

Summary

Name **Respond to Questions**

Vendor **Miracle Playgrounds of Indiana**

Status **Submitted**

Response

Information About the Organization

1. Please provide the name, address, phone number, and email address for the authorized agent submitting the proposal.

Megan Miller

9 Albion Lane, Cincinnati, OH 45246

463-224-6640

megan@miracleindiana.com

2. Description of organization including: a) Company size/history, b) US Market Share for solutions related to this solicitation, c) Scope of clients serviced, d) Annual dollar amount of current contracts negotiated, e) Industry longevity related to scope of this solicitation, f) Head Quarter's physical address.

Miracle Playgrounds of Indiana was formed in 2021, taking over the Indiana territory from the previously corporate-owned Miracle Midwest, which served Indiana, Ohio, and Michigan. The new agency was established to better serve our customers and focus more specifically on the unique needs of the great state of Indiana. Megan Miller founded the agency, after serving as the Product Manager for Miracle Recreation Equipment Company (the playground manufacturer) for several years. In addition to Megan and her husband, Clay, both of whom are full-time with agency, we also have 2 sub-reps and our install network. Miracle Recreation has been conducting business in Indiana for decades, and Miracle playgrounds of varying ages can be found all over, as the manufacturer is nearly 100 years old. On average, our agency currently does about \$750k in annual sales with schools. Miracle Recreation is head quartered in Missouri, North Carolina, and Texas. Our agency is headquartered in Lawrenceburg, with our owner primarily working from her home right across the border in Ohio (though ALL business is conducted in Indiana only).

3. Please provide information demonstrating your organization's capacity to provide products/services to all participating entities in the United States including the following: a) Sales team, b) Distribution system, c) Installation team and process, d) Customer service team e) Number and location of support centers in USA, f) Any areas in the United States where your organization's products/services cannot be offered.

Our manufacturers are nationwide, but our agency is the exclusive representative for all of Indiana. We have four individuals who can provide service, as well as several install teams. Products are ordered through the agency and made to order and shipped to the customer directly from the factory. Once it arrives, our installers offload and begin installation (unless coordinated otherwise with the customer). Our team serves as the main point of contact for all customer service questions, and we work directly with the specialized customer service team at the manufacturer to ensure that any issues are handled promptly and correctly. Our agency is based in Indiana, with our sales reps located in Anderson, Noblesville, and near Lawrenceburg on the other side of the border in Cincinnati, and our main install leader is in Tipton. Our manufacturing facilities for our primary product lines are: Missouri, Pennsylvania, Texas, Colorado, and Michigan, and we also have a network of manufacturers with locations throughout the United States, as well as Canada for certain specialized lines. Each of our brands has their own support teams that we coordinate with. Our agency is authorized to service all of Indiana. The manufacturers we provide are authorized everywhere in the United States.

4. Please provide information regarding required licenses and certifications held by your organization.

All of our staff are Certified Playground Safety Inspectors (CPSI certified). We're certified with the SBA as a Women-Owned Business Enterprise.

5. Please list any state, GSA, or cooperative purchasing contract your organization holds as well as its current expiration date.

Through our manufacturers, we are a part of Sourcewell through 2/17/2026.

6. What differentiates your organization from your competitors in the K12 school market?

Our primary playground manufacturer, Miracle Recreation, is the oldest US-based commercial playground equipment manufacturer in the world, at nearly 100 years old. Many Miracle playgrounds can last 30+ years of use, and we stand by all our products. We provide individual consideration to each customer to ensure that they are getting what they want and need. Inclusion and Universal Design are built into our products and design philosophy, so that you don't need a million dollar playground to create a space where all kids can play together. We can work with any budget and space to create what our customers are looking for. We offer turnkey projects, from design through installation and servicing, so it is easy for our customers to know where to turn when they have any questions. Our agency ONLY services Indiana, so we are in-tune with the Indiana market and needs. Megan Miller, our agency owner, worked for the manufacturer as the Product Manager for several years before starting the agency, so she has intimate knowledge of the products and their development and backgrounds. We also have an exclusive fundraising program for Miracle customers to utilize free of charge, to help boost their fundraising efforts.

