

Deschutes County

REQUEST FOR PROPOSAL

For

Printing Services

Proposals must be received no later than 3:00 p.m. PST
Thursday, January 5, 2017

Deschutes County
14 NW Kearney
Bend, Oregon 97701
(541) 388-6590

An Equal Opportunity Employer

Deschutes County Government

Deschutes County encompasses 3,055 square miles located in the central portion of Oregon. In the last several years, Deschutes County has been the fastest growing county in the state. As the population in the county has grown, the Deschutes County government has grown as well. Currently, there are more than 900 people employed by the county operating in facilities throughout the county.

Deschutes County is governed by the Board of County Commissioners (BOCC). The BOCC consists of three elected, at-large Commissioners responsible for establishing policies and setting priorities for the County. The other elected officials for the County include the District Attorney, County Assessor, County Clerk, County Treasurer, Justice of the Peace and County Sheriff. The County Administrator oversees the daily functions and activities of the various County departments.

Deschutes County provides a variety of services including Health and Human Services, Public Safety and Emergency Services, Fair, Planning and Zoning, Community Justice, Public Works, and Solid Waste. The County also has a number of internal and support services such as Finance, Information Technology, Human Resources, Risk Management and Legal services. For more information, please visit www.deschutes.org/rfp

Deschutes County Printing Services Request for Proposals

1.0 INTRODUCTION

Deschutes County is soliciting proposals from vendors who are interested in providing primary but non-exclusive, cost-effective and quality printing services for our departments. We are looking for a print vendor that is located in close proximity to county departments, (preferably within the county) to provide timely printing services.

The successful vendor will supply printing services on an as needed basis assisting county staff with layout, graphic design, review and other professional print services to supply quality documents, forms and presentation materials to Deschutes County.

Proposals in response to this RFP must be received by Deschutes County no later than 3:00 p.m. on Thursday, January 5, 2017. Proposals received after this time will not be considered.

2.0 GENERAL REQUIREMENTS

The following is an outline of the requirements for printing and copying services.

2.1 Provided Services

Vendors will provide quality products and services including, but not limited to the following:

- Type and graphic services, including layout, design and photos
- Business stationery – business cards, letterhead, envelopes and note pads
- Brochures, flyers and forms
- Color printing and photocopying
- Booklets and manuals
- High volume and specialty copying, including large document copies
- Bulk/mass mailing services for regular newsletters and publications

2.2 Locations

Sufficient printing sites located throughout Deschutes County to effectively serve the printing needs of county offices in Bend, Redmond, Sisters and La Pine is required.

Deschutes County facility locations where services may be required include:

- Downtown Bend Campus
 - 1300 NW Wall St.
 - 1340 NW Wall St.
 - 117 NW Lafayette Ave.
 - 1100 NW Bond St.
 - 1164 NW Bond St.
 - 1128 NW Harriman St.
 - 14 NW Kearney Ave.
 - 1130 NW Harriman St.
- Health Services Building: 2577 NE Courtney Dr. (Bend)
- Public Works Campus (Bend)
 - 61150 SE 27th St.
 - Solid Waste
 - 61050 SE 27th St.
- Public Safety Campus (Bend)
 - 63333 Highway 20 West
 - 63360 Britta St. (Buildings 1 & 2)
 - 63311 NW Jamison St.
 - 20355 Poe Sholes Dr.

- South County Services Center: 51340 Hwy 97 South (La Pine)
- Redmond
 - 3800 SW Airport Way
 - 3893 SW Airport Way
 - 737 SW Cascade Ave.
 - 406 NW Antler
- Sisters Clinic: 1701 W McKinney Butte (Sisters)

2.3 Customer Service

Timely service response and fast turnaround for rush projects is expected. The selected vendor is expected to have dedicated customer service representatives available to handle orders by e-mail, or telephone and provide free pick-up and delivery service.

