

**STATEMENT OF WORK  
COURIER SERVICES ITQ  
INVITATION TO QUALIFY (ITQ) CONTRACT**

**OVERVIEW.** The purpose of the Courier Services ITQ is to qualify responsible and responsive Contractors to perform pre-defined, as-needed, and emergency (on-demand) courier services by picking-up and delivering shipments for Commonwealth of Pennsylvania agencies and users of this Contract. These courier services are needed in all 67 counties of Pennsylvania. In addition, Local Public Procurement Units, as defined by the Commonwealth Procurement Code, may use this contract in accordance with the COSTARS Provision contained in this document. **Only Certified Small/Small Diverse Businesses are eligible for award. See additional language regarding eligibility requirements contained within this document.**

**ISSUING OFFICE.** This ITQ is managed and administered by the Commonwealth of Pennsylvania, Department of General Services (DGS), Bureau of Procurement. All inquiries should be referred to:

Jason Collett, Commodity Specialist  
Department of General Services  
Bureau of Procurement, 6<sup>th</sup> Floor  
555 Walnut Street  
Harrisburg, PA 17101-1914  
Telephone: (717) 346-3273  
Email: jcollett@pa.gov

**TERM OF CONTRACT.** Any contract issued to qualified Contractors, as a result of this ITQ, shall commence on the Contract Effective Date and shall end on 10/31/2028. There are no renewals available. If it is deemed to be in the best interest of the Commonwealth, we reserve the right to extend the term of this contract by issuance of a Contract Change Notice to all qualified Contractors, no amendment is required.

**QUALIFICATIONS.** Suppliers interested in becoming an ITQ Contractor must meet the following requirements. Failure to meet the below requirements will result in the application being rejected. Each Supplier that meets the minimum qualifications will be awarded a contract. Award of a contract to a Contractor is not a guarantee of business.

- A. Experience. All suppliers must provide documentation showing two (2) years of experience in the appropriate commodity code selected under Service Categories. This information must be provided on the ITQ Experience Form and must clearly show adequate experience for each service category
- B. Small Business Reserve. The Department of General Services (DGS) has designated this ITQ contract as a Small Business Reserve (SBR) to provide DGS-certified small businesses with opportunities to compete against other DGS-certified small businesses for Commonwealth contracts. Only certificated small businesses are eligible to qualify and receive an award. The small business requirements and certification process can be found on the following site: [smallbusiness.pa.gov](http://smallbusiness.pa.gov).

The Small Business Certification will be provided after the self-certification process on the SBR site: [smallbusiness.pa.gov](http://smallbusiness.pa.gov). A valid Department of General Services (DGS) Small Business certificate must be submitted in order to be deemed a responsive bidder. Any submittal without a valid certificate will be rejected as non-responsive. It is the responsibility of the Contractor to maintain and provide current small business certificates throughout the contract term.

- C. Certificate of Public Convenience. All suppliers must possess the necessary certificate of public convenience issued by the Pennsylvania Public Utility Commission for pickup and delivery service within

the Commonwealth. Please refer to Pennsylvania Public Utility Code, Title 66 Pa. C.S. §102, “Common Carrier by Motor Vehicle”. The Commonwealth shall be under no obligation to maintain current or future certificates; it is the responsibility of the qualified Contractor to continue to maintain an updated copy in the JAGGAER system for the length of the contract.

D. Certificates of Insurances. The following insurance certificates are required at the time of the ITQ Contract prequalification and must be provided with subsequent RFQs to confirm validity dates. The Commonwealth shall be under no obligation to maintain current or future certificates; it is the responsibility of the qualified Contractor to continue to maintain an updated copy in the JAGGAER system for the length of the contract. All insurance certificates provided for qualification purposes must specify the following name and address as the certificate holder: Commonwealth of Pennsylvania, Department of General Services, Forum Place, Floor 6, 555 Walnut Street, Harrisburg, PA 17101.

