

Shelving and Installation Specifications

The Contractor shall provide all services and deliverables as required, described, and detailed herein, and shall meet all service and delivery timelines as specified by the Contract. The Contract term shall be for three (3) years with two (2) additional twelve (12) month options to renew. The Contractor shall provide shelving and installation as specified below.

- A.1. Definitions. For purposes of the Contract, definitions shall be as follows and as set forth in the Contract:
- a. “Approved State Contact” means a point of contact approved by the Project Manager.
 - b. “Inside Delivery” means any approved location within a State occupied building.
 - c. “Installation Services” means services that include, but may not be limited to, all labor required to disassemble, assemble, deliver, set-up, install, or otherwise finish an office installation or remodel project.
 - d. “Lead Installer” means the main on-site point of contact for the State during installation.
 - e. “Project Manager” means the State’s designated point of contact for the Contractor regarding all services.
 - f. “Punch List” means an itemized list that the Contractor needs to accomplish before the Project can be deemed complete.
 - g. “Ready for Use” means the product is unpacked, assembled, inspected, and accepted by the State.



- h. "Trip Charge" means predetermined flat rate fee that a Contractor shall charge when rendering Installation Services. This charge includes traveling both to and from a moving job within one of four (4) specific regions as defined below.

A.2. Commodities. The Contractor shall provide the following Tennsco products.

a. The Contractor shall provide all products listed in the following categories:

1. Deluxe Storage Cabinets. Deluxe Storage Cabinets are heavy-duty, all-welded steel cabinets. Cabinets shall feature reinforced doors, a three-point locking system, and high-capacity adjustable shelves.
2. Standard Storage Cabinets. Standard Storage Cabinets providing reliable, everyday storage with a balance of durability and affordability. Steel construction with adjustable shelves and a secure locking mechanism.
3. Jumbo Storage Cabinets. Jumbo Storage Cabinets are oversized, extra-deep cabinets designed to handle bulky equipment, large tools, and high-volume storage needs. Cabinets shall have heavy-gauge steel construction and reinforced shelving.
4. Standard Lockers. Standard Lockers shall be traditional steel lockers. Lockers shall feature louvered doors for airflow, durable construction, and multiple tier options to accommodate different storage needs.
5. Ventilated Lockers. Ventilated Lockers featuring perforated steel panels to provide superior airflow and steel construction.
6. C-Thru Lockers. C-Thru Lockers featuring clear polycarbonate door panels that allow visibility into each compartment.
7. Cubby Lockers. Cubby Lockers featuring multiple small compartments for organizing personal items, supplies, or mail. Available in open or closed configurations with steel construction.
8. Imperial Shelving. Standing shelving for filing and organization.
9. Bulk Rack Shelving. Shelving engineered for storing oversized, heavy, or irregularly shaped items. Design shall feature beam-and-upright design and high weight capacity.
10. ESP Shelving. Steel shelving designed for general-purpose storage in offices, backrooms, and light industrial spaces featuring adjustable shelves.
11. Q-Line Shelving. Boltless, quick-assembly shelving system built for medium-to heavy-duty storage featuring box-beam shelf and tool-free assembly.
12. Stur-D Storage Shelving. Stur-D Storage Shelving is a boltless shelving system featuring particleboard shelves and a flexible design that can convert into a worktable.
13. Z-Line Shelving. Z-Line Shelving is a boltless steel shelving system with adjustability, and quick assembly. The Z-shaped beams provide stability while allowing shelves to be repositioned easily.
14. Record Archive Shelving. Record Archive Shelving is purpose-built for storing archive boxes and managing long-term records. Its box-rail supports



- allow sliding and organization of cartons.
15. Capstone Shelving. Capstone Shelving is a high-quality steel shelving system with adjustable shelves designed for professional environments.
 16. L&T Shelving. L&T Shelving uses “L” and “T” posts to create a flexible, reconfigurable shelving system for quick adjustments and expansions.
 17. All Purpose Workbenches. All Purpose Workbenches provide a durable, stable workspace for general tasks in workshops, labs, and maintenance areas. Includes steel legs and optional hardwood or laminate tops.
 18. Electronic Workbenches. Electronic Workbenches are engineered for electronics assembly, testing, and repair, featuring grounding options, power modules, and modular accessories.
 19. Modular Workbenches. Modular Workbenches offer a highly customizable workstation platform with options for drawers, shelves, risers, and ergonomic accessories.
 20. Modular/Mobile Tool Carts. Modular/Mobile Tool Carts are heavy-duty rolling carts designed to transport tools, parts, and equipment efficiently. Carts include configurable drawers, shelves, and storage options.
 21. Service Carts. Service Carts are lightweight to medium-duty rolling carts used for moving supplies, tools, and materials.
Packing Tables. Packing Tables are designed for shipping and fulfillment operations, featuring shelves, roll holders, and accessory options to streamline packing workflows.
- b. All categories shall include all accessories offered within the category.
- c. All steel components shall be thoroughly cleaned and phosphatized for rust resistance in a five-stage pre-treatment process. A high grade of polyester/epoxy powder paint is to be applied electrostatically with a gloss reading of between 55 and 65. The finish shall have a salt spray rating of 250 hours or more.



