to assist Bidders in offering the most economical price for all products proposed.

ACTION: In addition to its overall response to this Section 3.5, in its bid the Bidder is to also describe the products it offers for "ozonated" or "oxygenated" laundry products, the attributes of the products, and the advantages of utilizing these products. Please provide product information similar to the bullet point attributes shown in "Group 3, Bleach" above. Provide product specification sheets.

Group 1. Laundry detergent

A. Powder (Dry Chemical) -

SWSH meets industry accepted standards for pH, alkalinity and emulsifying. Effective for use in a wide variety of water conditions and soil levels. Low sudsing product.

B. Laundry Detergent, Heavy Duty

SWSH offers Biodegradable product effective in a wide variety of soil levels and fabric types. Contains anit-redeposition agents and whitening agents. Safe for use on a wide variety of fabrics to maximize longevity and prevent tensile strength loss. Contains EPA accepted optical brighteners, compatible with "ozone systems", phosphate free. Effective in a variety of water conditions to aid in thorough rinsing.

C. Liquid

SWSH offers Versatile formulation applicable for a wide variety of soil levels, water conditions and fabric types. Performs in low water temperatures. Meets industry accepted standard requirements for pH, alkalinity and emulsifying. Compatible with "ozone" systems. Contains EPA accepted optical brighteners.

Group 2. Rust-Removing Sour

Liquid Laundry Sour

SWSH meets requirements of acceptable strength and safe handling formulation and liquid composition.

Group 3. Bleach

Liquid - Chemical features

SWSH offers Injectable liquid bleach to dispense directly into machine. Meets requirement of 10% available chlorine. Features fast bleaching action. pH of bleach bath to be kept within 9.5pH – 10.5pH range. Product is a low viscosity formulation. Suitable for low temperature "ozone" systems. Suitable for use in a variety of soil levels, water conditions and fabric types. Phosphate free product. Formulated to prevent tensile strength loss.

Additionally, the ozone laundry generators provide a means of saving energy. Most wash is done in cold water while achieving disinfection of the laundry without chemical or temperature. Product selection, dispensers, and interfacing with the customers laundry extractors is important not to "kill the Ozone effects"

Detrimental to Ozone are:

-Hot water

Chlorine Bleach

SWSH

- Knowledgeable in programing extractors to Maximize low & cold water usage from Customers' equipment.
- Recommend Oxygenated Bleach (Clear Effect III) to help create more free ozone (O3)

Wash pH greater than 9.5

-Detsol-N is formulated as a low pH detergent
Assuring that wash pH doesn't reach levels
that can kill ozone affects

SWSH also provides ozone expertise and laundry products for a major Cruise Line.

Group 4. Fabric Softener with Bacterial Static Agent

A. Liquid -

SWSH offers EPA registered formulation. Cationic fabric softener containing bacteriostats that are EPA registered. Suitable for "ozone" systems. Final bath pH range to be in 5.5pH – 6.5pH range. Dispensable directly into machine. Deodorizing agents, free of mercury, tin and other heavy metals. When used at recommended concentrations, effective in inhibiting gram positive and gram negative bacteria.

B. Liquid Sour & Softener Combined

SWSH offers Stable, concentrated liquid product. Provides neutralization of alkalinity in final bath. Also provides fabric softness to reduce wear and static. Deodorizing agents provide clean, fresh smell of finished linens.

C. Group 5. Liquid Laundry Alkali

SWSH offers Pourable liquid containing high alkalinity, dispersing polymers and crystal growth inhibitors. Used in conjunction with laundry detergent. loosens soil in fabric and allows detergent to remove and prevent redeposition.

D. Group 6. Liquid Pre-Soak

SWSH offers Product formulated to deliver penetrating action for pre-treatment of stained linens. Fast acting blend of ingredients for effective soil removal.