1. Worker’s Compensation Insurance Certificate
2. Public Liability and Property Damage Insurance Certificate

**SERVICE CATEGORIES.** Contractors will need to choose the appropriate commodity code(s) to qualify for this contract. Contractors will select the appropriate code(s) under the Business Details section of the qualification process. The Commonwealth may add additional commodity codes as the need arises. The table below lists the appropriate commodity code and description of each category. **See the General Requirements Section of this Statement of Work for mandatory service requirements for work to be performed under this ITQ Contract.**

COMMODITY CODE	DESCRIPTION OF CATEGORY
78102200-ITQ-468 Courier Services	<p>Under this category qualified contractors will be required to perform predetermined or predefined Courier Services. These services include the pickup, delivery, and return delivery of shipments. These shipments include, but are not limited to, documents, packages, samples, specimens (animal, mineral, viral, etc.), and other related items not covered by or purchased through the Small Package Delivery Services Contract.</p> <p>The courier services covered by this category include the following requirements:</p> <ul style="list-style-type: none"> <li>• Same day service is defined as package pickup and delivery within the same business day. Same Day charges cannot be applied to using agency requests for Next Day service if the shipment happens to arrive within the Same Day timeline.</li> <li>• Next day service is defined as package pickup on day 1 and the package delivered the following day (day 2), a separate 24-hour period.</li> <li>• Regular scheduled service will be defined by the requestor in relation to required days and hours for pre-scheduled pickups/deliveries.</li> <li>• On-demand or As-Needed service, defined as pickups to occur when the need arises and when notified by the requestor. Specific service requirements to be identified at time of need.</li> <li>• Return delivery of shipments, containers, etc.</li> <li>• Standard and non-standard business hour services. There are no set standard business hours across all users of this ITQ Contract. Standard business hours will be defined by the requestor in their request for quote.</li> <li>• Holiday and Weekend services. COPA holidays and dates are identified in</li> </ul>

	<p>accordance with the Commonwealth’s Directives Management System and are issued via an Administrative Circular. This information is viewable at:  <a href="https://www.oa.pa.gov/Policies/Pages/default.aspx">https://www.oa.pa.gov/Policies/Pages/default.aspx</a></p>
78102200-ITQ-469 Emergency Courier Services	<p>Under this category qualified contractors will be required to perform Courier Services which are required outside of predefined or predetermined courier service pickup requirements, those which do not fall within the “78102200-ITQ-Courier Services” category. These services may include weekend, holiday, or rush delivery requirements.</p>
78102200-ITQ-470 Drop/Lock Box Rental and Purchase	<p>Under this category qualified contractors will be required to provide the sale or rental of drop boxes, lock boxes, courier shipment containers, and other similar containers. These containers are to be used for the placement of samples or packages for courier service pickup. Each requestor will identify their specific requirements relative to size, dimensions, and quantities needed, and whether they intend to rent or buy. Contractors are required to properly maintain all rented containers/lock boxes, this includes, but is not limited to, repairs, paint refresh, replacement as necessary, etc., to ensure quality, leak proof, safe, and secure storage containers.</p>
78102200-ITQ-471 Shipment Tracking Services	<p>Under this category qualified contractors will be required to provide shipment tracking systems and services such as bar code scanners, mobile applications, etc. This category cannot be used to purchase software, software licenses, or hardware.  <b>Note:</b> Agencies who use this category will be required to obtain any necessary COPA IT approvals (TIPR, CUCR, etc.) and follow any and all applicable Commonwealth ITPs required for use of shipment tracking systems.</p>

**GENERAL INFORMATION/REQUIREMENTS:**

**A. Service Requirements.**

1. **Vehicles and Drivers.** Contractors must have vehicles with standard passenger HVAC equipment and must have company identification. All drivers should be issued company photo identification cards so they can be identified as courier employees. Contractors may also be required to have other company verifiable documentation or uniforms to provide service to specific locations for safety and security purposes.
2. **Delivery Documentation, Tracking, and Chain of Custody.** At a minimum drivers should be provided the appropriate equipment to allow for real-time package tracking. Contractors must be able to furnish delivery confirmations upon request and adhere to chain of custody requirements. Basic chain of custody requirements includes signing a manifest at the pick-up location, verifying the number of packages picked up, signing a manifest at the delivery location, and verifying the number of packages delivered. The Chain of Custody may also include obtaining a customer signature at the pick-up and/or delivery location. Each requestor will identify any special requirements beyond what is identified in this Statement of Work.
3. **Shipping Labels.** Contractors must provide, upon request, a standard shipping label to be used by agencies for placement on packages (regardless of package type) for shipment. The shipping label must include a place for a return and ship-to address.