2.4 Insurance

The selected vendor will be required to maintain professional liability insurance coverage of not less than the limits of liability applicable to local government pursuant to the Oregon Tort Claims Act (ORS 30.272). The contract with the selected vendor will provide that vendor shall defend, indemnify and hold harmless, Deschutes County, its officer, agents and employees for claims arising from or related to the actions by the vendor, its officers, employees, and agents.

2.5 Federal and State Law

In addition to the provisions of this RFP, and the selected proposal, which may in whole or in part be incorporated by reference in the service contract, any additional clauses or provisions required by federal or state law or regulation in effect at the time the contract is executed will be included.

3.0 RFP SCHEDULE AND PROPOSAL SUBMITTAL

3.1 Timeline

The following chart shows the schedule of key events in this RFP process. All posted dates are subject to change. The key events and deadlines for this process are as follows, some of which are set forth in more detail in the sections that follow:

November 30, 2016	Issuance of RFP
December 14, 2016	RFP Acknowledgement
December 14, 2016	Deadline for Submission of Written Questions
December 21, 2016	Responses to Written Questions
January 5, 2017	Proposal Submittal Deadline
January 9-13, 2017	Review of Proposals
January 23, 2017	Projected for Vendor Selection

3.2 Proposal Acknowledgement

All vendors intending to respond to this RFP are asked to provide an acknowledgement via the RFP website, www.deschutes.org/rfp/print by Wednesday, December 14, 2016 at 5:00pm. Although this acknowledgement is not mandatory, receipt of this form will ensure that the vendor is informed of any changes to the RFP or the RFP process. The proposal acknowledgement form is included in this RFP (Attachment A) and is available on the RFP website.

3.3 Written Questions

Vendors may submit questions in writing to renew@deschutes.org up until Wednesday, December 14, 2016. Answers to questions will be provided as questions

are received on the RFP website, www.deschutes.org/rfp. All submitted questions will be answered no later than 5:00pm on Wednesday, December 21, 2016.

Renee Warner shall be the only point of contact for this RFP process. Any questions or issues that may arise regarding the specifications, the solicitation process, or the selection process shall be directed to Renee Warner at (541) 388-6590 or reneew@deschutes.org. Oral instructions or information concerning this RFP given by officers, employees or agents of Deschutes County to prospective bidders will not be binding.

3.4 Proposal Submittal

For consideration, vendors must submit a comprehensive response to the RFP by meeting the minimum requirements included in this RFP and the corresponding attachments. All vendors are required to respond to this RFP as outlined in Section 4.0, in order for the county to evaluate all proposals on an equal and timely basis. Any information not specifically requested in this RFP will not be considered in the evaluation of the proposal. The following chart provides critical submission guidelines. No facsimile or email submissions will be accepted.

Proposal Deadline	January 5, 2017 at 3:00 p.m. PST
Proposal Copies	1 signed original and 9 copies
Proposal Submission	Deschutes County Facilities 14 NW Kearney Bend, Oregon 97703
Contact	Renee Warner (541) 388-6590 reneew@deschutes.org

No proposals received after the 3:00 p.m. on Thursday, January 5, 2017 will be accepted. All responses received after the deadline will be returned unopened.

Deschutes County will acknowledge official receipt of proposals by sending an email to the email address provided by the vendor. Deschutes County is not liable for any costs incurred by vendor for the preparation and presentation of its proposal. This includes any costs in the submission of a proposal or in making the necessary studies or designs as part of the preparation of its proposal.

3.5 Right to Modify or Cancel

Deschutes County reserves the right to cancel this RFP or reject any and all proposals in accordance with ORS 279B.100. Deschutes County also reserves the right to modify the proposal process and timelines as it deems necessary.

3.6 Vendor Responsibility for Proposal Costs

The vendor shall be fully responsible for all proposal development and submission costs. Deschutes County assumes no contractual or financial obligation as a result of the issuance of this RFP, the preparation and submission of a proposal by a vendor, the evaluation of any accepted proposal or the selection of finalists.