3.6 Ware Wash Detergents and Compounds Requirements

ACTION: As part of its bid response, the Bidder will complete and submit Tab-3 Ware Wash Products(PartB) of the Bidder Response Workbook (Attachment 3) which provides aggregated estimates to assist Bidders in offering the most economical price for all products proposed. Bidder to include a hardcopy of Tab 3 in its bid and the Workbook electronic file.

ACTION: In its bid response, Bidder is to provide a statement that it understands and will comply with the labeling and safety data sheet requirements for the entire term of a Price Agreement. Bidder to provide its website link where Safety Data Sheets are located

Group 1. Machine Detergents

SWSH offers High alkaline, biodegradable formulation containing water conditioners to provide excellent soil removal in all water conditions and temperatures. Safe to handle when used in conjunction with manufacturer recommendations. For use in automatic injection/dispensing systems.

Group 2. Manual Detergents

SWSH offers Concentrated, biodegradable, high-performance soil removal. Fast acting formulation to penetrate and loosen soils. Outstanding performance in all water conditions. Concentrate to be used in conjunction with automatic dispensing systems.

Pre-soaks

SWSH offers Fast acting emulsifier. Concentrate to be used in conjunction with automatic dispensing systems. Biodegradable, effective in all water conditions.

Group 3. Rinse Additives

A. Solid Rinse Additives

SWSH does not offer a Solid Rinse Additive. Our alternative is a Liquid Rinse Additive.

B. Liquid Rinse Additives

SWSH offers Concentrated product that provides fast drying and sheeting of wares. Low foaming product. Promotes spot free results and is effective in hard water conditions.

Group 4. Germicidal Detergents

A. Idophor Liquid Germicidal Detergent

SWSH does not offer an Idopher Germicidal Detergent. Our alternative is our Quaternary product.

B. Quaternary Liquid Germicidal Detergent

SWSH offers Effective concentrate for hospital and food service sanitation. Effective against staphylococcus aureus and other common pathogenic organisms. EPA registered product. To be used in conjunction with automatic dispensing equipment to insure proper ppm levels for safe and effective sanitizing.

Group 5. Food Service Cleaners

A. Scale/Lime/Iron Removal Detergent

SWSH offers Concentrated blend of biodegradable acids and detergents. Highly effective in removing lime scale and other mineral deposits associated with hard water. Also very effective in removing iron deposits.

B. General Purpose Degreaser Concentrate

SWSH offers Highly effective concentrate with outstanding soil removal. Biodegradable. High detergency for stubborn stains. Wide range of concentration levels make this a very versatile product for a variety of soil levels.

3.7 Product Specifications, Labeling and Safety Data Sheets

ACTION: In its bid response, Bidder is to provide a statement that it understands and will comply with the labeling and safety data sheet requirements for the entire term of a Price Agreement. Bidder to provide its website link where Safety Data Sheets are located.

SWSH fully understands and will comply with the labeling and safety data sheet requirements set forth by the State as a result of this IFB. Website link for Safety Data Sheets is www.swsh.com. Then click on tab marked "SDS"



3.8 Environmentally Preferable Product Attributes and Certifications

ACTION: In its bid response, Bidder is to provide a list of the chemical products by name, description, product number, its respective environmentally preferred attributes, and with which eco labeling organizations approval. If a Gold Level Member with CDPHE, provide a copy of your certification.

All SWSH products which carry the OCP branding are EPA/dfe and have met the dfe or Design for the Environment criteria (See section 3.15 for more info)

Laundry Products:

OCP Concentrated Liquid Laundry 40365

Food Service:

OCP Solid Dish 41900

OCP Free & Clear Detergent 40346
OCP Oxygen Brightener 40367
OCP Sour 40368
OCP Softener 40369

OCP Solid Rinse 41901
OCP Liquid Rinse 40351
OCP Solid Pot & Pan 40350
OCP Pot & Pan 40069
OCP Silver Soak 41902
OCP Grill Cleaner 40192
OCP Hard Surface Cleaner 40142
OCP Foaming Hand Soap 30093

3.9 Company Sustainability Practices.

ACTION: In its bid response, Bidder is to describe its company's sustainable practices and efforts to meet the State of Colorado's EPP Policy.