4. Federal Motor Carrier Safety Administration Regulations. Contractors are solely responsible for ensuring compliance with all Federal Motor Carrier Safety Administration Regulations and Laws when performing courier services under this ITQ Contract. The Commonwealth of Pennsylvania and all users of the Contract will not be held responsible for a Contractor's failure to comply.
5. PA Vehicle Code (Title 75). Contractors are solely responsible for ensuring compliance with the Pennsylvania Vehicle Code (Title 75) when performing courier services under this ITQ Contract. The Commonwealth of Pennsylvania and all users of the Contract will not be held responsible for a Contractor's failure to comply.
6. The Contract fuel rates will be determined by the East Coast (PADD1B) Diesel Fuel Published Rate listed on the U.S. Energy Information Administration website found at <https://www.eia.gov/petroleum/gasdiesel/>. The fuel surcharge will be based on the per county cost for each shipment. If pick-up is in Dauphin County and the cost for that county is \$40.00, the fuel surcharge would be  $\$40.00 \times 3.00\% = \$1.20$ ; the total price of the shipment would be \$41.20. The applicable fuel surcharge will be capped at 9% based on the Fuel Surcharge Rate Chart below. If the published fuel rates exceed \$6.81 per gallon, the awarded contractor(s) will be permitted to increase the fuel surcharge on a bi-weekly basis. The increase shall be at a rate of .5% for every \$0.05 fuel increase above \$6.81.

Fuel Surcharge Rate Chart Based on a Per Gallon Cost			
At Least	But Less than	Surcharge Rate	% Increase
\$0.00	\$0.85	0.00%	0.38%
\$0.85	\$1.07	0.38%	0.37%
\$1.07	\$1.29	0.75%	0.38%
\$1.29	\$1.51	1.13%	0.37%
\$1.51	\$1.73	1.50%	0.38%
\$1.73	\$1.95	1.88%	0.37%
\$1.95	\$2.17	2.25%	0.38%
\$2.17	\$2.39	2.63%	0.37%
\$2.39	\$2.61	3.00%	0.38%
\$2.61	\$2.83	3.38%	0.37%
\$2.83	\$3.05	3.75%	0.38%
\$3.05	\$3.27	4.13%	0.37%
\$3.27	\$3.49	4.50%	0.38%
\$3.49	\$3.71	4.88%	0.37%
\$3.71	\$3.93	5.25%	0.38%
\$3.93	\$4.15	5.63%	0.37%
\$4.15	\$4.37	6.00%	0.38%
\$4.37	\$4.59	6.38%	0.37%
\$4.59	\$4.81	6.75%	0.38%
\$4.81	\$5.03	7.00%	0.37%
\$5.04	\$5.26	7.25%	0.38%
\$5.27	\$5.49	7.50%	0.37%
\$5.49	\$5.71	7.75%	0.38%
\$5.71	\$5.93	8.00%	0.37%
\$5.93	\$6.15	8.25%	0.38%

\$6.15	\$6.37	8.50%	0.37%
\$6.37	\$6.59	8.75%	0.38%
\$6.59	\$6.81	9.00%	0.37%

**B. Type of Contract.** Upon determination that the Contractor meets the ITQ requirements, the Commonwealth will issue a contract to the Contractor. Upon receipt of a Purchase Order (PO) issued under this Contract, the Contractor agrees to furnish the requested services to the Commonwealth agency issuing the PO.

**C. Order of Precedence.** If any conflicts or discrepancies should arise in the terms and conditions of this Contract, or the interpretation thereof, the order of precedence shall be:

1. This Contract; and
2. The data resident on the ITQ web site and incorporated herein by reference at the date of execution of the Contract or issuance of an RFQ off of this Contract, whichever is later, including but not limited to the promises and certifications the Contractor made in qualifying for the Contract.

If any conflicts or discrepancies should arise in the interpretation of a PO, the order of precedence shall be:

1. This Contract
2. The service category definitions, descriptions, qualification requirements, and contract terms and conditions set forth in the RFQ; and
3. The PO and any attachment thereto, including: (1) the Contractor’s Proposal, as accepted by the Commonwealth; (2) the RFQ.

**D. Bid Protest Procedure (April 2016)** The Bid Protest Procedure is on the DGS website. [Click here](#)

**E. COSTARS Purchasers.** Section 1902 of the Commonwealth Procurement Code, 62 Pa.C.S. § 1902 (“Section 1902”), authorizes local public procurement units and state-affiliated entities (together, “COSTARS Members”) to participate in Commonwealth procurement contracts that the Department of General Services (“DGS”) may choose to make available to COSTARS Members. DGS has identified this ITQ as one which will be made available for COSTARS Members’ participation.