3.7 Proposal Acceptance and Rejection

Deschutes County reserves the right to reject any or all proposals, to reject or accept any or all the items in a proposal and to award the contract in whole or in part as deemed to be in the best interest of the County.

3.8 Contract Award

Final selection of the successful vendor is targeted for January 23, 2017, with negotiation to commence immediately thereafter for the development of a contract. This target date is subject to revision.

3.9 Period of Performance

The period of performance shall be February 1, 2017 to January 1, 2021. Deschutes County may extend any agreement for up to three additional years based on the vendor's performance and County's need and funding.

4.0 PROPOSAL FORMAT AND QUESTIONNAIRE

4.1 Vendor Required Information

1. **Transmittal Letter** - The proposal must include an introductory letter attesting to the accuracy of the proposal, signed by an individual authorized to execute binding legal documents on behalf of the vendor. The letter should present the vendor's understanding of the services requested in the RFP, a brief summary of the approach to be taken in performing the services, highlights of the vendor's expertise and history.
2. **Contact Person** – Provide a contact person for the RFP process, including name, title, mailing address, telephone number and email address. This person should be authorized to execute binding legal documents on behalf of the vendor.

3. **General Information** – List the vendor name, address, phone number and website.
4. **Company Description**, including the following:
 - 4.1.4.1 Briefly describe the vendor’s company history
 - 4.1.4.2 Indicate the legal status of the vendor (e.g. corporation, limited liability company, partnership, etc.) and in what state legal status has been established.
 - 4.1.4.3 List the address and telephone number of every office that will be servicing this account, as well as the location of the vendor’s main headquarters.
 - 4.1.4.4 Indicate whether the vendor is certified as a Minority-owned Business Enterprise (MBE), Woman-owned Business Enterprise (WBE) or Emerging Small Business (ESB) under ORS 200.055.
 - 4.1.4.5 If the vendor is an affiliate of another organization, describe the relationship.
 - 4.1.4.6 List the name and address of any subcontractors that will be utilized by vendor to perform the obligations under the contract with the County, including which services will be provided and whether the subcontractor is certified as MBE, WBE or ESB.
5. **References** – The proposal must include the contact information for a minimum of three references of accounts maintained by vendor that are ideally of a similar size and scope to Deschutes County. The reference list must include the name of the organization, address, contact person, length of the relationship with vendor and a description of the services provided.
6. **Contract Consideration / Litigation Warranty** – Deschutes County will negotiate a contract with the successful vendor. The vendor, by submitting a proposal, warrants that it is not currently involved in litigation or arbitration concerning its performance of services or supplying materials similar to those for which the RFP is requesting. Disclosure will not automatically disqualify the vendor. Deschutes County reserves the right to evaluate the proposal after considering any litigation or arbitration in which the vendor is involved.
7. **Local Service Facilities** – Describe printing capabilities, including equipment, technology and facilities, and ability to timely serve all Deschutes County facilities.

8. **Recycled Paper and Conservation** – Identify utilization of 100% post-consumer recycled, alternative fibers, 100% recycled paper with 30% post consumer fiber or FSC certified fibers in the materials to be utilized in servicing the County under the contract. Additionally, identify any conservation efforts, green technology processes, green construction facilities or any other energy efficient processes which will be utilized in the production or servicing of this account.
9. **Customer Service** – Describe how service is customer-focused in providing timely response to routine orders, fast turnaround for peak hour or rush orders and free pick-up and delivery. Include day and time of service availability and customer service.

4.2 Pricing Information and Samples

Vendors should provide pricing by completing Attachment B: Pricing. Additionally, samples of each item should be submitted with the proposal.

4.3 Turnaround Time

1. **Turnaround Time** – Provide standard lead time for the following projects:
 - 4.3.1.1 5,000 Individual Copies
 - 4.3.1.2 500 Full Color Softbound Booklets of 50 pages each
2. **Expedited Turnaround Time** – Provide additional cost associated with expediting standard lead times for the following projects:
 - 4.3.2.1 5,000 Individual Copies
 - 4.3.2.2 500 Full Color Softbound Booklets of 50 pages each
3. **Guaranteed Turnaround Time** – Explain any maximum turnaround time guarantees and any associated cost reductions for failure to meet such guarantees.