SWSH has developed and offer a variety of Dfe (Designed for the Environment) approved products in an effort to reduce the amount of harmful ingredients affecting our environment. We also offer a full line of Energy Star Rated commercial dish machines that greatly reduce the consumption of hot water as well as reduce the amount of chemicals used during the washing and sanitizing process. We have consolidated our manufacturing facilities to four strategic quadrants in order to reduce freight/shipping distances that also reduces our carbon footprint. We continue to gravitate towards electronic communication and presentation of program outlines, intercompany communications, invoicing and service reporting in order to reduce the use of paper, ink and toner throughout our operations. We feel that our policies and direction run in parallel with the State EPP direction.

SWSH has successfully implemented its "Ozone" Laundry Program for the entire fleet of cruise ships at Norwegian Cruise Lines as well as many other hotels and resorts throughout the country. This system dramatically reduces the use of hot water/energy and also reduces dosing levels of laundry chemicals.

3.10 General Laundry and Ware Wash - Chemical Dispensing Systems Requirements. (Related Service).

ACTION: In its bid response, Bidder is to describe it plans to address all of the chemical dispensing system requirements. Additionally, describe what a "typical" dispensing system would include. Give examples of existing systems. Also, describe your transition plan.

SWSH will schedule and implement a Pre-Installation Survey prior to any transition. This process involves identifying electrical/plumbing connections, drain accesses, appropriate dispenser placement locations, appropriate visual aid placement locations, appropriate chemical rack placements, service access to facility, preferred transition date/time, determining duration of installation, current water conditions (temperatures, TDS levels and water hardness), current mechanical function of ware wash and laundry equipment. It is important to note that the Agency Lead be present during this process. The communication between our staff and the User during this Pre-Installation Survey is imperative to insure that all parties are in agreement with the transition plan.

Ware wash dispensers used are Mfg. by Hydro NOVA.

- Ability to monitor wash tank temp
- Ability to monitor final rinse temp with optional rinse sensor
- 2 external alarm outputs
- Automatic sanitizing feature for high temp machines
- Large multiple line LCD display
- Intuitive text display
- USB Portability
- PC programming
- Probe to probe-less via screen prompt
- "Change wash tank water" alarm
- Productivity and Diagnostics reports
- Speed control on all pumps
- Built in alarm included

Laundry Dispensers used are Mfg. by Hydro (LM200)

- Compatibility
- Control up to six products
- High capacity pumps

- Safe wiring
- Water resistant
- Quick pump tube change
- Security, Programs are password protected
- Complete modular system
- High impact molded cabinet
- Safe low voltage signal interface
- Integrated flush output for chemical supply up to 300ft. from usage. Ideal for correctional institutions with safety in mind

SWSH has a team of 11 qualified service representatives covering the State of Colorado. Each service representative has completed comprehensive field training with seasoned experts who have been in our specific industry for a minimum of 10 years. Our team of service representatives has field experience ranging from 2 years to 15 years. While individual service representatives are assigned to specific facilities to perform scheduled preventative maintenance service visits, SWSH works as a TEAM. What that means to the State is that each facility is not solely dependent on one individual to respond to their needs. Should an unscheduled service response be necessary for any of the facilities, our TEAM responds by mobilizing the “closest responder” so that we are able to address and resolve issues in the least amount of time. This TEAM approach also ensures that we have consistent, reliable service coverage in all regions in instances that involve multiple emergency calls in one area, vacation coverage, injury/illness coverage, etc.