1. Only those entities registered with DGS are authorized to participate as COSTARS Members in this Contract. A COSTARS Member may be either a local public procurement unit or a state-affiliated entity.
  - a. A “local public procurement unit” is:
    - Any political subdivision (local government unit), such as a municipality, school district, or commission;
    - Any public authority (including authorities formed under the Municipality Authorities Act of 1955 or other authorizing legislation, such as the Public Transportation Law or the Aviation Code);
    - Any tax-exempt, nonprofit educational institution or organization;
    - Any tax-exempt, nonprofit public health institution or organization;
    - Any nonprofit fire, rescue, or ambulance company; and

- Any other entity that spends public funds for the procurement of supplies, services, and construction (such as a council of governments, an area government, or an organization that receives public grant funds).

The Department reserves the right to review and determine eligible applicants as Local Public Procurement Units on a case-by-case basis.

- b.** A state-affiliated entity is a Commonwealth authority or other Commonwealth entity that is not a Commonwealth agency. The term includes:
- The Pennsylvania Turnpike Commission;
  - The Pennsylvania Housing Finance Agency;
  - The Pennsylvania Municipal Retirement System;
  - The Pennsylvania Infrastructure Investment Authority;
  - The State Public School Building Authority;
  - The Pennsylvania Higher Education Facilities Authority, and
  - The State System of Higher Education.

The COSTARS Program is not available for use by Executive Agencies and Independent Agencies as defined by the Commonwealth Procurement Code, or any agency or entity using funds appropriated to the Department of General Services through Capital Budget Project Itemization legislation for the procurement of furniture, fixtures, and equipment.

- c.** A complete list of local public procurement units and state-affiliated entities that have registered with DGS and that are authorized to procure items from the Contract can be found at <http://www.costars.state.pa.us/SearchCOMember.aspx>.
2. COSTARS Members have the option to purchase from this Contract, from any DGS contract established exclusively for COSTARS Members in accordance with the requirements of Section 1902, from any other cooperative procurement contracts, or from their own procurement contracts established in accordance with the applicable laws governing such procurements. The Contractor understands and acknowledges that there is no guarantee that a COSTARS Member will place an order under this Contract, and that the decision to procure from this Contract is within the sole discretion of each COSTARS Member.
  3. DGS is acting as a facilitator for COSTARS Members who may wish to purchase under this Contract. COSTARS Members that participate in this Contract and issue purchase orders (“POs”) to Contractors are third party beneficiaries who have the right to sue and be sued for breach of this Contract without joining the Commonwealth or DGS as a party. The Commonwealth will not intervene in any action between a Contractor and a COSTARS Member unless substantial interests of the Commonwealth are involved.
  4. COSTARS Members electing to participate in this Contract will order items directly from the Contractor and be responsible for payment directly to the Contractor.
  5. Those Contractors electing to permit COSTARS Members to procure from this Contract shall pay the Required Administrative Fee applicable to the Contractor’s classification:

Contractor Classification	Required Administrative Fee
DGS-verified Small Diverse Business	\$166

Contractor	
DGS Self-Certified Small Business Contractor	\$500
All Other Contractor	\$1,500

- a. Each Contractor electing to permit COSTARS Members to participate in the Contract must submit the COSTARS Program Election to Participate form with its bid submittal and pay the applicable Administrative Fee upon Contract award in order to sell the awarded items/services to COSTARS Members. If the Contractor is a Department of General Services Self-Certified Small Business or Department of General Services-verified Small Diverse Business, a copy of its active Small Business Contracting Program certificate must be included with the bid submittal.
  - b. At the beginning of each Contract year and upon any Contract renewal, the Contractor shall submit a check for the required amount, payable to “Commonwealth of PA”. The Contractor must pay the Administrative Fee at each contract renewal date to continue to sell the awarded items/services to COSTARS Members.
6. DGS has registered the COSTARS name and logo (together, the “COSTARS Brand”) as a trademark with the Pennsylvania Department of State. Therefore, the Contractor may use the COSTARS Brand only as permitted under in this Subsection.
- a. The Contractor shall pay the Administrative Fee covering its participation in the program, including without limitation any use of the COSTARS Brand, for each year of the Contract period. The fee is payable upon Contract award and prior to the renewal date for each succeeding Contract period.
  - b. DGS grants the Contractor a nonexclusive license to use the COSTARS Brand, subject to the following conditions:
    - The Contractor agrees not to transfer to any third party, including without limitation any of its subcontractors or Contractors, any privileges it may have to use the COSTARS Brand under this Contract.
    - The Contractor agrees not to use the COSTARS Brand to represent or imply any Commonwealth endorsement or approval of its products or services.
    - The Contractor is permitted to use the COSTARS Brand in broadcast, or Internet media solely in connection with this Contract and any other Contract with the Commonwealth under which it has agreed to make sales to COSTARS Purchasers. The Contractor may use the COSTARS Brand on business cards, brochures, and other print publications so long as the purpose is to identify the Contractor as a COSTARS vendor, and only so long as the required Contract fee is kept current.
    - Should this Contract terminate for any reason, the Contractor agrees promptly to remove the COSTARS Brand from any and all print and electronic media and to refrain from using the COSTARS Brand for any purpose whatsoever from the date of Contract termination forward.
    - The Contractor agrees to defend, indemnify, and hold harmless the Commonwealth of Pennsylvania and DGS from and against all claims, demands, liabilities, obligations, costs,

