



***This document is a draft of a planned solicitation and is subject to change without notice.***

There is a separate posting that contains a spreadsheet with the product lists referenced herein. The posting is titled "Attachments to Office Supplies Program".

**2.0 SCOPE OF SERVICES**

**2.1 Background**

Miami-Dade County (the "County") is one of the largest county governments in the United States, with 25 County departments, approximately 26,000 employees, and a budget of over \$6 Billion.

The County's office supply, paper, and printer/toner cartridge needs are currently met primarily through numerous prequalification pool contracts, each with multiple vendors, through which the County normally requests spot market pricing every 6 months, or, as needed, to obtain pricing on items for a fixed period. The lowest priced vendor on each item is awarded that item for a fixed term (generally 6 months). Vendors can choose which spot market competitions to participate on.

The Internal Services Department (ISD) is responsible for managing the office supplies contract, including requesting the spot market pricing, receiving orders from departments, managing in-house inventory of frequently ordered items and/or placing the requested orders with the awarded vendors, receiving and sorting the orders, delivering the orders to the departments, and maintaining a warehouse to stock certain items. The department has one primary location where this work takes place and delivers the orders to facilities all across the County.

The County intends to transition from our current business model to this new office supply program to reduce costs and to introduce web-based ordering and desktop delivery features.

Additionally, in order to further our sustainability efforts, the County seeks to broaden our current offering of environmentally preferred products (EPP). It is also expected that delivery of all products be provided with a (1) minimal amount of packaging or with packaging take-back services or shipping carton return, (2) minimal toxic constituents such as packaging that may contain polyvinyl chloride (PVC), or polystyrene or heavy metals recycled content, and maximum post-consumer recycled content in the packaging materials and labeling.

**2.2 Preferred Qualifications**

The selected Proposer should have relevant experience providing the requested services to governmental or private entities with similar size office supply needs in terms of dollars spent, delivery locations, and/or clients (i.e., employees and/or persons authorized to place orders). The Proposer's experience must include providing a web-based ordering system and desktop delivery.

**2.3 Types of Products Purchased**

For illustrative purposes and to understand the quantities and types of products normally purchased by Miami-Dade County, see attachment, **Types of Products Purchased**, that includes a complete listing of the product names and quantities purchased during the last fiscal year (October 1, 2012 through September 30, 2013). For evaluation and scoring, there is an abbreviated list of items for pricing purposes (see attachment **Fixed Pricing Items**). Additionally, as further described in Section 2.11, Proposer will be requested to provide pricing for Paper (see attachment **Paper**) as well as to provide pricing for an EPP list of products available and. The County, after award of this Contract, will identify products from the EPP list that may be used in lieu of, or in addition to, our current product offerings.

**2.4 Delivery Locations**

As of January 1, 2014, Miami-Dade County has approximately 200 office building locations of various sizes and uses, including, multi-story office buildings, single-story office buildings, courthouses, correctional facilities, fire and police stations, etc. that will require desktop delivery of office supplies and products. Throughout these locations, there are approximately 17,000 workstations. During fiscal year 2012-13, delivery of office supplies by in-house staff was made to approximately (TBD) different County locations. A listing of each of these locations is provided for informational purposes as Attachment (TBD), Current Delivery Locations.

The selected Proposer shall provide desktop delivery which, at a minimum, meets the following:

- a. Delivery available to all County locations.

- b. Multiple desktops will receive deliveries at the same locations.
- c. Locations may be added or deleted at the County's discretion.
- d. Delivery within 48 hours after order is placed by the County.
- e. As a general guideline, delivery of office supplies shall be Monday thru Friday between the hours of 8:00 am-5:00 pm.
- f. Delivery beyond security clearance points, which may require opening of packages and wait time.
- g. Orders shall be accompanied by a packing slip or delivery ticket attached to the shipping carton(s) and made available to the County's authorized representative during delivery. The packing slip or delivery ticket shall include, at a minimum, order number, date of order, name of person who placed the order, and a complete listing of items being delivered.

## 2.5 Ordering

The selected Proposer shall provide an ordering system that meets, at a minimum, the following:

- a. E-commerce online ordering, web-based platform and support HTTPS (SSL over HTTP) connections.
- b. The ordering system must include items with the associated description and contract price.
- c. The ordering system must be user friendly and easy to navigate.
- d. The selected Proposer shall provide visibility to its entire catalogue, It is anticipated that chosen items would include the items priced in Form B-1, Price Proposal Schedule to include the fixed price items as well as Proposer's catalogue items.

(Note: The County may prefer to place restrictions on purchases to include not making certain items visible in the system, regardless of whether they appear on the price lists provided herein. The County will work with the selected Proposer on how to achieve such restrictions to the referenced items.)

- e. While ordering of office supplies through a web-based system will likely be limited to designated users in each County Department, the system must allow for more users to be added at any time.
- f. The system must have ordering controls to limit purchases as determined by the County. For example, users may be restricted to a certain amount per order and/or a certain amount per day.
- g. The County prefers that the system not include advertisement of products or services but advertisement of available sales and promotions would be acceptable. However, the advertisement of products or services by the Proposer is negotiable.
- h. Miami-Dade County is exempt from payment of State sales tax on all purchases and the ordering system shall reflect this automatically without further action or effort required of our users.

