



To: Prospective Supplier

**From: Kip Smalligan, Strategic Sourcing Specialist, Procurement Services
Ph 616/331-3211 Fx 616/331-3287 smalligk@gvsu.edu**

Date: January 30, 2017

**Subject: Request for Proposal #217-30
Contract Office Supplies**

Grand Valley State University is accepting proposals for the supply and servicing of its contract office supplies for all its campuses and remote locations. See the attached instructions and specifications.

If you wish to bid for RFP #217-30, your proposal must be received **no later than 5:00 p.m., Monday, February 20, 2017**. Mail, ship, or drop off your proposal to Attn: Kip Smalligan, Grand Valley State University, Procurement Services, 2015 Zumberge Hall, 1 Campus Dr., Allendale, MI 49401-9403. Put the above RFP number on the outside of your mailing envelope or package.

Your proposal must be received before the above opening date and time. No fax, verbal, or telephone quotations will be accepted. Grand Valley State University is not responsible for late, lost, misdirected, damaged, incomplete, illegible or postage-due mail.

Before submitting bid, check that:

1. The Proposal & Contract form is signed with authorized signature
2. All RFP addenda received are acknowledged (on Proposal & Contract form).

Any questions regarding this RFP should be directed to Kip Smalligan at 616/331-3211 or smalligk@gvsu.edu.

Introduction

Grand Valley State University is seeking sealed bid proposals from qualified companies to fulfill a broad range of traditional office supplies and customer services for employees on the Allendale, Grand Rapids, Holland, Muskegon, Traverse City and Detroit campuses. It is the University's intent to enter into an exclusive, multi-year contractual partnership with one company to manage and service the requirements of the office supplies contract. This Request for Proposal is not intended to be comprehensive regarding all details that will be included in any bid proposal. Each supplier is responsible for determining all factors necessary for submission of a comprehensive proposal.

The GVSU Laker Store (formerly the University Bookstore), will manage the awarded office supplies contract. The Laker Store Manager will be the authorized representative, and together with the awarded supplier will be responsible for the overall success of the office supplies fulfillment and customer services program. The University is interested in continuing to develop dedicated, effective, and efficient partnership strategies.

The following is GVSU's annual contract spend on office supplies over the last six fiscal years (July – June):

FY 17 (first half)	\$ 405,790
FY 16	\$ 991,945
FY 15	\$ 990,503
FY 14	\$1,024,912
FY 13	\$1,058,218
FY 12	\$1,055,733
FY 11	\$ 911,212

GVSU RFP #217-30: Instructions

1. Submit one copy of your proposal electronically via CD or USB drive.

Proposals must be received no later than 5:00 p.m. on Monday February 20, 2017 to Attention: Kip Smalligan, Grand Valley State University, Procurement Services, Zumberge Hall, Room 2015, 1 Campus Drive, Allendale, MI 49401-9403. No telephone, e-mail, fax, or verbal quotations will be accepted. GVSU is not responsible for late, lost, misdirected, damaged, incomplete, illegible, or postage-due mail. Before sealing the envelope, check that:

- The proposal is signed
- Any addenda received are acknowledged on the Proposal Form page 9.
- The Proposal Form on page 9-10 is completed and included.
- The RFP number is on the outside of your envelope or package

2. RFP Schedule

RFP Released:	January 30, 2017
RFP Proposals Due:	February 20, 2017 at 5:00 pm
Supplier Presentations	March 1 – March 10, 2017
RFP Awarded By:	March 17, 2017
Contract Begins	July 1, 2017

3. Should it become necessary to revise any part of the RFP, notice of the revision will be given in the form of an addendum to all prospective suppliers who were sent notice of the RFP. Notice also will be posted on the Bid Opportunities page of the GVSU Procurement Services website at <http://gvsu.edu/purchasing/bid-opportunities--35.htm>. Each supplier should acknowledge receipt of addenda in their proposal, but the failure of a supplier to receive or acknowledge receipt of any addendum, shall not relieve the supplier of the responsibility for complying with the terms thereof.
4. All proposals are to be submitted as best and final offers. Each supplier shall include all requirements, terms and conditions they may have, and shall not assume that an opportunity will exist to add such matters after the proposal has been submitted.
5. Suppliers may, at their discretion, submit multiple proposals which provide various alternatives. At least one of the proposals must be complete and comply with all instructions of the RFP, with other proposals to be evaluated as variations of this proposal. The additional proposals may be abbreviated following the same format, providing only that information which differs in any way from the original.
6. It is the responsibility of the supplier to clearly mark and identify all sections or content of the proposal that, in the supplier's opinion, contains trade secrets, confidential information, and other proprietary information. This RFP is subject to the Michigan Freedom of Information Act.
7. GVSU reserves the right to reject any or all proposals.
8. Suppliers submitting a proposal in response to this RFP may be required to give an oral presentation of their proposal to the University to clarify or elaborate.

