



REQUEST FOR PROPOSAL
for:
Mail and Fulfillment Services

The Rhode Island Commerce Corporation (“the Corporation”) is soliciting Request for Proposals from firm or firms qualified to provide domestic and international fulfillment, warehousing and data management services for the official Rhode Island State Travel Guide.

Background

The Rhode Island Commerce Corporation is the full-service, official, economic development organization for the state of Rhode Island.

The Commerce Corporation works with public, private and non profit partners to create the conditions for businesses in all sectors to thrive and to improve the quality of life for our citizens by promoting the state's long-term economic health and prosperity.

The Tourism Division is the official state entity of the Corporation and is responsible for promoting domestic and international tourism to Rhode Island. It conducts a comprehensive marketing and communications effort aimed at expanding the state’s \$5.2 billion tourism industry. The Tourism Division conducts the only marketing effort aimed at attracting visitors to all tourism regions of the state. A mailing and fulfillment service is requested to manage distribution of the annual state travel guide.

Project Overview

Mailing services contract will be for a period of twelve months. The Corporation may extend the term of the contract for an additional one year. The total duration of the contract, including any extension shall not exceed three (3) years.

Seamless processing of individual requests for the official Rhode Island official State Travel Guide, received via email spreadsheet multiple times per week. All inquiries are to be processed within a forty-eight hour period from receipt of inquiry to the mailing of the fulfillment package. Vendor must be able to provide documentation substantiating the forty-eight hour turnaround. Non-compliance with this stipulation will result in contract cancellation.

Services Summary

- Data Base Management
- Fulfillment
- International Fulfillment
- Warehouse and Inventory Control
- Account Service

Database Management

Tourism inquiries or source documents will be received by vendor via email spreadsheet multiple times per week.

Upon request by the Corporation or their authorized agent(s), the selected vendor must be able to quickly access data and report. The Corporation typically requires that data processing requests must be completed within five days.

In some instances, specialized data extractions may be required for individual projects. If so, these would be estimated and billed separately as part of the project.

Fulfillment

A standard fulfillment packages include: Travel Guide magazine (8 x 10.5”) self-mailer 6.oz

Service fees:

- Bulk mailing - electronic data transfer: same processing requirements:

\$_____per kit

- Straight first or third class (non-bulk): same processing requirements:

\$_____per kit

- Straight first or third class (non-bulk) and electronic data transfer: same processing requirements:

\$_____per kit

All mail must be sent by most cost effective postage rate. (Standard presort)

Per carton shipping

Bulk literature requests are to be shipped within a time frame specified by The Corporation. All packages must be packed and mailed efficiently and economically.

\$_____ per carton

Actual postage and freight costs required to mail/ship fulfillment literature will be paid by the corporation.

No materials shall be released nor any information divulged about said materials without specific permission from The Corporation.

Note: Vendors are requested to make alternative recommendations on packaging/ wrapping of fulfillment materials for shipment which would result in cost savings and handling efficiency.

International Fulfillment

Successful vendor must have the ability to forward international leads to third party mail house consolidator. Canadian leads will be sent to an in country mail house via email. All inquiries are to be processed within a forty-eight hour period from receipt of inquiry.

Warehousing and Inventory Control

A minimum of 5,000 square feet of storage space in one location must be provided for safe storage. An inspection of the facility will be conducted by The Corporation prior to the final awarding of the contract.

Vendor must be able to provide quick access and delivery turnaround of materials and propose an efficient handling and transportation strategy.

Accurate computerized monthly inventory summary report will be required. Information to include:

- additions to inventory
- withdrawals by item code
- inventory levels
- inventory reorder level notices

Please include monthly storage charges as part of the response to this RFP.
Provide per pallet costs if any.

Account Service

A dedicated account service representative must be assigned to the Corporation account regular communication via phone, and or email. The representative will be required to respond in a timely manner to requests for information and data from The Corporation and its agents. In the absence of the assigned representative, a back-up person must be identified to maintain accessibility and constant account coverage.

Miscellaneous

At no additional cost to The Corporation, the vendor will provide the following services:

- timely postage verification documents
- cost to relocate current inventory in a timely and efficient manner

Vendor must include the following with their proposals:

- equipment list
- current client list and services demonstrating above capabilities

Anticipated annual inquiry volume level is estimated at 30,000 pieces. This does not include bulk deliveries/shipments. Previous year's monthly breakdown figures are available.

The Corporation based upon determining factors such as unsatisfactory performance may discontinue the service, or revise the scope of service; also The Corporation may discontinue the service subject to availability of funds.

Criteria for Selection

EVALUATION CRITERIA

Description	Percentage
Experience	40%
Cost	40%
Organization and Staffing	10%
Electronic Client Interface	10%
Total	100%

Proposal Requirements

In order to be considered responsive, proposals must at a minimum contain the following:

1. Description of the proposed approach and work plan. Activities and timelines should be specific, measurable, achievable, realistic, and time-oriented. Include a timeline of major tasks and milestones.
2. Person who will be the primary point of contact with the Corporation
3. Qualifications of the respondent to provide the requested services including capability, capacity, similarly complex projects and related experience and client references. Certification of availability of individuals in proposal.
4. A listing of the staff to be assigned to this engagement and their respective qualifications, past experience on engagements of this scope including resumes, and their role in those past engagements.
5. Provide a description of the outcome monitoring and evaluation plan including a list of tools to track process, output and outcome measures for each component of the application.

Notifications:

- Equal Employment Opportunity (RIGL 28-5.1) – 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island State government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of State employment. This policy applies to all areas where the State dollar is spent, in employment, public services, grants and financial assistance, and in State licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful contractor.

Administrative Proposal Elements

1. Acknowledgement of the Conflict of Interest Affidavit requirements under RI General Laws 36-14-6.
2. Acknowledgement that a Certificate of Good Standing from the Rhode Island Division of Taxation will be delivered to the Corporation upon award.
3. A listing of all current and on-going contracts.
4. A disclosure of all outstanding financial obligations with the State of Rhode Island.
5. The Commerce Corporation will not provide any reimbursement for any cost associated with the development or presentation of a proposal.

Proposal Submission

Responses to this RFP are due **by Thursday, June 23, 2016 by 2:00pm**. One (1) electronic (PDF) version and five (5) printed copies of the complete proposal must be mailed or hand-delivered in a sealed envelope marked:

Rhode Island Commerce Corporation
Attention: Mail and Fulfillment Services RFP
Iron Horse Way, Suite 101
Providence, RI 02908

Note: No phone calls and late responses will not be accepted and responses received via electronic submission only will be disqualified.

Questions, interpretations, or clarifications concerning this RFP should be directed by e-mail to Robin Erickson at: Robin.Erickson@commerceri.com no later than 4:30pm on Monday, June 13, 2016. Responses to questions, interpretations, or clarifications concerning this RFP will be posted online via addendum at www.commerceri.com and www.purchasing.ri.gov by Wednesday, June 15, 2016 to ensure equal awareness of important facts and details.

The Corporation reserves the right to terminate this solicitation prior to entering into any agreement with any qualified firm pursuant to this Request for Proposal, and by responding hereto, no firms are vested with any rights in any way whatsoever.

Rhode Island Commerce reserves the right to reject any or all bids for not complying with the terms of the request for proposal. Rhode Island Commerce also reserves the right to negotiate with the selected bidder in the event that the lowest responsive and responsible bid price exceeds available funds. Any bid may be withdrawn prior to the above scheduled time for the opening of bids or authorized postponement thereof. Any bid received after the time and date specified shall not be considered. No bidder may withdraw a bid within sixty (60) days after the actual date of the opening thereof.