7. Please list at least 3 school districts that can be contacted as references. Include the following information: Organization Name, Address, Contact Name, Contact Email, Contact Phone Number.

1. Greenfield-Central Community School Corporation, 110 W North St, Greenfield, IN 46140, Brian Skiles, 317-326-3126, bskiles@gcsc.k12.in.us
2. South Montgomery School Corporation, 6401 US-231, Crawfordsville, IN 47933, Kristin Charles, 765-866-0203, kristin.charles@southmont.k12.in.us

Products/Services Offered

1. Please provide a description of the equipment and services included in your proposal.

Playground Equipment, Playground Surfacing, Site Amenities, Fabric Shade, Wood and Steel Shelters, Outdoor Fitness Equipment (Adult and Youth), Athletic Equipment, Splash Pads, Decorative and playable Sculptures, Installation of all our products

2. Please specify any products/services that are excluded from your proposal.

Our full offering is included.

3. Describe how your product offering addresses the following: a) Customization, b) User Safety, c) Range of Accessibility.

Every playground we design is customized for the specific site and customer using our wide range of products. We can typically accomplish this with our standard products, but custom products are also available. Our products are all IPEMA and ASTM certified, and designed to the highest safety standards. The President of Miracle Recreation Equipment Company, our flagship brand, is currently the IPEMA Board President. All of our designs are ADA, and we strive to make them as accessible as possible in creative ways. We strive to accomplish more than simply "access," and want all kids to have meaningful play opportunities. We have an extensive offering of inclusive pieces, and we always design with inclusion in mind.

4. Please describe your organization's warranty terms in as much detail as possible including: a) Time frame of warranty, b) Lead time on warranty issues.

Our warranty varies based on the product(s) used. Our full Miracle playground equipment warranty is here: https://www.miracle-recreation.com/content/uploads/2024/01/MREC_2024-Warranties.pdf

5. Please provide any information related to products/services your organization proposes to enhance and add value to the contract.

Include all fees associated with value-added items/services.

In addition to playground equipment, we can provide and install playground safety surfacing, shade structures, site amenities, splash pads, fitness equipment, athletic equipment, and customizable sculptures. These would all be priced by product and offered competitive discounts to meet or exceed our CIESC playground minimum discount. This allows us to provide turnkey solutions. There are no additional fees outside of product and install pricing to add products or services. All of our consultations and design work are always free.

Contract Implementation

1. Describe your organization's marketing strategy to promote this contract to eligible entities across the United States including: a) How will your organization differentiate this contract from other contracts held with other cooperative purchasing agencies, b) How your sales team will incorporate this contract as part of their sales process.

We will lead all of our conversations with schools with this contract. We will also include any logos on our website that CIESC permits or recommends, as well as including logos and information at relevant shows and conferences. This would be the lead contract with school customers, and we will educate any new schools about its benefits, if they are not already aware.

2. Please outline how the current CIESC accounts would be transitioned onto this new contract. What will the user experience be in the transition?

We would inform our existing clients of the new contract for any new projects. There would not be any change in their experience working with our agency, and discounts would continue to exceed minimum contract discounts.

3. Describe your organization's ability to integrate with an e-procurement system for participating entities to utilize if they choose.

We can work with any system and have been required to do so for other projects.

4. Describe how additional products and services will be added and priced to align with this contract.

All products will follow the same discounting rules based on category (playground, surfacing, shade, etc.). If a new category is added, it will be in line with the other category discounts.

5. Describe how your organization will ensure participating entities receive contract pricing and that sales made through this contract will be reported to Edge Public as requested.

We will follow all rules and processes as requested or required.