- A.3. Installation Services. Installation of any products for which the cost is not included in the List Price, shall be quoted, ordered, and billed as a separate line item. Acceptance and approval of labor for installation of such products will be at the sole discretion of the State.
- a. The Contractor shall schedule installation with the Approved State Contact within five (5) business days of receipt of product.
 - b. The Contractor shall provide confirmation of completion or a Punch List of installation including an implementation schedule for final completion of said Punch List within two (2) business days of original scheduled installation.
 - c. The Contractor shall complete all outstanding punch list items within a maximum of twenty-one (21) days unless granted additional time, in writing, by the State.
 - d. The Contractor shall provide acknowledgement of the project closeout and shall invoice all products and labor within five (5) days of completion.
 - e. The Contractor shall charge no return or restocking fees for any products returned within thirty (30) days of receipt.
 - f. The Contractor shall provide a detailed implementation plan to the Approved State Contact describing all the activities necessary to successfully make operational the full scope of services required by the Contract within ten (10) business days of the Effective Date of the Contract. The Contractor shall obtain State approval of its implementation plan prior to implementation.
 - g. The Contractor shall establish a Lead Installer for the project who will be the main on-site point of contact for the State during installation. The Lead Installer shall be responsible for activities including: attending pre-install meetings if requested by the State; confirming delivery dates; confirming installation dates; providing contact information for gaining building or dock access; reporting missing, delayed, or damaged items to the State and the Contractor; confirming receipt of drawings prior to install; ensuring all relative paperwork is signed and returned in a timely manner; attending punch walk-through; ensuring completion of punch list items.
 - h. **Progress Meetings:** Contractor shall participate in regularly scheduled review meetings at a cadence specified by the State. The Contractor shall inform the State on the Contractor's performance on its progress including project timelines, installation updates, and Service Level Agreements.
 - i. The Contractor shall charge a predetermined Trip Charge for all four (4) regions of the state



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that is one flat rate per region. A single Trip Charge includes travel both to and from a specific Moving Job. Any multiple Trip Charges on a single Moving Job shall be discussed with the Project Manager(s) prior to the Moving job. The four (4) regions are included in Attachment A.

- j. The Contractor shall store product for thirty (30) days at its warehouse or other location at no additional cost to the State.

A.4. Customer Service and Account Management. The Contractor is required to provide customer service that satisfies the requirements of the Contract with representation to all of Tennessee's geographical areas. The Contractor shall assign an account number to the State.



- a. Account Manager. The Contractor shall supply an Account Manager to be the first point of contact with the State regarding the Contract, who shall be located within twenty (20) miles of the STREAM office in Nashville, Tennessee, on a regular basis for in-person meetings with State staff. This person will become familiar with the Contract and the State Agencies and will be prepared to handle all service issues and billing inquiries promptly. The Account Manager will be required to attend and participate in a quarterly business update meeting.
- b. Quarterly Business Update. Each quarter, the Account Manager will review orders for goods, Installation Services and Consulting Services, and, if applicable, substitutions or changes in the goods or product lines offered.
- c. Performance Review Meetings. At the request of the State, the Contractor shall participate in weekly review meetings with the State during which the Contractor shall provide updates on the Contractor's performance regarding the service level agreements outlined in Section A.5 of these Specifications.
- d. Hours of operation. The Contractor shall provide customers service during on business days, excluding State of Tennessee Holidays.

A.5. Service Level Agreements.

- a. Quotes. Contractor shall provide a quote response within five (5) business days (and drawings if necessary, within ten (10) business days) of receipt of request from the State.
- b. Order Confirmation. Contractor shall provide acknowledgement, in writing, of receipt of a purchase order or placement of an order within two (2) business days of the receipt or placement.

A.6. Delivery.

- a. The Contractor shall deliver all goods within sixty (60) days of purchase order issue. Standard delivery of all goods will be Inside and Ready for Use, unless otherwise stated on a purchase order. The Contractor shall anticipate and make necessary arrangements for access to the delivery location, considering presence and availability of loading docks, parking, and hours of operation.
- b. Shipping Confirmation. Contractor shall provide acknowledgement, in writing, of manufacturer's ship date within one (1) week of receipt of a purchase order and subsequent order placement.
- c. Delivery Confirmation. Contractor shall provide acknowledgement, in writing, of arrival of any goods and the receipt of these goods by the State within two (2) business days of receipt.

- d. **Rejected Items or Late Delivery.** In the event the Contractor fails to meet the requested delivery date, the State may cancel such order at that time, provided product has not been shipped from the Contractor's warehouse.
- e. **Delivery Clean Up.** The Contractor shall be responsible for the removal and disposal of all packaging materials and any other debris resulting from the standard delivery of goods and installation.

A.7. Substitute Items Offered by the Contractor.

- a. In the event that an awarded item is no longer being manufactured or is replaced by a functionally equivalent item, Contractor may offer a substitute item. The substitute shall:
 - 1. Meet or exceed the functional, technical, and performance characteristics of the item being replaced;
 - 2. Not exceed the cost of the item being replaced by more than ten percent (10%); and
 - 3. Be available for order on the date Contractor requests to make the substitution. Contractor shall not make any substitutions for awarded items without the State's prior, written approval.
- b. Contractor shall submit any proposed substitutions to the Project Manager and shall include sufficient information to show that the criteria above are met. The Project Manager may request sample substitutes for inspection or testing.