



## Language for RFPs

You know that even if *you* operate ethically, your unethical competitor might still win the business. However, if certain operational requirements were mandated in the RFP, many unethical operators would be unable to meet the requirements and would therefore never even bid on the job.

To help you demonstrate to your accounts that you are honest and ethical, NAMA has created these points that are designed to be included in an RFP. Share them with any organizations that might be preparing an RFP, and encourage the company to include them in their bid process. Doing so will help steer the business toward ethical operators like you, while effectively shutting out the unethical operators from the process.

### **Accounting Best Practices Audit**

Any vending operator responding to this RFP must agree to submit to an audit at any time using the National Automatic Merchandising Association (NAMA) Vending Industry Accounting Best Practices procedure. The procedures outlined in that document are specifically designed to detect underreporting of sales, which is the source of most unethical practice in the industry. A copy of the document is included in this RFP.

(Be sure to include the Best Practices document which is included in this Tool Kit.)

### **Complete Transparency for All Aspects of Operation**

Any vending operator responding to this RFP must agree that a representative from the account will be allowed to monitor all aspect of the vending operations, starting with product. The operator must also provide clearly defined gross sales reports. Alternatively, if the company is only willing to provide net sales reports, the responsive bid must define specific deductions and explain how each is legitimate and verifiable.

### **Participate in Cash Handling**

Any vending operator responding to this RFP must be willing to permit a representative of the account to be present, on demand, at any stage of the cash handling and financial reconciling process. In addition, operators responding to this RFP should explain in detail any technology that is used throughout that process.

### **Onsite Visits and Complete Participation**

Any vending operator responding to this RFP must allow the account to visit the company's operation at any time and participate in all physical operations, such as machine inspections. (The RFP might also include a form, or a checklist, regarding each machine, which the account would deliver to the operator in order to enhance maintenance turnaround.)

### **Promote NAMA**

Any vending operator responding to this RFP must be a member in good standing of NAMA, promising to uphold the NAMA Business and Ethics standard Code of Ethics.