5.0 PROPOSAL QUALIFICATIONS AND EVALUATION CRITERIA

5.1 Qualification Requirements

Any individual, company, firm or corporation that is licensed to conduct business in the state of Oregon and that can provide services in accordance with the specifications of the RFP is qualified to submit a proposal.

5.2 Proposal Evaluation Criteria

Deschutes County will initially review all proposals for completeness and compliance with the terms and conditions of the RFP. Proposals inconsistent with the RFP requirements will be eliminated from further consideration. Proposals that are complete and compliant will be evaluated based on the following:

Competitive Pricing	20%
Product Quality	30%
Vendor Qualifications and References	20%
Customer Service and Availability	20%
Use of Recycled Paper and Energy Efficient Production and Service	10%

5.3 Selection

A successful vendor will be the one best able to meet the needs of Deschutes County, based on the evaluation criteria. The determination of the successful vendor will be based on the information supplied in response to the RFP. Deschutes County will utilize the selected vendor as the exclusive source for its core printing needs.

6.0 ADDITIONAL PROVISIONS:

6.1 Assignment

The successful vendor may not sell, assign, sublet, contract, or transfer its rights and obligations under the contract with Deschutes County without the express written consent of Deschutes County. The granting or withholding of such consent shall be at the County's sole discretion.

6.2 Cancellation

Deschutes County reserves the right to cancel award of the contract any time before execution of the contract by both parties if cancellation is deemed to be in Deschutes County's best interest. In no event shall Deschutes County have any liability for the cancellation of award. The vendor assumes the sole risk and responsibility for all expenses connected with the preparation of its proposal.

6.3 Clarification of Responses

Deschutes County or its agent reserves the right to obtain clarification of any point in a vendor's proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a vendor to respond to such a

request for additional information or clarification could result in rejection of that vendor's proposal.

6.4 Collusion

A vendor submitting a proposal hereby certifies that no officer, agent, or employee of Deschutes County has a pecuniary interest in the proposal; that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other vendor; the vendor is competing solely in its own behalf without connection with, or obligation to, any undisclosed person or firm.

6.5 Disputes

In case of any doubt or differences of opinions as to the items or service to be furnished hereunder, or the interpretation of the provisions of the RFP, the decision of Deschutes County shall be final and binding upon all parties.

6.6 Lobbying

Commencing with the issuance of this RFP, vendor or others acting on its behalf are cautioned not to undertake any activities or actions to promote its proposals. Vendor or others acting on its behalf shall not make direct or indirect (through others) contact with members of the Deschutes County Board of Commissioners, County staff, or others to promote its proposals. Violation of this requirement may, in County's discretion, be grounds for disqualifying the vendor from further consideration.

6.7 Non-Appropriation

Notwithstanding any provision of this RFP or resultant contract to the contrary: In the event insufficient funds are appropriated for services and materials provided under this RFP, the County may terminate any resultant agreements and contracts at the end of its then-current fiscal year, with no further liability or penalty. The County shall deliver written notice to the vendor of such termination no later than thirty (30) days from the determination by the County of the event of non-appropriation.

6.8 Non-Discrimination in Employment

The successful vendor's attention is directed to the provisions of ORS 200.055, Chapter 659, and prohibiting discrimination in employment.

6.9 Proposals are Public Records

All proposals submitted in response to this RF shall become the property of Deschutes County and may be utilized in any manner and for any purpose by Deschutes County. ***Be advised that proposals submitted in response to this RFP are subject to public disclosure as required by applicable state***

and/or federal laws. If you intend to submit any information with your proposal which you believe is confidential, proprietary or otherwise protected from public disclosure (trade secret, etc.), you must separately bind and clearly identify all such material. The cover page of the separate binding must be red, and the header or footer for each page must provide as follows: "Not subject to Public Disclosure." Where authorized by law, and at its sole discretion, Deschutes County will endeavor to resist public disclosure of properly identified portions of the proposals.

