



Student Linens Commission Program

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Commodity Codes

None Added

Description



University of Massachusetts

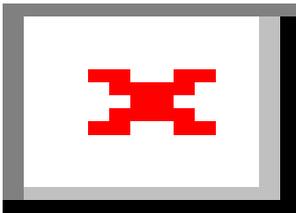
Amherst • Boston • Dartmouth • Lowell • Medical • Law • Online

REQUEST FOR BID

This is a fixed standardized RFB document.

The specific RFB Title, Description, RFB Identification Number, Scope, Procurement Agent and all applicable UMASS Campuses are more fully defined within our system of record which can be found within "our" centralized Jaggaer Sourcing Tool & more specifically within the event that this RFB document is hereby made a part. You may find the subject event at the following link to our UMass sourcing portal:

<https://solutions.sciquest.com/apps/Router/SupplierLogin?CustOrg=UMass>



Issued by: [UNIFIED PROCUREMENT SERVICES TEAM -UPST - SHREWSBURY, MA](#)

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1. INTRODUCTION – DESCRIPTION

The University of Massachusetts (herein referred to as "UMass" or "University") is requesting bids from qualified suppliers to provide services and product as defined in Attachment G - SCOPE OF SERVICES/WORK (which will detail the applicable Campus(s) this RFX relates to).

It is our intent to receive bids from qualified suppliers demonstrating the capacity to provide the quality of service and/or product required to meet the needs and objectives of this Request for Bid.

Based on the receipt of acceptable Bids, UMass may enter into a contract with the successful vendor(s) for the services required.

To be considered, Suppliers must accept/acknowledge the Prerequisites associated with this event.

This Request for Bid is part of a competitive procurement process, which helps to serve the University's best interest. It also provides vendors with a fair opportunity for their services to be considered. The process of a Request for Bid is being used to allow vendors the opportunity to present bids that they feel would best meet the needs of the University based on the information contained in the RFB documents. Vendors may submit more than one bid if they feel it is advantageous to the University.

The specifications and requirements listed in this RFB are the minimum standards by which bids will be judged.

No guarantee of award or volume is made.

Please note that UMass reserves the right to conduct "multi-stage" event phases within each of its RFX events inclusive of "BAFO- Best and Final Offers" and "Reverse Auctions" at its sole discretion.

Said "multiple stages", if known at the start of an RFX event, shall be communicated upfront within the initial event documentation.

However, please note that the use of multiple stages may or may not be known or decided upon at the initiation of a project. As these stages are added during an event, they will be communicated as clearly and concisely as possible.

Bid Submittals Within UMass BuyWays:

The University of Massachusetts is accepting electronic bids via [Jaggaer BuyWays Event Portal](#). Bids must be received on UMass BuyWays portal by the due date and time listed in the event in order to be considered. Any bid that is not received on time will not be considered.

Submitting bids via the [UMass BuyWays Portal](#) is mandatory. No hard copies will be accepted. The documents on [Jaggaer BuyWays Event Portal](#) are the official source of information on all bids for the University of Massachusetts. Documents obtained from other sources will not be recognized during the bid event and award process.

Suppliers relying on documents obtained from sources other than the Jaggaer BuyWays Event Portal website do so at their own risk and may result in the rejection of an individual's bid.

All suppliers must first register on the UMass Supplier Portal website and create an online profile.

Bid submissions and registration are free of charge, for more information on being a vendor visit the supplier portal at UMass Supplier Portal.

For technical help call 774-545-UPST (8778) or submit a request at [UPST Help Form](#).

Note that failure of the vendor to allow enough time to register or meet other required steps will NOT be considered as an extenuating circumstance.

2. BACKGROUND INFORMATION

a. University

The University is composed of six (6) distinct operating units, and each of their associated entities and offsite affiliates including:

- Amherst Campus
- Boston Campus
- Dartmouth Campus
- Lowell Campus
- President's Office – Central Administration
- Worcester Campus

The University's five campuses and President's Office are geographically dispersed throughout the state. Each campus possesses a unique and complementary mission. A single Board of Trustees composed of 19 voting members and 3 non-voting members governs the University. The President of the University oversees the five-campus system, and each campus has its own Chancellor.