The County may want to allow the purchase of special order items such as office supplies, paper or printer/toner cartridges not on the price lists or in the Proposer's catalogue, with certain controls in place, such as prior approval of items and approval of the price, which shall include costs for those items. The County will work with the selected Proposer on how to achieve such access.

## 2.6 Invoicing

The selected Proposer shall invoice the County directly to the user/department that placed the order through various methods, including:

- a. Purchasing card
- b. Electronic invoices

c. Paper invoicing

The County will consider all of the above methods, but is most desirous of methods that minimize the efforts of the County in its payment processes.

### **2.7 Training**

The selected Proposer shall provide comprehensive training to the employees (all employees authorized to make purchases and any other employee as required). The selected Proposer will be responsible for scheduling and presenting the training. The County will provide access to the employees. The training should preferably be web-based group training as well as one-on-one training or any combination of the two types. The training should include an ordering guideline or on-line access to a guideline for reference after completion of the training.

### **2.8 Customer Support Services**

The selected Proposer shall provide customer support service representatives available during the hours of \_\_\_ to assist employees with ordering, expected delivery dates, disputed invoices, etc. The representatives should be available via an 800 number.

### **2.9 Reporting**

The selected Proposer should have reporting capabilities which, at a minimum, meet the following:

- a. Preferably an on-demand system that County users can access to generate customized reports, or otherwise have a report generated by the selected Proposer within a reasonable turnaround time which meets the County's requested specifications.
- b. Reports that show the progress of the program, trends, etc.
- c. For capital inventory purposes, a separate monthly report that shows items purchased which cost \$1,000 or more, sorted by department.
- d. Reports that show all items purchased sortable by commodity and by department.
- e. Quarterly, provide a report that shows type, quantity, and cost of all Environmentally Preferred Products purchased, sorted by department. Reports shall include the following fields: Reporting Period (quarter), County department name, Listing of EPP products procured, quantity of each EPP product type, and total cost of each EPP product type

### **2.10 Discounted Special Offers or Sales**

The County is interested in reducing its office supply costs and keeping those costs down. The selected Proposer should preferably have the ability to offer discounted special offers or sales to the County (such as in-store pricing).

### **2.11 Optional Items**

ISD also has a pool contract for paper of various sizes, colors, and classification (drop shipped). The County may consider incorporating paper as part of this contract. As such, included is a list of paper products to be priced (see spreadsheet entitled **Paper**), which is a listing of the major types and quantities of paper purchased in FY 12-13. The County will determine whether it is in its best interest to incorporate paper into this contract at the time of award. In making such determination, the County will consider, among other things, whether savings for the referenced items can be achieved.

Pricing will also be requested for following Environmentally Preferred Products types:

1. Re-manufactured toner/printer cartridges meeting all Original Equipment Manufacturer (OEM) specifications
2. 20% minimum post-consumer recycled content garbage bags
3. Biodegradable plastic bags
4. 15% minimum post-consumer recycled content facial tissue
5. 60% minimum post-consumer recycled content paper towels
6. 20% minimum post-consumer recycled content toilet paper
7. 60% minimum post-consumer recycled content napkins
8. 30% minimum post-consumer recycled content general printer paper
9. 35% minimum post-consumer recycled content corrugated cardboard boxes

10. 30% minimum post-consumer content paper file folders
11. 25% minimum post-consumer content plastic binders
12. 20% minimum post-consumer content writing tablets/message pads
13. refillable mechanical pencils and corresponding graphite refill units
14. refillable pens
15. recycled content pens
16. Refillable correction tapes
17. CFL bulbs
18. LED bulbs
19. 30% minimum post-consumer recycled content paper envelopes
20. 20% minimum post-consumer plastic desk side trash/ garbage cans
21. 20% minimum post-consumer plastic recycling containers
22. Energy Star and EPEAT Office electronic equipment such as Copiers, printers, facsimile (FAX) and multifunctional equipment
23. EPEAT computers, monitors, and laptops
24. General Purpose Cleaners that meet Green Seal GS-37 standards for institutional and industrial cleaning products
25. Bathroom cleaners that meet Green Seal GS-37 standards for institutional and industrial cleaning products
26. Glass Cleaners that meet Green Seal GS-37 standards for institutional and industrial cleaning products
27. Carpet Cleaners that meet Green Seal GS-37 standards for institutional and industrial cleaning products
28. Disinfectants that meet Green Seal GS-37 standards for institutional and industrial cleaning products
29. Floor care products that meet Green Seal standards
30. Hand soaps that meet Green Seal GS-37 standards

Information regarding applicable certifications for these EPP products should be provided unless specified in product list. Additional products with a variety of environmentally preferable qualities (for example with different levels of pre- and post-consumer recycled content) are encouraged to be offered. The Optional Items (EPP and Paper products) will not be evaluated for price scoring purposes.