6.10 Proposal Not a Contract

Neither this RFP nor responses to it constitute a contract between the County and the vendor. County reserves the right to negotiate specific contract terms with the selected vendor.

6.11 Rejection of Proposals

Deschutes County reserves the right to reject any or all responses to this RFP. No proposals will be considered that fail to contain the required information. There will be no changes to the content of this RFP except by written notification to the vendors who respond in accordance with the criteria herein.

6.12 State and Federal Law Compliance

Vendor must comply with all applicable requirements of federal and state civil rights law and rehabilitation statutes. The successful vendor agrees to comply with all applicable provisions of Oregon public contracting law (Oregon Revised Statutes, Chapter 279) and Deschutes County Code, Section 2.37.150.

6.13 Persons with Disabilities

Deschutes County encourages qualified persons with disabilities to participate in its programs and activities. To request this publication in an alternate format, please call (541) 617-4747, fax to (541) 385-3202, or send email to accessibility@deschutes.org.

ATTACHMENT A: Request for Proposals Acknowledgement Form

This form is to acknowledge that the vendor hereby identified plans to submit a proposal in response to Deschutes County's Request for Proposal for Printing Services. Although not mandatory, receipt of this form will ensure that the vendor is provided answers to submitted questions by all vendors and is updated on the progress of this RFP process. This acknowledgement must be received by December 14, 2016. This form can be submitted by email to Renee Warner at www.deschutes.org/rfp/.

Authorized Signature: _____

Contact Name: _____

Title: _____

Phone: _____ Email: _____

Company Name: _____

Company Address: _____

ATTACHMENT B: Pricing

Proposers should complete the following table providing pricing for items and quantities listed below. Price should include any setup costs.

Letterhead	Description	Quantity	Cost
Generic	24#, header and footer	1 Ream	
Customized for Department	24#, header and footer	1 Ream	
#10 Envelopes	Description	Quantity	Cost
Generic	24#, Single Color	Box of 500	
Customized for Department	24#, Single Color	Box of 500	
Generic	24#, Full Color	Box of 500	
Customized for Department	24#, Full Color	Box of 500	
#10 Window Envelopes	Description	Quantity	Cost
Generic	24#, Single Color	Box of 500	
Customized for Department	24#, Single Color	Box of 500	
#9 Return Envelopes	Description	Quantity	Cost
Generic	24#, Single Color	Box of 500	
Note Pads	Description	Quantity	Cost
Generic	Single Color, 50-page	One Pad	
Customized for Department	Single Color, 50-page	One Pad	
Customized for Individual	Single Color, 50-page	One Pad	
Business Cards	Description	Quantity	Cost
Customized for Individual	Full Color, Front Only	Box of 250	
Customized for Individual	Full Color, Front & Back	Box of 250	
Forms	Description	Quantity	Cost
Generic	Single Color	1 Ream	
Triplicate	Single Color	1 Ream	
Brochures	Description	Quantity	Cost
Tri-Fold	110#, Full Color	100 Count	
Tri-Fold	110#, 2-Color	100 Count	
Card Stock	Description	Quantity	Cost
Note Card Customized for Individual	Embossed	Box of 100	
Post Card	Description	Quantity	Cost
Customized for Department	Single Color, 3x5, Front Only	Box of 250	
Customized for Department	Single Color, 3x5 Front & Back	Box of 250	
Forms	Description	Quantity	Cost
Triplicate	3 Color	1 Ream	
Duplicate	2 Color	1 Ream	
Envelopes	Description	Quantity	Cost
Customized for Department	9x12 Colored	Box of 500	
Booklets	Description	Quantity	Cost
Customized for Department	8x11 with Tabs	250	

OPTIONAL: Are there any step pricing, volume discounts or any other recommendations in relation to these categories? If so, please explain.