Additional information about the University of Massachusetts System is available through the University's web site at <http://www.massachusetts.edu/index.html>.

3. SCOPE OF SERVICE/WORK/ITEMS

a. Please refer to Attachment G for the specific scope of services/work and all requirements pertaining to this RFB.

4. TECHNICAL BID - Firm Information and Qualifications

a. Letter of Interest (limit to one page)

b. Point of Contact

Firm Name:

Business Address (office that will be performing the services) Telephone/Fax/Web site/e-mail:

Year Established under present name (give former firm names and years if applicable):

c. Firm Personnel

Names of Principals (owners, corporate officers) and years with firm

d. Key Personnel

Name(s) and resume(s) of key personnel including but not limited to, principal-in-charge and project manager that maybe assigned to this project. Key personnel should be individuals with direct experience on projects of similar type, scale, and complexity. Provide in the following format: Name and Project Assignment, Education: Degree(s) and date(s).

Relevant Project Experience (minimum 3 projects):

- Project name, type, scope and location
- Date of project
- Title/role on project
- Actual duties performed on project
- Project contact name, address and telephone

Indicate the level of involvement of each Key Person assigned to project if awarded.

e. Project Team

Detailed description of the proposed project team including sub-consultants, and how you propose to organize, staff, and manage the project, including time committed to the project. Include a clear organizational chart, which identifies key personnel, and relationship between UNIVERSITY and the project team.

Identify sub-consultants by discipline and any specialty consultants as required. Provide information about sub-consultants you may employ including scope of work for which they will be responsible.

f. Statement of Special Qualifications

Describe any of your firm's special qualifications, successes, expertise or other significant attributes or experiences relevant to this project (limit to two pages).

g. Firm Experience Information

(Projects worked on by individuals while employed by other firms shall be identified as such.)

Project Profiles: Provide profiles (no more than one page each) of a minimum of three relevant projects, within the last five years. The firm's standard project profile or resume sheets are acceptable as long as the following minimum information is provided.

- Project name and location.
- Name of client's contact for the project and current address and telephone.
- Brief project description.
- Date of completion (or status if project is not complete).
- List other relevant project experience (if applicable) in the same format above.

h. Project Approach

A detailed description of your approach to meeting the scope of services as outlined herein, including but not limited to the specific methodology for analyses (limit to 5 pages per each of the sections in the scope of services). This shall include clear milestones and tangible deliverables that the University can evaluate to ensure appropriate progression to final deliverable.

i. Project Schedule

Provide an estimated project schedule for each task to be completed that aligns clearly with the Scope of Services sections (Attachment G), the provided timeline (if included) and their sub components.

j. Fixed Fee Bid

Please submit your Firm Fixed Fee's to perform and meet the scope of services based upon the Scope of Services (Attachment G), Project Approach, and Project Schedule. Detailed back up per other attachments may be requested. There should be a separate fixed price to complete each task contained in the scope of services. All payments will be made upon completion of task and associated deliverables to the satisfaction of the University. University reserves the right to not award for all tasks, only contracting for tasks that are in the interest of the University.

k. References

Provide the following references:

- Three client references on projects of similar type, scale, and complexity.
- Three public/institutional entity references on projects of similar type, scale, and complexity.

5. RESPONSE INSTRUCTIONS AND TERMS

a. Response Deadline:

Firms who wish to be considered for this project should submit their bids to the UNIVERSITY as follows:

All responses will be received online prior to the date and time specified in the Solicitation Portal for the project. The Online Bidding Tool can be accessed online at:

<https://usertest.sciquest.com/apps/Router/SupplierLogin?CustOrg=UMass>

All required documents must be submitted in the format specified, all fields must be completed as specified and the documents must be submitted to the correct locations in order for the bid response to be complete. Hard copy bid responses will not be accepted. It is the bidder's sole responsibility to familiarize themselves with the online bid submission platform as well as the online bid submission process and requirements.