and expenses of any nature whatsoever arising out of or based upon the Contractor's use of the COSTARS Brand; and

- The Contractor agrees it has no property rights in the use of the COSTARS Brand by virtue of this nonexclusive license. The Contractor expressly waives any claims, including without limitation due process claims that may otherwise be available under the law in the event of any dispute involving these terms of use.
7. The Contractor shall furnish to the DGS COSTARS Program Office a quarterly electronic Contract sales report detailing the previous quarter's Contract purchasing activity, using the form and in the format prescribed by DGS. The Contractor shall submit its completed quarterly report no later than the fifteenth calendar day of the succeeding Contract quarter.
- a. The Contractor shall submit the reports through the web-based COSTARS Contractors' Gateway of the PA Contractor Portal at <https://paContractorportal.state.pa.us/irj/portal/anonymous> , Enterprise Applications. If a Contractor does not have access to the Internet, the Contractor shall send the reports, using the form and in the format prescribed by DGS, on compact disc via US Postal Service to the DGS COSTARS Program Office, Bureau of Procurement, 6th Floor Forum Place, 555 Walnut Street, Harrisburg, PA 17101-1914.
  - b. For each PO received, the Contractor shall include on the report the name and address of each COSTARS-Registered Purchaser that has used the Contract along with the sales date, and dollar volume of sales to the specific Purchaser for the reporting period.
  - c. DGS may suspend the Contractor's participation in the COSTARS Program for failure to provide the Quarterly Sales Report within the specified time.
8. Additional information regarding the COSTARS Program is available on the DGS COSTARS Website at [www.costars.state.pa.us](http://www.costars.state.pa.us).
- a. If the Contractor is aware of any qualified entity not currently registered and wishing to participate in the COSTARS Program, please refer the potential purchaser to the DGS COSTARS Website at [www.costars.state.pa.us](http://www.costars.state.pa.us), where it may register by completing the online registration form and receiving DGS confirmation of its registration. To view a list of currently-registered COSTARS member entities, please visit the COSTARS website.
  - b. Direct all questions concerning the COSTARS Program to:  
  
Department of General Services  
COSTARS Program  
555 Walnut Street, 6th Floor  
Harrisburg, PA 17101  
Telephone: 1-866-768-7827  
E-mail [GS-PACostars@pa.gov](mailto:GS-PACostars@pa.gov)
9. **COSTARS Program Election to Participate.** If the Contractor is willing to sell the awarded items/services at the same prices and/or discounts, and in accordance with the contractual terms and conditions, to COSTARS members, the Contractor should complete and return the COSTARS Program Election to Participate form which is an attachment to this ITQ. If the Contractor is asserting that it is a Department of General Services Certified Small Business, the Contractor must submit its active certification.



**F. COSTARS Reporting Requirements.** If you checked “Yes” in Step 6 when developing your qualification bid for the ITQ contract, you agreed to participate in the Commonwealth’s COSTARS program, and you are bound by the COSTARS Purchasers Provision contained within this Statement of Work. The requirement to report COSTARS sales to DGS’ COSTARS Program Office is contained in Section E of the COSTARS Purchasers Provision. By agreeing to participate in the COSTARS program, you are required to report COSTARS sales to DGS on a quarterly basis. Even if you had no COSTARS sales, you must file a report.

