



**Solicitation Information**  
22 Feb 07

**RFP #7003248**

**TITLE: MPA #105 General Office Supplies, School Supplies, Standard Paper and Toner / Office, School and Library – Furniture & Accessories**

**OPENING DATE AND TIME: 22 March 2007 @ 2:45 PM (EDT) (14:45 Local)**

**PRE-BID/ PROPOSAL CONFERENCE: Yes – 8 March 2007 @ 2:30 PM (EST)**  
**MANDATORY: No**  
**LOCATION: Department of Administration – Division of Purchases – 2<sup>nd</sup> Floor, Providence, RI**

Questions concerning this solicitation may also be e-mailed to the Division of Purchases at [bidinfo@purchasing.state.ri.us](mailto:bidinfo@purchasing.state.ri.us) no later than **6 March 2007 @ 12:00 Noon (EST)**. Questions should be submitted in a Microsoft Word attachment. Please reference the RFP / LOI number on all correspondence. Answers to questions received, if any, will be posted on the internet at <http://www.purchasing.ri.gov>

It is the vendor's responsibility to check the aforementioned web site on a regular basis for addendum postings.

**SURETY REQUIRED: No**

**BOND REQUIRED: No**

**Robert J. Bikash**  
**Project Manager**

**Nancy R. McIntyre**  
**Buyer**

Vendors must register on-line at the State Purchasing Website at <http://www.purchasing.ri.gov>

**NOTE TO VENDORS:**

Offers received without the entire completed three-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

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## **Section 1 – Introduction**

The Rhode Island Department of Administration / Division of Purchases, on behalf of State of Rhode Island agencies, quasi public agencies, institutions of higher education, municipalities, towns and school districts, herein known as the “State”, is soliciting proposals from qualified firms to provide General Office Supplies, School Supplies, Standard Paper and Toner under a statewide Master Price Agreement (MPA). Along with the aforementioned items, this solicitation seeks proposals from qualified firms to provide Office, School and Library Furniture & Accessories. The sponsoring parties for this MPA are listed on pages 5 and 6 of this document.

The award, resulting in an MPA, will be for three (3) years with the potential for two (2) one-year extensions, at the sole option of the State, in accordance with the terms of this Request for Proposals and the State’s General Conditions of Purchase, which may be obtained under the ‘Vendor Information’ link located on the Rhode Island Division of Purchases web site at: <http://www.purchasing.ri.gov>.

The state reserves the right to award this MPA to multiple vendors in each of the following categories:

1. General Office Supplies, School Supplies, Toner and Standard Paper
2. Office, School and Library Furniture & Accessories

This MPA will be available to all state agencies under the purchasing regulations posted on the Rhode Island Division of Purchases web site (address above). In addition, the same offers, terms and conditions will be accessible to Rhode Island towns, municipalities, school districts and quasi public agencies.

It should be noted that the State’s existing Office Supplies, Paper & Toner MPA contract with WB Mason expires on June 1, 2007. However the State holds two (2) one (1) year unilateral renewable options that may be executed. The State, at its sole option, reserves the right to make this choice.

This is a Request for Proposals (RFP), not an Invitation for Bid. The responses will be evaluated on the basis of the relative merits of the proposal, in addition to price. Award shall be made to the responsible offeror(s) whose proposal(s) is/are determined in writing to be the most advantageous to the state, taking into account the evaluation factors set forth in the proposal. There will be no public opening and reading of responses received by the Division of Purchases pursuant to this RFP, other than to name offerors who have submitted proposals.

### **Instructions and Notifications to Offerors**

- Potential offerors are advised to review all sections of this request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or

materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than ninety (90) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and may not be considered. The “Official” time clock is in the reception area of the Division of Purchases.
- In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation 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 will be a requirement only of the successful vendor(s).
- Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to the Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.
- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint ventures will be considered, with the understanding that a prime contractor will assume responsibility for all aspects of the work. The joint venture shall be clearly indicated in the proposal along with complete details and full disclosure of the activities, procedures, financial responsibilities and any other related items. Subcontracts are permitted, provided their use is clearly indicated in the offeror’s proposal, and the subcontractor(s) proposed to be used are identified in the proposal.
- The State of Rhode Island has a goal of ten percent (10%) participation by MBE’s in all State procurements. For further information, visit the web site <http://www.mbe.ri.gov>. To speak with an M.B.E. Officer, call (401) 574-8253.
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI.

### **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 in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at (401) 222-3090.

**Section 2 – Background**

With the current Office Supplies (MPA #105) contract set to expire on June 1, 2007, the State of Rhode Island is soliciting proposals from qualified firms to provide Office Supplies, School Supplies, Paper and Toner to all State agencies, municipalities, towns and school districts. Specific elements included in this award are general office supplies, specific school supplies (such as art room supplies), standard paper and toner products specifically for fax machines as well as inkjet and laser printers. The State also seeks to leverage this opportunity and include in this RFP a solicitation for Office, School & Library Furniture and Accessories.

In addition to the **State of Rhode Island**, this RFP is co-sponsored by **all** Rhode Island municipalities and school districts and includes the following (Table 1 & Table 2):

**Table 1**

<b><u>School Districts</u></b>	<b><u>School Districts</u></b>
Barrington	Scituate
Burrillville	Smithfield
Central Falls	South Kingstown
Coventry	Tiverton
Cranston	Warwick
Cumberland	Westerly
East Greenwich	West Warwick
East Providence	Woonsocket
Foster	
Glocester	<b><u>Regional Schools</u></b>
Jamestown	Bristol-Warren
Johnston	Exeter-West Greenwich
Lincoln	Chariho
Little Compton	Foster-Glocester
Middletown	
Narragansett	<b><u>State Operated Schools</u></b>
Newport	Davies Career & Technical Center
New Shoreham	Metropolitan Career & Technical Center
North Kingstown	School for the Deaf
North Providence	
North Smithfield	<b><u>Charter Schools</u></b>
Pawtucket	Learning Community Charter School
Portsmouth	Beacon Charter School
Providence	

**Table 2**

<b>State of Rhode Island - Municipalities</b>	
Barrington	New Shoreham
Bristol	Newport
Burrillville	North Kingstown
Central Falls	North Providence
Charlestown	North Smithfield
Coventry	Pawtucket
Cranston	Portsmouth
Cumberland	Providence
East Greenwich	Richmond
East Providence	Scituate
Exeter	Smithfield
Foster	South Kingstown
Glocester	Tiverton
Hopkinton	Warren
Jamestown	Warwick
Johnston	West Greenwich
Lincoln	West Warwick
Little Compton	Westerly
Middletown	Woonsocket
Narragansett	

As part of a joint effort to combine forces and leverage spending across the entire State of Rhode Island, this RFP seeks to maximize the bidding opportunity and secure the best deal for all the state's taxpayers. Therefore rather than numerous Office Supplies, School Supplies & Furniture proposals being posted across the state, the contract(s) awarded through this solicitation will provide the "first of a kind" statewide MPA. All co-sponsors of this MPA will be required to purchase "Core" items (defined in Sections 3A & 3C) under the awarded contract(s). As a result, all co-sponsors will be eligible to receive the Volume Rebate as described and defined in Sections 3B & 3D.

The State of Rhode Island annually spends approximately \$3.5 million to \$4.0 million on Office Supplies, Paper and Toner. Combining this with the roughly \$4 million of the various municipalities and school districts that have signed onto this RFP, total Office Supplies spending approaches \$8 million per year. By combining the Office Supplies' spending with a statewide several million dollar Office Furniture spend amount, the total combined annual value of this contract could exceed \$11 million.

Vendors are encouraged to provide proposals for either Office Supplies or Office Furniture or both. This RFP provides requirements for both Office Supplies and School Supplies (Sections 3A & 3B) and Office and School Furniture (Sections 3C & 3D). For the purposes of this RFP, "Office Supplies" is **defined as** general office supplies, school supplies, toner cartridges and standard paper. "Office Furniture" is **defined as** items including, but not limited to, desks,

shelving units and chairs for **all** parties (State agencies, municipalities & schools) using the contract.

It should be noted that this RFP specifically **excludes** the following items:

- Cameras
- Computer Related Equipment except small computer supplies (i.e. diskettes, CD/DVD)
- Copiers, Copier Toner, Fax Machines & Fax Copiers
- Printers
- Projectors
- Software
- Specialty Paper

The way this RFP has been structured, bidders will have the opportunity to present proposals for either the Office Supplies requirements or Office Furniture requirements **or** both of the Requirements (Office Supplies and Office Furniture) sections. Within Office Supplies specifically, bidders are encouraged to submit proposals on those specific subcategories that are a core offering of their respective business (i.e. paper or toner). Please note that bidders will also be required to submit and propose a rebate structure on all statewide Office Supplies and Furniture expenditures. Additional rebate details are outlined in Section 3B and Section 3D.

If the bidder is responding to both major sections (Supplies & Furniture), a separate technical and cost proposal for each section (Supplies & Furniture) must be submitted as each category will be evaluated separately. All proposal submission and evaluation requirements are provided in Submission details are provided in Sections Four (4) and Five (5), respectively, of this document.

### **Price Proposal Spreadsheets**

Please note that the Office Supplies and Office Furniture Cost Proposal spreadsheets **will not be posted to the Rhode Island Division of Purchases web site**. Instead, an email requesting the spreadsheets must be sent to the Division of Purchases. Please refer to **Section 4, page 72** of this RFP, for instructions on where to send the email request. Please follow the instructions as specified because the State will not be responsible for email messages sent to an incorrect email address.

## **Section 3A – Office Supplies – Business & Technical Requirements**

### **Overview**

This section contains the detailed business and technical requirements for the Office Supplies Request for Proposal (RFP). The State will not tailor these needs to fit a particular solution that bidders may have available. The bidders shall propose to meet the State's needs and requirements as defined in this RFP. The following definitions will also apply to this section and anywhere else the terminology is specified within this RFP, appendices and associated amendments.

- A. SKU** – a stock keeping unit is a specific product item that has a unique identification number associated with it for inventory purposes.
- B. “Core” or “Contract” List** – these terms may be used interchangeably, however it refers to a specific and restricted set of frequently purchased items/SKUs that the State of Rhode Island, municipalities, towns and school districts, in conjunction with the Contractor, has established as a *Rhode Island Contract User Catalog*.
- C. “Non-Core” or “Off-Contract” List** – these terms may be used interchangeably, however it refers to items that are available for purchase from the Contractor, but are not in a *Rhode Island Contract User Catalog*. These items will be available for purchase on a limited basis.
- D. State of Rhode Island, State, Contract Users** – or any other term referring to client, customer or end-user will all refer to all State agencies including quasi public agencies, higher education, municipalities, school districts, etc... that will make use of the contract(s) awarded based upon this RFP.

### **Proposed Contract Term**

The award(s) will be for three (3) years, the contract commencing on or about June 15, 2007, with the potential for two (2) one-year extensions.

### **Requirements**

The following presents the scope of work. The bidder's response must indicate the company's ability to either meet or exceed each specified requirement. Bidders should read the detail in each of the following requirements while providing a complete response to any questions or requests for further information.

- 1. Custom Catalog Development** – A customized Core Items (definition above) hard copy catalog, called the *Rhode Island Contract User Catalog (Catalog)*, may be developed for the State and all using agencies, municipalities and school districts. This catalog must have separate sections, corresponding to the Core Item lists, specifying General Office Supplies and School Supplies. Although there may be product crossover between the two lists, the catalog must clearly delineate between office and school products. It is a requirement that the Contractor creates and distributes the custom catalog(s) and price list(s). The catalogs are to be printed, warehoused, and distributed by the Contractor, at no additional cost, to the State of Rhode Island and its agencies, institutions and public bodies. The catalog's contents are to be grouped by primary product lines (e.g., folders, ribbons, etc.) and must contain detailed policies, procedures, and instructions for order placement. At no additional cost to the State, the *Catalog* must be updated and



republished (at a maximum) once per calendar year. Mid-cycle inserts may be required to notify end-users of product additions or deletions. The Contractor, based on the aforementioned requirements, is also required to print, warehouse and distribute a hard copy catalog that contains the Non-Core/commercially available items (definition above). In both the **Catalog** and Non-Core Catalog, list and State pricing must be included for each product. **Please indicate the company's ability to meet this requirement and propose a catalog distribution schedule.**

2. **Online Ordering** – Contractor must develop and maintain a State of Rhode Island Contract web-based homepage to enable online ordering and related functions. The home page must comply with the following requirements:
  - 2.1. Customized Rhode Island-specific web page.
  - 2.2. Contractor must maintain web access and ordering capabilities twenty-four (24) hours per day.
  - 2.3. Contractor must provide all appropriate “live” contact information (phone/fax/email) on the customized web site.
  - 2.4. State-specific current contract pricing for Core and Non-Core items (the first line of items to appear must be the core items list). The price provided on the web site must be the net price (after all discounts) that the State will be charged. In addition, the item's list price must also be provided for each respective item or SKU.
  - 2.5. Ability to search by category type of item, manufacturer, manufacturer part number & keyword description.
  - 2.6. Detailed item/product descriptions including but not limited to name, color, size, package quantity and units of measure. When possible, a picture of the item must also be provided.
  - 2.7. Additional links or information may be placed on the State's custom web site and/or screen to access additional product literature, the Contractor's home page, history of the company, etc...
  - 2.8. Provide a **“How to Buy Section”** to highlight how to utilize the contract. This section should include the Telephone, Fax and E-mail information for the Contractor, Contract Manager, Sales, Service and Customer Service personnel dedicated to the contract, including but not limited to instructions on how to utilize the contract effectively.
  - 2.9. Contractor must be able to provide an on-line and off-line (hard copy, fax, email) process for the State to request account set-up from the Contractor. These instructions should be included in an online-help file as well as detailed in any offline materials (i.e. *Catalog*).
  - 2.10. Contractor shall have the ability to provide integration between the Contractor(s) online (internet-based) catalog and the State's Oracle i-Procurement System.
  - 2.11. Contractor must create various user accounts (State & local agencies). Agency/User accounts must include:
    - 2.11.1. Unique username and password
    - 2.11.2. Default set of customizable permissions
    - 2.11.3. Compliance controls that include restricted access to a limited set of items and/or end-user supervisory approvals

2.11.4. Unique agency billing code number

2.11.5. Bill to address, department name, contact name, email, phone/fax number

2.11.6. Ship to address, department name, contact name, email, phone/fax number

3. **Order Placement by Phone/Fax** – Contractor must maintain a live, twenty-four (24) hour local or toll-free telephone access number for all Contract Users to ask and receive responses to questions. Contractor must also maintain a local or toll-free phone/facsimile number for all orders to be placed via phone/fax. There may be certain municipalities and/or schools requiring orders to be placed via a purchase order system. Contractor(s) must be able to meet this requirement. All contact information including access numbers, should be included in the *Catalog*. Prior to an award, successful Bidders will be required to identify/establish one or more local or toll-free access numbers allowing free calls from all State office locations. **Please indicate the company’s ability to meet these requirements, including detailed information on procedures for placing and verifying orders.**
4. **Compliance Management** – The State of Rhode Island contract users are required to purchase only “Core” products and services, unless authorized to do otherwise (i.e. purchase non-core items). The State expects any selected Contractor(s) to be able to actively support compliance with this requirement. **Please provide details how the ordering systems manage compliance for online, phone and facsimile orders. In addition, please describe how the systems allow and authorize approved compliance exceptions.**
5. **Product Availability** – Contractor must agree that there will be no cancellation of products used without an equal and acceptable replacement approved by the designated State of Rhode Island representative during the term of the agreement. Contractors must communicate manufacturer’s discontinuation of any products to the contract officer in writing within five (5) business days. In such instances, Contractors must work with the Division of Purchases Official(s) to identify and implement alternative options that shall maintain or reduce costs associated with replacement SKU’s. Contractors must be prepared to offer detailed quarterly reports, if requested by the State, displaying removed SKU’s off of contract list and suggested replacements. Contractors shall offer suggested replacements of discontinued products at least 30 days prior to discontinuation, including replacement part number, description, list price, applicable discount, and final price. **Please indicate the company’s ability to meet this requirement.**
6. **Contract List Maintenance** – Contractor must agree to an annual evaluation of the Core List and the State’s top-spend items. The Contractor and the State will revise the items on the Core List to replace discontinued SKUs and to rebalance the list through additions and deletions, ensuring that the items that accounted for the largest spend amount in the prior twelve (12) months are included on the Core List. Recommended additions and deletions will be reviewed with the State of Rhode Island Division of Purchases and revisions to the Core List may follow, if agreed to by the Chief Purchasing Agent. It is further understood that the discount levels on any non-core items added to the core list will be equal to the discount levels of existing items on the core list. **Please indicate the**