The University reserves the right to conduct multi-stage RFX events and to also extend the deadline for supplier responses as it deems appropriate.

b. Official Date and Time: The official date and time are as indicated in the Online Solicitation Portal.

c. Questions and University POC: The deadline for submitting questions is indicated in the bidding portal. All questions must be submitted inside the portal. Any questions emailed outside of the portal may not be responded to and is highly discouraged.

d. On-Site Parking If Required:

University policy requires that all contractor vehicles must display a University parking permit. The University will provide parking permits at no cost. Permits can be obtained from the University's Parking Services Office located on the ground floor of the Campus Center Building. The University reserves its right to limit the quantity of vehicles to receive Parking Permits and may require contractor vehicles to use general parking areas.

Contractors may be assigned certain locations within the Campus Parking Area, in which they may park vehicles. Parking is on a first come first served basis and is not guaranteed. Contractors, their employee's and sub-contractors are required to obey all campus parking regulations and are subject to all parking enforcement activity. All permits are to be in the Contractor's name and Contractor is ultimately responsible for any violations or fines. Contractor parking in areas such as, but not limited to, sidewalks, lawns, handicapped spaces, fire lanes, and designated reserved spaces etc. will not be allowed.

Any outstanding parking tickets/violations, at the end of the contract, will be deducted from the final invoice submitted from contractor. This policy does not apply to parking within designated and fenced areas that have been temporarily assigned for the contractor's sole use.

e. Sub-Contractors:

If any aspect of this project is to be sub contracted it must be so noted within your response. Include the name of the sub-contractors and all relevant qualifications.

6. BID RESPONSE

Bids shall be submitted online within the portal and should not exceed twenty-five (25) pages. The bid shall include information on the services to be provided as detailed in Section 2, "Scope of Services" and or Attachment G, as well as, Section 3 "Technical Bid."

7. ADDITIONAL TERMS AND CONDITIONS

a. Insurance

The supplier shall provide copies of their professional liability insurance certificate, and other business-related liability insurance, with limits of liability (please see Attachment J which, if included, details specific requirements), as part of their bid.

b. Contractual Terms and Conditions of Award

Contractual terms and conditions will consist of the standard terms and conditions clauses contained within the Universities Purchase Order, Contract for Service Form and terms contained herein. While proposers may object to or reject certain clauses, they do so at the risk of having their bid considered non-responsive. Objections must take place upon bid submission and as detailed within Attachment A – Appendix 1, there are certain terms that UMass may consider non-negotiable and objections to such a term may be grounds for a bid being non-compliant and therefore subject to rejection. Any term not objected to will be deemed to have been accepted by the proposer.

c. Selection and Notice

1. The University reserves the right to interview selected final candidates. Firms should be prepared and available to present their bids within 3 weeks of the bid required response date.

2. Awards shall be made to the proposer who the University, in its opinion, deems responsive and responsible taking into consideration the reliability of the proposer, the qualities of service to be supplied, and their conformity with the specified requirements and the purposes of which are required. While considered, pricing is only one factor of selection. The University may request clarification of any bid by phone, email, in writing, or during an "in-person" presentation.

As part of the University's supplier diversity initiative, it is also taking into favorable consideration - in addition to the criteria mentioned in the prior paragraph - diverse-owned businesses and/or companies who demonstrate organizational alignment with DEIA values. Please provide any relevant details in the Supplier Diversity Questions section and ensure that any claim of diversity certification is and remains valid.

3. The University reserves the right to reject any and all bids, to omit an item or items, or to accept any bid deemed to be in the best interest of the University.

4. The University will notify the selected firm of its decision and may be prepared to enter into a written contract immediately upon selection and notification provided that the offer to engage is accepted. Awards are made contingent upon the authorized, signed execution of a bilateral contract that is acceptable to the University.