Logistics

1. Describe how participating entities will place orders for products and services with your organization.

Participating entities can either sign our quotes or submit purchase orders to our attention in order to place orders.

2. Please describe your organization's installation requirements for products purchased by a participating entity.

We offer installation services as needed. If a participating entity has their own means for installation, we will provide the installation instructions.

3. Does your organization offer product training, and if so, please describe the process and cost for training.

We do not offer specific product training, but we can provide maintenance guides free of charge. We can offer training on removing and reinstalling shade fabric before and after the winter season, for no additional charge (once installation is purchased).

4. Does your organization offer any service or maintenance contract options, and if so, please describe.

We do not typically offer these, but exceptions could be made on a case-by-case basis. We usually work with the customer on any repairs or maintenance needs, and we are usually able to resolve everything through email and photos, or making site visits when necessary.

5. What are your organization's current order fill rates?

Once an order is placed, it is typically 8-12 weeks before delivery (sometimes sooner), and then installation typically begins upon delivery. Duration of installation varies based on products ordered and weather.

6. What is your organization's average lead time and on time delivery rate?

This can vary during the year, and it varies by product category. Playgrounds are usually about 8-12 weeks, and are usually on time unless back ordered or longer lead time products are required.

7. Please describe your organization's return and restocking process and any fees associated with it.

If something is returned, there may be a 20% restocking fee implemented, as well as the payment of return freight. We can not offer returns on full playgrounds or custom items made to order. There is the option to cancel an order prior to it going into production with no cancellation fee. Requests to return products are very rare.

8. Describe in detail your organization's method for tracking: a) Orders, b) Deliveries, c) Invoices.

Once an order has been placed, it will appear on our project shipping list from the manufacturer, which we receive every morning. This gives us visibility on production and estimated shipping dates. Once it is through production, it will reflect a more accurate shipping and delivery date, as well as an assigned trucking load or tracking number. Deliveries are coordinated with the shipping contact on site. Invoices are sent upon completion of the project, either at receipt of product or completion of installation, depending on if installation is included.

9. Does your organization require the customer to place a deposit when placing an order? Please outline all the details about your organization's policy regarding deposits.

No, schools are not required to place deposits. Generally, only contractors and private businesses are required to place deposits, which would be 50 down/50 due upon completion.

10. Describe your organization's payment terms as well as the different types of payment accepted including, but not limited to: a) Purchase

orders, b) Procurement card, c) Credit card/Debit card.

We typically offer Net30 terms. We include all payments types, but we prefer ACH deposits or check deposits. Credit Cards are accepted, but not preferred.

11. Does your organization have any additional charges for customers for using different types of payment forms (i.e., credit card fees)?

There is a small fee of 3% to help cover some of the credit card fees when credit cards are used. This would not put the discount below what the minimum offered discount is.

Price Proposal

1. Please provide information regarding your organization's pricing proposal including: a) Discounts on products, b) Discounts on services/installation, c) How the proposed discount/pricing structure compares to other cooperative purchasing contracts your organization currently holds, d) Additional volume discounts or rebate programs offered.

The majority of our products will have a 10% minimum discount offered when purchasing on the contract, but we typically exceed this amount on the majority of projects. Shades and Shelters have a minimum of 7%, as does installation. This is in line with all of our cooperative purchasing contracts. Additional volume discounts are available on a case-by-case basis depending on the volume and types of products ordered. Typically, the larger the project, the larger discount we are able to offer.

2. Will this pricing structure be guaranteed for the term of the contract?

Yes

3. Please identify any additional fees that are not included in your proposed pricing and how those fees are determined.

There are no additional fees.

4. Please outline any shipping, delivery, and freight charges associated with delivery to participating entities.

Freight/Delivery charges are dependent on products ordered and shipping address.

6. Provide any additional information relevant to this section.

We will always try to exceed our minimum discounts offered.

5. Please provide information and pricing for warranties on products and services purchased through this contract.

Products under warranty are typically replaced at no charge.