

Bottled Water/Coffee Service Contract

**For
Boise State University**

1 GENERAL

1.2 Purpose and Background

- 1.2.1 This bid document defines the bottled water and coffee service that will be delivered directly to various campus department locations on a biweekly basis or as specified by the various departments using this service.
- 1.2.2 It is intended that the cost and purchase of water and coffee as described herein shall be independent of each other. Either one or both may be purchased as desired by each department utilizing this Contract.
- 1.2.3 The delivery area includes the main Campus at 1910 University Drive, Boise; the Canyon County Campus at 2407 Caldwell Blvd., Nampa; and the West Campus at 5500 E. University Way, Nampa.
- 1.2.4 This Contract will be mandatory for any department that pays for bottled water or coffee service *from University funds*.

2 MANDATORY REQUIREMENTS

2.1 Vendor Requirements

- 2.1.1 Vendor personnel who will be on-campus in the performance of this contract shall be required to have a background check not older than thirty (30) days at start of Contract. No person who has been convicted of theft, assault, or drug use or possession will be allowed on campus to service this Contract.
- 2.1.2 Delivery personnel must wear shirts bearing their company logo and picture ID badges clearly showing their full names and drive company vehicles bearing company-identifying logo.
- 2.1.3 The Contractor shall purchase all necessary parking permits that will be needed to perform services on this Contract on the BSU Boise campus. Permits are obtained from the Parking and Transportation Services located at 1001 Lincoln Avenue, phone: (208) 426-1681.

2.2 Bottled Water Requirements

- 2.2.1 Bottled water generally classified as "purified" shall be processed with the following steps:
- 2.2.2 Charcoal Filtration
- 2.2.3 Reverse Osmosis
- 2.2.4 Ozonation

2.3 Bottles/Dispensers/Storage

- 2.3.1 All dispensers shall have drip tray.
- 2.3.2 Delivery person will clean and disinfect spigots on each dispenser at each delivery.
- 2.3.3 Dispensers shall be available in cold/room temperature and hot/cold combinations.
- 2.3.4 Lightweight, space-saving, stackable storage racks shall be available.

2.4 Charges

- 2.4.1 Accounts shall be set up by department and there shall be no set-up charge.
- 2.4.2 No minimum/maximum account charges.
- 2.4.3 No monthly/annual account maintenance charges.
- 2.4.4 No deposit fees for any equipment.
- 2.4.5 No monthly rental fees shall be charged for use of water dispensers (coolers).
- 2.4.6 No monthly rental fees shall be charged for use of coffee makers (brewers).
- 2.4.7 No monthly rental fees shall be charged for use of storage racks.
- 2.4.8 No delivery fees, fuel surcharges or otherwise shall be charged for bottled water or coffee service.
- 2.4.9 Water shall be billed per bottle. No other fees associated with bottled water shall be allowed.
- 2.4.10 Coffee and amenities shall be billed according to the Contract price list independently of the bottled water. No other fees associated with coffee shall be allowed.
- 2.4.11 No cancellation fees shall be charged if a department decides to discontinue bottled water or coffee service.

2.5 Delivery Requirements

- 2.5.1 The delivery area includes the main Boise campus, the Canyon County campus in Nampa and the West Campus in Nampa.
- 2.5.2 Bi-weekly deliveries shall be the norm. However, vendor must be able to routinely deliver weekly to high-volume departments or departments who do not have enough space to store two (2) weeks of bottled water.
- 2.5.3 Deliveries shall be made on a consistent and regular pre-established basis.
- 2.5.4 Fluctuating or rescheduled delivery days shall be extremely rare occurrences.
- 2.5.5 No minimum or maximum number of bottles per department per delivery or per month.
- 2.5.6 An itemized receipt must be signed by department personnel for each delivery.
- 2.5.7 A copy of the signed receipt must be left with department after each delivery.
- 2.5.8 Receipt must contain date, quantity and description of delivery.

2.6 Payment Requirements

- 2.6.1 Accounts shall be established for each department utilizing this Contract.
- 2.6.2 Accounts shall be based solely on a valid credit card issued to a University employee by the University.
- 2.6.3 Payment shall be made automatically via the department's credit card.
- 2.6.4 Charges shall not be applied to credit cards before associated delivery has occurred.
- 2.6.5 Charges shall be applied to credit cards in the same month as associated delivery.
- 2.6.6 An accurate monthly statement shall be sent via email to each account holder regardless of charges or lack thereof.

2.7 Change-Over Process if Current Vendor is Not Awarded New Contract

- 2.7.1 New Contractor shall strive to complete the change-out process two (2) weeks after Contract is awarded.
- 2.7.2 When delivering and placing change-over equipment, new Contractor shall move previous Contractor's equipment out of the way.

2.8 Customer Service

- 2.8.1 Emergency service shall be available 24/7 by calling the vendor's regular office number or other number supplied on receipts.
- 2.8.2 Turn-around time for emergency service shall be one (1) hour or less.
- 2.8.3 All other calls shall be answered within four (4) hours or less.
- 2.8.4 Broken or malfunctioning equipment shall be fixed/replaced within twenty-four (24) hours of call.
- 2.8.5 Delivery personnel as well as office personnel shall be very customer-oriented, courteous, competent, efficient, easy to work with, and eager to solve problems.

2.9 Coffee Service Requirements

- 2.9.1 The coffee service shall be a basic office coffee service (OCS).
- 2.9.2 At a minimum, the following shall be available for purchase with the coffee service: decaf and regular coffees of various blends and roasts, coffee filters, various teas, hot chocolate, cups, stirrers, creamer, and sugar.
- 2.9.3 Departments that do not use the coffee service may order amenities from the coffee service Contract price list.
- 2.9.4 Basic 12-cup coffee brewers shall be supplied free of charge.
- 2.9.5 The coffee service shall be independent of the bottled water portion of the Contract.