Region 1 – Denver Metro	(3 representatives)
Region 2 – South Central	(2 representatives)
Region 3 – North Central	(1 representatives)
Region 4 – West Central	(2 representatives)
Region 5 – Northwestern	(1 representative)
Region 6 – Southwestern	(1 representative)
Region 7 – Southeastern	(1 representative)

Mop Sink Dispensers Used are air gap dispensers Mfg. by Hydro

- Time and labor savings – ball valve operations allows use without holding or locking a button
- Better chemical performance—consistent correct dilution
- Rugged stainless steel construction is hygienic and consistent with other food service equipment
- Worker safety is increased since chemical handling is virtually eliminated
- Chemical performance is optimized by consistent, appropriate dilution
- Label graphics make the unit easy to use
- Ultra-lean metering tip is included for today’s super concentrated sanitizers
- Rugged stainless steel construction is hygienic and consistent with other food service equipment
- Improved employee safety– eliminates splashing, spilling, and back strain
- Now includes AccuPro Technology to keep dilutions accurate even with water pressure fluctuation

Currently Swisher Mt Hood uses the aforementioned dispensers in Kitchens for the Colorado State Hospital – Pueblo CO, Fort Carson Army Installation – Ft Carson CO, Peterson Air Force Base – Colorado Springs CO, Schriever Air Force Base – Colorado Springs CO. The above dispensers are also used in the State of Colorado Department of Corrections facility in Limon, Colorado housed in custom made security enclosures. The proprietary enclosures were mutually designed by our personnel and Colorado Department of Corrections Captains.

Transition Plan: Coordination is based on the customer’s specific situations which we strive to accommodate. We always work to use any residual material or chemical from a previous purveyor through our dispensing units. This eliminates waste and keeps a transition from being costly to the customer. In the event it is unsafe or not feasible to use residual material or chemical via our dispensers we will exchange that product for ours at no cost.

3.11 Periodic Chemical Dispensing System Inspections and Status Reports.

ACTION: In its bid response, Bidder is to describe its solution to meeting this periodic maintenance and inspection requirement. Also, provide samples of the reports used for this purpose (filled out, please).

Before beginning any service visit, a SWSH service representative will seek out the Manager/Supervisor to inform him/her of our presence and to inquire if he/she is aware of any changes in product performance or

mechanical issues. We also state that, once we've completed the preventative maintenance service, we will go over the details of our service visit verbally and present a completed Service Report for their records.

SWSH will perform a detailed and thorough preventative maintenance service that includes the following areas:

KITCHEN AREAS

- Inspect finished wares in dish machine and 3-compartment sink areas to insure desired results are achieved.
- Inspect all chemical, electrical and plumbing connections to our dispensing equipment for any leaks, loose connections, etc. Make any adjustments or repairs necessary to insure proper chemical dosing, dispenser power/operation and safety for staff and equipment.
- Inspect sanitizer test stations to insure test strips are present. Test all sanitizing solutions to insure appropriate ppm ranges.
- Inspect all visual aid training charts and signage for wear. Replace as needed.
- Test water hardness. Inform staff of any irregularities and make recommendations to achieve desired results.
- Inspect wash/rinse/final rinse temperatures to insure compliance with health regulations. Note any deficiencies and communicate solutions to responsible parties.
- Inspect and observe sorting, racking and ware handling procedures by the staff. Note any areas of improvement needed. Communicate proper procedures to staff members and supervisors. Schedule formal in-service training session(s) as needed.
- Check final rinse pressure on dish machine to insure 18-22 PSI, allowing proper "water curtain" during final rinse, preventing excess water use and chemical waste.
- Test detergent levels in dish machine to insure proper level of active alkalinity. Make adjustments as needed to achieve desired results.
- Test Rinse Aid levels in final rinse of dish machine. Make adjustments as needed to achieve desired results.
- Inspect all chemical metering tips on all chemical dispensers throughout the facility. Insure that correct dilutions are achieved. Make adjustments to systems as needed to achieve desired results.
- Inspect all chemical dispensers for proper function. Replace or repair as needed.
- Inspect all dispenser labels and chemical line tags. Replace worn labels/line tags as needed.
- Insure that correct chemical is connected to the assigned dispenser. Note any irregularities and communicate with staff and supervisor the importance of using the correct product on the assigned dispenser to insure proper dilutions, results and employee safety. Provide in-service training and schedule formal training session as needed.
- SWSH will perform this Preventative Maintenance Service on a monthly basis. A completed sample report has been provided in a separate attachment.

