### **EXHIBIT G**





# **Access Products, Inc.**

# dba Access Energy Solutions

Response to Solicitation RFP-CM-14-003 MRO with Clarification Statement of Work

### 1.1 Service-Disabled Veteran-Owned Small Business

Access Products, Inc. is officially registered and verified as a Service-Disabled Veteran-Owned Small Business by the Center for Veteran's Enterprise. The certificate below can be viewed on the Department of Veteran's Affairs VETBIZ website at the following URL: <a href="https://www.vip.vetbiz.gov/Public/Search/ViewSearchResults.aspx?SCID=1140911">https://www.vip.vetbiz.gov/Public/Search/ViewSearchResults.aspx?SCID=1140911</a>

### 2.0 STATEMENT OF WORK SECTIONS

### 2.1 Ability to Perform/Experience (SOW 3.1)

Access Products, Inc. has extensive experience and expertise supplying products to the Government via several different contract vehicles. We are General Services Administration (GSA) Multiple Award Schedule holder and we're awarded a Blanket Purchase Agreement on the Federal Strategic Sourcing Initiative (FSSI) contract. This contract was limited to 13 vendors and serves the entire Federal Government at locations worldwide. We've consistently been rated an outstanding supplier with an on-time delivery record of better than 98%. This includes delivery to remote locations throughout the Continental US and overseas locations.

For the majority of our 28 years in business our focus has been office supplies and printer services. This experience has helped us become very efficient in taking orders via a wide variety of sources (phone, fax, multiple websites, RFQ responses, etc.). Over the past 4 years we have developed and deployed 10 unique websites to allow different government agencies to quickly and easily submit orders. We also accept orders from 4 separate government ordering websites, 1 3<sup>rd</sup> party logistic support site (via punch-out catalog) and 5 different bidding websites. 90% of our orders ship the day we receive them.

In addition to a robust online order taking capability we maintain a sharp focus on personal service. We've never had an automated phone system. When our customers require assistance they speak directly to a service representative. Our goal is to answer all calls within 3 rings.

We added lighting products to our offering 3 years ago and have built expertise in assessing a customer's lighting environment and installing energy efficient LED systems where appropriate. Through our distribution partners we maintain an extensive stock of product which we will adjust as we ascertain the needs of Colorado State Government offices.

Access Products, Inc. uses a comprehensive quality control (QC) plan to ensure effective contract performance for quality and timeliness. The MRO Lighting contract will be managed to ensure a consistently professional level of performance that exceeds the contract and SOW requirements.

Access Products, Inc. has outstanding, experienced, and dedicated personnel on board to support all requirements of the MRO Lighting contract. The owner is a 14 year Navy veteran. He has set the vision and has provided the necessary resources to be successful. We have very capable support staff with the capacity to handle all ordering requirements and procedures to process a large number of individual transactions. We have proved it well; over the last 3 years Access Products, Inc. processed 67,760 transactions resulting in over \$65M in revenue.

## 2.2 Subcontracting/Partnering (SOW 3.2)

Access Products, Inc. does not intend to engage a subcontractor.

### 2.3 Service Regions (SOW 3.3)

All 7 regions will be served within the 2 day delivery requirements. Regions 1, 2 and 3 will be served by dedicated delivery vehicles. In regions 4-7 delivery will be made via a 3<sup>rd</sup> party carrier.

# 2.4 Product Categories (SOW 3.4)

This proposal is for Category 3; Lamps, Ballasts and Fixtures only. All offered products are new. No remanufactured product is included

### 2.5 Ordering and Delivery (SOW 3.5)

Access Products has the demonstrated ability to handle orders received via many avenues, including **telephone sales**, **emails**, **faxes**, **and online e-commerce** enabled websites. Access Products will establish a version of our e-commerce website optimized for purchases from Colorado State organizations, and establish online training and instruction for its use. See <a href="http://www.volumeled.com">http://www.volumeled.com</a> for the basic website structure. All products and pricing will be added to allow online ordering along with branding to make it clear the website is for State agencies only. We commit to deploy the dedicated website within 2 weeks of contract award and will perform online training sessions weekly for 2 months and on request thereafter. The website will display contract pricing for both market basket and non-market basket items. We are also prepared to support punch-out catalogs as systems are made available.

### 2.6 Environmentally Preferable Purchasing (SOW 3.6)

To support the Colorado State Environmentally Preferable Purchasing Policy, Access Products will offer energy efficient alternative lighting products such as LED lighting to the greatest extent possible. Specifically, Access Products will support section 3.2.2 of the policy by ensuring that a high efficiency alternative product for interior lighting is available wherever technically feasible. In addition, Access Products will offer a variety of high efficiency outdoor lighting solutions including LED and Induction lighting to support section 3.3.3 of the policy. Access Products can offer technical assistance in determining the best options for high efficiency lighting solutions and energy saving control systems.

# 2.7 Points of Contact and Hours of Operation (SOW 3.7)

(clarification) Hours of Operation: Access Product's telephone hours are 6:00 AM to 6:00 PM Mountain Time, Monday to Friday, with an after-hours answering service to ensure all inquiries are responded to in a timely manner (call 719-591-9660 or toll free 800-779-7799). Websites function 24 hours/day 7 days/week to simplify ordering. In addition to phone access, the websites will offer a "Contact Us" page for email inquiries and online chat for real time support.

(clarification) Contract Point of Contact: Tony Merschdorf is the designated representative for contract issues. Tony is the Director of Operation, at office phone 719-884-2809, Monday-Friday, 8 AM to 5 PM MT or via email at <a href="mailto:tony@accessproductsinc.com">tony@accessproductsinc.com</a>. After hours, he can be reached at 719-310-4149 (cell).