9. Grand Valley State University is Michigan state sales tax exempt. Our exemption certificate is available online at www.gvsu.edu/cms4/asset/EE24AE20-9C2A-818B-AADA1C899F328A1B/mi_sales_tax_exempt_certificate_-_current.pdf
10. Acceptance of awarded proposal will be made by GVSU purchase order.
11. Any questions regarding this RFP should be directed to Kip Smalligan at 616/331-3211 or smalligk@gvsu.edu.

GVSU RFP #217-30: Specifications

A. Contract Length and Renewal:

The Contract term shall be for a period of three fiscal year periods starting July 1, 2017 and continuing through June 30, 2020. With mutual written agreement of the parties, this Contract may be extended for two (2) additional two fiscal year periods.

GVSU may terminate the contract upon sixty (60) days written notification to the supplier if performance is not satisfactory as it relates to service requirements, deviation from specified services, or cost agreements.

B. Company

1. Describe any significant strategic changes your company has undertaken in recent years, such as businesses acquired or divested, reorganizations, major initiatives undertaken (e.g. ERP implementations), etc.
2. GVSU reserves the right to request financial statements and company profiles.
3. Identify and describe all of your company's operating units, subsidiaries, and affiliated companies that would be relevant to the servicing of the University account relationship.
4. Provide the following administrative information.

Title	Name	Telephone	Years with Company	Years in Office Supply Industry
RFP Response				
Regional VP of Sales				
Regional Sales Director				
District Sales Manager				
Account Manager				

5. Provide three current customer references and two former customer references with name and contact information.

C. Account Representative

1. A dedicated single point customer service account representative must be assigned to GVSU for the duration of the contract. Service expectations include:
 - Excellent communication skills.
 - Responsive to customer concerns.
 - Train new University clerical staff.
 - Prepare and review quarterly sales reports.
 - Assist customers with special orders.
 - Discuss changes to the core list.
 - Advocate for best possible pricing.

2. State the Account Representative who would be assigned to GVSU:
 - Name and Title
 - Residence City and/or Office Location
 - Responsibilities
 - Availability to support and manage the University account (e.g. 100% or part-time)
 - Qualifications and years of experience in this role, and with institutions similar in size and scope to GVSU
 - Years with current company
3. Supplier to be responsible for campus-wide training in the event of supplier transition, and on an as-needed basis for the duration of contract term.

D. Delivery and Fulfillment Requirements

1. Dock drop deliveries are to be made on a daily basis Monday – Friday to The Lake Store Allendale warehouse and the Pew Grand Rapids campus by 9:30 am and no later than 10:00 am:

Laker Store Allendale Warehouse: 5241 Edgeway Drive, Suite A, Allendale, MI 49401
 Pew Grand Rapids Campus (DeVos Center): 401 West Fulton St., Grand Rapids, MI 49504

All other delivery locations can be 1- 2 business day delivery via courier:

Muskegon Higher Ed Center at MCC	221 S Quarterline Rd., Muskegon MI 49442-1400
Annis Water Resources Institute	740 W Shoreline Dr., Muskegon, MI 49441
Muskegon Innovation Hub	200 Viridian Dr, Muskegon MI 49441
Traverse City at NMC	2200 Dendrinos Dr., Ste 102, Traverse City MI 49684
Detroit Center	163 Madison St. Detroit MI 48226-2129
Meijer Campus	515 S Waverly Rd, Holland MI 49423-7489

2. Orders for all locations are to be delivered individually pre-packaged and identified with department name, employee-orderer name and their building and room number.
3. What is your fill rate and next day delivery rate?
4. Does your company own a truck fleet and employ your own delivery drivers, or do you outsource to a delivery service?

E. Costs, Incentives and Compensation

1. GVSU wishes to maximize financial benefits by taking advantage of potential cost reduction and service level commitment incentives available from a contractual partnership. Financial incentives such as price discounts, commissions or rebates, and/or other pricing incentives which can be based upon annual dollar volumes achieved, service levels committed to (e.g. order delivery time, delivery destination, etc.), billing terms, contract length, signing bonus, and/or any other select terms and conditions are desirable. Suppliers must indicate financial incentive offers in their proposal.