Kitchen Reports cover all areas of the kitchen's cleaning and sanitizing operations including dish machine operation, 3-compartment sink areas, general cleaning stations and sanitizing station functions.

LAUNDRY AREAS

- Inspect finished linens to insure desired results are achieved.
- Inspect all chemical, electrical and plumbing connections to our dispensing equipment for any leaks, loose connections, etc. Make any adjustments or repairs necessary to insure proper chemical dosing, dispenser power/operation and safety for staff and equipment.
- Inspect all visual aid training charts and signage for wear. Replace as needed.
- Test water hardness. Inform staff of any irregularities and make recommendations to achieve desired results.
- Inspect and observe sorting, loading and linen handling procedures by the staff. Note any areas of improvement needed. Communicate proper procedures to staff members and supervisors. Schedule formal in-service training session(s) as needed.
- Inspect all chemical dispensers for proper function. Replace or repair as needed.
- Inspect all dispenser labels and chemical line tags. Replace worn labels/line tags as needed.
- Insure that correct chemical is connected to the assigned dispenser. Note any irregularities and communicate with staff and supervisor the importance of using the correct product on the assigned dispenser to insure proper dilutions, results and employee safety. Provide in-service training and schedule formal training session as needed.

- Inspect water levels on chemical and rinse baths. Make adjustments as necessary to achieve desired chemical bath concentrations and rinsing.
- Review wash program formulas to insure consistency. Make adjustments as needed.
- Inspect laundry machine drains to insure machines are draining completely. Note any deficiencies and provide solutions.
- Test final pH of finished linens to insure proper levels.
- Inspect finished linen for whiteness, brightness, smell and softness. Note any deficiencies and document adjustments made to wash programs, chemical dosing levels and/or water levels to achieve desired results.
- Inspect mechanical action in wash wheel. Insure that linens are achieving proper agitation. Note any mechanical deficiencies and provide solutions.
- Test chemical pump calibrations to insure proper product ratios and dispensing for each wash formula.
- Inspect and replace all chemical pump squeeze tubes showing wear to insure consistent product dosing and consistent results.
- Inspect reject/stained linens. Provide linen reclaim treatment recommendations and/or programmed linen reclaim formula in laundry washers.
- SWSH will perform this Preventative Maintenance Service on a monthly basis. A completed sample report has been provided in a separate attachment.

Laundry Reports cover all areas of laundry sorting, loading and handling procedures as well as mechanical function of chemical dispensers, wash formulas and chemical concentration levels.

State Agency and Institutions Environmental Impact and Requirements: An Ordering Entity may perform periodic testing of its own to verify an awarded Contractor's report results. If results vary from the awarded Contractor's reports, the Ordering Entity may contact the Contractor to address a possible problem. A follow-up email between the Ordering Entity and an awarded Contractor is required

We will follow the preferred method of communication of the Customer in these instances. Be it email, in-person, etc. We will respond and resolve any discrepancies found by the customer that vary from our reported results. Our commitment is to have any of these potential issues resolved to the complete satisfaction of the Customer.

3.12 Emergency Service Calls on the Chemical Dispensing System. (Related Service)

ACTION: In its bid response, Bidder is to describe its solution to meeting this emergency service call requirement.

SWSH is available for emergency service 24 hours a day, 7 days a week. Our 800-454-5544 toll free service number is in operation 24 hours a day, 7 days a week. We stress the importance of using our 800-454-5544 service line to insure that ALL customer inquiries and service requests are logged into our system. This enables us to properly track calls, improve our efficiencies and hold our service team accountable to providing the level of service and response that we have committed to our customers. Our goal is that a customer is responded to within 1 hour of their request for service.

3.13 Training. (Related Service)

ACTION: In its bid response, Bidder is to describe its training program, including the use of visual aids, etc. Identify which languages other than English are currently available in your company's training program. Provide samples of your current training materials (English, etc.).