**company's ability to meet this requirement and describe the process involved regarding typical contract list maintenance procedures.**

- 7. Fill-Rate Requirements** – Contractor must maintain a fill rate of 98% for contracted Core List items. The selected contractor(s) shall also maintain a 95% fill rate on the Full Line catalog. (Fill rate is defined as the total number of requisition lines filled/divided by the number of lines requested over a given period. The difference, therefore, would be items on back-order). **Please indicate the company's ability to meet this requirement, and include historic fill rates for contract lists and full line catalogs.**
  
- 8. Delivery Schedule** – Contractor(s) must be able to fill and deliver orders for General Office & School Supplies and Toner products on-site within one (1) day of order placement by Contract Users, either via the internet, phone or fax based on an order submitted by 5:00 P.M. the prior day. Contractor(s) must be able to fill and deliver orders for Paper products on-site within two (2) days of order placement by a Contract User. If the contractor fails to make prompt delivery of any item, the State has the right to purchase goods in the open market and the Contractor will reimburse the difference to the State. All deliveries shall be performed during regular working hours. Please note that a school's regular working hours may be different than that of State agency or city/town office, therefore proper delivery accommodations must be made in order to meet the contract user's respective needs (i.e. school delivery by 2:00 PM, agency delivery by 4:00 PM). **Please indicate the company's ability to meet these requirements, and include typical response time to orders (by product subcategory, if applicable).**
  
- 9. Site Delivery** – Contractor or assignee should make delivery of each order to an inside location (e.g. warehouse, desktop, etc.) as directed by the ordering customer. Contractor must comply with parking and delivery requirements (times, locations, permits, etc.) of the ordering customer. Vendor will obtain "ship to" information from each participating customer/Contract User. **Please indicate the company's ability to provide site delivery on a regular basis for locations across the entire State of Rhode Island. Indicate if delivery is provided directly by the company's resources, or if third party vendors are used. If a third party vendor(s) is used, please submit a signed certification by the third party as to the ability to meet these requirements.**
  
- 10. Freight on Board (F.O.B.) Destination** – All prices offered shall be F.O.B. destination; freight prepaid by the contractor, to the ordering organization's receiving point. Responsibility and liability for loss or damage for all orders shall remain with the Contractor until final inspection and acceptance, when all responsibility shall pass to the ordering organization, except the responsibility for product defects, fraud and the warranty obligations.
  
- 11. Delivery / Shipping** –
  - 11.1. A packing label** must be on each box and must include the following items, each visible on the outside of the box:

- 11.1.1. Vendor Order Number
- 11.1.2. Rhode Island (Contract User) customer contact person
- 11.1.3. Ordering customer's name and unit (department, agency, division, etc.)
- 11.1.4. Delivery Address (include floor & room number where appropriate)
- 11.1.5. Telephone Number
- 11.1.6. Rhode Island Purchase Order Number

11.2. A **packing slip** must also be included with each shipment, and should include, at a minimum, the following information:

- 11.2.1. Rhode Island / Agency Purchase Order Number
- 11.2.2. Line item description(s)
- 11.2.3. Product item number(s)
- 11.2.4. Quantity ordered
- 11.2.5. Quantity included in shipment
- 11.2.6. Status of back ordered items
- 11.2.7. Unit Price
- 11.2.8. Number of parcels
- 11.2.9. Information included on the packing label

**Please indicate the company's ability to provide this level of shipping detail, specified above in Sections 11.1 & 11.2, for all orders, as well as any other information provided as a standard.**

**12. Invoicing** – Ordering agencies may require separate paper-based invoicing, as specified by each ordering organization. The Contractor's invoice, including their name, address & telephone number, must include, at a minimum the following components:

- 12.1. State Contract Number
- 12.2. Rhode Island / Agency Purchase Order Number
- 12.3. Ordering customer's delivery address (include floor & room number)
- 12.4. Product(s) description
- 12.5. Manufacturer's product(s) number(s)
- 12.6. Price(s) per unit(s) and extended price
- 12.7. Quantities of issued merchandise
- 12.8. Date Ordered
- 12.9. Back-ordered item(s) list
- 12.10. Each invoice must have a total for all orders, a total for all credits and the amount due from the respective agency.
- 12.11. Prompt payment discounts, if applicable.
- 12.12. All other discounts applied at the subtotal level. This may include online ordering or volume discounts.
- 12.13. Other mutually agreed upon requirements that State may later deem necessary.

Future guidelines may require that the Contractor(s) supply electronic invoices in lieu of paper-based invoices. **Please describe the company's ability/requirements to support electronic invoicing. This includes the ability to download standard invoices electronically, importing/seamlessly transfer invoice information into the State's**

**billing & payment system, etc... In addition, please indicate the company's ability to meet the aforementioned "paper-based" invoice requirements.**

**13. Out of Stock Notification** – Upon receipt of an order, the contractor must notify the customer if an item is out of stock. The customer shall have the option of requesting a back-order, and either substituting an available product at contract price or less or canceling the item from the order. Under no circumstance is the contractor permitted to make product substitutions without authorization from the ordering agency. **Please indicate the company's ability to meet this requirement.**

**14. Returns** – Contractor must agree to accept all product and supplies for return, at no cost to the State, within 30 days of delivery. Any materials delivered in poor condition and any items either in excess of the amount authorized or not ordered by the customer may, at the discretion of the ordering customer, be returned to the Contractor's warehouse at the Contractor's expense within 30 days. Credit for returned goods should be made within two (2) business days once contractor receives returned goods. The Contractor will not impose a restocking fee for any returned items provided that one (1) of the following reasons are met:

- 14.1. Item(s) returned that were damaged upon receipt
- 14.2. Incorrect product shipped
- 14.3. Customer service order entry error by Contractor
- 14.4. Product returned within 30 days of delivery
- 14.5. Product that is returned, but exchanged for other inventory/product

Restocking fees, for all other reasons, can be no greater than five (5) percent of the value of the items to be restocked. **Please indicate the company's ability to meet these requirements.**

**15. Payment Options** – The State may pay by check or electronic funds transfer. All payments will be made in accordance with the State's General Payment Provisions. Please refer to the State of Rhode Island General Conditions of Purchase which may be obtained under the 'Vendor Information' link located on the Rhode Island Division of Purchases web site at: <http://www.purchasing.ri.gov>.

**16. Customer Service** – Contractor will have a customer service unit dedicated to this contract. The staff must be trained in the requirements of the contract and be able to handle questions, technical concerns as well as the have the authority to take administrative action in order to resolve any issues that arise. At least one Customer Service Representative must be available during Contractor's operating hours. All service representatives must have on-line access to information to provide immediate response to inquiries concerning the status of orders (shipped or pending), delivery information, back-order information, statewide contract pricing, contracted product offerings/exclusions, billing questions or issues, contract compliance requirements, and general product information. In addition, the Contractor must be able to provide training, as needed, to new and existing users of the contract. Representatives must be available via phone (local/toll free number required), fax, live web-chat or email. **Please provide**

**a description of the company's customer service capabilities, issue and its ability to meet these requirements.**

- 17. Account Management – Please describe the company's customer service team including its structure and ability to resolve contract-related issues.** Details should include, but not be limited to, the proposed team size, team member background/experience and location of the customer service unit(s). A specified site representative should also be available to help in expediting orders and answering questions. In addition, **please provide details on the company's problem resolution methodology** (i.e. including, but not limited to, tracking of outstanding issues, response time standards and notification policies).
- 18. Training Plan –** The Contractor must provide training to facilitate the rapid and smooth education of contract users. A plan that describes the detail, nature and techniques used to provide training shall be included in the proposal. Suggested training details should include type, number of resources, frequency and course format.
- 19. Performance / Service Level –** The State will measure the using customer's satisfaction during the term of the contract. This measurement will identify areas where service levels can be improved. **Please describe how the company will work with the State in order to continually monitor and improve service levels.**
- 20. Quality Assurance Guarantees / Product Warranty –** Contractor shall guarantee its products to be free from defects in materials and workmanship, given normal use and care, over the period of the manufacturers' warranties. Contractor must honor all manufacturers' warranties and guarantees on all products offered through the contract. If the manufacturer offers an on-site warranty, those warranty services must be passed on to the users of the contract. The Contractor shall agree to repair and/or replace immediately, without charge (includes shipping both ways), to Contract Users, any product or part thereof, which proves to be defective or fails within the manufacturers' warranty period as specified. The Contractor must continue to provide warranty service, after contract termination, until expiration of warranties for products sold under the contract. **Please indicate the company's ability to meet this requirement as well as information on the company's quality assurance program.**
- 21. Test Samples –** The Contractor may be required to supply sample products in sufficient quantities for testing purposes. When requested, the sample products must be provided within four (4) days of request by the Contract Users. **Please indicate the company's ability to meet this requirement.**
- 22. Reporting Requirements –** Contractors are required to provide various monthly, quarterly and annual reporting on State of Rhode Island spending. Reporting requirements/details are specified below. Each of the reports (detailed in 22.1, 22.2 & 22.3) are due within ten (10) business days after the close of each respective (monthly, quarterly & annual) period. Reporting periods should coincide with each State Fiscal Year (July 1<sup>st</sup> to June 30<sup>th</sup>). For definition purposes, monthly refers to the end of each

calendar month, quarterly refers to the end of each calendar quarter (3/31, 6/30, 9/30, 12/31) and annual refers to state year-end at 6/30. All reports must be available on-line and submitted to the appropriate party (state, municipality, school department) on optical media (CD or DVD) in Microsoft Excel format. Late delivery or non-delivery of required reports may result in cancellation of the contract and rejection of the Contractor's bids or proposals in future procurements.

**22.1. Detailed Usage Report** – The Contractor must submit a usage report showing detail at both statewide and agency/municipality/school levels. The report must include the following criteria:

- 22.1.1. Invoice Number
- 22.1.2. Invoice Date
- 22.1.3. Purchase Order Number
- 22.1.4. Order Date
- 22.1.5. Delivery Date
- 22.1.6. Name of State / Local Government Agency
- 22.1.7. Agency Department Name
- 22.1.8. Delivery Address
- 22.1.9. Product Category Classification
- 22.1.10. Manufacturer
- 22.1.11. Manufacturer Part (SKU) Number
- 22.1.12. Contractor / Vendor Part (SKU) Number
- 22.1.13. Item Description
- 22.1.14. Core List or Non-Core List Item
- 22.1.15. Unit of Measure (UOM)
- 22.1.16. Quantity
- 22.1.17. Item List Price (per UOM)
- 22.1.18. Actual Contract Price (per UOM)
- 22.1.19. Discount off List Price (if Non-Core Item)
- 22.1.20. Extended Contract Price
- 22.1.21. Fill Rate
- 22.1.22. Online Order (Yes / No)

**22.2. Line Item Spending Report** – The Contractor must submit a spending report by product number or product line item. The report must rank the line items (both Core and Non-Core) by statewide volume. In addition, separate reports for both state and local governments are required. Samples of reports needed. The reports must include the following criteria:

- 22.2.1. As of Date
- 22.2.2. Rank (high to low)
- 22.2.3. Product Category Classification
- 22.2.4. Manufacturer
- 22.2.5. Manufacturer Part (SKU) Number
- 22.2.6. Item Description
- 22.2.7. Total Items Shipped for Each Rank
- 22.2.8. Unit of Measure (UOM)

- 22.2.9. Core List or Non-Core List Item
- 22.2.10. List Price
- 22.2.11. Actual Contact Price
- 22.2.12. Extended Contract Price

**22.3. Fill Rate Report** – The Contractor must submit a fill rate report that includes the following criteria:

- 22.3.1. Fill Rate Accuracy
- 22.3.2. Average Order Time from placement to shipment
- 22.3.3. Average Backorder fill time from placement to shipment
- 22.3.4. Number of Orders
- 22.3.5. Number of Lines per Order
- 22.3.6. Number of Lines Filled
- 22.3.7. Number of Lines Backordered
- 22.3.8. Average Number of Lines per Order
- 22.3.9. Average Order Size in Value
- 22.3.10. Number of Returns
- 22.3.11. Number of Damaged & Defective Products
- 22.3.12. Year-to-Date Total Returns (Products/Value)
- 22.3.13. Total Purchases Value – Monthly & Year-to-Date

In addition to these standard reports, the Contractor must have the ability to provide, as required, ad hoc reporting capabilities to the State at no additional cost. **Please indicate the company's ability to provide this level of reporting detail, and any other information provided as a standard. In addition, please submit samples of the above reports with the submitted proposal.**

**23. Environmental Criteria** – The State encourages the purchase of environmentally preferable products and desires to make purchases from contractors with exemplary environmental practices. In addition, contractors are encouraged to use packaging that has minimal impact to the environment.

**24. Toner Cartridges** – Bidders shall furnish cartridges that are OEM compatible or have been fully remanufactured. Both OEM and remanufactured cartridges shall adhere to specifications equal to or exceeding OEM cartridge specifications or approved remanufactured toner cartridge industry standards established by the Standardized Test Methods Committee (STMC), or the latest guidelines adopted by ASTM International for remanufactured or OEM compatible toner cartridges. Toner cartridges that are only refilled or recharged do not meet these specifications and are not acceptable.

- 24.1. This includes the standardized testing certification for ASTM F1856-98, ASTM F2036, American National Standard Institute (ANSI) IT2. 17-95, and International Safe Transit Association (ISTA) 1A VERSION-99
- 24.2. Plastic & plastic parts of modules manufactured, added or exchanged by the vendor must not contain PBDE polybrominated diphenyl ethers (PBDE) or polybrominated biphenyls (PBB) as flame proofing agents. No cadmiated module parts may be used.



**24.3.** Remanufactured Toner Cartridge must consist of 75% in weight of recycled parts (weight of toner powder not included). Cartridges must be reusable at least 3 times for toner module by remanufacturing process.

**24.4.** Materials containing heavy metals such as cadmium, lead, mercury and chromium VI must not be used as constituent parts.

**25. Additional Environmental Specifications** – Throughout the contract duration, the State reserves the right to amend the environmental specifications for any contract resulting from this RFP with the concurrence of contractor(s).

**26. Packaging Recycled Products** – The State encourages the use of recycled foam and other types of packaging when feasible.

**27. Environmental Impacts** – Provide details about the company’s activities to minimize the environmental impacts of product manufacturing, assembly, warehousing, distribution and/or other activities.

## **Section 3B – Office Supplies – Cost Proposal & Pricing Requirements**

### **Overview**

In addition to the Business and Technical Requirements specified in Section 3A, this section will outline pricing requirements as well as the details and information required for the cost proposal. Proposed costs for all line items/products and any proposed discounts must already include the cost of any services outlined and specified in the Business and Technical Requirement section of this RFP.

- 1. Pricing Terms** – The Contractor must propose pricing that will be governed by the following schedules:
  - 1.1. General Office and School Supplies (Core List)** – the Core List prices for Office & School Supplies will remain fixed for the life of the contract, with the exception of the annual review of items being proposed as replacements for discontinued items on the Core List.
  - 1.2. Toner** – Toner pricing will be fixed for twelve (12) months, with an annual review. Specific “annual review” terms and conditions for toner products will be determined by the State of Rhode Island and the selected contractor(s).
  - 1.3. Paper** – Paper pricing will be fixed for twelve (12) months, with an annual review. Specific “annual review” terms and conditions for paper products will be determined by Rhode Island and the selected contractor(s).
- 2. All Inclusive Pricing** – All items will be priced inclusive of any packaging, shipping and delivery charges. Size of order and/or delivery location will have no impact on pricing. No orders placed against the Contract will be subject to a minimum order requirement.
- 3. Price Decreases** – The Contractor shall pass along any price decreases to the State. Any price decrease from the manufacturer of the product or passed along to the Contractor shall be passed through to the State immediately. Failure to notify the State of a decrease may result in cancellation of the contract.
- 4. Taxes** – All proposed pricing will be exclusive of any taxes charged to the State of Rhode Island. The State is exempt from the payment of Rhode Island sales tax. State sales and use tax certificates of exemption will be issued upon request. Deliveries pursuant to this contract will be free of Federal excise and transportation tax charges. The Contractor is subject to all Federal, State and Local taxes, as applicable.
- 5. Additional Charges** – Service fees or additional costs not covered in this RFP will not be invoiced to Contract Users during the term of this agreement.
- 6. No Return Fee for Errors** – As detailed in Section 3A, Requirement #14, there will be no return fees for inaccuracies or other errors on the part of the Contractor or the State, except as detailed in Section 3A, Requirement #14.
- 7. Rush Charges Due to Errors** – Any Contractor’s error resulting in a rush delivery requirement will not incur additional rush charges.