COSTARS sales for the ITQ contract can now be reported through the automated COSTARS sales reporting system located on the COSTARS website. Information required will be your vendor number, contract number, date of sale, customer name and the amount of the sale. It is also recommended that you record the COSTARS Member ID number. Detailed instructions appear below.

The deadline for submitting sales information is the 15th day of the month following the end of the quarter. Failure to report COSTARS sales is in breach of contract, and may result in DGS suspending your participation in the COSTARS program.

Note: This system is to be used to record sales to COSTARS members ONLY! ZERO sales for a particular quarter must also be reported.

#### INSTRUCTIONS FOR COSTARS SALES REPORTING FOR STATEWIDE CONTRACT CONTRACTORS

- Go to [www.dgs.state.pa.us/costars](http://www.dgs.state.pa.us/costars). ‘Click’ on the Contractors button;
- ‘Click’ on the COSTARS Contractors’ Gateway link on the right. Click on the State Contract link;
- Enter your Vendor Number to gain access to the system. When your Vendor Number is found, you will be taken to the Sales Reporting Authorization screen;
- Enter your first and last name. ‘Click’ Continue;
- You will be taken to the Sales Reporting Screen. Select from the Contract Number dropdown the Contract Number you want to report sales for and then ‘click’ the Continue button located next to it;
- To enter a new Sale or to report “No Sales this Quarter”, ‘click’ on the Insert button at the top left;
- Enter the Customer Name or part of the Customer Name into the Customer Search field. If you are reporting “NO SALES THIS QUARTER”, type NO SALES into the search field. ‘Click’ the Search button;
- Select the Customer Name from the dropdown list, or select NO SALES THIS QUARTER. To proceed, you will need to ‘click’ on the Continue button to the right of the list. The system will locate the Customer Name in the Members database and will pre-fill the Address and County fields for you;
- You will then enter a Sales Date and Sales Amount; and
- ‘Click’ on the Save button. The data is saved and immediately accessible by COSTARS Program staff. For your convenience, there is also a Sales Reporting Manual – for Statewide Contracts in the

Resource Center on this site. For additional assistance or questions, please call 1-866-768-7827.

**G. New Equipment.** Unless otherwise specified in this ITQ, all products offered by Contractors must be new or remanufactured. A 'new' product is one that will be used first by the Commonwealth after it is manufactured or produced. A 'remanufactured' product is one which: 1) has been rebuilt, using new or used parts, to a condition which meets the original manufacturer's most recent specifications for the item; 2) does not, in the opinion of the Issuing Office, differ in appearance from a new item; and 3) has the same warranty as a new item. Unless otherwise specified in this invitation for bids, used or reconditioned products are not acceptable. This clause shall not be construed to prohibit Contractors from offering products with recycled content, provided the product is new or remanufactured.

**H. Post-Submission Descriptive Literature.** The Commonwealth may, during its evaluation of the bids, require any Contractor to submit cuts, illustrations, drawings, prints, test data sheets, specification sheets and brochures which detail construction features, design, components, materials used, applicable dimensions and any other pertinent information which the Issuing Office may require in order to evaluate the product(s) offered. The required information must be submitted within two (2) business days after notification from the Issuing Office. Failure to submit the required information prior to the expiration of the second business day after notification shall result in the rejection of the bid as non-responsive.

**I. Tie Bids/Quotes.** All tie bids/quotes will be broken by the Issuing Office.

**J. Prompt Payment Discounts.** Prompt payment discounts will not be considered in making an award. If prompt payment discounts are offered by any Contractor, however, the Issuing Office will take advantage of such offer.

**REQUEST FOR QUOTES (RFQ) PROCEDURES.** Commonwealth Agencies will issue an RFQ to qualified Contractors, through the Commonwealth's Custom Portal, powered by the JAGGAER system. Contractors will respond to the RFQ in the system. The requesting Agencies may require the qualified Contractors to furnish, upon request, additional documentation in the RFQ. The qualified Contractors selected for the RFQ process will receive a Purchase Order (PO) and will supply the service to meet the specific requirements as indicated in the RFQ.

Agencies will exercise a scoring method based upon the criteria set forth in the RFQ. The Scoring Methods are defined as follows:

- Best Value: Refers to the process of selecting the quote which provides the greatest value to the agency based on evaluating and comparing all pertinent criteria, including cost, so that the Contractor whose overall proposal best suits the agency's needs is selected for each individual project; and
- Low Cost: Refers to the lowest cost quoted from all proposals received that are deemed both responsive and responsible for the project.