Supplier is required to compensate the University a minimum of \$30,000 annually through the contract term and any contract extensions for the The Laker Store providing the desktop delivery of orders on the Allendale and Pew Grand Rapids Campuses.

2. Contract shall include core item pricing discounts. Contract core list commodity pricing discounts are to be fixed and guaranteed for no less than one-year periods during the Contract term except for toner and cut sheet paper (30 day notice given)

Attached is GVSU's current core list of most frequently ordered items.

Provide your cost for these items for each item. You may provide cost on house label products if you wish IN ADDITION to a cost on the specified item. Preference would be to include the information on the spreadsheet if possible.

Please also answer the below questions:

- a. What is the basis of any price increases?
How is the University notified and how far in advance?
- b. State pricing discount for non-core items.

F. Online Ordering and Controls

1. A University-branded order entry e-commerce website is required. Website is to be customized with, but not limited to:
 - Secured login and order processing
 - Contract pricing
 - Alternate order recommendations for core items, and sustainability items
 - Restricted items – state what items can be restricted and to what specificity.
 - Approval workflow based on dollar thresholds
 - Single approver
 - Multiple approvers
 - Accounting code default allocation
2. State what functions or standards your website has to assist persons with disabilities.
3. State what cybersecurity your order system has.
4. State your order deadline times for next day delivery.
5. Do you have toll-free telephone and fax order capability?
6. How are restricted items ordered, processed and approved/disapproved?
7. How will you help the University drive participation in our fulfillment program and track and control off-contract spend?
8. If you have retail stores, can contract pricing be obtained if items are purchased from one of your stores? If yes, describe the process.

G. Invoicing

1. Electronic invoicing is required on a weekly basis to include aggregate summary of all GVSU orders. Invoices sent to the Accounts Payable Office in a comma delimited file format (see attached Interface Matrix). File must include: invoice number, University general ledger account numbers (cost centers), total for each account number, and a grand total of all purchases. File data to be sorted by order numbers. State any payment discounts based on frequency of payment.

H. Reports

1. List available customer reports. Indicate the turnaround time for standard and ad hoc report requests. Reports must include, but are not limited to:
 - a. Quarterly Spend: Minority and Women Business Enterprise (first and second tiers) and Recycled Products. Provide an example of these reports.
 - b. Annual Business Review: Sales Trend, Product Category Sales, Order Source Sales, Core and Non-Core Sales, Cost Savings, and Performance Measurements. Provide an example of these reports.

I. Sustainability

1. What options do you have to reduce amount and sizes of corrugated cardboard boxes used?

PROPOSAL FORM

Office Supplies • RFP #217-30

The undersigned certifies that to the best of his/her knowledge:

- There is no officer or employee of Grand Valley State University who has, or whose relative has a substantial interest in any contract award subsequent to this proposal.
- The names of any and all public officers or employees of Grand Valley State University who have, or whose relative has, a substantial interest in any contract award subsequent to this proposal are identified by name as part of this submittal.

Name(s)

The undersigned further certifies that their company ____ IS or ____ IS NOT currently debarred, suspended or proposed for debarment by any federal entity. The undersigned agrees to notify the University of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Supplier declares the following legal status in submitting this proposal:

- A partnership
- A corporation organized and existing under the laws of the State of _____
- An individual doing business as (DBA) _____

Supplier declares that company is at least 51% owned, controlled and actively managed by (check all that apply):

- | | | |
|--|--|---|
| <input type="checkbox"/> African-American | <input type="checkbox"/> Native American | <input type="checkbox"/> Woman/Women |
| <input type="checkbox"/> Asian American | <input type="checkbox"/> Multi-Racial | <input type="checkbox"/> ADA Disabled Person(s) |
| <input type="checkbox"/> Hispanic American | | |

Supplier acknowledges receipt of the following addenda:

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

BASE PROPOSAL: Attach your proposal.

The undersigned proposes to furnish all labor, materials, equipment, tools and services required to complete the work in accordance with the proposed Contract Documents listed herein, including all addenda issued pertaining to same, for the sum or sums as stated, and agrees that these Documents will constitute the Contract if accepted by Grand Valley State University.

Company Name

Address

City/State/Zip Code

Office Phone No.

Mobile Phone No.

E-mail

Authorized Agent Signature

Name & Title

Witness Signature

Name

Tax Identification No.

Date

III. ACCEPTANCE: This proposal is accepted by Grand Valley State University

Authorized Agent Signature

Name & Title

Witness Signature

Name

Office Phone No.

Fax No.

381684280

GVSU Tax Identification No.