5. Late bids will not be considered. Bids must be submitted as requested before the date and time specified. When no bids are received, in urgent circumstances, the Purchasing Department may make an award based upon informed competition and without advertising. The University has the unilateral right to withdraw/cancel this "request" at any time.

d. Public Records

All bids received are subject to Massachusetts General Laws Chapter 4, Section 7, Section 26 and Chapter 66, Section 10 regarding public access to such documents. Statements or endorsements inconsistent with those statutes will be disregarded.

e. Certification of Non-Collusion

Pursuant to Massachusetts General Law, Chapter 7, Section 22 (20), the respondent must certify under penalties of perjury that this bid is in all respects bona fide, fair, and made without collusion or fraud with any person. As used in this certification the word "person" means any natural person, joint venture, partnership, corporation or other business or legal entity. Please refer to the appropriate pre-requisite and or form request inside the online bidding tool.

f. Payment Terms

The University's payment terms are generally net forty-five (45) days from the date of receipt of supplier's invoice, with late penalty interest assessable at rates established by the Commonwealth after 45 days in accordance with Mass. Gen. Laws ch.29 § 29C and with Commonwealth regulation 815 C.M.R. 4.00. Payment terms may be more modified or more fully detailed inside the online bidding tool.

g. Certification

Contractor shall certify under the pains and penalties of perjury that pursuant to Mass. Gen. Laws ch.62C, §49A, that the Contractor has filed all state tax returns, paid all taxes and complied with all applicable laws relating to taxes; and that pursuant to Mass. Gen. Laws ch.151A, §19A(b), has complied with all laws of the Commonwealth relating to contributions and payment in lieu of contributions to the Employment Security System; and, if applicable, with all laws of the Commonwealth relating to Worker's Compensation, Mass. Gen. Laws ch.152 and payment of wages, Mass. Gen. Laws ch.149, § 148. Pursuant to federal law, Contractor shall verify the immigration status of all workers assigned to the contract without engaging in unlawful discrimination; and Contractor shall not knowingly or recklessly alter, falsify, or accept altered or falsified documents from any such worker.

h. Bid Conditions:

1. Bid must be signed and submitted by an official authorized to bind the vendor to its provisions.
2. Bids must remain valid for at least 120 calendar days from the deadline for bid submission.
3. All bid submittals inclusive of pricing shall be valid for use by all UMass system campuses whether they have been expressly called out in this RFB or not.
4. Any bids may be withdrawn or modified prior to the date and time stated in the bid for the opening of bids. Such withdrawal or modifications must be made within the subject event and performed through the Jaggaer online bidding tool.

Prerequisites

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Buyer Attachments

1. [Standard RFX Bid Table With Attachments H - I v6.xlsx](#)
2. [Business+Reference+Form+Fillable.pdf](#)
3. [Attachment+A+CFS+Template+072021+-+SAMPLE \(3\).pdf](#)
4. [Attachment+C+-+University+PurchaseOrderTerms+OGC012721 \(2\).pdf](#)
5. [Attachment A - Appendix 1 v2.pdf](#)
6. [TEMPLATE - Trademark License Addendum - CFS Attachment B.docx](#)
7. [Student Linens Program Proposal Requirements Checklist.docx](#)
8. [Student+Linens+Bid+Specs FINAL.docx](#)

Group 1.1: General Supplier Questions

Instructions:

- 1.1.1 As an authorized representative of the responding company, I hereby certify that we are submitting a response that meets the requirements as specified in Attachment G of this event per my response below. ★
- 1.1.2 Official Firm Name on W9: ★
- 1.1.3 Company address: ★

Group 1.2: RFB Point of Contact

Instructions:

- 1.2.1 RFB Contact Name & Title: ★
- 1.2.2 RFB Contact email: ★
- 1.2.3 RFB Contact phone number: ★

Group 1.3: RFX General Questions

Instructions:

- 1.3.1 Please detail Firm Personnel - Names of Principals (owners, corporate officers) and years with firm. ★
- 1.3.2 References - Please utilize the attached form to submit the requested references outlined within this RFX event. ★
- 1.3.3 Please share with us how you heard about this specific bid opportunity. ★
- 1.3.4 Please let us know which procurement portal. ★
- 1.3.5 Please let us know which diversity organization. ★
- 1.3.6 Please specify how you heard about this opportunity. ★

Group 1.4: RFX Proposal/Pricing & Warranty Questions

Instructions:

- 1.4.1 As a Microsoft "Excel" File, please upload your final firm fixed pricing - FILE MUST INCLUDE the STANDARD RFX BID TABLE as well as RELEVANT ATTACHMENTS H & I as provided within "Buyer Attachments" and the requested "Item" section of this event. Please note, a firm fixed price is required. * THE ABOVE ATTACHMENTS SHOULD BE SUBMITTED AS ONE COMBINED MICROSOFT "EXCEL" FILE. ★
- 1.4.2 Please upload a combined and comprehensive PDF document of your entire submission proposal, inclusive of all attachments, that satisfies the requests made by documents within this RFX request. ★

Group 2.1:

Instructions:

- Please use the following link to access more information regarding UMASS payment option: <https://www.umassp.edu/treasurer/umass-disbursement-strategy>
- 2.1.1 Supplier: Please select if you are a Individual or an Entity ★
- 2.1.2 Supplier Payment Options: ★
- 2.1.3 Supplier Payment Options: ★

Group 3.1: Diversity Certifications

Instructions:

- 3.1.1 Does your Company identify as a Diverse Supplier? (Please review the following attachment to determine if your Company meets the minimum requirements.) ★
- 3.1.2 Please select the Diversity classifications your business falls under. (If you are unsure of your classification please see the attached Supplier Diversity FAQ for reference). ★
- 3.1.3 Check your certifying agency or agencies: ★
- 3.1.4 Please upload the most recent copies of your business's diversity certificates.
- 3.1.5 Use this space to include any additional information that you would like to share as it relates to your business and its diversity status or certification.

Group 3.2: Workforce Diversity

Instructions:

- 3.2.1 Does your company's leadership consist of anyone who identifies as belonging to a diverse group based on gender, race, sexual orientation, Veteran status, etc.? ★
- 3.2.2 Please provide their name(s) and position(s). ★
- 3.2.3 What % of your company's leadership team is considered diverse? ★

- 3.2.4 Does your company track the diversity composition of your workforce by gender, race, sexual orientation, Veteran status, etc.? ★
- 3.2.5 Please provide those statistics at different levels in the organization, along with the date this information was last collected. ★
- 3.2.6 Does your company utilize diversity, equity, and inclusion practices when making hiring decisions? ★
- 3.2.7 Please explain in brief or provide links to any relevant documentation. ★

Group 3.3: Internal DEIA Practices

Instructions:

- 3.3.1 Does your company have someone responsible for diversity, equity, and inclusion on your leadership team (e.g., Chief Diversity Officer)? ★
- 3.3.2 Please provide their name and position. ★
- 3.3.3 Does your company have an internal diversity, equity, and inclusion committee or team? ★
- 3.3.4 When was it established and what is its mandate? ★
- 3.3.5 Does your company have a formal diversity, equity, and inclusion policy or initiative? ★
- 3.3.6 Please provide a description here and/or a link to your company's DEI webpage. ★
- 3.3.7 Do your employees participate in diversity, equity, and inclusion projects or trainings? ★
- 3.3.8 Please provide a demonstrative list of any recent projects and/or trainings. ★

Group 3.4: Tier 2 Supplier Diversity

Instructions:

- 3.4.1 Do you have a supplier diversity policy or program of your own? ★
- 3.4.2 When was it established and what is its mandate? ★
- 3.4.3 What was your last reported % of diverse spend? Does it cover Tier 1 and Tier 2 suppliers? ★
- 3.4.4 [For Construction only] Do you have the capacity to track and report MBE/WBE workforce compliance reports for your company and all subcontractors, specific to and for the entire duration of this project/contract? If awarded, please note that you will be expected to comply with monthly reporting as dictated by UMBA. ★
- 3.4.5 [For all goods] Do you have the capacity to track and report your Tier 1 diverse supplier spend to UMass on a regular basis? If awarded, please note that you will be expected to comply with periodic diversity spend reporting requests from UMass and our systems partner. ★

Group 4.1: Contractual Terms

Instructions:

- "Accept" indicates that Respondent agrees with the material substance of the term, by selecting "Reject". Such a selection will result in a non-conforming Proposal and which may lead to a rejection of the Proposal by the University
- 4.1.1 No Indemnification. The University will not agree to any covenant or provision which purports to require it, directly or indirectly, in whole or in part, to defend, indemnify or hold harmless, the prospective Buyer of the Subject Licenses, or any other person whether or not related to or affiliated therewith, for or against any losses, obligations, fees, expenses, costs, demands, claims or liabilities whatsoever. ★
 - 4.1.2 Choice of Law. This Contract is entered into in the Commonwealth of Massachusetts, and the laws of the Commonwealth, without giving effect to its conflicts of law principles, govern all matters arising out of or relating to this Contract and all of the transactions it contemplates, including, without limitation, its validity, interpretation, construction, performance and enforcement. ★
 - 4.1.3 Indemnification of University. The Contractor shall defend, indemnify, and hold harmless the Commonwealth, the University, its Trustees, Officers, servants, and employees from and against any and all claims, liability, losses, third party claims, damages, costs, or expenses (including attorneys' and experts' fees) arising out of or resulting from the performance of the services performed by the Contractor, its agents, servants, employees, or subcontractors under this Contract, provided that any such claims, liability, losses, third party claims, damages, costs, or expenses are attributable to bodily injury, personal injury, pecuniary injury, damage to real or tangible personal property, resulting therefrom and caused in whole or in part by any intentional or negligent acts or omissions of the Contractor, its employees, servants, agents, or subcontractors. ★
 - 4.1.4 No Arbitration. The University will not agree to submit any dispute, claim or defense to arbitration. ★

- PCI Compliance. If, in the course of its engagement by University, Contractor has access to or will collect, access, use, store, process, dispose of or disclose credit, debit or other payment cardholder information, Contractor shall at all times remain in compliance with the Payment Card Industry Data Security Standard (“PCI DSS”) and if applicable, Payment Application Data Security Standard (PA DSS) requirements, including remaining aware at all times of changes to these standards and promptly implementing all procedures and practices as may be necessary to remain in compliance with these standards, including promptly notifying the University of its non-compliance, in each case, at Contractor’s sole cost and expense. Both parties are responsible for the security of the cardholder data that is in such party’s control or possession, as mandated by PCI Security Standards Council (PCI SSC) in the performance of their individual and mutual responsibilities under this Agreement. ★
- 4.1.5
- Confidentiality/Privacy. The Contractor shall comply with all applicable state and federal laws and regulations relating to confidentiality and privacy. In addition, in the performance of this Contract, the Contractor may acquire or have access to “personal data” and become a “holder” of such personal data (as defined in MA. Gen. Laws ch. 66A) or personal information (as defined in Mass.Gen.Laws ch. 93H). Personal data and personal information shall be deemed to be “Personal Information.” Contractor shall implement feasible safe-guards to restrict access and ensure the security, confidentiality and integrity of all Personal Information owned, controlled, stored, or maintained by UMASS and provided to or accessed by Contractor in the performance of services irrespective of the medium in which it is held. The Contractor agrees that it shall inform each of its employees, servants or agents, having involvement with Personal Information of the laws and regulations regulations ★
- 4.1.6
- In the event of an award and a subsequent executed contract pertaining to this event, does your company fully accept, without modification, the UMass Contract for Services "CFS" without reservation? Please see the document attached below. ★
- 4.1.7
- Please upload a word document, that details the clauses that your Company request to be modified. The proposed language must be provided with your bid submission ★
- 4.1.8
- Please detail your Company's reasons for rejecting the University Contract for Services. ★
- 4.1.9
- Group 4.2: Insurance Requirements**
- Instructions:**
- 4.2.1 Does your company comply with the insurance requirements outlined within Attachment J attached herein? ★
- Group 4.3: Purchase Order Terms & Conditions**
- Instructions:**
- 4.3.1 In the case of an executed purchase order pertaining to this event, does your company fully accept, without modification, the UMass PO Terms & Conditions as shown in the attached file below without reservation? ★

Product Line Items

★ Product Line Items

1

#	Item Name, Commodity Code, Description, Brand	Allow Alternates	Qty.	UOM	Requested Delivery
P1	See Product Line-Item List Attached		1	EA - Each	

There are no Items added to this event.