**8. Contract Term** – As previously detailed, it is the intention of the State to establish a contract(s) with an initial term of three (3) years, with options for two (2) additional annual extensions. A longer contract duration will be considered (see Sheet F1), however all unit pricing should be based upon a three (3) year contract term.

### **Pricing Instructions**

This section provides detail on how a Bidder should respond to the Cost Proposal requirements of this RFP. A Microsoft Excel workbook called, ***RFP#7003248-OSuppCostProposal.xls***, has been provided in order to allow the submission of all required pricing in response to this RFP. The State’s intention is to structure the pricing format in order to facilitate a straight-forward comparison among all bidders. The workbook itself contains thirteen (13) worksheets (list is provided below). Each respective worksheet contains either a list of items that must be bid or requires specific information to be entered into the appropriate “shaded” areas. Please respond to **all** shaded areas.

- ***Sheet A1 – General Office Supplies Core List***
- ***Sheet A2 – General Office Supplies Substitute Core List***
- ***Sheet B1 – Toner Contract List***
- ***Sheet B2 – Substitute for Toner Contract List – Generic***
- ***Sheet B3 – Substitute for Toner Contract List – Remanufactured***
- ***Sheet C1 – Paper Contract List – Pricing by Carton***
- ***Sheet C2 – Paper Contract List – Pricing by Ream***
- ***Sheet C3 – Paper Contract List – Pricing by Pallet and Truckload***
- ***Sheet D1 – School Supplies Core List – No Substitutions***
- ***Sheet D2 – School Supplies Core List – Preferred Brand***
- ***Sheet D3 – School Supplies Core List – No Preferred Brand***
- ***Sheet E1 – Non-Core Item List – Pricing Proposal***
- ***Sheet F1 – Rebates and Discounts***

Please provide responses to this request by filling out **only** the cells shaded in yellow. Alternative pricing structures will not be considered. Bidders are advised that failure to comply with all pricing instructions may result in the rejection of their proposals on the basis of being non-responsive. In addition, submitting incomplete offers or proposals different than the specified format may result in the rejection of their proposals on the basis of being non-responsive.

The thirteen (13) worksheets have been pre-formatted to provide information either in dollars, rounded to the nearest cent, or percentages. Bidders must not try to change either the formatting or structure of this pricing grid, as this could result in an incorrect analysis of the bid and disqualification of the Bidder.

Enter numbers on each grid as a “number” (i.e. two-place decimal), and not a “currency” or other format unless otherwise stated. That is, omit dollar signs, commas, and any other non-essential symbols. For example, \$7.90 should be entered as 7.90, and 10% should be entered as 0.1.

Enter “N/A” to indicate not available or “0” if there is no charge. Any cells left blank will be interpreted as “no offer”.

Please provide the company name in the “Bidder Name” section on every pricing worksheet.

Please note that the State of Rhode Island is inviting Bidders in this RFP to either bid on all products included in this RFP, or to focus bidding on those specific subcategories of products (i.e. paper and/or toner) that are the core offering of a Bidder’s business.

### **Pricing Proposal Workbook/Worksheet Overview**

Based upon its historic requirements the State of Rhode Island has established a list of approximately 2,000 Office & School Supplies, Paper and Toner items (preferred & generic items). While the State may ultimately elect to consolidate or revise this list, for the moment it should be considered the “market basket” of items constituting the vast majority of purchases from any contract that arises from this RFP.

The use of any manufacturers’ names/part numbers, SKU, brand names, product information, item numbers and/or catalog numbers, listed in the specification/worksheets, are descriptive, not restrictive. Although the State prefers the exact item specified, the State recognizes that not every Bidder carries every manufacturer, and that certain items may be discontinued. Therefore, if an exact match is not possible, Bidders should provide an alternative proposal, ideally from the same manufacturer, that most closely matches the specifications of the historic Rhode Island SKU. In addition all bid submissions on each respective worksheet must be in the same unit of measure as is defined in the worksheet. School Supply items are divided into three categories:

1. No Substitutions
2. Preferred Brand
3. No Preferred Brand

For the first category (No Substitutions) Contractor(s) are required to present a bid on the exact item specified as no alternatives will be accepted for the 36 products listed. Regarding the second category (Preferred Brand), it is requested, but not required, that the bidders provide products as close to the items/brands described in the list. Essentially the State prefers the items and brands as listed. The third category (No Preferred Brand) allows for brand flexibility as the bidders can make a proposal based solely on the product description.

### **Pricing Proposal Worksheet Detail**

This section outlines the thirteen (13) worksheets and the data required from the Bidders for each.

In **Sheets A2 and B2**, the State asks that Bidders propose a lower cost substitute item that the Bidder believes to be an item that meets the minimum requirements of this RFP. Please only propose substitutes only for those line items that are reasonable, lower-cost alternatives of comparable quality.

**Sheet B3** refers to Remanufactured Toner Cartridges (RC). If a Bidder proposes pricing for RC, the Bidder must furnish pricing for cartridges that are OEM compatible or have been fully

remanufactured. Please refer to Section 3A, Requirement #24, for the RC specifications and requirements.

**Sheet C3** refers to paper usage on a statewide level. As part of the paper usage figures included on **Sheets C1 & C2**, the State, as an entire entity, purchases approximately 20,000 cases of #4 Xerographic Bond, 8.5” X 11”, 20# paper per year in either cases, pallet or truckload-size order quantities. In **Sheet C3**, please provide prices for the aforementioned paper-type in pallet & truckload quantities.

When presenting the price proposal for the School Items list, **Sheets D1, D2 & D3**, please note that some of the “Core” school items may also be included on the “General Office Supplies Core List.” Please ensure that the proposed price, for a given item, is the same in all worksheets (**Sheets A1 & D1, D2 or D3**).

### **A. General Office Supplies**

#### ***Sheet A1 – State of Rhode Island – General Office Supplies Core List***

The following fields (columns) of information have been provided in **Sheet A1**:

1. Line Number (for tracking purposes)
2. Product Category (e.g. binders, labels, etc.)
3. Manufacturer Name
4. Manufacturer Code (three-letter abbreviation of manufacturer name)
5. Manufacturer SKU Number
6. Product Description
7. Unit of Measure (UOM)

#### ***Sheet A1 – Bidder Proposal – General Office Supplies Core List***

The following fields (columns) of information are requested from bidders in **Sheet A1**:

1. Manufacturer Name
2. Manufacturer Code (three-letter abbreviation of manufacturer name)
3. Manufacturer SKU Number
4. Bidder Product ID (if Bidder uses Manufacturer SKU Number, please replicate that entry in this field)
5. Unit of Measure (UOM)
6. Item Quantity per UOM
7. Product Description
8. Unit List Price (from Bidder catalog)
9. Unit Offer Price to the State of Rhode Island
10. Exact match (YES/NO) – “YES” if the product offered is an exact match of manufacturer and SKU number provided, or “NO” if an alternative product

#### ***Sheet A2 – State of Rhode Island – General Office Supplies Substitute Core List***

The following fields (columns) of information have been provided in **Sheet A2**:

1. Line Number (for tracking purposes)
2. Product Category (e.g. binders, labels, etc.)
3. Manufacturer Name

4. Manufacturer Code (three-letter abbreviation of manufacturer name)
5. Manufacturer SKU Number
6. Product Description
7. Unit of Measure (UOM)

***Sheet A2 – Bidder Proposal – General Office Supplies Substitute Core List***

The following fields (columns) of information are requested from bidders in **Sheet A2:**

1. Manufacturer Name
2. Manufacturer Code (three-letter abbreviation of manufacturer name)
3. Manufacturer SKU Number
4. Bidder Product ID (if Bidder uses Manufacturer SKU Number, please replicate that entry in this field)
5. Unit of Measure (UOM)
6. Item Quantity per UOM
7. Product Description
8. Unit List Price (from Bidder catalog)
9. Unit Offer Price to the State of Rhode Island

**B. Toner**

***Sheet B1 – State of Rhode Island – Toner Contract List***

The following fields (columns) of information have been provided in **Sheet B1:**

1. Line Number (for tracking purposes)
2. Manufacturer Name
3. Manufacturer Code (three-letter abbreviation of manufacturer name)
4. Manufacturer SKU Number
5. Product Description
6. Unit of Measure (UOM)

***Sheet B1 – Bidder Proposal – Toner Contract List***

The following fields (columns) of information are requested from bidders in **Sheet B1:**

1. Manufacturer Name
2. Manufacturer Code (three-letter abbreviation of manufacturer name)
3. Manufacturer SKU Number
4. Bidder Product ID (if Bidder uses Manufacturer SKU Number, please replicate that entry in this field)
5. Unit of Measure (UOM)
6. Item Quantity per UOM
7. Product Description
8. Unit List Price (from Bidder catalog)
9. Unit Offer Price to the State of Rhode Island
10. Exact match (YES/NO) – “YES” if the product offered is an exact match of manufacturer and SKU number provided, or “NO” if an alternative product

***Sheet B2 – State of Rhode Island – Toner Contract List***

The following fields (columns) of information have been provided in **Sheet B2:**

1. Line Number (for tracking purposes)

2. Manufacturer Name
3. Manufacturer Code (three-letter abbreviation of manufacturer name)
4. Manufacturer SKU Number
5. Product Description
6. Unit of Measure (UOM)

***Sheet B2 – Bidder Proposal – Toner Substitute – Generic List***

The following fields (columns) of information are requested from bidders in **Sheet B2:**

1. Manufacturer Name
2. Manufacturer Code (three-letter abbreviation of manufacturer name)
3. Manufacturer SKU Number
4. Bidder Product ID (if Bidder uses Manufacturer SKU Number, please replicate that entry in this field)
5. Unit of Measure (UOM)
6. Item Quantity per UOM
7. Product Description
8. Unit List Price (from Bidder catalog)
9. Unit Offer Price to the State of Rhode Island

***Sheet B3 – State of Rhode Island – Toner Contract List***

The following fields (columns) of information have been provided in **Sheet B3:**

1. Line Number (for tracking purposes)
2. Manufacturer Name
3. Manufacturer Code (three-letter abbreviation of manufacturer name)
4. Manufacturer SKU Number
5. Product Description
6. Unit of Measure (UOM)

***Sheet B3 – Bidder Proposal – Toner Substitute – Remanufactured List***

The following fields (columns) of information are requested from bidders in **Sheet B3:**

1. Manufacturer Name
2. Manufacturer Code (three-letter abbreviation of manufacturer name)
3. Manufacturer SKU Number
4. Bidder Product ID (if Bidder uses Manufacturer SKU Number, please replicate that entry in this field)
5. Unit of Measure (UOM)
6. Item Quantity per UOM
7. Product Description
8. Unit List Price (from Bidder catalog)
9. Unit Offer Price to the State of Rhode Island

**C. Paper**

***Sheet C1 – State of Rhode Island – Paper Contract List***

The following fields (columns) of information have been provided in **Sheet C1:**

1. Line number (for tracking purposes)
2. Product Description

3. Item Specifications including:
  - a. Weight
  - b. Size
  - c. Color
  - d. Other (3-hole punch, etc...)
  - e. Recycled / Non-Recycled

***Sheet C1 – Bidder Proposal – Price by Carton (Premium and/or House Brand)***

The following fields (columns) of information are requested from bidders in **Sheet C1:**

1. **Premium Brand** including the following:
  - a. Manufacturer Name
  - b. Manufacturer Code
  - c. Manufacturer SKU Number
  - d. Sheets (or sets) per carton
  - e. List price per carton (from Bidder catalog)
  - f. Offer Price per carton
2. **House or Private Brand** including the following:
  - a. Manufacturer Name
  - b. Manufacturer Code
  - c. Manufacturer SKU Number
  - d. Sheets (or sets) per carton
  - e. List price per carton (from Bidder catalog)
  - f. Offer Price per carton

***Sheet C2 – State of Rhode Island – Paper Contract List***

The following fields (columns) of information have been provided in **Sheet C2:**

1. Line number (for tracking purposes)
2. Product Description
3. Item Specifications including:
  - a. Weight
  - b. Size
  - c. Color
  - d. Other (3-hole punch, etc...)
  - e. Recycled / Non-Recycled

***Sheet C2 – Bidder Proposal – Price by Ream (Premium and/or House Brand)***

The following fields (columns) of information are requested from bidders in **Sheet C2:**

1. **Premium Brand** including the following:
  - a. Manufacturer Name
  - b. Manufacturer Code
  - c. Manufacturer SKU Number
  - d. Sheets (or sets) per carton
  - e. List price per carton (from Bidder catalog)
  - f. Offer Price per carton
2. **House or Private Brand** including the following:



- a. Manufacturer Name
- b. Manufacturer Code
- c. Manufacturer SKU Number
- d. Sheets (or sets) per carton
- e. List price per carton (from Bidder catalog)
- f. Offer Price per carton

***Sheet C3 – State of Rhode Island – Paper Contract List***

The following fields (columns) of information have been provided in **Sheet C3**:

1. Line number (for tracking purposes)
2. Product Description
3. Item Specifications including:
  - a. Weight
  - b. Size
  - c. Color
  - d. Recycled / Non-Recycled

***Sheet C3 – Bidder Proposal – Price by Pallet and Truckload (Premium and/or House Brand)***

The following fields (columns) of information are requested from bidders in **Sheet C3**:

1. **Premium Brand** including the following:
  - a. Manufacturer Name
  - b. Manufacturer Code
  - c. Manufacturer SKU Number
  - d. Sheets per Carton
  - e. Cartons per Pallet / Truckload
  - f. List price per Pallet / Truckload (from Bidder catalog)
  - g. Offer Price per Pallet / Truckload
2. **House or Private Brand** including the following:
  - a. Manufacturer Name
  - b. Manufacturer Code
  - c. Manufacturer SKU Number
  - d. Sheets per Carton
  - e. Cartons per Pallet / Truckload
  - f. List price per Pallet / Truckload (from Bidder catalog)
  - g. Offer Price per Pallet / Truckload

**D. School Supplies Core List**

***Sheet D1 – State of Rhode Island – School Supplies Core List – No Substitutions***

The following fields (columns) of information have been provided in Sheet D1:

1. Line Number (for tracking purposes)
2. Product Category (e.g. binders, labels, etc.)
3. Manufacturer Name
4. Manufacturer Code (three-letter abbreviation of manufacturer name)
5. Manufacturer SKU Number
6. Product Description

7. Unit of Measure (UOM)

***Sheet D1 – Bidder Proposal – School Supplies Core List – No Substitutions***

The following fields (columns) of information are requested from bidders in **Sheet D1:**

1. Manufacturer Name
2. Manufacturer Code (three-letter abbreviation of manufacturer name)
3. Manufacturer SKU Number
4. Bidder Product ID (if Bidder uses Manufacturer SKU Number, please replicate that entry in this field)
5. Unit of Measure (UOM)
6. Item Quantity per UOM
7. Product Description
8. Unit List Price (from Bidder catalog)
9. Unit Offer Price to the State of Rhode Island
10. Exact match (YES/NO) – “YES” if the product offered is an exact match of manufacturer and SKU number provided, or “NO” if an alternative product

***Sheet D2 – State of Rhode Island – School Supplies Core List – Preferred Brand***

The following fields (columns) of information have been provided in **Sheet D2:**

1. Line Number (for tracking purposes)
2. Product Category (e.g. binders, labels, etc.)
3. Manufacturer Name
4. Manufacturer Code (three-letter abbreviation of manufacturer name)
5. Manufacturer SKU Number
6. Product Description
7. Unit of Measure (UOM)

***Sheet D2 – Bidder Proposal – School Supplies Core List – Preferred Brand***

The following fields (columns) of information are requested from bidders in **Sheet D2:**

1. Manufacturer Name
2. Manufacturer Code (three-letter abbreviation of manufacturer name)
3. Manufacturer SKU Number
4. Bidder Product ID (if Bidder uses Manufacturer SKU Number, please replicate that entry in this field)
5. Unit of Measure (UOM)
6. Item Quantity per UOM
7. Product Description
8. Unit List Price (from Bidder catalog)
9. Unit Offer Price to the State of Rhode Island

***Sheet D3 – State of Rhode Island – School Supplies Core List – No Preferred Brand***

The following fields (columns) of information have been provided in **Sheet D3:**

1. Line Number (for tracking purposes)
2. Product Category (e.g. binders, labels, etc.)
3. Manufacturer Name (N/A IN SHEET D3)
4. Manufacturer Code (N/A IN SHEET D3)

5. Manufacturer SKU Number (N/A IN SHEET D3)
6. Product Description
7. Unit of Measure (UOM)

***Sheet D3 – Bidder Proposal – School Supplies Core List – No Preferred Brand***

The following fields (columns) of information are requested from bidders in **Sheet D3**:

1. Manufacturer Name
2. Manufacturer Code (three-letter abbreviation of manufacturer name)
3. Manufacturer SKU Number
4. Bidder Product ID (if Bidder uses Manufacturer SKU Number, please replicate that entry in this field)
5. Unit of Measure (UOM)
6. Item Quantity per UOM
7. Product Description
8. Unit List Price (from Bidder catalog)
9. Unit Offer Price to the State of Rhode Island

**E. Non-Core Items**

***Sheet E1 – Non-Core Item List – Pricing Proposal***

In addition to the pricing proposed on items included in the Core Lists (Sheets A1, B1, C1 & D1), the State is seeking a pricing mechanism (Standard Discount Off List) to cover all remaining Non-Core List items that may be ordered from the Bidder’s catalog.