SWSH provides extensive visual training aids in all aspects of the ware washing, laundering and cleaning/sanitizing operation. Operational charts and signage are provided and displayed in the corresponding areas of function. All visual training aids are available in ENGLISH AND SPANISH. We also provide on-line training/instructional classes. Samples of our visual training aids have been included. We are also completing updated instructional training classes that will soon be available via flash drive. SWSH also provides on-site in-service training sessions for our customers. We typically recommend scheduled sessions quarterly or, at minimum, annually.

3.14 Agency-Specific Service Requirements.

ACTION: In its bid response, Bidder is to describe its plans to accommodate the special needs of Ordering Entities. Additionally, a positive affirmation statement that your company agrees to comply with the Agency-Specific Service Requirements for the Colo. Dept. of Corrections as described above, or a statement that your company does not intend to do business with the Colo. Dept. of Corrections.

SWSH will work tirelessly to accommodate the special needs of Ordering Entities. Should any of the Ordering Entities require, we will be flexible and be a good partner in ensuring that the Ordering Entities are receiving goods and services. We understand that special circumstances may arise and we are prepared to address them and provide a beneficial solution. We will comply with the Agency-Specific Service Requirements for the Colorado Department of Corrections as described above.

3.15 State of Colorado Environmentally Preferable Purchasing (EPP) Policy.

ACTION: In its bid response, Bidder is to describe how its company supports the State's EPP Policy. If applicable, narrate ability to identify comparable Green products when ordering on-line and in-store. Bids will be evaluated based on Bidder's ability to support the State's EPP Policy in addition to complying with industry and Federal requirements

Swisher / Mt Hood Solutions has been very active as an EPA SDSI formulator. Listed at (EPA.gov/dfe) Formulators have submitted plans & commitments to EPA in utilizing safer detergents & safer surfactants. We have led in eliminating products like "NP9" and Triclosan from all of our products. Since the Swisher acquisition we have been rebranding and updating pkg. The culmination will be "OUR CLEAN PLANET" or OCP in labeling and packaging. Our situation is unique in that we can also make a measurable difference in effective water savings with attention to laundry machine and dish machine function and programing.

3.16 Points of Contact and Hours of Operation

ACTION: In its bid response, Bidder is to identify points of contacts, hours of operations, and emergency contact information to meet the requirements above. Describe your solution for optimal customer access.

Point of Contact – Contract:

Frank Lunetto – Area Director, Colorado/New Mexico/Kansas
flunetto@swsh.com
Cell: 951-907-6608

Point of Contact – Services:

David Chestnutt – Account Manager, Colorado
dchestnutt@swsh.com
Cell: 719-237-3456

Hours of Operation:

Hours of Operation: 24 hours a day/7 days a week

Emergency Contact Information: 800-454-5544, 24 hours/7 days OR via Representative Our 800 # is present on all wall charts in Kitchen and laundries.

SWSH's Solution for optimal customer access: We believe the most efficient way for our customer to have access to our team is to utilize our toll free contact number 24 hours a day/7 days a week (800-454-5544). The appropriate representative is contacted within minutes. Your facilities will then be contacted within minutes to confirm that we've received the call and are on our way to provide solutions. We feel that utilizing our 800-454-5544 service line not only provides fast response, but also allows us to properly track, monitor and improve upon our activity.

3.17 Administrative Transition Plan.

ACTION: In its bid response, Bidder to describe how its company will handle the transition from existing agreements (i.e. new account set-up, transfer of existing accounts, etc.) and how it can assist in making the transition smooth and timely.

New install or account protocol is usually a visit by 2 SWSH employees familiar with the process and understanding a customer's disruption of their daily operation. We consider ourselves a "Guest" in their facility and will do and meet whatever criteria needed for a smooth transition. We look at equipment condition, electrical sources/connections, plumbing, location within a plant, current setup, and logistical concerns. We also ask what they like of their current set up and what they don't like so improvements can be made when we schedule the transition at a time convenient for them.