(clarification) Services Point of Contact: Tonya Trembath is the primary representative responsible for day-to-day customer service. Tonya is the Office Manager for Customer Service. She can be reached at office phone 719-884-2810 Monday-Friday, 8 AM to 5 PM MT or via email at <a href="mailto:tonya@accessproductsinc.com">tonya@accessproductsinc.com</a>. She is prepared to be involved in all high-level activities to include account reviews. She will also train and manage all customer service representatives.

# 2.8 Transition Plan (SOW 3.8)

We have extensive experience in transitioning contracts. When we were awarded the Federal Strategic Sourcing Initiative office supplies contract one of our primary new customers was the Department of Veteran's Affairs health care system facilities. We worked with 2 other contract awardees and VA management to divide the country into 3 territories. We were responsible for all VA Health Care facilities west of the Mississippi River. On request of each facility we customized websites that allowed the logistics group to view/approve supplies requests and make purchases centrally to control spend. Customized reports have been provided monthly to include level of expenditure, savings from use of remanufactured product (a VA mandate), oil conserved and pounds of waste kept out of landfills via recycling programs and other data requested by individual sites.

In addition to support of the VA we set up multiple websites for other organizations, performed training, uploaded pricing for over 4,800 products with custom contract prices to four different official ordering websites and supported handover meetings with contract administration and multiple agencies.

Of more interest to the State of Colorado, our plan for transition of the MRO Lighting contract follows.

### 2.8.1 Post Award Meeting:

Within 1 week of award we will sit down with contract administrators to outline our transition plan, clarify requirements, demonstrate sample ordering website and gather feedback for optimization, provide contact information (documented on a flyer for distribution to customers) and develop a positive working relationship.

#### 2.8.2 Evaluate Stock

Ensure we have adequate stock on hand for required part numbers (initially focus will be on stocking market basket items). Order as required. Reevaluate quarterly to ensure stock of popular non-market basket items.

### 2.8.3 Data Collection

In conjunction with the post award meeting we will analyze available data on existing customers. Data will be used to streamline entry of customer information into our order processing software.

### 2.8.4 Online Ordering Websites

Within 2 weeks of the Post Award Meeting we will demonstrate the newly developed website to contract administrators and select customers. Once approved the website will be made available statewide and online training sessions will be scheduled. Plan is to hold sessions weekly for the first two months. Phone and online support will be available through the life of the contract.

# 2.8.5 Reporting

In addition to required quarterly reporting Access Products, Inc. is prepared to provide custom reporting for individual organizations on request. As examples, reports can include number of light bulbs recycled, amount of material kept out of landfills or estimated energy saved with efficient lighting products such as LED or induction lighting.

### 2.8.6 Progress Meetings

Access Products, Inc. is prepared to meet with contract administrators or others as requested to evaluate performance to date and discuss opportunities for improvement.

### 2.9 Employee Purchase Program (SOW 3.9)

Access Products, Inc. will offer contract pricing to all State employees who have an official email address.

### 2.10 Value-Added or Optional Programs (SOW 3.10)

In addition to offering alternative energy efficient lighting options, Access Products can help agencies evaluate their facility to determine the best systematic approach to reducing lighting related energy consumption. Access Products has a unique lighting evaluation procedure that allows us to do a comprehensive analysis of lighting energy consumption and propose the best overall approach to saving energy consumption due to lighting. Typical facilities currently using conventional lighting can expect to see a 50-90% reduction in lighting energy consumption after retrofitting to the new energy efficient light sources and control systems. The resulting proposal will provide estimated cost, annual energy savings, utility rebate application and options for installation. Retrofit project pricing varies from individual LED product purchase price to allow for survey, engineering and data submission costs.

## ---end Response-

# Clarification - of 3.11 Administration of Resulting Contract

Reporting: Access Products is prepared to and will submit the required Volume Quarterly Reports on the dates requested by the State. The quarterly submission will include a Summary report with supporting detailed sales information. When accounts are set up, we will gather information on the customer to include their Ordering Entity and will assign that Ordering Entity as an attribute for each customer. This will enable us to pull a quarterly report showing the total dollar volume ordered by each Ordering Entity.

Administrative Fee: Access Products included the 1% administrative fee in the prices we bid on the market basket items as well as the non-market basket items we will put on our price list. We do not intend to adjust our prices to cover the fee. We will pay the fee on a quarterly basis in conjunction with the submission of the Quarterly Volume Reports.

<u>Contract Term</u>: Access Products understands that a resulting State award from this solicitation will be an initial term of one year and four 1-year renewal options for a maximum term of five (5) years, at the sole discretion of the State.

Confidential and/or Sensitive Information: Access Products is aware it will come into contact with confidential information contained in the records and files of the State and Ordering Entities in the performance of its obligations under a resulting contract. These records and information shall be kept confidential, secure and in compliance with all laws and regulations. We will notify our employees that they are subject to the confidentiality requirements before any employee is permitted access to confidential data. We will 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 Access Products or our assignees or retained in any files or otherwise by Access Products. We understand that disclosure of such information may be cause for legal action and defense of any such action shall be the sole responsibility of Access Products.

<u>Point of Contact After Award</u>: Access Products will address all inquiries regarding the price agreement to the Sourcing Specialist at the State Purchasing Office managing the price agreement. Further, questions regarding orders will be directed to the appropriate Ordering Entity as indicated on orders/purchase orders.

--end Clarification--