In order to meet this requirement (for General Office Supplies, School Supplies, Paper and Toner), in **Sheet E1**, please provide the following information:

1. A percentage discount off of list price to cover off-contract items
2. A copy of the Bidder’s latest catalog with list prices for its entire selection of products and/or a website with complete list price information on all items.
3. Specific details of any exceptions and/or exclusions to the Standard Discount “Off List” along with product alternatives.

**F. Rebates and Discounts**

***Sheet F1 – Rebates and Discounts***

Please use **Sheet F1** to propose additional incentives to the State and the contract users. The RFP requires that the Bidder propose rebates and discounts that will be extended to the State based on the following criteria:

1. **Multi Year Contract Award** – Propose an additional percentage discount on pricing if the State were to agree to a four (4) or five (5) year contract.
2. **Payment Terms** – Propose an additional percentage discount on pricing to be extended to each monthly invoice that is paid within a time period shorter than the standard net 30 days, or via Electronic Funds Transfer (EFT).
3. **Electronic Ordering** – Propose an additional percentage discount off orders placed via the Bidder’s ordering website.
4. **Volume Rebate** – Propose a year-end rebate if statewide annual sales from Contract Users reaches or exceeds specified spending targets.

**5. Average Order Size Rebate** – Propose a year-end rebate if the average statewide order size reaches the specified minimum levels each year.

This pricing grid has been pre-formatted to provide information in percentages, rounded to the second decimal place. Do not try to change either the formatting or structure of the worksheet, as this could result in an incorrect analysis of the bid and disqualification of the Bidder.

Enter “N/A” to indicate not available or “0” if there is no charge. Any cells left blank will be interpreted as “no offer”.

**Rebate Details**

As part of the submission, bidders shall propose a “**Volume Rebate**” and “**Order Size Rebate**”. The rebates allow for a year-end payment to the State if annual sales and order size meet or exceed specified spending targets (specified in Sheet F1).

In addition to the State of Rhode Island, all co-sponsoring entities (please refer to Section 2 – Background) will be eligible to receive the **Volume and Order Size Rebates**. Each entity’s rebate will be calculated based on a percentage of the **total statewide** Office Supplies (refer to Section 2 – Background for definition) expenditures. The percentage will be determined by each entity’s total amount of Office Supplies spending divided by the total statewide Office Supplies expenditure. The selected Contractor(s) will be required to track, calculate and determine the rebate(s). All entities co-sponsoring this RFP will eligible to receive the rebate during the contract term. Payment of the rebate(s) will be made to the eligible entity within forty-five (45) days after the conclusion of the preceding State Fiscal Year (i.e. when the expenditures occurred).

## **Section 3C – Office Furniture – Business, General & Technical Requirements**

### **Scope of Work**

The State of Rhode Island is soliciting bids for office, school and library furniture and services in the following categories and related sub-categories. Bidders may bid an individual category, multiple categories or all listed categories. The items described in parenthesis are for descriptive purposes. The items, upon award, will consist of the entire manufacturer's product line available for the category and/or sub-category.

### **Business Definitions**

- A. SKU** – a stock keeping unit is a specific product item that has a unique identification number associated with it for inventory purposes.
- B. “Core” or “Contract” List** – these terms may be used interchangeably, however it refers to a specific and restricted set of frequently purchased items/SKUs that the State of Rhode Island, municipalities, towns and school districts, in conjunction with the Contractor, has established.
- C. “Non-Core” or “Off-Contract” List** – these terms may be used interchangeably; however it refers to items that are available for purchase, on a limited basis, from the Contractor.
- D. State of Rhode Island, State, Contract Users** – or any other term referring to client, customer or end-user will all refer to all State agencies including quasi public agencies, higher education, municipalities, school districts, etc... that will make use of the contract(s) awarded based upon this RFP.

### **Proposed Contract Term**

The award(s) will be for three (3) years, the contract commencing on or about June 15, 2007, with the potential for two (2) one-year extensions.

### **Product Categories**

This section outlines, at a high-level, the various categories of Office and School Furniture that the State seeks from the bidders. All furniture must be suitable for use in a general office setting, library or school. The detailed product specifications and requirements are presented later in this section. Bidders will be required to present their proposal for at least one of the following categories.

- 1. Category 1 – Systems Furniture - includes workstations & cubicles**
  - A. Sub-Category 1A** – “New” Level 1 Systems Furniture (Monolithic and Stackable)
  - B. Sub-Category 1B** – “New” Level 1A Systems Furniture (Monolithic)
  - C. Sub-Category 1C** – “Remanufactured” Systems Furniture (Monolithic and Stackable)
- 2. Category 2 – Chairs**
  - A. Sub-Category 2A** – General & Managerial Office Chairs (Task, Guest, Executive)
  - B. Sub-Category 2B** – Ergonomic Office Chairs (Task, Guest, Conference Room)
  - C. Sub-Category 2C** – Stacking and Folding Chairs (Wood, Metal, Plastic)
- 3. Category 3 – Office Furniture - includes, but not limited to, desks, file cabinets, bookcases & conference room furnishings**

- A. **Sub-Category 3A** – Metal Office Furniture
  - B. **Sub-Category 3B** – Wood Furniture
  - C. **Sub-Category 3C** – Laminate Furniture
  - D. **Sub-Category 3D** – LAN (Computer) Furniture
  - E. **Sub-Category 3E** – Folding Tables
4. **Category 4** – High Density Shelving
- A. **Sub-Category 4A** – Rotary Shelving
  - B. **Sub-Category 4B** – Mobile Shelving
  - C. **Sub-Category 4C** – Four-Post Shelving
  - D. **Sub-Category 4D** – Cantilever Shelving
5. **Category 5** – Demountable/Movable Walls
- A. **Sub-Category 5A** – Demountable/Movable Wall Furniture
6. **Category 6** – School Furniture
- A. **Sub-Category 6A** – School Furniture (Classroom)
  - B. **Sub-Category 6B** – School Furniture (Cafeteria)
  - C. **Sub-Category 6C** – Early Childhood School Furniture (classroom chairs, desks, activity tables)
  - D. **Sub-Category 6D** – Dormitory/Lounge Furniture
  - E. **Sub-Category 6E** – Music Furniture
7. **Category 7** – Library Furniture
- A. **Sub-Category 7A** – Library Wood Furniture
  - B. **Sub-Category 7B** – Library Wood Chairs
  - C. **Sub-Category 7C** – Library Metal Furniture
8. **Category 8** – Specialty Furniture and Accessories
- A. **Sub-Category 8A** – Custom Wood Crafted Furniture
  - B. **Sub-Category 8B** – Ergonomic Metal Framed Adjustable Computer Workstation
  - C. **Sub-Category 8C** – Ergonomic Furniture Accessories

### **General Requirements**

The following presents the scope of work. The bidder's response must indicate the company's ability to either meet or exceed each specified requirement. Bidders should read the detail in each of the following requirements while providing a complete response.

1. **Custom Catalog Development (All Product Categories)** – The Contractor may be required to produce a customized catalog containing **only** the core items, part numbers, descriptions, pictures, specifications and contract prices awarded. The customized catalog must be maintained, updated and republished (at a maximum) once per calendar year by the awarded Contractor(s) and distributed at no additional cost to the State for the contract duration (this will be known as the ***RI Office Furniture Catalog***. As an alternative to mailing and printing, Contractors must also maintain an electronic means of information delivery via a website and/or email.

2. **Online Ordering** – Contractor must develop and maintain a State of Rhode Island Contract web-based homepage to enable online ordering and related functions. The home page must comply with the following requirements (the contractor must provide training statewide to all eligible entities, if requested, at no additional cost):
  - 2.1. Customized Rhode Island-specific web page.
  - 2.2. Contractor must maintain web access and ordering capabilities twenty-four (24) hours per day.
  - 2.3. Contractor must provide all appropriate “live” contact information (phone/fax/email) on the customized web site.
  - 2.4. State-specific current contract pricing for Core items. The price provided on the web site must be the net price (after all discounts) that the State will be charged. In addition, the item’s list price must be provided for each respective item/SKU.
  - 2.5. Capability to provide a clear description including, but not limited to, the unit of measure, recycled content symbol or words, ability to view the discount percentage off for a specific manufacturer dated catalog and cost for only Core items thereby restricting Non-Core items from view.
  - 2.6. Ability to search by category type of item, manufacturer, manufacturer part number & keyword description.
  - 2.7. Detailed item/product descriptions including but not limited to name, color, size, package quantity and units of measure. When possible, a picture of the item must also be provided.
  - 2.8. Additional links or information may be placed on the State’s custom web site and/or screen to access additional product literature, the Contractor’s home page, history of the company, etc...
  - 2.9. Provide a “**How to Buy Section**” to highlight how to utilize the contract. This section should include the Telephone, Fax and E-mail information for the Contractor(s) Contract Manager, Sales, Service and Customer Service personnel dedicated to the contract, including, but not limited to, instructions on how to utilize the contract effectively.
  - 2.10. Ability to provide an “**Environmental Information Section**” to cover the topics including but not limited to: information on and the benefits of purchasing environmentally preferred products, the use and benefits of remanufactured supplies, current and future environmental commitment(s), policies and initiatives as well as other relevant topics.
  - 2.11. Contractor must be able to provide an on-line and off-line (hard copy, fax, email) process for the State to request account set-up from the Contractor. These instructions should be included in an online-help file as well as detailed in any offline materials (i.e. *Catalog*)
  - 2.12. Contractor shall have the ability to provide integration between the Contractor(s) online (internet-based) catalog and the State’s i-Procurement system.
  - 2.13. Contractor must create various user accounts (State & local agencies). Agency/User accounts must include:
    - 2.13.1. Unique username and password
    - 2.13.2. Default set of customizable permissions
    - 2.13.3. Compliance controls that include restricted access to a limited set of items and/or end-user supervisory approvals

2.13.4. Unique agency billing code number

2.13.5. Bill to address, department name, contact name, email, phone/fax number

2.13.6. Ship to address, department name, contact name, email, phone/fax number

3. **Order Placement by Phone/Fax** – Contractor must maintain a live, twenty-four (24) hour local or toll-free telephone access number for all Contract Users to ask and receive responses to questions. Contractor must also maintain a local or toll-free phone/facsimile number for all orders to be placed via phone/fax. There may be certain municipalities and/or schools requiring orders to be placed via a purchase order system. Contractor(s) must be able to meet this requirement.
4. **Delivery** – The Contractor must be able to deliver statewide. Delivery must be Freight on Board (F.O.B.) destination freight prepaid with delivery of product “Inside, On-Floor, Assembled, and Ready to Use” at no additional cost to the State. All shipping and packaging materials must be promptly removed from the building site upon delivery or completion of the project and legally disposed of by the Contractor at no additional cost to the State.
  - 4.1. **Delivery & Installation (Furniture)** – Product Categories or Sub-Categories, requiring specific installation, disassembly or re-installation (IDR) services must also be F.O.B. destination freight prepaid with delivery of product “Inside and On-Floor” at no additional cost to the State (additional IDR services are detailed in requirement #4.3). The cost for installation, disassembly or re-installation services should not be included by the bidder in the cost proposal. These services must be quoted, based on previously negotiated rates, and billed as a separate line item in compliance with the applicable hourly labor rates and prevailing wages. All shipping and packaging materials must be promptly removed from the building site upon delivery or completion of the project and legally disposed of (or preferably recycled) by the Contractor at no additional cost to the State.
  - 4.2. **Delivery & Installation (Accessories)** – Accessory items that require installation to a category or sub-category, such as counter weights for a file cabinet/bookcase, will be negotiated by the State and Contractor based upon the approved hourly labor rates. The installation service must be quoted and billed as a separate line item.
  - 4.3. **Installation, Disassembly & Re-installation Services (IDR)** – Contractor(s) must be able to provide installation, disassembly and re-installation services Statewide. If any one of these services are required it is the Contractor’s responsibility prior to delivery, to survey and review the particular location to ensure the existing proposed location will meet the manufacturer’s established installation, disassembly and re-installation criteria. Should the proposed installation location not meet established manufacturer criteria, the Contractor and the State will attempt to modify the product specifications and/or site in order to meet the criteria. In the event that a site can not be modified to meet the criteria then the Contractor must not provide the installation, disassembly or re-installation service and the State must cancel the order with no further obligations. Contractors not familiar with any location are strongly advised to personally view those locations prior to delivery. A lack of familiarity with a location will in no way relieve a Contractor from its responsibility to fulfill its contractual obligations. The Contractor and the State **must** determine prior to any



installation, disassembly or re-installation being performed whether a portion and/or the service(s) requested is non-prevailing wage or prevailing wage. If either a portion or the entire installation is determined by the State and Contractor as prevailing wage, the Contractor and the State must follow the State of Rhode Island prevailing wage requirements.

**4.4. Delivery / Successful Installation** – A successful installation, disassembly and/or reassembly is constituted by the product being fully capable of functioning to its fullest capacity and according to its design and is unencumbered by flaws resulting from poor installation. A final sign-off will be given by the user thereby acknowledging acceptance of a successful installation.

**5. Delivery Schedule** – the Contractor(s) must be able to meet the following delivery schedule requirements for Furniture Categories:

**5.1. Contractor(s)** must make delivery and have product available for delivery statewide. The Contractor shall be responsible for all delivery and unloading of product at no additional charge. All deliveries shall be performed during regular working hours. Please note that a school's regular working hours may be different than that of State agency or city/town office, therefore proper delivery accommodations must be made in order to meet the contract user's respective needs (i.e. school delivery by 2:00 PM, agency delivery by 4:00 PM).

**5.2. Contractor(s)** must be responsible for the delivery of products in first class condition at the point of delivery, and in accordance with good commercial practice. Shipping cases and packing slips must show the name of the supplier, name and address of receiving customer and purchase order number (additional packing slip requirements are presented below in Requirement #6 – Section 3C)).

**5.3. Contractor(s)** must obtain a signature on the packing slip from the authorized State personnel upon delivery.

**5.4. Contractor(s)** must adhere to established security and/or property entrance policies and procedures established for all Department of Correction facilities or any other State facilities. It is the Contractor(s) responsibility to adhere to those policies and procedures prior to any attempt to enter the premises. Contractor(s) must be prepared to supply a list of driver's names and any other background information necessary to the Department of Correction or State for security clearance into the various locations throughout the state. All vendor vehicles are subject to inspection upon entering and leaving all Department of Correction facilities.

**5.5. Damaged shipments** will not be accepted. In the event that a shipment is accepted and subsequently found to be incomplete, incorrect, or damaged, the shipment must either be replaced, at no cost to the State, or returned at the expense of the Contractor(s), for a refund or credit of the purchase price with no restocking fees. Additional item return details are provided below in Requirement #7 (Section 3C).