3.18 Value-Added or Optional Programs.

ACTION: In its bid response, if Bidder has any additional benefits/programs to offer the State (i.e. delivery incentives, discount programs, etc.), describe and outline them.

SWSH offers additional discounts are as followed and are shipped to one location on one shipment.

Tier 1..... 2% off invoice total for product order totals \$12,000.00 to \$19,000.00
Tier 2.....4% off invoice total for product order totals \$19,001.00 to \$29,000.00
Tier 3.....5.5% off invoice total for product order totals \$29,001.00 to \$39,000.00
Tier 4.....6% off invoice total for product order totals greater than \$39,000.00

3.19 Administration of Resulting Contract.

ACTION: In its bid response, the Bidder is to describe how it will handle customer accounts for the purpose of collecting the data needed for quarterly reporting of dollar volume for all the Ordering Entities. Describe how your company will handle administrative fees requirements. Provide a sample report of how the company will address the breakout of types of Ordering Entities (SA, PS, HE, NP) and at a level showing extended unit pricing, extending List pricing, and the savings generated as outlined in the Model Contract, Exhibit C.

Reporting: Awarded Contractors are expected to establish a means to track and collect that detailed sales information necessary for all Ordering Entities which are for four (4) distinct customer types: State Agencies "SA", Institutions of Higher Education "HE", Political Subdivisions "PS", and eligible Non-Profits "NP"; in addition to the specific products being purchased. An awarded Contractor is required to submit dollar volume quarterly reports that indicates aggregate totals for all the Ordering Entities (SA, HE, PS, NP). One of the reports required is a Summary report. The other report is one that supports the Summary and it is the detailed sales transactions that show "who is buying what and at what price".

SWSH will furnish a detailed Summary Report outlining total purchases for the given Quarter. We will also provide a detailed usage/cost report that supports the Summary Report. This report will specify product lines, quantities, pricing and total spend of each individual entity reflecting each transaction of each entity. This will give full visibility to show "who is buying what products and the price they are paying for that item".

As mentioned in ACTION 3.4, our system groups identifying customer numbers to one unique Buying Group. Each customer in that group has product data from order numbers generated when an order is initiated. Examples of our reporting documents have been included for your review.

Administrative Fee: The State of Colorado is authorized by statute to collect a fee for the administration of the resulting contract. The administrative fee is one percent (1%) of the total purchases made by all Colorado Ordering Entities. An awarded Contractor may adjust the unit pricing to include the State's administration fee by adding the fee to the price for the goods that would be billed on its invoice to Ordering Entities. (Note: the administrative fee shall not be listed as a separate line item on the invoice.) Payment of the administrative fee is made quarterly and is calculated from the reported quarterly sales (source documents- detailed and Summary reports). (See Sample Model Contract, Exhibit C for additional information.)

SWSH has included the 1% Administrative Fee into our pricing

Contract Term: The resulting State awards from this solicitation will be an initial term ending 9/30/2015 and four 1-year renewal options for a maximum term of five (5) years, at the sole discretion of the State.

SWSH understands and agrees to these terms.

Confidential and/or Sensitive Information: An awarded Contractor will come into contact with confidential information contained in the records and/or files of the State and Ordering Entities in the performance of its obligations under any resulting contract. Such records and information shall be kept confidential, secure and in compliance with all laws and regulations. The awarded Contractor shall notify its employees that they are subject to the confidentiality requirements before its employee is permitted access to confidential data. The awarded Contractor shall provide and maintain a secure environment that ensures data confidentiality. The confidentiality of all information will be respected and no confidential information shall be distributed or sold to any third party nor used by the awarded Contractor or its assignees and/or retained in any files or otherwise by the awarded Contractor. Disclosure of such information may be cause for legal action and defense of any such action shall be the sole responsibility of the awarded Contractor.

SWSH understands and agrees to these terms.

Point of Contact After Award: Inquiries regarding the price agreement are to be directed to the Sourcing Specialist at the State Purchasing Office managing the price agreement. Further, questions regarding orders are to be directed to the appropriate Ordering Entity as indicated on orders/purchase orders.

