

## Ordering thru the HEPP Program (Customer Guide)

Follow the steps below for HEPP ordering:

1. Complete the required "HEPP - Customer RFQ Form" (on website) with the info applicable to your request.
2. Generate a **Control number** (for tracking purposes); which can be as simple as DODAAC followed by some alpha-numerical combinations. Put this number in the subject line of the email and in the RFQ & spec documents which becomes your control number for all future correspondence.
3. Create a "**generic spec**" (PDF/WORD doc). Do **not** list any manufacturers, model numbers and/or trademarks. Put the control number, DODAAC, quantity, specs and delivery location on the document.
  - **Ordering Lift-Trucks** (ie: Forklifts, Electric Order Picker, Electric Pallet Jack, Front/Side Loader Very Narrow Aisle, Stand Up Reach, Stand Up or Sit Down Rider, Tugger, Walkie Stacker): **Use Excel "Lift Truck Template" from HEPP Website.**
    - a. You cannot request a particular manufacturer and/or part number under the HEPP program without a detailed sole source justification, which would have to be approved by the highest levels in DLA (ie. very difficult).
    - b. Additional items such as spare parts, accessories, attachments, maintenance manuals, training, etc. must be included in the generic specs. The scope of our program only permits us to purchase these items at the same time that the equipment is being purchased.
4. Send an email to [HEPP@dla.mil](mailto:HEPP@dla.mil) with your RFQ form & specs, w/the Control number in the subject line.
5. The requirements will be entered into our system and you will receive a confirmation email. The buyer will open a solicitation for approximately two weeks (you may be CC'ed on the solicitation). Once the solicitation closes the buyer will take about another week to rank the offers.
  - a. You will be notified if requested item is out of scope and/or not on contract.
6. Prior to receiving the lowest price quote for technical review, the customer will be sent an electronic copy of a Non-Disclosure Agreement and instructions for **all personnel who review the technical information and/or quotations**. This Non-Disclosure Agreement must be signed and returned to the Acquisition Specialist BEFORE you receive any quote information. These Agreements will be retained in the contract file.
  - a. to streamline the process, you may submit a completed NDA with your original RFQ request
7. The buyer will provide you with the **low quote**. You will compare this to your previously provided specs and advise if the quote is "*technically acceptable*".
8. If the quote is acceptable, send a FUNDED MIPR to [HEPP@dla.mil](mailto:HEPP@dla.mil) mailbox. The amount should be equal to the vendor's quote PLUS the 2% HEPP fee (multiple quote by 1.02).
  - a. If you require **Overseas delivery**, you must provide a **TAC code and TCN number** with your funded MIPR.
  - b. **FMS shipments:** requires a FMS Requisition number, supplemental address and FMS case #
  - c. **Please still reference your original Control number in the subject line of the Email.**
9. We will enter the MIPR in our system and a confirmation email will be sent.
  - a. Please allow our Finance office up to 7 days to issue an acceptance.
10. The final procurement step is issuance of a delivery order, which will be issued in approximately 3-4 weeks.

*\*Timelines are only estimates and can vary/change depending on the complexity of the requirement and/or the buyer's other workload requirements.*

Visit HEPP website for ordering instructions, forms, current HEPP Commercial Contracts, new information & opportunities: <http://www.dla.mil/TroopSupport/ConstructionandEquipment/HeavyEquipment.aspx>