**5.6. Delivery Location & Accessibility** will be determined by a call at a minimum one (1) day before delivery to the State by the Contractor(s) in order to coordinate the delivery date and time.

**6. Delivery / Shipping** –

**6.1. A packing label** must be on each box and must include the following items, each visible on the outside of the box:

- 6.1.1. Vendor Order Number
  - 6.1.2. Rhode Island (Contract User) customer contact person
  - 6.1.3. Ordering customer's name and unit (department, agency, division, etc.)
  - 6.1.4. Delivery Address (include floor & room number where appropriate)
  - 6.1.5. Telephone Number
  - 6.1.6. Rhode Island Purchase Order Number
- 6.2. A **packing slip** must also be included with each shipment, and should include, at a minimum, the following information:
- 6.2.1. Rhode Island / Agency Purchase Order Number
  - 6.2.2. Product description(s)
  - 6.2.3. Product item number(s)
  - 6.2.4. Quantity ordered
  - 6.2.5. Quantity included in shipment
  - 6.2.6. Unit Price
  - 6.2.7. Number of parcels
  - 6.2.8. Information included on the packing label
7. **Returns** – Contractor(s) must agree to accept all product and supplies for return, at no cost to the State. Any materials delivered in poor condition and any items either in excess of the amount authorized or not ordered by the customer may, at the discretion of the ordering customer, be returned to the Contractor's warehouse at the Contractor's expense within 30 days. Credit for returned goods should be made within two (2) business days once contractor receives returned goods. The Contractor(s) will not impose a restocking fee for any returned items provided that one (1) of the following reasons are met:
- 7.1. Item(s) returned that were damaged upon receipt
  - 7.2. Incorrect product shipped
  - 7.3. Customer service order entry error by Contractor(s)
  - 7.4. Product returned within 30 days of delivery
  - 7.5. Product that is returned, but exchanged for other inventory/product
- Restocking fees, for all other reasons, can be no greater than five (5) percent of the value of the items to be restocked.
8. **Invoicing** – Ordering agencies may require separate paper-based invoicing, as specified by each ordering organization. The Contractor's invoice, including their name, address & telephone number, must include, at a minimum the following components:
- 8.1. State Contract Number
  - 8.2. State of Rhode Island / Agency Purchase Order Number
  - 8.3. Ordering customer's delivery address (include floor & room number)
  - 8.4. Product(s) description
  - 8.5. Manufacturer's product(s) number(s)
  - 8.6. Price(s) per unit(s) and extended price
  - 8.7. Quantities of issued merchandise
  - 8.8. Date Ordered
  - 8.9. Back-ordered item(s) list

- 8.10. Each invoice must have a total for all orders, a total for all credits and the amount due from the respective agency.
- 8.11. Prompt payment discounts, if applicable.
- 8.12. All other discounts applied at the subtotal level. This may include online ordering or volume discounts.
- 8.13. Other mutually agreed upon requirements that the State may later deem necessary.

Future guidelines may require that the Contractor(s) supply electronic invoices in lieu of paper-based invoices.

- 9. **Customer Service** – Contractor(s) will have a customer service unit dedicated to this contract. The staff must be trained in the requirements of the contract and be able to handle questions, technical concerns as well as the have the authority to take administrative action in order to resolve any issues that arise. At least one Customer Service Representative must be available during Contractor’s operating hours. All service representatives must have on-line access to information to provide immediate response to inquiries concerning the status of orders (shipped or pending), delivery information, back-order information, statewide contract pricing, contracted product offerings/exclusions, billing questions or issues, contract compliance requirements, and general product information. In addition, the Contractor must be able to provide training, as needed, to new and existing users of the contract. Representatives must be available via phone (local/toll free number required), fax, live web-chat or email.
- 10. **Account Management** – Please describe the company’s customer service team including its structure and ability to resolve contract-related issues. Details should include, but not be limited to, the proposed team size, team member background/experience and location of the customer service unit(s). A specified site representative should also be available to help in expediting orders and answering questions. In addition, please provide details on the company’s problem resolution methodology (i.e. including, but not limited to, tracking of outstanding issues, response time standards and notification policies).
- 11. **Compliance Management** – The State of Rhode Island contract users are required to purchase only “Core” products, unless authorized to do otherwise. The State expects any selected Contractor(s) to be able to actively support compliance with this requirement.
- 12. **Product Availability** – Contractor(s) must agree that there will be no cancellation of products used without an equal and acceptable replacement approved by the designated State of Rhode Island representative during the term of the agreement. Contractors must communicate manufacturer’s discontinuation of any products to the State in writing within ten (10) business days. Contractors must be prepared to offer detailed quarterly reports, if requested by the State, displaying removed product(s) off of contract list and suggested replacements. Contractors shall offer suggested replacements of discontinued products at least 30 days prior to discontinuation, including replacement part number, description, list price, applicable discount, and final price.
- 13. **Contract List Maintenance** – Contractor(s) must agree to an annual evaluation of the Core List. The Contractor and the State will revise the items on the Core List to replace

discontinued products and to rebalance the list through additions and deletions, ensuring that the items that accounted for the largest spending in the prior twelve (12) months are included on the Core List. Recommended additions and deletions will be reviewed with the State of Rhode Island Division of Purchases and possible revisions to the Core List may follow.

- 14. Customer Satisfaction Survey** – Contractor(s) must provide an annual survey for each contract user/account either electronically via e-mail. The purpose of the survey is to determine customer satisfactions of Contractor(s) service, products, follow-up, etc... The survey results must be delivered to the State no later than forty-five (45) days after the survey completion deadline. The surveys will assist the State in the evaluation of a Contractor's performance during the term of the contract.
  
- 15. Authorized Dealer Certification** – Contractor(s) submitting a response to a Category and the related Sub-Categories as an authorized dealer must submit written certification from the appropriate Manufacturer stating that the bidder is an authorized dealer for the manufacturer's product that is available statewide and that the manufacturer(s) will support the bidder with adequate inventory of product for purchase by the State for the entire contract term. The certification(s) shall be on **official letterhead** of the manufacturer and signed by an authorized official of the manufacturer. An authorized official is defined as a company employee who has the requisite authority to commit, obligate and contractually bind the company.
  
- 16. Furniture Services** – The Contractor(s) must provide sales and services to the State at no additional cost. Upon request, the Contractor(s) shall provide price brochures, price lists, technical specifications, planning and design assistance, floor plans, estimates, parts and components lists, professional installation drawings, technical assistance, technical assistance to installation crews, inspections and punch lists of completed work.
  
- 17. Quality Assurance Guarantees / Product Warranty** – Contractor(s) shall guarantee its products to be free from defects in materials and workmanship, given normal use and care, over the period of the manufacturers' warranties. Contractor must honor all manufacturers' warranties and guarantees on all products offered through the contract. If the manufacturer offers an on-site warranty, those warranty services must be passed on to the users of the contract. The Contractor shall agree to repair and/or replace immediately, without charge (includes shipping both ways), to Contract Users, any product or part thereof, which proves to be defective or fails within the manufacturers' warranty period as specified. The Contractor must continue to provide warranty service, after contract termination, until expiration of warranties for products sold under the contract. Any remanufactured furniture (i.e. Category 1, Sub-Category 1C) will require a minimum warranty that meets the OEM Manufacturer's New Systems Furniture warranty. Please provide all warranty details & quality assurance guarantees in the submitted proposal.
  
- 18. Trial Period, Showroom & Product Samples** – Regarding products in Category 2 and Category 6, Sub-Category 6A & 6B, the Contractor is required to have product available for a trial period of two (2) weeks at no cost to the State, with no restocking fee.

**19. Reporting Requirements** – Contractors are required to provide various semi-annual and annual reporting on State of Rhode Island Office Furniture spending. This section should indicate the Bidder's ability to fulfill the reporting requirements listed below. Each report (detailed below) is due within ten (10) business days after the close of each respective (semi-annual & annual) period. Reporting periods should coincide with each State Fiscal Year (July 1<sup>st</sup> to June 30<sup>th</sup>). For definition purposes, semi-annual refers to calendar year-end at 12/31 and annual refers to State Fiscal Year end (6/30). All reports must be available on-line and submitted to the appropriate party (state, municipality, school department) on optical media (CD or DVD) in Microsoft Excel format. Late delivery or non-delivery of required reports may result in cancellation of the contract and rejection of the Contractor's bids or proposals in future procurements. In addition, the Contractor(s) shall provide, upon request, and maintain access to a database which is capable of providing items such as detailed tracking of customer accounts and/or proof of delivery.

**19.1. Semi-Annual & Annual Report Details** – The following list represents information that must be included in the semi-annual and annual reports, and identified for each product category awarded:

**19.1.1.** Total dollars spent in each product categories of the Contract, by State of Rhode Island fiscal years (July 1 to June 30).

**19.1.2.** Total dollars spent in each category of the Contract by each individual contract user (i.e. agency) with each ordering category totaled individually.

**19.1.3.** Total detailed list of each item purchased during the reporting period and maintained year to date.

**19.1.4.** List of Customer Service complaints and issues within the following categories:

**19.1.4.1.** Delivery Issues

**19.1.4.2.** Total number of complaint issues

**19.1.4.3.** Total number of unresolved issues – listed by contract user (agency)

**19.2. Ad-Hoc Reporting** – In addition to the aforementioned standard reports, the Contractor must have the ability to provide, as required, ad hoc reporting capabilities to the State at no additional cost.

**20. Pricing Terms / Adjustments** – For all Product Categories and related Sub-Categories, the percentage(s) discount off are fixed for the term of the contract. Any increased percentage discount off or decreased contract price(s) which results in a cost savings is encouraged at anytime during the term of the contract and will be reviewed and accepted by the State prior to its implementation. Once approved, the cost decrease must be made available to all contract users. For the initial twelve (12) months after award the contract pricing is fixed unless a price reduction is offered and approved by the State. After the initial twelve (12) month term, a catalog / price list update will be allowed on an annual basis. Additions of new items at the same discount level, as well as removal of discontinued items (which must no longer be available on a national basis) will also be allowed annually. Requests for product change will be accumulated until the anniversary of contract award, at which time, upon approval by the State of Rhode Island, Division of Purchases, a contract supplement will be prepared outlining all appropriate catalog changes which have occurred under the contract. Contractors are required to submit

requests for update on their company letterhead, indicating the contract award number, the effective date of the increase, and shall allow the State at least thirty (30) calendar days prior to the effective date of the increase to review and authorize the changes. A copy of the manufacturer's corresponding price list shall accompany the request. No retroactive increases will be allowed. Additional pricing specifics and terms are detailed in Section 3D, Product Specifications and Pricing.

- 21. Taxes** – All proposed pricing will be exclusive of any taxes charged to the State of Rhode Island. The State is exempt from the payment of Rhode Island sales tax. State sales and use tax certificates of exemption will be issued upon request. Deliveries pursuant to this contract will be free of Federal excise and transportation tax charges. The Contractor is subject to all Federal, State and Local taxes, as applicable.

### **Technical Definitions**

The terms outlined under this heading (Technical Definitions) may appear in other parts and/or sections of this document (RFP, appendices and associated amendments). Therefore the following definitions will apply when the specific term is referenced elsewhere.

- A. Agricultural Fiberboard** – made from by-products of the agricultural industry and does not contain wood fiber.
- B. Environmentally Preferable Product (EPP)** – product or service that has a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. Such products or services may include, but are not limited to, those which contain recycled content, minimize waste, conserve energy or water, and reduce the amount of toxics either disposed of or consumed.
- C. Flame Retardants (FRs)** – chemicals added to products containing plastics and/or other synthetic materials to inhibit ignition and the spread of flames. Of greatest concern are those chemicals containing halogen, particularly Chlorinated Flame Retardants (CFRs) and Brominated Flame Retardants (BFRs) which are considered to be “persistent” as they do not break down, but accumulate in the environment.
- D. LEED** – The LEED (Leadership in Energy and Environmental Design) Green Building Rating System<sup>®</sup> is a voluntary, consensus-based national standard for developing high-performance, sustainable buildings. LEED for Commercial Interiors (LEED-CI) addresses the specifics of tenant spaces primarily in office, retail and institutional buildings. It is the recognized standard for certifying high-performance green interiors that are healthy, productive places to work, are less costly to operate and maintain, and represent a reduced environmental footprint. For details visit the US Green Building Council website at <http://www.usgbc.org/>.
- E. Monolithic Panel System** – panel system that consists of a solid panel with defined manufactured heights that can not be modified either higher or lower than manufactured after purchase.
- F. Oil Canning** – moderate deformation or buckling of sheet material, particularly common with flat sheet metal surfaces. Typically caused by uneven stresses at the fastening points. This terminology also refers to the popping sound made when pressure is applied to the deformed sheet forcing the deformation in the opposite direction.
- G. Post-Consumer Content** – materials in a recycled product which are derived from businesses or consumers after having served their intended uses, and which have been

separated or diverted from solid waste for the purpose of collection, recycling and disposition.

- H. Powder Coating** – a “dry paint” application process in which finely ground particles of pigment and resin are electro-statically charged and sprayed onto a surface, which is then cured to set the coating.
- I. Pre-Consumer Materials (Post-Industrial)** – generated by manufacturers and product converters. Instead of being discarded, the materials such as trimmings, damaged/obsolete products or overruns are collected and incorporated into a manufacturing process.
- J. Post-Consumer Recycled Content (PCRC)** – products generated by a business or consumer which have served their intended end uses, and which have been separated or diverted from solid waste for the purpose of collection, recycling and disposition.
- K. Recovered Materials** – waste materials and byproducts which have been recovered or diverted from solid waste, including post-consumer materials and materials generated in industrial processes.
- L. Recyclable** – product or material to be recovered from or otherwise diverted from the solid waste stream for the purpose of recycling.
- M. Remanufactured** – products or equipment partially or fully manufactured from existing product materials where such materials are cleaned and repaired to the extent possible and reused in the new product or equipment. All unusable parts are to be removed and replaced with new or remanufactured parts, which meet OEM standards.
- N. Stackable Panel System** – having a versatile corner supporting arrangement for addition onto existing panel(s) and/or system(s) for modular system furniture. Additional panels can be added to the stackable panels by means of intermediate connectors.
- O. Sustainability** – ability to achieve continuing economic prosperity while protecting the natural systems of the planet and providing a high quality of life for its people (for further information please refer to <http://www.epa.gov>)
- P. Wood from “Sustainable” Forests** – timber sources utilizing management practices designed to protect the natural growth development and wildlife habitats of forests. These sources may include, but not be limited to managed forests, plantations, and both large and small commercial operations. Certification is available from several sources to verify the sustainability of these products.

### **Technical Requirements & Safety Standards**

All products, as applicable to the respective product specifications (Section 3D – Product Specifications – Category 1, 2, 3, etc... & related Sub-Category), must meet the following technical requirements and safety standards. The State will not accept products that are in violation or unable to meet the requirements specified in this section. All products, regardless of category/sub-category, must meet Requirement #'s **1, 6 & 7**, below.

- 1. ANSI-BIFMA Furniture Standards** – Contractor(s)’ product must meet all current and future *ANSI-BIFMA* specifications for the specific category and sub-categories of furniture. Contractor(s) must submit a statement from the manufacturer stating the product offered meets or exceeds set standards and will maintain all appropriate *ANSI-BIFMA* standards for the term of the contract (for further information, please refer to <http://www.bifma.com/standards/standards.html>)

2. **Knappe & Vogt 8500 Series Standard** – All furniture pieces that require full extension file drawer slides must be manufactured utilizing the quality standard of the Knappe & Vogt 8500 drawer slide series or equal.
3. **Oil Canning** – All furniture consisting of metal panels must be of a gauge thickness to prevent “oil canning” during manufacture, delivery and installation.
4. **Metal Surface Coating Standards** – Metal surfaces must have one of the following coating processes; Plated or Baked Enamel or equal. The ability of the Manufacturer to utilize the “Powder Coating” technique is highly desirable.
5. **Lock Accessory Standards** – All furniture pieces that have locks as a standard or optional accessory, must have locks that secure all drawers and accompanied with the appropriate set of keys upon delivery and installation.
6. **Underwriters Laboratories, Inc (UL) Standards** – Awarded Bidders product with electrical components must meet all appropriate current and future UL specifications (<http://www.ul.com>). Bidders must submit a statement from the manufacturer stating the product offered meets or exceeds set standards and will maintain all appropriate UL standards for the term of the contract.
7. **Americans With Disabilities Act (ADA) Standards** – Contractor(s) must have product for each category bid, which can be ordered for use by individuals with physical disabilities. The bidder must identify product sampling within the manufacturer’s catalog meeting ADA requirements (for further information, please refer to <http://www.usdoj.gov/crt//ada/adahom1.htm>)
8. **Environmental Statement** – It is the intent of the State of Rhode Island to promote the purchase of environmentally preferable products and the implementation of sustainable practices among state agencies and political subdivisions as well as the vendor community that services these entities wherever possible.
9. **Contractor’s Environmental Requirements** – The points addressed within this section are the minimum environmental requirements for Bidders responding to this RFP.
  - 9.1. **Powder Coating** – Contractor(s) should be able to offer powder coating technology for a percentage of their products that involve painted surfaces.
  - 9.2. **LEED-CI Rating System** – Contractor(s) must agree to familiarize themselves with the LEED-CI Rating System and promote the policies outlined in the system to contract users.
  - 9.3. **Environmental Products and Sustainable Practices** – Contractor(s) and their respective product manufacturers (if different) in all categories must agree to work with the State for the duration of the contract to consider the feasibility of implementing various environmental initiatives throughout the State’s operations.