SWSH understands and agrees to these terms.

3.20 Cost Bid – Pricing.

ACTION: As part of its bid response, using the Bidder Response Workbook (Attachment 3), Bidder will complete and submit Tab 2-Discounts (Non-Market Basket); and Tab-3 Laundry and Ware Wash Products (Market Basket) (Parts A and B). These worksheets provide aggregated estimates to assist Bidders in offering the most economical price for all products proposed. Bidder to include a hardcopy of Tabs 2 and 3 in its bid and the Workbook electronicfile.

An awarded Contractor is required to hold its Market Basket pricing for the first 12 months of its initial award. Pricing must include all delivery, shipping, service costs associated with the product, as well as the Administrative Fee addressed in Section 3.19 (Administration of Resulting Contract) above. Estimated prices are not acceptable and pricing must be in United States funds. Any costs not included are disallowed. The awarded Contractor's Non-Market Basket Discount percentages may not decrease in the first 12-month period of its initial award.

SWSH understands and agrees to these terms.

- A. Price Increases: An awarded Contractor may amend pricing once in each 12-month period thereafter the initial term of the contract. The awarded Contractor shall request any price increase in writing to the SPO at least 60 days prior to the anticipated increase, and such request shall justify the increase by describing verifiable awarded Contractor cost increases. Such requests shall contain complete documentation, and cost justifications may be based on Producer Price Index, Consumer Price Index, or similar industry pricing guides. Such price changes must be accepted by the SPO and become effective by amendment to the awarded contract.

SWSH understands and agrees to these terms.

- B. MSRP Pricing or "List Pricing": MSRP pricing will be identified by the awarded Contractor's identified manufacturer's catalog effecting discounts and will establish a baseline of pricing. In the event MSRP pricing is increased, it will be held to no more than a 5% increase during a 12-month period and the State reserves the right to accept the change. Exceptions to MSRP price increases may be considered due to extraordinary events or force majeure.

SWSH understands and agrees to these terms.

- C. Price Decreases: An awarded Contractor shall pass any price decreases immediately on to Ordering Entities.

SWSH understands and agrees to these terms.

- D. Discount Changes: An awarded Contractor's offered product discount percentages are expected to be stable and cannot decrease more than 5% during the entire term of the contract. However, deeper discounts (increases) offered by an awarded Contractor can take effect immediately and shall be passed on to Ordering Entities.

SWSH understands and agrees to these terms.

- E. Bidder Discount Structure and Market Baskets Pricing. The goal is to address Ordering Entity needs with focused lists of Market Basket items for each product category (**laundry and ware wash**), which represent the most cost-effective and highest use items. For needs beyond the Market Basket, the State expects a highly competitive net price utilizing a discount from an awarded Contractor's List Price on all the different product categories it is awarded.

SWSH understands and agrees to these terms.

- F. Non-Market Basket Discount Structure: In addition to the Market Basket, an awarded Contractor must provide a discount structure reflecting its discount off List Price percentage for each category for non-market basket items. An awarded Contractor shall identify the discount for items that are not included in the Market Basket but are offered for other items within that category. Pricing must include all delivery, shipping, service, and administrative costs associated with the product. Throughout the term of a contract, an awarded Contractor is expected to review its discount structure with the SPO, at least once a year.

SWSH understands and agrees to these terms.

- G. Market Basket Pricing. An awarded Contractor is expected to provide a **Market Basket for laundry and ware wash** products. Throughout the term of a contract, an awarded Contractor is expected to review its Market Basket product make up with the SPO, at least once a year. This enables the SPO and the awarded Contractor to consider making product additions or deletions for high volume sales and/or low volume sales of specific products, and to update and publish a pricing list accordingly. A CD of all products offered by the awarded Contractor, updated to be kept current with product changes, shall be available upon Ordering Entity or SPO request.

SWSH understands and agrees to these terms.

--end--