



REQUEST FOR PROPOSALS

JULY 30, 2020

FY21-6 – OFFICE SUPPLIES RFP

The intent of this Request for Proposals (RFP) is to select a company (Firm/Vendor) who is part of a cooperative purchasing agreement in which the City of Council Bluffs (City) can participate. City departments purchase office supplies on an as needed basis. Our goal is to procure quality products, maintain a high level of customer service, and deliver to our customers the best value using the most efficient methods available.

The City will not enter into a contract with any minimum requirements and reserves the right to purchase any and all products elsewhere.

The City will not pay annual fees for a program for this service.

GENERAL INFORMATION

Any questions regarding this proposal shall be submitted to kriebe@councilbluffs-ia.gov by August 10, 2020 at 2:00 p.m. Any questions received via phone, in person, or after that deadline will not be addressed by any city personnel. Any changes or additions to the RFP information will be posted on the City's website, www.councilbluffs-ia.gov, no later than 3:00 p.m. August 11, 2020.

The City of Council Bluffs reserves the right to accept or reject, either in whole or part, any and all submittals in response to this request, to waive irregularities, or take whatever action deemed necessary to protect the City's best interests.

The City reserves the right to allow alterations, modifications or revisions to individual elements of the Scope of Services any time during the period of contracts which result from this RFP.

In accordance with Iowa open records laws, all material submitted regarding this proposal becomes the property of the City and materials/documents are available for public inspection after the final selection has been made. As property of the City, the City has the right to use the information contained in the submittal. Any information deemed proprietary must be marked as such. It will then be reviewed by the City's attorney to determine if it is proprietary, according to Iowa law. Firms shall not mark entire proposals as proprietary.

The City is not responsible for any costs incurred by the Firm prior to conveying this agreement or its rights, title or interest therein or its power to execute such agreement to any other person, company or corporation with the prior written consent of the City.

The City reserves the right to make reference checks with any client listed in the documents for further information and verification of the Firm's qualifications. The City reserves the right to request clarification of information submitted and to request additional information of one or more Firms, either orally or in writing.

Proposals will be considered from Firms normally engaged in providing and performing services as specified in this RFP. The firm must have adequate organization, facilities, equipment and personnel to ensure prompt and efficient service to the City.

According to the City of Council Bluffs Municipal Code 1.40, discrimination of race, color, religion, creed, sex, sexual orientation, gender identity, national origin, age or mental or physical disability is prohibited in any form. This extends to any and all partner agencies and contractual obligations.

By submitting a Proposal, the Firm declares that the submission is made without any previous understanding, agreement or connections with any persons, Firms or corporations making a competing submission on the same project, and that it is in all respects, fair and in good faith without any outside control, collusion, or fraud.

Insurance and Indemnity Requirements: To the extent permitted by law, the Firm shall indemnify and hold harmless the City of Council Bluffs, its agents, boards and employees from and against all loss, cost damages, expense and liability of any kind arising from the willful or negligent acts, errors or omissions of the Firm in the performance of professional services provided to the City.

The Firm further agrees to purchase and maintain insurance during the life of any contracts entered into with the City.

MINIMUM VENDOR REQUIREMENTS

Inside FOB destination delivery to every City division. The City reserves the right to add or delete delivery locations during the term of the contract.

Free next day delivery. Vendors are instructed to furnish their minimum order for delivering goods to the ordering department, if applicable. Back ordered items must be delivered within (72) hours or sooner. The City shall be notified immediately of any delays which extend beyond (72) hours.

All delivery vehicles shall be clearly marked with the vendor's name and/or company logo.

All orders to be paid with a City credit card. Vendor's website must be able to securely process credit card orders with no additional costs, fees or handling charges.

WEB BASED ORDERING

Proposal shall include which of the following preferred online features Vendor can provide:

- a) Provide a user friendly shopping experience. Allow for product searches based on keywords, brand name, description, etc.
- b) Must have the ability for City personnel to have individual logins to place orders/view order history.
- c) Allow for searches to be narrowed down by various criteria.
- d) A catalog and individual pricing for all contract supplies used by the City.
- e) A shopping cart, line item, unit price, tabulation of merchandise ordered.
- f) A picture representation, manufacturer's part numbers, product descriptions and detailed specifications for each standard catalog item including those referenced by the supplies list provided by the City.
- g) Automatic pop-up suggestion if different brand of an equivalent item is less expensive.

- h) A history, favorites, and core items list shall be provided for each account for all items ordered by the individual.
- i) A mechanism for blocking individual commodities, when required
- j) Provide tracking/status information after order is submitted.

A reporting mechanism showing the total dollar value, quantity for each item ordered, name, account number, delivery location(s) of the City department placing the order. Report shall be provided to Purchasing quarterly, or as often as requested.

The vendor's representatives shall exclusively perform any needed staff training for the online ordering system. Initial training shall be scheduled by the City and completed by the vendor within 7 working days.

Supplier will not substitute any products. Supplier may recommend alternative items within the punch-out site prior to order being placed.

Please provide information on any rebate program you may offer to City.

PRICE INCREASES

Vendor(s) must hold all prices firm for a period of one (1) year from execution of contract. Any future price increases are to take place in accordance with the cooperative purchasing agreement.