## **Section 3D – Office Furniture – Product Specifications & Pricing**

### **Overview**

Product specifications in this section apply to all categories awarded under any contract resulting from this RFP unless specifically noted. The responses, as submitted, must meet and/or exceed all of the minimum specifications contained within the category and sub-categories. All Bidders **must** be able to provide costs and have product available for the particular Category/Categories and Sub-Category/Sub-Categories being bid to qualify for evaluation.

Upon award, the Contractor(s) must provide manufacturer’s product from the awarded category and sub-category in accordance with contract award. If a review of orders placed by the State reveals that product other than that covered by the contract have been ordered and delivered, the Contractor and the State will take such steps as are necessary to have the material returned by the contract user, regardless of the time lapsed between the date of delivery and discovery of the violation. The return will be at no cost to the State and full product reimbursement will be required from the Contractor. Contractor(s) may also be subject to termination from the contract.

### **Product Details**

#### **Category 1 – Product Specifications – Systems Furniture**

Category 1 is segmented into three (3) Sub-Categories: 1A, 1B, and 1C. Bidders may submit bids in one or more sub-categories with the appropriate manufacturer(s) and product line(s).

**A. Sub-Category 1A** “New” Level 1 systems furniture must have both monolithic and stackable panels with both non-acoustical and acoustical options and ergonomic keyboard and monitor accessories.

**B. Sub-Category 1B** “New” Level 1A systems furniture must be monolithic panels with both non-acoustical and acoustical options and ergonomic keyboard and monitor accessories.

**C. Sub-Category 1C** “Remanufactured” systems furniture must be monolithic and stackable panels with both non-acoustical and acoustical options and ergonomic keyboard and monitor accessories.

#### **Category 1 – Pricing – Systems Furniture**

Bidders must provide discount percentages for all volume breaks as indicated below. The discount percentages must be entered under the appropriate tab within the Office Furniture Cost Proposal spreadsheet (additional instructions are included under the ‘Cost/Pricing Proposal’ heading located in this section. The percentage discount will be for all various manufacturers’ product lines that meet the technical requirements within the sub-categories. The awarded percentage “discount off” is not negotiable between the contract user and the Contractor. If the Contractor(s) wants to provide an improved percentage discount, the Contractor(s) must provide the State with the details of the price adjustment for review (for additional details, please refer to Section 3C, General Requirement #20). The promotion can not be presented to a contract user prior to approval by the State. If a price adjustment is approved then the promotion must be available to all contract users.

#### **Category 1 / Sub-Category 1A, 1B & 1C Volume Discounts**

<b>Manufacturer’s List Price Value (Spend Amount)</b>	<b>Percentage % Discount Off of List Price Value</b>
\$1.00 – \$49,999	%

\$50,000 – \$99,999	%
\$100,000 – \$249,999	%
\$250,000 – \$499,999	%
\$500,000 and Greater	%

Based upon the quantity purchased, the contract user would then utilize the specific percentage discount and apply the percentage discount to the entire purchase from the manufacturer’s dated catalog. Unless negotiated between the State and the Contractor (i.e. due to a promotion or revised manufacturer discount structure), the discounts shall be fixed for the entire term of the contract. A copy of the manufacturer’s dated catalog must be submitted with the bid and prices will be fixed for the initial 12-month period of the contract. All accessory items are discounted at the percentage discount appropriate for the total order size.

**Category 1 – Furniture Minimum Standards – Systems Furniture**

The following is a list of minimum quality standards for system furniture and the related accessories in all sub-categories;

1. All fabric coverings shall be soil and fade resistant with no tears, puckers, weave lines, or unfinished edges.
2. No seams or fabric joints shall be visible in the face of the panels and the weave shall be straight with the panel.
3. All fabric and trim colors shall be selected from the manufacturer's standard colors.
4. The panel frame shall be steel, wood, or a combination thereof and shall be concealed from view.
5. All wood or wood products used shall be treated so as to be flame retardant.
6. Acoustical panels shall have a center septum of a solid mass material such as metal, or hardboard and the panel interior shall contain fiberglass or an equivalent fire retardant acoustical insulation.
7. If post assemblies are required they may be either an integral part of the panel frame or a separate assembly.
8. Panels must be available with or without raceways, depending on the customers needs.
9. The panel system must provide the necessary stability to make the system safe, and free from sway.
10. Tops over 72” inches long shall have at least one full depth intermediate support.
11. Wire accessibility shall be provided by holes with grommets in the work surface or a concealed raceway to the top of the surface.
12. All corner posts must be offered in both painted and fabric wrapped as standard configurations.
13. All components that rest on the floor shall have rustproof floor glides that adjust to maintain the panel level.
14. All metal should be epoxy coated or powdered coated.
15. The bottoms of all shelves and cabinets shall be constructed of steel.
16. Powered and non-powered panels must be available. When powered panels are requested then the power components must be capable of accepting a top, belt line or bottom raceway with power feed.
17. Panel systems shall offer a raceway with the capacity to provide routing for electrical, data, and communication cables.

- 18.** Raceways shall include one or more, dependent upon the panel size, communication cable access points per panel face.
- 19.** Raceways should be punched and non-punched from the factory for voice, data and electrical outlet locations.
- 20.** Voice and data wiring should have own dedicated raceway on two tier shielded raceway.

### Category 2 – Product Specifications – Chairs

Category 2 is segmented into three (3) Sub-Categories, 2A, 2B, and 2C. Bidders may submit bids in one or more sub-categories with the appropriate manufacturer(s) and product line(s).

**A. Sub-Category 2A** – General & Managerial Office Chairs (Task, Guest, Executive)

**B. Sub-Category 2B** – Ergonomic Office Chairs (Task, Guest, Executive)

**C. Sub-Category 2C** – Stacking and Folding Chairs (Wood, Metal, Plastic)

### Category 2 – Pricing – Chairs

Bidders must provide discount percentages for all volume breaks as indicated below. The discount percentages must be entered under the appropriate tab within the Office Furniture Cost Proposal spreadsheet (additional instructions are included under the ‘Cost/Pricing Proposal’ heading located in this section. The percentage discount will be for all various manufacturers’ product lines that meet the technical requirements within the sub-categories. The awarded percentage “discount off” is not negotiable between the contract user and the Contractor. If the Contractor(s) wants to provide an improved percentage discount, the Contractor(s) must provide the State with the details of the price adjustment for review (for additional details, please refer to Section 3C, General Requirement #20). The promotion can not be presented to a contract user prior to approval by the State. If a price adjustment is approved then the promotion must be available to all contract users.

### Category 2 / Sub-Category 2A, 2B & 2C Volume Discounts

Manufacturer’s List Price Value (Spend Amount)	Percentage % Discount Off of List Price Volume Discounts
\$1.00 – \$2,499	%
\$2,500 – \$4,999	%
\$5,000 – \$9,999	%
\$10,000- \$19,999	%
\$20,000 and Greater	%

Based upon the quantity purchased, the contract user would then utilize the specific percentage discount and apply the percentage discount to the entire purchase from the manufacturer’s dated catalog. Unless negotiated between the State and the Contractor (i.e. due to a promotion or revised manufacturer discount structure), the discounts shall be fixed for the entire term of the contract. A copy of the manufacturer’s dated catalog must be submitted with the bid and prices will be fixed for the initial 12-month period of the contract. All accessory items are discounted at the percentage discount appropriate for the total order size.

### Category 2 – Furniture Minimum Standards – Chairs

The following is a list of minimum quality standards for chairs and the related accessories in all sub-categories;

1. A five (5) point base shall be standard on all chairs, **except** those chairs that specify glides.
2. All fabric upholstery shall be a minimum of a **Grade III fabric or better** with Scotchgard finish.
3. All vinyl upholstery shall be a minimum of **Grade I or better**.

4. Instructions shall be attached to the chair, which clearly illustrate the operation of all chair adjustments and the maintenance procedures required of the chair.
5. The diameter of glides shall not be less than one (1") inch and either nickel-plated, chromium plated or stainless steel and incapable of unintentional separation from the base of the chair.
6. The label at the bottom of the chair seat shall be legible and permanently marked with the following information: Manufacturer's name or trademark, stock number, brief maintenance instructions and, as applicable, brief adjustment instructions and the name and address where replacement casters of the type specified for these chairs can be obtained.
7. The arms must have multiple options such as but not limited to open side continuous loop, adjustable or T-style arm styles.
8. The arms shall have a steel base made from a hard color impregnated molded plastic or upholstered arms.

#### **Sub-Category 2B – Furniture Minimum Standards – Chairs**

1. Ergonomic chairs must have adjustable seat and chair back depths, angles and heights.
2. Chair arms must have height and width adjustments and the seat cushions must be properly contoured to support the individual for long period of time.

#### **Sub-Category 2C – Furniture Minimum Standards – Stacking and Folding**

The following is a list of minimum quality standards for chairs and the related accessories in Sub-Category 2C.

1. All chairs shall come equipped with a ganging device as standard accessories to the Sub-Category 2C chairs.
2. Tubular steel chair frames must not be less than 7/8" in width.
3. All frame connections shall be made by welding and brazing.
4. The legs shall be straight leg style and have plastic stacking guides (bumpers) to protect the chairs when they are stacked.
5. The floor guides shall be self-leveling case hardened steel with rubber cushion.
6. Both the seat and back shall be contoured, padded with high-density foam and have vinyl or fabric upholstery.
7. Chairs must have a cross brace or u-shaped leg braces for extra support.
8. Chairs with tablet arms on either the right or left hand side must have a high-pressure plastic laminate tablet work surface.

**Category 3 – Product Specifications – Office Furniture**

Category 3 is segmented into five (5) Sub-Categories, 3A, 3B, 3C, 3D and 3E. Bidders may submit bids in one or more sub-categories with the appropriate manufacturer(s) and product line(s).

- A. Sub-Category 3A** – Metal Office Furniture
- B. Sub-Category 3B** – Wood Office Furniture
- C. Sub-Category 3C** – Laminate Office Furniture
- D. Sub-Category 3D** – LAN (Computer) Furniture
- E. Sub-Category 3E** – Folding Tables Furniture

**Category 3 – Pricing – Office Furniture**

Bidders must provide discount percentages for all volume breaks as indicated below. The discount percentages must be entered under the appropriate tab within the Office Furniture Cost Proposal spreadsheet (additional instructions are included under the ‘Cost/Pricing Proposal’ heading located in this section. The percentage discount will be for all various manufacturers’ product lines that meet the technical requirements within the sub-categories. The awarded percentage “discount off” is not negotiable between the contract user and the Contractor. If the Contractor(s) wants to provide an improved percentage discount, the Contractor(s) must provide the State with the details of the price adjustment for review (for additional details, please refer to Section 3C, General Requirement #20). The promotion can not be presented to a contract user prior to approval by the State. If a price adjustment is approved then the promotion must be available to all contract users.

**Category 3 / Sub-Category 3A, 3B & 3C Volume Discounts**

<b>Manufacturer’s List Price Value (Spend Amount)</b>	<b>Percentage % Discount Off of List Price Value</b>
\$1.00 – \$2,499	%
\$2,500 – \$4,999	%
\$5,000 – \$9,999	%
\$10,000- \$19,999	%
\$20,000 and Greater	%

Based upon the quantity purchased, the contract user would then utilize the specific percentage discount and apply the percentage discount to the entire purchase from the manufacturer’s dated catalog. Unless negotiated between the State and the Contractor (i.e. due to a promotion or revised manufacturer discount structure), the discounts shall be fixed for the entire term of the contract. A copy of the manufacturer’s dated catalog must be submitted with the bid and prices will be fixed for the initial 12-month period of the contract. All accessory items are discounted at the percentage discount appropriate for the total order size.

**Sub-Category 3A – Furniture Minimum Standards – Metal Office Furniture Standards**

The following is a list of minimum quality standards for metal office furniture and the related accessories in Sub-Category 3A.

**Metal bookcases minimum standards**

1. Bookcases must have an open front with adjustable shelves.

2. Bookcases must have the following minimum options; one (1) shelf with two openings, two shelves with three openings and three shelves with four (4) openings.
3. The outer shell shall consist of the back, two sided, and the front vertical faces.
4. The back shall not consist of more than two (2) pieces, the sides one (1) piece and the front faces and channels one (1) piece.
5. Shelves shall be easy to install and adjust without the use of tools.
6. The provision for shelf adjustment shall extend from the top to the bottom and be located on the interior of the case.
7. Shelving shall be adjustable on centers not to exceed two (2'') inches.
8. Both the front and rear edge of shelves shall have a box formed channel.

#### **Metal desks minimum standards**

1. All desks must have modesty panels.
2. Desks must have end panels.
3. All desks must have the option of a center drawer and convenience tray.
4. The top for desks and pedestals shall be constructed of a self-edged, textured, non-glare, high-pressure laminate applied to base consisting of particleboard composition.
5. All horizontal face surfaces shall be fabricated from one piece of material.
6. File drawers must be of full depth and shall accept letter-sized hanging files with or without modification and be readily adaptable to accommodate legal sized files hung laterally.
7. All drawers shall have cushioned stops to allow silent operation in both opening and closing and a mechanism to prevent accidental withdrawal.
8. Handles may either be recessed, looped or closed type, including label holders.
9. Desk extensions shall be equipped with modesty and flush end panels and be interchangeable left and right.
10. Desk extensions shall bolt firmly and securely to desks at several points on one side and supported by legs on the other.

#### **Metal file cabinets vertical and lateral minimum standards**

1. Letter and legal must have the following product offerings;
  - A. Two (2) drawer
  - B. Three (3) drawer
  - C. Four (4) drawer
  - D. Five (5) drawer
2. Welded heavy gauge steel throughout, completely set up with closed bottom (drainage, fabrication and lock bar opening permitted).
3. The top, sides and back of the cabinet shall be constructed of separate single pieces with corner case reinforcements.
4. Anti-rebound mechanisms to prevent rebounding after the drawers are closed.
5. Follower blocks shall operate freely and smoothly without binding.
6. Drawer shall be removable, but shall be designed with safety stops to prevent unintentional removal.
7. All drawers shall have cushioned stops to allow silent operation in both direction and a mechanism to prevent accidental withdrawal.

8. Drawers shall be equipped with hanging folder frames to support both legal or letter sized material filed either front to back or laterally or adjustable dividers to support legal and letter sized material filed laterally.
9. Handles may either be recessed, looped or closed type, including label holders.

### **Sub-Category 3B & 3C – Furniture Minimum Standards – Wood & Laminate**

1. Manufacturer's product line must offer traditional and contemporary wood office furniture casegoods, wood reception area, wood seating, wood conference room furniture, wood lateral files, wood bookcases & wood tables.
2. Oak, walnut and cherry veneers must be available in multiple wood finishes.
3. Casegoods should be Grade A, hardwood with dovetailed fronts and tongue & grooved backs.
4. Overhead storage units are to be constructed with double hinged doors, closed backs with two (2) grommet standards.
5. Full modesty panels must be available on the appropriate wood furniture.
6. Drawer interiors 7/16" thick hardwood sides and backs and hardwood drawer wood drawer interiors with sanded and sealed interiors.

