



The City of York Pennsylvania

101 South George Street ❖ PO Box 509 ❖ York PA 17405
www.yorkcity.org

The Honorable C. Kim Bracey, Mayor

REQUEST FOR PROPOSAL

This document is a Request for Proposal ("RFP") for General Office Supplies.

The City of York is seeking proposals from qualified and experienced office supply vendors for general office supplies and related services. The City of York intends to award a contract designating a single source as the preferred supplier for a period of 3 years, with an option to renew for additional terms.

Please submit your proposal no later than 5:00 p.m. on January 30, 2015 to:

The City of York
101 South George Street
PO Box 509
York, PA 17405

Attn: Michael Doweary
Asst. Business Administrator
717-849-2263
mdoweary@yorkcity.org

I. INTRODUCTION

Based on its demographics, geography, business outlook, tax incentives, extraordinary value, and quality of life, York City, the birthplace of the nation's first working Constitution, the Articles of Confederation, is a great place to do business. Revyork.com provides the information you need to grow, own, and thrive in our Victorian village with a Revolutionary soul. Check out the projects taking root in our neighborhoods and industrial park, and check back often as we add and update content. We heartily invite you to join our Revolution that is the rebirth of our York. More information about the City of York can be found at <http://yorkcity.org/home>.

II. STATEMENT OF WORK

A. General Scope of Services

The City of York is seeking proposals for delivery of various products and office supplies, paper stock, media material, and other miscellaneous office products via next day delivery which can also:

- provide an online order system capable of identifying City of York employees, ship-to addresses, department names and locations,
- cut administrative costs and improve efficiencies,
- possess technology to monitor and access the City of York's supply needs as they change.

B. Brand Names

References to brand names and/or numbers in the solicitation are intended to be restrictive, and not merely descriptive, unless otherwise specified. If the specific product cannot be supplied by the bidder, equivalent items meeting the standards of quality specified will be considered. Unless a bidder indicates otherwise, it is understood that the proposer is offering the referenced brand item as specified in the solicitation. The City of York reserves the right to determine whether a substitute offer is equivalent to and meets the standards of quality indicated by the brand name referenced, and the City of York may require the supply of additional descriptive material and a sample.

C. Work Plan and Methodology

Vendor shall provide a project plan that describes how the vendor intends to implement the program, including the process to convert the current office supply accounts. The description shall include, but is not limited to the following:

- Account team structure and roles (including description of sales contacts, account team support, and periodic account review process)
- Communication process with the City of York
- Customized ordering process and websites or catalogs that reflect Contract Items and Contract Pricing, including distribution of catalogs and capabilities to block ordering on an individual account, product lines, or other basis
- Training (initial and ongoing)
- Time Schedule
- Program evaluation

D. Ordering Process

Describe the online ordering process for the City of York, including how individual users would be linked together and identified. Describe the ordering process and the various options available (e.g., internet access, fax, telephone, etc.) and include the acknowledgment process. The vendor is required to maintain a toll-free number for ordering, inquires and customer service. Also describe how back-ordered or out-of-stock products are handled during the ordering process.

Order Requirements:

- Any replacement items are of equal or better quality
- Buyer must be notified if an item is not available at the time the order is placed and provided an option of a replacement item or a back-ordered item when it is available
- Estimated delivery dates must be provided for all back-ordered items
- If a back-ordered item is not available on estimated delivery date, the buyer placing the order must be notified prior to the estimated delivery date and given the option of a replacement item. If the buyer is not satisfied with the quality of the replacement product, the buyer has the right to return the product without the incurrence of costs for the return, including, but not limited to shipping and handling.

E. Customer Service

Describe the degree of customer service to be provided, including procedures to ensure consistency and problem resolution. The description should include, but is not limited to:

- Customer service organizational structure
- Contact process (phone, email, fax, etc.)
- Follow up procedures
- Process to handle back ordered or out-of-stock products, including alternate suggestions and pricing policy
- Internal procedure to track customer service contact and resolution

F. Cost Proposal, Pricing and Price Adjustments

Vendors bidding must submit fixed pricing, including all anticipated charges, including but not limited to, freight, and delivery, cost of materials and product, overhead, profits and other costs or expenses incidental to the vendor's performance.

Vendor shall propose a single-rate standard discount from manufacturers' list pricing, for Non-Contract Items that vendor is able to provide and City of York employees may purchase under the terms of any Master Agreement that results from this RFP. The prices proposed in the bidder's response will be valid for the original three year term after any resulting agreement is signed. The bidder's proposal must describe how future price increases will be minimized and capped and how both increases and decreases will be passed on to the City of York if the agreement is renewed after the initial term. The bidder must explain the proposed process to implement price changes, including the process to update catalogs and websites.

It is expected that all bidders to this solicitation will offer the bidder's best government or comparable favorable rates.

G. Contract vs. Non-Contract Products

Each of the City of York offices/departments may individually at their discretion, order office supplies, including Contract Items and Non-Contract Items, by placing an individual order via a bidder's online ordering portal. The term "Contract Item" is defined as any item or replacement item (as agreed by the City of York) that is included in any agreement that may result from this RFP. The term "Non-Contract Item" is defined as any item that vendor is able to provide that is not included in agreement with set pricing.

H. Delivery Requirements and Shipping Costs

Vendors should assume that all deliveries will be inside deliveries to a single drop-off location at the address listed as indicated on the order. The vendor shall bear the risk of loss or damage to the ordered goods until the goods are delivered to the place of business indicated on the order.

I. Packaging

All products must be new, and must be delivered in the manufacturer's standard package. Prices shall include all packing and/or crating charges. Cases shall be of durable construction, good condition, properly labeled and suitable in every respect for storage and handling of contents.

Each shipment shall include a packing slip showing the buyer, ordering date, ordering department, the item number; product description, quantity ordered, all pricing, quantity shipped and backordered items, including the expected ship date.

J. Reports

Vendor shall describe the common user reports that are available. Include the type of report, the information provided in the report, the frequency of the report, the process to request the report, and the process used to deliver the report. Vendors are encouraged to include samples of common reports.

K. Rejection of Goods or Acceptance of Service

Vendor will arrange for the return of all miss-ordered, miss-shipped, returned, or damaged items at no cost to the City of York. There will be no re-stocking fee for returns of items that are damaged or shipped by the vendor in error. All items returned will be credited to the buyer's account with 14 days of receipt.

III. GENERAL INFORMATION

The submission requirements for this RFP are set forth below. The City of York reserves the right to accept any bid or reject any or all bids.

Contact with the City of York employees in reference to this RFP may not be made other than as specified in this RFP. Unauthorized contact of any City of York Employee may be cause for rejection of a bid.

A. Submission Requirements

To be considered responsive, a proposal must contain the following, referenced by number and in the order below:

1. A brief description of the history and organization of the bidder's company and of any proposed subcontractor, outsourced distribution centers, delivery services, etc.
2. Proof of business license and evidence of being in good standing and qualified to conduct business in Pennsylvania.
3. A detailed fixed cost proposal including the items listed on Attachment A.

Proposals which fail to address each of the submission requirements above may be deemed non-responsive and will not be given further consideration.

B. Questions Regarding the RFP

Questions regarding the RFP may be addressed in writing to Michael Doweary at mdoweary@yorkcity.org . All questions must be submitted no later than 5 days prior to the submission deadline.