ORGANIZATIONAL SUPPORT AND EXPERIENCE

This section shall contain all pertinent information relating to Vendor's organization, personnel and experience that would substantiate the Vendor's qualifications and capabilities to perform the service required by the scope of this RFP. Please provide all the information requested, and tabbed as follows:

- a) The firm name, address and the names, contact information (addresses, telephone numbers and e-mail addresses), relevant experience and proposed roles of those individuals who will be directly responsible for serving the City on a day-to-day basis.
- b) The proposer shall present evidence that the firm or its officers have been engaged for at least the past five (5) years in providing services as listed in this Request for Proposal.
- c) A brief history of your firm, specifically discussing your firm's experience with governmental clients.
- d) A list of customer references, which should include at least three (3) current clients, local or national, comparable to the City both in size, type of facilities, and operations (400-500 employees; ~20 placing office supplies orders, ~20 delivery locations). Please include name (and title), telephone number, address, and e-mail address of contact person and the type of work you did/or are doing for them.

This intent of this agreement specifically excludes the following categories of products: audio visual equipment, computers, furniture, printers, copiers and multifunctional devices, toner/ remanufactured toner, and promotional items.

Customer experience and service is our priority. The supplier will work closely with City staff to establish and maintain a high level of service.

Vendor's technical support staff must be available Monday through Friday, 8:00AM to 5:00 PM, for questions raised by the City staff on the use of the web-based ordering system, security access and other problems.

An assigned sales representative must also be available to assist City customers with custom orders, invoicing questions, returns, and other inquiries. The assigned representative must be available to help customers in-person within one business day, as needed. A direct response to all inquiries from a company representative must be made within one business day.

The Vendor's assigned sales representative will present a quarterly business review (QBR) to City Purchasing. Key personnel changes must be approved by the City. This QBR will include sales data, return data, metrics and other key performance indicators as determined by the City. Examples of QBR reports may include but are not limited to:

- Core List Report and Non-Core List Report: Supplier will report quarterly sales for each Core List and Non-Core List item purchased by the City.
- Spend by commodity grouping, individual users, and department.
- Quarter over quarter and year over year sales activity comparisons.
- Unit of measure, highest dollar volume; sorted by vendor, manufacture parts number, account distribution, etc.

PROPOSAL SUBMITTAL

Each submittal should include one (1) hard copy and one (1) electronic version. Submittals shall be delivered in a sealed envelope labeled "**FY21-6 – OFFICE SUPPLIES RFP**" along with the firm's name no later than **August 18, 2020 at 10:00 am**. Proposals received after the submission deadline will not be evaluated. Submittals can be mailed or hand delivered to:

City of Council Bluffs
Attn: Kim Riebe, Purchasing Officer
209 Pearl Street
Council Bluffs, Iowa 51503

EVALUATION CRITERIA

Proposals will be evaluated on the following criteria:

List terms and benefits of cooperative and how it meets the needs of the minimum requirements set by City. (maximum 30 points)

Explain how proposed website meets minimum requirements set by City and any additional benefits. (maximum 25 points)

Bios for dedicated sales person and support personnel (maximum 20 points)

What is your company response time for customer service?

Is there a generic customer service e-mail and 1-800 phone number, or a dedicated person?

Contract pricing for provided list (maximum 25 points)

After the composite technical score for each company has been established, the Contract Pricing Sheet will be opened and additional points will be added to the average technical score based on the price bid. The maximum score for price will be assigned to the firm offering the lowest all-inclusive maximum price. Appropriate fractional scores will be assigned to other proposers.

ITEM LIST FOR PRICING

Item Number	Item Description	Quantity
LOP20000	PAPER,COPY,20# 8.5X11 WHT 92 B	192
FEL00012	BOX,STOR,15X10X24,CTN12	8
UNV35763	PAPER,ROLL,3-1/8"X230',WHT	8
GPC89420	REFILL,ROLL TOWEL,CN/6,ENMOTIN	10
BRTTN880	TONER,SPR HI YLD,12000,BK	4
SAU11018	CLIPBOARD,REDI-RITE	12
BRTDR820	DRUM, LSR,BK,RESTRICTED	2
UNV84622	POUCH,LAM,LTR,3MIL,CLR	19
FEL3227901	SHREDDER,PPR,XCUT,13SH,PS79CI	1
AVE5164	LABEL,MAIL,LSR,3-1/3X4,WHT	7
VEK90204	FASTENER,HOOK,SS,5/8"DIA,100/C	19
RED31120	NOTEBOOK,MEMO,WBT,3X5,NR,60SH	180
BOR66500R	BOOK,ACCT,REC,7.5X12,500PG	4
TMS1042771	FRESHENER,MTRD,30DY,CLFR	3
LOG920002836	KEYBOARD,WRLS DT,MK320	4
SMD15405	FOLDER,LGL,1/3,1.5",14PT,MAN	4
SMD74390	POCKET,LGL,STRT,5.25"	4
PMC05262	PAPER,POS,THRM,2-1/4X1-1/2	66
UNV43734	BOARD,DRY ERASE,MAG,6X48,AL	1
FEL4601001	SHREDDER,PPR,73CI,B/S	1
HOD124	PAD,DESK,CAL,22X17,BLK	41
AVE45160	LABEL,MAIL,LSR,1X2-5/8,WHT	2
UNV35260	ENVELOPE,CLASP,6X9,28#,BRN	17
PRB04542	PAPER,SECURITY,8.5X11,GN	4