### **Executive and Guest Style wood seating**

1. Seating should be constructed of kiln-dried hardwoods, with joints double doweled and securely glued for maximum joint stability.
2. Seat suspension to feature a high gauge sinuous spring, high-tension suspension.
3. Chairs must be available with or without arms and with or without casters.

### **Sub-Category 3D – Furniture Minimum Standards – LAN**

1. Furniture must be able to be ganged together and be able to stand-alone as well and have the capability of attaching rack mount equipment.
2. All furniture must be scalable or easily modified to adjust to the State's needs.

### **Multimedia cabinet minimum standards**

1. Cabinets must have a minimum of 1/4" slotting for adjustability of all components.
2. Cabinet sides should be constructed of no less than twenty (20) gauge and bottom of no less than eighteen (18) gauge.
3. Cabinets should have the capability of storing a variety of mixed media, from paper filing, manuals, storage of boxes, data cartridges, 4mm/8mm tape & microfilm/fiche

### **Multimedia furniture (computer lab, command stations) minimum standards**

1. Furniture units should come in a minimum of three (3) various heights and a minimum of five (5) various widths with all frames capable of being designed in a straight or corner configuration.
2. Furniture unit must have weight capabilities of a minimum of 1500 lbs rating.
3. Furniture must have a minimum of one (1") inch vertical adjustments for ergonomics of all components.
4. All shelves should be free of sharp edges and corners.
5. Cable management should have ability to separate power and communicate cables and be large enough to hold power strips.
6. Keyboard platforms must be rated for standard keyboard weight and have ergonomic adjustability.



7. Furniture must have the capability of attaching rack mount equipment.

**Sub-Category 3E – Furniture Minimum Standards – Folding Tables**

1. The top shall be constructed of a 3/4" thick plastic, wood, high-density particleboard core or environmentally alternates with a high-pressure plastic laminate, textured wood grain surface.
2. Tables shall have a full circumference apron.
3. Tables must have safety catch/latch for legs when they are in the open position.
4. The legs shall have either rubber cushioned steel floor glides or non-marring plastic feet.
5. Adjustable models shall adjust over a range of at least ten (10) inches and may be raised or lowered on one (1") inch increments.

**Category 4 – Product Specifications – High Density Shelving**

Category 4 is segmented into four (4) Sub-Categories, 4A, 4B, 4C, 4D. Bidders may submit bids in one or more sub-categories with the appropriate manufacturer(s) and product line(s).

- A. Sub-Category 4A** – Rotary high density shelving.
- B. Sub-Category 4B** – Mobile high density shelving.
- C. Sub-Category 4C** – Four post high density shelving.
- D. Sub-Category 4D** – Cantilever high density shelving.

**Category 4 – Pricing – High Density Shelving**

Bidders must provide discount percentages for all volume breaks as indicated below. The discount percentages must be entered under the appropriate tab within the Office Furniture Cost Proposal spreadsheet (additional instructions are included under the ‘Cost/Pricing Proposal’ heading located in this section. The percentage discount will be for all various manufacturers’ product lines that meet the technical requirements within the sub-categories. The awarded percentage “discount off” is not negotiable between the contract user and the Contractor. If the Contractor(s) wants to provide an improved percentage discount, the Contractor(s) must provide the State with the details of the price adjustment for review (for additional details, please refer to Section 3C, General Requirement #20). The promotion can not be presented to a contract user prior to approval by the State. If a price adjustment is approved then the promotion must be available to all contract users.

**Category 4 / Sub-Category 4A, 4B, 4C & 4D Volume Discounts**

<b>Manufacturer’s List Price Value (Spend Amount)</b>	<b>Percentage % Discount Off of List Price Value</b>
\$1.00 – \$24,999	%
\$25,000 – \$49,999	%
\$50,000 – \$99,999	%
\$100,000 – \$249,999	%
\$250,000 and Greater	%

Based upon the quantity purchased, the contract user would then utilize the specific percentage discount and apply the percentage discount to the entire purchase from the manufacturer’s dated catalog. Unless negotiated between the State and the Contractor (i.e. due to a promotion or revised manufacturer discount structure), the discounts shall be fixed for the entire term of the contract. A copy of the manufacturer’s dated catalog must be submitted with the bid and prices will be fixed for the initial 12-month period of the contract. All accessory items are discounted at the percentage discount appropriate for the total order size.

**Category 4 – Furniture Minimum Standards – General High Density Shelving**

1. All shelving shall be modular and have the ability to adjust to letter or legal size files.
2. Shelving units must be scalable without disturbing existing units.
3. All shelving units must be offered complete with top bases and backs.
4. All major components must be constructed of steel.
5. Tops and end panels shall attach without any visible fastening hardware.

**Sub-Category 4A – Furniture Minimum Standards – Rotary High Density Shelving**

1. Double-faced filing unit rotates easily to provide access to records.
2. Seven tiers of letter-depth cantilevered shelving.
3. Minimum of two (2) adjustable file dividers per shelf.
4. Shelf, drawer and mixed media capabilities.

#### **Sub-Category 4B – Furniture Minimum Standards – Mobile High Density Shelving**

1. Shelving shall consist of individual shelf tiers that are stacked to make sections.
2. Each thirty-six (36") inch tier shall be equipped with four welded dividers attached at both the back and bottom of the shelf tier.
3. Rubber bumpers shall be provided between adjacent sections.
4. Each section shall include a base and a top set suitable for use with a mobile system.
5. Tracks for mobile systems shall be recessed under the base platform, which shall have a non-slip surface.
6. Bases and tracks shall have adjustable levelers. Must include Anti-Tip Overhead.
7. All units installed as stationary shall be equipped so that they may be incorporated into a mobile system without changing parts or components.
8. Mobile Storage Systems shall be a combination of mobile and stationary units. Mobile units shall be mechanically operated.
9. No drifting or rolling of stopped carriages will be acceptable. Use of aisle lockouts or anti-drift mechanism will not be allowed to satisfy this requirement.
10. Rails, tracks, wheels, guide bearings and all drive components shall exhibit no abnormal friction, abrasion, binding or wear on all or between contact surfaces.
11. All moveable carriages shall include a keyless locking device to prevent unattended carriage movement.
12. Carriage construction shall be designed to allow the four-post shelving to be securely anchored to the carriages. The shelving uprights will be secured to the carriage frames with vibration-proof anchors.
13. Each carriage shall have a minimum of two (2) wheels per rail.
14. All wheels shall be a minimum of five (5") inches in diameter, precision ground and balanced and constructed of solid case hardened steel for smooth operation. All wheels are to be equipped with permanently shielded, lifetime lubricated bearing assemblies.
15. All splices and connections between drive shafts and axles shall be by means of securely retained coupling method eliminating loose connections between shafts and axles.
16. Complete drive shaft and wheel assemblies shall exhibit no play or looseness over the entire length of that assembly.
17. All mobile carriages shall be fitted with a full-length drive shaft.
18. All drive shafts shall be a minimum one (1") inch solid steel with tensile strength not less than 110,000 PSI.
19. Track and rails shall be located and positioned properly, leveled and grouted, allowing at least 1/4" for grout under high point.
20. Track must be of such design and installed so as to be flush with the finisher floor for safety, ease of operation, and appearance.
21. Recessed rails, concave rails, hex bars or track housings with any exposed chains will not be considered.
22. Decking shall be constructed of 3/4" tongue and groove high density, high compression cabinet grade particleboard or environmental equal alternative.

23. The elevated deck between tracks shall raise the finished floor-material to the track height.
24. Decking shall support a minimum of 250 lbs. per square foot.
25. Installed decking shall have a maximum deflection of no greater than 1/16" during normal use and operation.
26. Finished flooring shall be flush and level with the top of the rails.
27. Decking is to be installed flush and tight with the track leaving no open gaps or spaces.
28. Ramp must be constructed of a minimum of thirteen (13) gauge galvanized steel and be finished so that the carpet may be installed from the sub-floor to deck as one continuous piece.
29. Ramp shall not protrude past the end of the carriages.
30. Floor and ramp shall be installed in a manner that will absolutely prevent warping, deformation and movement during normal operation and loading.
31. The transfer of power from the mechanical control to the drive shaft shall be chain driven with a driving wheel at each track location to provide uniform movement along the total length of each carriage.
32. All sprockets and chains shall be concealed for safety, yet readily accessible for ease of maintenance.
33. Drive shaft gearing must be easily changed to accommodate changes in payload weights. Each carriage shall be fitted with two (2) separate gearing ratios for easy adjustment in the field.
34. Waist high carriage locks which engage and secure the chain from movement shall be available for each carriage. (Both keyed and non-keyed).
35. The handle and all drive parts are to be fitted with bearing assemblies for smooth consistent movement.
36. Each carriage shall be fitted with two (2) safety sweeps which, when activated will stop carriage movement.
37. Each carriage shall be fitted with a reset button, which must be depressed to release an activated carriage.

**Sub-Categories 4C and 4D – Furniture Minimum Stds – Four-post & Cantilever Shelving**

1. Four (4) post shelving shall be available in single and double ranged ranges with minimum of thirty-six (36") and forty-eight (48") inch widths for both starter and add-on units.
2. All components shall lock together without the use of tools, fasteners or sway braces.
3. Vertical uprights shall be not less than eighteen (18) gauge steel in a "T" or "L" formation.
4. Uprights shall be perforated with keyhole slots on the inner wall only.
5. Front & back uprights shall be joined by at least one spacer not less than three- (3) inches wide or eighteen (18) gauge steel.
6. Shelf supports shall provide full width support under each shelf with no additional supports or braces necessary and not be less than fourteen (14) gauge steel.
7. Canopy tops, end panels and backs shall be of one-piece construction.
8. Tops shall be supported by bars that fasten or engage with the uprights.
9. End of range panels shall have square corners on exposed edges.

**Category 5 – Product Specifications – Demountable / Moveable Walls**

Category 5 is segmented into one (1) Sub-Category, 5A. Bidders may submit bids with the appropriate manufacturer(s) and product line(s). The costs of required studs and other materials required for installation must be included in the net cost.

**A. Sub-Category 5A – Demountable / Moveable Walls.**

**Category 5 – Pricing – Demountable / Moveable Walls**

Bidders must provide discount percentages for all volume breaks as indicated below. The discount percentages must be entered under the appropriate tab within the Office Furniture Cost Proposal spreadsheet (additional instructions are included under the ‘Cost/Pricing Proposal’ heading located in this section. The percentage discount will be for all various manufacturers’ product lines that meet the technical requirements within the sub-categories. The awarded percentage “discount off” is not negotiable between the contract user and the Contractor. If the Contractor(s) wants to provide an improved percentage discount, the Contractor(s) must provide the State with the details of the price adjustment for review (for additional details, please refer to Section 3C, General Requirement #20). The promotion can not be presented to a contract user prior to approval by the State. If a price adjustment is approved then the promotion must be available to all contract users.

**Category 5 / Sub-Category 5A Volume Discounts**

<b>Manufacturer’s List Price Value (Spend Amount)</b>	<b>Percentage % Discount Off of List Price Value</b>
\$1.00 – \$2,499	%
\$2,500 – \$4,999	%
\$5,000 – \$9,999	%
\$10,000 – \$19,999	%
\$20,000 and Greater	%

Based upon the quantity purchased, the contract user would then utilize the specific percentage discount and apply the percentage discount to the entire purchase from the manufacturer’s dated catalog. Unless negotiated between the State and the Contractor (i.e. due to a promotion or revised manufacturer discount structure), the discounts shall be fixed for the entire term of the contract. A copy of the manufacturer’s dated catalog must be submitted with the bid and prices will be fixed for the initial 12-month period of the contract. All accessory items are discounted at the percentage discount appropriate for the total order size.

**Sub-Category 5A – Furniture Minimum Standards – Demountable/Movable Wall**

1. The system must be a gypsum board based demountable drywall system or equal.
2. All system components, excluding doors and frames, must be manufactured by the same manufacturer.
3. The surface of the panel is to be vinyl covered or equal.
4. Panels shall assemble into partitions showing tight single line vertical joints. Also by means of a vertical aluminum H-post into aluminum ceiling channels.
5. Panel units shall be secured to internal framing members with steel clips and or steel floor track with top runners shall be steel and/or aluminum fastened to the ceiling by either caddy clips or standard screws.

- 6.** The panel system shall be non-progressive and completely accessible. The system shall be capable of complete relocation and re-arrangement.
- 7.** Studs shall have pre-punched holes to accommodate horizontal passage of utility and telephone lines.
- 8.** All H-posts are to be punched at the raceway to allow passage of utility and communication lines.
- 9.** Bottom runners or floor track shall be steel and/or aluminum fastened to the floor by means of either a ram set or standard screws.
- 10.** Ceiling trim mold is to be used where solid runs intersect.
- 11.** The partition system shall offer the option of packaging insulation for added sound control.
- 12.** The basic system shall have a minimum Sound Transmission Rating (STC) of 31 and a minimum STC rating with the insulation of 42 (where applicable).
- 13.** Metal, wood, vinyl hardboard doors shall be available as part of the product offering.
- 14.** Doorframes shall be non-handed, reversible, and completely free of fasteners.
- 15.** Doorframes shall be of at least eighteen (18) gauge steel, have welded "Z" clips, and shall be factory pre-primed.

**Category 6 – Product Specifications – School Furniture**

Category 6 is segmented into four (4) Sub-Categories, 6A, 6B, 6C and 6D. Bidders may submit bids in one or more sub-categories with the appropriate manufacturer(s) and product line(s).

**A. Sub-Category 6A** – School furniture – Classroom

**B. Sub-Category 6B** – School Furniture – Cafeteria

**C. Sub-Category 6C** – Early Childhood School Furniture (Classroom chairs, desks, activity tables)

**D. Sub-Category 6D** – Dormitory/Lounge Furniture

**E. Sub-Category 6E** – Music Furniture

**Category 6 – Pricing School Furniture**

Bidders must provide discount percentages for all volume breaks as indicated below. The discount percentages must be entered under the appropriate tab within the Office Furniture Cost Proposal spreadsheet (additional instructions are included under the ‘Cost/Pricing Proposal’ heading located in this section. The percentage discount will be for all various manufacturers’ product lines that meet the technical requirements within the sub-categories. The awarded percentage “discount off” is not negotiable between the contract user and the Contractor. If the Contractor(s) wants to provide an improved percentage discount, the Contractor(s) must provide the State with the details of the price adjustment for review (for additional details, please refer to Section 3C, General Requirement #20). The promotion can not be presented to a contract user prior to approval by the State. If a price adjustment is approved then the promotion must be available to all contract users.

**Category 6 / Sub-Category 6A, 6B, 6C, 6D & 6E Volume Discounts**

<b>Manufacturer’s List Price Value (Spend Amount)</b>	<b>Percentage % Discount Off of List Price Value</b>
\$1.00 – \$2,499	%
\$2,500 – \$4,999	%
\$5,000 – \$9,999	%
\$10,000 – \$29,999	%
\$30,000 and Greater	%

Based upon the quantity purchased, the contract user would then utilize the specific percentage discount and apply the percentage discount to the entire purchase from the manufacturer’s dated catalog. Unless negotiated between the State and the Contractor (i.e. due to a promotion or revised manufacturer discount structure), the discounts shall be fixed for the entire term of the contract. A copy of the manufacturer’s dated catalog must be submitted with the bid and prices will be fixed for the initial 12-month period of the contract. All accessory items are discounted at the percentage discount appropriate for the total order size.

**Sub-Category 6A – Minimum Furniture Standards - School Furniture**

The following is a list of minimum quality standards for school furniture and the related accessories in Sub-Category 6A.

**Student Chair Minimum Standards**

1. Melamine or equal seats and backs, sixteen (16) gauge, one (1") inch round tube steel legs.
2. One-piece molded polypropylene or equal bucket seat, sixteen (16) gauge, one (1") inch round tube frame with plastic swivel glides.
3. Seat height options for melamine and molded polypropylene or equals 12", 14", 16" and 18" and stackable.
4. Non-marring, nylon-based swivel or adjustable glides.
5. Optional left or right-handed tablet arms (non stackable).

#### **Student Desk Minimum Standards**

1. Open front and flip desks must be adjustable in one (1") inch increments.
2. Open front and flip desks must have a steel book box which has a .5" security ridge for open front desks and a pencil tray for flip top desks.
3. All desk tops must consist of a stain and scratch-resistant melamine top or equal with pencil ridge.
4. Flip top desks must have rubber bumpers for quiet lid operation.
5. All leg supports must be welded and for open front desks the legs must have a wraparound steel leg brace for extra stability.
6. Non-marring, nylon-based swivel or adjustable glides.
7. Single and multi-student desk options.

