

OFFEROR QUESTIONNAIRE: VARIOUS LEAD ACID BATTERIES				
Item/Minimum Requirement	Comply? Yes OR No	Describe Battery Construction	Describe Battery Performance Specification	Exception/ Alternative
Batteries are to be constructed using industry standard dimensions. Batteries are to be flat top maintenance free with sealed caps. Battery construction should include full frame positive and negative grid construction. Construction should include reinforcement for both the positive and negative posts.				
FLEET SERVICES: Only maintenance-free Batteries will be considered. (Non-maintenance free batteries will not be considered by Fleet Services.)				
TUCSON FIRE MAINTENANCE: Non-maintenance free batteries, or maintenance-free batteries with the capability of adding water, will be considered by Tucson Fire.				

4. What is the current value of your inventory? _____
5. What percentage of the current value of your inventory would include products to support this contract? _____
6. Is your firm an authorized representative for any manufactures? Yes_____ No_____
- If yes, list the manufacturers.
- _____
- _____
- _____
7. What brands do you currently carry in your inventory?
- _____
- _____
- _____
8. Delivery and Storefront Capabilities:
- a. Does your firm offer delivery and storefront pick up capabilities? Yes_____ No_____
- b. List your firm's locations of your local facilities.
- _____
- _____
- _____
- c. What are the normal hours of operation? _____
- _____
- d. Are after-hours delivery and or pick-up available? Yes_____ No_____

- e. What is your standard delivery time based upon calendar days after receipt of order? (Please state in terms of calendar days after receipt of order)._____ If there could be variations in the delivery time by item, please state what those variations may be.

9. Describe in detail your order tracking system and quality assurance process._____

10. Describe in detail how your firm tracks out of stock orders and how/when you notify your customers._____

11. Does your firm offer technical assistance or product education? Yes____ No____

If yes, who would City of Tucson staff contact? Please provide the contact information. _____

12. Describe in detail your firm's policy on product replacement and returns. _____

13. How long does it take to process a product replacement or return?

14. In the event of errors in products received or to check on the status of an order, how or who would the City contact? _____

15. Does your firm charge restocking fees? Yes____ No____

If yes, when would restocking fees apply?_____

16. Describe in detail your after sales support._____

17. Training:

1. Does your firm offer product training? Yes____ No____

If yes, please describe_____

2. Does your firm offer certified product training? Yes____ No____

If yes, please describe_____

18. Does your firm meet the Service Requirements as listed in the Scope of Services? Yes____ No____

- a. Describe your delivery service procedures.

b. How will the City of Tucson product orders prioritized within your ordering system?

c. Will you make the delivery of items for Tucson Police Department and Tucson Fire Department, a high priority? Yes_____ No_____

19. Contract-Annual Usage Report

a. Can your firm provide a contract annual usage report? _____Yes _____ No

b. If so and your firm has more than one contract with the City of Tucson, can your system break out the annual usage by contract? _____Yes _____No

c. Provide a sample usage report with the following details:

1. Date Range-12 months
2. Date of order
3. Item Quantity
4. Product Description
5. Unit Price
6. Extended and Total Price

20. Warranty

a. Describe in detail your firm's warranty_____

b. Provide your firm's warranty documentation. _____

21. Are the batteries offered by your firm manufactured to meet the requirements of ISO certification standards for manufacturing and recycling? _____Yes _____No

If yes, which standards?

22. Do the batteries offered by your firm follow current Battery Council International (BCI), and Society of Automotive Engineers International (SAE) standards for the design and construction of vehicle batteries? _____Yes _____No

23. Describe the process that the battery manufacturer uses to minimize off-gassing and leakage around the battery posts.

24. Describe other value added services your firm offers. _____

25. Provide additional information which distinguishes your company from your competitors. _____
