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March 23, 2017

SSC Service Solutions
Tammy Reed
1845 Midpark Rd. Suite 201
Knoxville, TN 37921

RE: TIPS Awarded Contract – **Comprehensive Facilities Management and Services**
TIPS Contract Number – **170102**

CONTRACT AWARD

Congratulations! The Interlocal Purchasing System (TIPS) Board of Directors of Region 8 Education Service Center has awarded a contract to **SSC Service Solutions** for **Comprehensive Facilities Management and Services**. This contract will be in effect from **03/23/2017** through **03/26/2020**. With automatic annual renewal at each 12 month anniversary for the next two consecutive years, if both parties agree and vendor has reported TIPS sales. Total term of contract will be 36 months unless terminated for due cause.

CONTRACT ADDITIONS or UPDATES

Only items submitted on the original proposal can be sold through this contract. If you need to change pricing or add products that are considered components of the awarded category, email the products, pricing with discount offered to kim.thompson@tips-usa.com.

RESELLERS or DEALERS

As an Awarded Contract Holder, you may list Resellers or Dealers to your contract. It is the Awarded Vendor Contract Holder that is responsible for reporting all Reseller Sales to TIPS. Resellers are only allowed to sell the items listed on the Awarded Vendor's Contract. PO's should be made out to either the Contract Holder/Resellers Name or may be made to the Reseller but must have the Contract Holder's Name listed. If you need to add Resellers/Dealers to your contract email the following information to whitley.allen@tips-usa.com: Reseller Name; Contact Person; Contact Person's Email; Address; Telephone Number and website.

REPORTING OF SALES

TIPS Sales **MUST** be reported on a **Monthly** or **Bi-Monthly** schedule. TIPS will send an automated invoice of sales from submitted PO's every 90 days. *If no sales were paid to you by TIPS Members, then no report is due.* SALES INFORMATION is REQUIRED with the submission check, a reporting template is available! To request the current reporting template or for questions regarding reporting of sales, contact Sarah Bond at accounting@tips-usa.com

PROCESSING PURCHASE ORDERS

Awarded Vendor **MUST** direct TIPS members to email all PO's to TIPSPO@tips-usa.com. The TIPS office will validate purchase orders and forward to you as the Awarded Vendor for processing. The Member will receive an email confirmation of the PO approval and a link to print a letter of authorization for their files. If you have been notified by TIPS, you may be eligible for an "Automated Contract" which means that you have an e-commerce site and take internet orders. Automated vendors must sign extra documentation accepting responsibility for sending sales to TIPS for all collected TIPS Sales.

DOING BUSINESS IN WEST VIRGINIA

If your company will not be doing business in West Virginia, disregard this section.

If your company can serve members in West Virginia, you must review, agree, sign and forward *by US Mail* a **RESA-8 TERMS AND CONDITIONS** document that is available from the TIPS Office. Contact Karen Walton at karen.walton@tips-usa.com for a West Virginia Contract. If you do not sign and mail this document, your company will not be afforded the opportunity to sell products or services to any of the West Virginia Members through the TIPS Vendor Awarded Contracts. **Do not return this form to the TIPS. Form must be mailed** to **RESA-8 Office in West Virginia at 109 South College Street, Martinsburg, West Virginia 25401**. You must have this document signed by RESA 8 prior to selling products through TIPS to WV members.

VENDOR WEB PAGE REVIEW

Go to www.tips-usa.com hover over “Contracts” and click on “All Contracts”. Find your company in the list and click on your company name. Take a moment to review the information posted for your company. Notify the TIPS office at tips@tips-usa.com of changes. If you would like to have your company logo displayed on your vendor page, you may email it to TIPS at tips@tips-usa.com and we will be glad to add it to your vendor page. Format: (JPG – 350 x 350 Pixels – White or Transparent Background Color – Your logo does not have to be square; it has to fit on a 350 x 350 square space)

SETTING UP VENDOR LOGIN AND PASSWORD FOR TIPS

Individual Awarded Vendors must set up their own TIPS Login and Password. (Primary Contact Only)
Here are the instructions:

1. Go to www.tips-usa.com
2. Hover over “Vendors” and click on “Vendor Login”.
3. Click on “Reset Password” link.
4. Enter your email address in both boxes, click “Send”.
5. You will receive a system generate email with a “reset” link. Click on the link email to complete the login setup.

Not all information can be changed by the vendor. If you are not able to update some information, notify the TIPS Office at tips@tips-usa.com and request a vendor contract change. Some changes may require Board Action through an Addendum to the Vendors Contract. (i.e. name change, product changes, pricing, etc.)

You can also set up additional account users for your company. These users will not have the ability to make changes to the vendor profile. But they will be able to access TIPS Membership Information which will assist them in identifying new members for sales transactions.

To SET-UP ADDITIONAL USERS:

Hover over “My Account” and click on “Authorized Users – Click on Add Users. Fill in the required fields of information then click ADD. Users can be given FULL or VIEWER permissions. Full permission gives the user the same access as the Primary Contact. The person responsible for paying the TIPS 2% Admin Fee needs FULL permissions.

NOTE: the only person who can set up additional users is the Primary Contact for the Vendor Contract.

CERTIFICATE OF AWARDED CONTRACT



THE INTERLOCAL PURCHASING SYSTEM

Awards

SSC Service Solutions

for

**Comprehensive Facilities Management and
Services**

Contract #170102

Contract Effective Dates

Year One – 03/23/2017 thru 03/23/2018

Year Two – 03/23/2018 thru 03/23/2019

Year Three – 03/23/2019 thru 03/26/2020

**Contract will automatically renew on the contract date if both parties agree
and vendor has reported TIPS Sales during the previous 12 months.*

Dr. David Fitts

Executive Director

Region VIII ESC



Visit www.tips-usa.com for details on this Awarded Vendor