#### **Student Desk-Chair Minimum Standards**

1. All desk tops must consist of a stain and scratch-resistant melamine top or equal with pencil ridge.
2. Angled desk top.
3. Welded steel frame.
4. Full-size melamine or equal seat and seat back.
5. Non-marring, nylon-based swivel or adjustable glides.

#### **Student Computer Tables Minimum Standards**

1. Height adjustable from twenty-two (22") inches to thirty (30") inches in one (1") inch increments.
2. High-pressure laminate work surface produced with 1-1/8" thick particleboard, backer sheet and vinyl t-mold edging or equal.
3. Heavy-duty steel frame, modesty panel and legs.
4. Non-marring, nylon-based swivel or adjustable glides.
5. Grommets in tabletops for electrical, data, and communication cables.
6. Optional accessories available: Casters rated to 250 lbs. per caster in 2", 3" and 4" sizes, various keyboard tray options, mounted CPU holders.

#### **Sub-Category 6B – Minimum Furniture Standards – Cafeteria Table**

1. Table top surface must be made of a high-pressure laminate table surface bonded to a 5/8" thick particleboard or equal with t-molding edge or equal to prevent food from being trapped and bacteria from forming.
2. Minimum fourteen (14) gauge steel tubing frame for tops and legs.
3. Four (4") inch swivel casters for table legs.
4. High impact molded polystyrene plastic or equal for bench and stool seating options



5. Recessed vertical hinge when in folded position or in open position, automatically locks for safety and stability.

### **Sub-Category 6C – Minimum Furniture Standards – Early Childhood School Furniture**

The following is a list of minimum quality standards for early childhood school furniture and the related accessories in Sub-Category 6C.

1. All furniture with fixed shelves must utilize dado or dowel construction or equal.
2. All furniture with adjustable shelves must be able to be adjusted in one (1”) inch increments.
3. All doors or furniture corners must be fully rounded for safety.
4. All furniture requiring molding must be t-molding or edge banding.
5. All door hinges must be full wrap around piano hinge for safety and strength.
6. All furniture requiring glides must have non-marring, nylon-based or plastic slides that are stationary, swivel or adjustable.
7. All furniture requiring casters must have casters that have the ability to be locked.
8. All table top surfaces made of a laminate top must be made of a high-pressure laminate table surface bonded to a 5/8” thick particleboard or equal with t-molding edge or equal to prevent food from being trapped and bacteria from forming.
9. All tables must be available in multiple heights or with adjustable table legs that are adjustable in one (1”) inch increments.
10. All wood chairs must be dowel-pinned construction or equal with rails spaced for safety.
11. One-piece molded polypropylene or equal bucket seat, sixteen (16) gauge, one (1”) inch round tube frame with plastic swivel glides and stackable.

### **Sub-Category 6D – Minimum Furniture Standards – Dormitory & Lounge Furniture**

The following is a list of minimum quality standards for dormitory and lounge furniture and the related accessories in Sub-Category 6D. This Sub-Category will consist of fully upholstered seating, wood seating and tables, bedroom furniture, dining room furniture as well as appropriate lamps and mattresses for the dormitory and lounge furniture market.

#### **Fully-Upholstered Lounge Furniture Minimum Standards**

1. Product line consists of chair, loveseat and sofa pieces of various styles.
2. Hardwood and hardwood ply frames.
3. Attached seat and back cushions.
4. Reversible and replaceable seat cushions.
5. Fabric protection available option for all pieces.
6. Wood feet and legs.
7. Foam over tempered sinuous no sag springs.
8. Fabric or wood arm caps options.

#### **Wood Table Minimum Standards**

1. Product line consists of coffee tables and end tables of various styles.
2. All tables are delivered with an oil-based stain and sealer to protect against nicking, fading and water-spotting.
3. All tables consist of a solid wood top with a lower shelf for structural support and storage.

### **Bedroom Furniture Minimum Standards**

1. Product line consists of twin, double and queen bed size options.
2. Solid wood construction.
3. All bedroom furniture is delivered with an oil-based stain and sealer to protect against nicking, fading and water-spotting.
4. Casegoods (end table, bureau) consists of solid wood construction with steel drawer glide system, side mounted, epoxy coated with safety feature to prevent complete removal of the drawer resulting in injury.
5. Wardrobe units consist of solid wood construction with steel drawer glide system, side mounted, and epoxy coated with safety feature to prevent complete removal of the drawer resulting in injury as well as steel hinged doors with adjustable shelves.
6. Bunk beds must be made of solid oak wood or equal and have the ability to be converted to a two (2) twin beds for maximum room configurations.
7. All mattresses must be new and free of defects. All mattresses must meet the Consumer Product Safety Commission (<http://www.cpsc.gov>) FF-4-72 flammability requirements for the term of the contract.

### **Dining Room Furniture Minimum Standards**

1. Product line consists of various table tops (wood or laminate) and shapes (round, square, rectangular).
2. Dining chairs can consist of wood with or without fabric bottoms and backs or multiple combinations and with non-marring glides or casters.
3. Dining benches can consist of wood with or without fabric bottom and with non-marring glides.
4. Dining tables shall accommodate four (4), six (6), eight (8) or greater people.

### **Sub-Category 6E – Minimum Furniture Standards – Music Furniture**

The following is a list of minimum quality standards or equal for music furniture and the related accessories in Sub-Category 6E with finish options selected from manufacturer's available colors.

#### **Music Posture Chairs Minimum Standards**

1. Seating must maintain performer's breathing system in a posture equivalent to standing, positioning thighs in a downward plane with knees pointed toward the floor, thus freeing the diaphragm. Chairs must stack for compact storage.
2. Vertical plane of the center of the backrest should intersect the seat at a point where the seat contour slants downward to rotate the pelvis forward, creating the natural sacro-lumbar curve.
3. Seat and back made of contoured, high impact, 1/8" thick textured polypropylene.
4. Frame to be constructed of sixteen (16) gauge, 7/8" square tubing, and fourteen (14) gauge, 7/8" square tube rear cross-member designed and welded to give support around entire outer edge of both seat and back. Frame is available in powder coat paint or chrome plated finish. Chairs must be available in 16", 17-1/2", and 18-1/2" heights to accommodate the user population.

#### **Polymer Music Stand Minimum Standards**

1. Lightweight stand consists of desk and base made of high strength injection molded virgin polycarbonate material or equal. Desk to have a recessed lower area for convenient temporary storage of writing instruments.
2. Desktop is constructed of high strength injection molded virgin polycarbonate material. Desk formed to allow for bolt-through attachment to the slider tube or equal. Desk measurements: 20" W and 13-1/2" H.
3. Base is constructed of high strength injection molded virgin polycarbonate material or equal. Slider tube has one (1") inch outside diameter. Slider mechanism adjusts height from 25-1/2" to 49", desk lip to floor. Black textured finish. Color molded through base and desk.

#### **Steel Music Stand Minimum Standards**

1. Desktop must be constructed of twenty-two (22) gauge steel with rolled edges for instrument protection and reinforcement. Base must be constructed of twelve (12) gauge steel.
2. Desktop is constructed of twenty-two (22) gauge steel with rolled edges for reinforcement and instrument protection. Base is constructed of twelve (12) gauge steel with durable black powder coat paint finish. Slider mechanism adjusts height from 24" to 46" (desk lip to floor). Desk measures: 20" W x 12" H.

#### **Music Instrument Storage Cabinet Minimum Standards**

1. Designed to secure instruments and cases and protect them from damage under normal use. Different compartment sizes designed for specific instruments. Shelving shall be one-piece molded polyethylene with radius (curved) front edges for instrument protection and with grooves for ventilation or equal. Door options include full or compartment panel in wood or grille options, with five (5) knuckle hinges, using bolt through hardware supporting a minimum dynamic live load of 315 lbs. or equal.
2. Molded plastic instrument storage shelf shall have a static load capacity of 100 lbs., evenly distributed. Full-height, solid-hinged door on instrument storage units will support a minimum dynamic live load of 315 lbs. applied at outer edge. Wire-grille door hinge to be welded to door frame in five (5) places; pull tested to withstand 3,000 lbs. Each instrument storage cabinet will be furnished with an integral base and four (4) steel levelers accessible from within the unit but concealed in final installation.
3. Cabinet Wall Panels: 3/4" thick industrial cabinet grade particleboard, (45-49 lb. density) with thermo sets polyester laminate or equal on both sides for totally finished construction. No backer sheets or unfinished surfaces may be used on unexposed sides.
4. Cabinet Shelving: One-piece, high-density, blow-molded polyethylene with 1-3/8" radius front edge or equal. Cabinet shelves up to twenty-seven (27") inches wide, mount to cabinet walls with one-piece molded rigid ST nylon clip (depending on cabinet model). Forty-eight (48") inch or sixty (60") inch shelves are supported by two (2) or three (3) structural, sixteen (16) gauge tubular members with four (4) gauge welded end plates.
5. Wood doors are same construction as cabinet wall panels. Grille doors are welded steel grille construction with powder coat paint finish or equal. Welds at T-joints must be 360°. Door hinges must be five (5) knuckle, institutional-type hinge or equal. Hinge will support 315 lbs. dynamic vertical load. Two (2) hinges on compartment doors; four (4) on full-height doors. All doors shall be factory provided with locking slide bolt designed

for padlocks with formed twelve (12) gauge steel strike plate or equal. Strike plate and slide bolt connected to cabinet with through-bolt construction.

6. Heat bonded three (3) millimeter beveled PVC edge-banding, which is machine applied using hot-melt adhesives or equal. Edges and corners machine profiled for safety.
7. Cabinet levelers are accessible from within each unit when desired, but concealed in complete installation. Glides with minimum 3/8" diameter threaded rod mounted in steel corner brackets. Provide minimum of four (4) glides per cabinet and/or six (6) glides for cabinets with divider panels.

### **Music Library Minimum Standards**

1. A high-density retractable storage system for sheet music, which is adjustable to fit most sizes of music. System is modular in design allowing for future expansion. Each Music Library unit shelf shall support a minimum of thirty-five (35) lbs.
2. Furnish a space efficient storage system for sheet music.
3. Cabinet End Panels must be a minimum of 3/4" thick industrial grade particleboard, minimum forty-eight (48) pcf, with thermo-fused polyester laminate or equal.
4. Cabinet Shelving must be a minimum of 3/4" thick plywood with thermo-fused polyester laminate or equal. Four (4) shelves are adjustable with removable steel pin mechanism. On seven-shelf unit, three shelves are fixed and on six-shelf unit, two shelves are fixed.
5. All exposed edges include heat bonded three (3) millimeter beveled PVC edge-banding or equal.
6. Cabinet Back Panel must be a minimum standard cabinet back panel made of 1/4" thick pre-finished hardboard and able to mount on left or right hand side of cabinet end panels.
7. Each cabinet shall include four (4) rigid eight (8") inch diameter casters.
8. Each cabinet shall include steel guide frame constructed of one (1") inch square, sixteen (16) gauge steel tubing. Also included are limiting cable and bumpers to control side and outward movement of cabinet.
9. Each shelf shall contain a metal music divider to separate and organize music. Labels shall also be provided for each shelf.
10. Installations with exposed ends shall include an end panel constructed of 5/8" thick industrial grade particleboard with thermo-fused polyester laminate or equal.
11. A twelve (12) gauge steel hat channel is included for attaching guide frame to the wall.
12. The anchor contains holes spaced two (2") inches apart for attachment to wall studs, and allows guide frame to bolt to wall anchor.

### **Percussion Workstation Minimum Standards**

1. Lockable, portable cabinet designed to be used for both rehearsal and performance with four (4") inch swivel casters, four (4) 23" x 23" compartments, and four (4) drawers in order to securely store small percussion instruments. Cabinet top shall have open-cell sponge material overlay to both protect instruments and reduce noise level.
2. Minimum overall dimensions are approximately: 48-1/2" W x 24-1/2" D x 36-1/2" H.
3. Side and back panel shall be constructed of thermo-set composite wood, 3/4" thick or equal.
4. All exposed edges shall contain three (3) millimeter bonded PVC edging or equal.
5. Top constructed of 5/8" five-ply solid core plywood with open-cell sponge material or equal.

6. Shelves shall be constructed of 3/4" tempered hardboard or equal. They shall form four (4) 23" x 23" compartments that are 16" H.
7. Drawers shall consist of four (4) 21-1/2" x 21" x 3" drawers constructed of composite, vinyl-wrapped wood with oyster handles or equal.
8. Casters shall consist of four (4) four (4") inch rubber, swivel casters.
9. Doors shall be constructed of thermo-set composite wood; with three (3) millimeter PVC bonded edge or equal.
10. Door hinge shall consist of two (2) five (5) knuckle, institutional-type with pin 2-3/4" long or equal. Each hinge shall be fastened to cabinet side panel using two (2) low-profile, cap screw assemblies bolted through entire thickness of side panel. Door handles shall be metal with powder-paint coating or equal with option locks.

### **Conductor's System Minimum Standards**

1. Integrated system for either choral or instrumental music use consisting of a conductor's chair, double podium with rail, and conductor's stand with storage shelf. System is designed such that each component works together or independently.

### **Conductor's Chair Minimum Standards**

1. Chair seat shall have three (3) pre-determined depth settings for conductor, string bass or percussion use. Footrest fixed to chair frame. Chair shall have five (5) legs meeting task chair seating standards or equal.
2. Chair frame and upright post assembly shall be one-piece design constructed of fourteen (14) gauge tubular steel with black, powder-paint finish. Chair shall be constructed with two (2") inch foam padding and 100% nylon commercial grade fabric on seat and back. Standard fabric colors must be available. Chair shall have pressurized gas cylinder height adjustment or equal and shall adjust in height from 26-1/2" to 36-1/2".
3. Chair seat shall have 170° swivel range with locking feature or equal.
4. Chair footrest constructed of fourteen (14) gauge, tubular steel with powder-paint finish or equal.
5. Chair legs, constructed of fourteen (14) gauge steel and able to slide under 6" H podium, with powder-paint finish or equal.

### **Double Podium with Rail Minimum Standards**

1. Consists of a base podium and upper podium, with rail.
2. Each podium shall contain two (2) four (4") inch rubber casters recessed into front panel.
3. Podium tops shall be constructed of 100% olefin carpet attached to 5/8" plywood, secured by heavy-duty, vinyl-clad steel edging.
4. Base is constructed of fourteen (14) gauge steel with powder-paint finish. Front panel is designed to allow conductor's stand to slide under podium. Base podium measurements: 43" W x 38" D x 6" H.
5. Top for base podium shall measure: 43" W x 38" D.
6. Upper podium shall have an attached swing-away, vinyl-coated locking clamp to secure to base podium. Upper podium, shall have 36" H, detachable guardrail constructed of sixteen (16) gauge steel, with powder paint finish or equal. Upper podium measurements: 32" W x 38" D x 6" H.

### **Conductor's Stand Minimum Standards**

1. Stand frame and upright post shall be one-piece design. Stand shall be adjustable in height by means of spring loaded, tension-release lever.
2. Stand frame and upright post shall be one-piece design constructed of fourteen (14) gauge tubular steel with powder-paint finish or equal.
3. The stand desk shall be constructed of polycarbonate or 3/8" thick laminated plywood or equal, available in two sizes: 30" W x 20-1/2" H or 24" W x 15-1/2" H. Stand desk shall be adjustable in infinite angles from 0°-180°. Desk lip shall be 1-1/2" H.
4. Stand shall be adjustable by means of spring loaded, tension-release lever located under desk; adjustable in height from 34" to 53".
5. Stand legs shall be constructed of fourteen (14) gauge, tubular steel with powder-paint finish or equal and able to slide under 6" H podiums.
6. Optional, detachable & enclosed, metal storage shelf measuring 20" W x 14" D, with powder paint or equal.

### **Music Lab Workstation Minimum Standards**

1. A portable workstation, measuring (49-1/2" W x 32" D x 39" H) that provides a work center for basic music lab equipment including an electronic keyboard, computer monitor and keyboard, and additional MIDI components. Includes a pullout keyboard tray and tablet arm, monitor space, rack mounting, headphone storage hook, music holder, a fifteen (15) amp, 120 AC, UL approved power strip, twelve (12') foot cord, service doors, and four (4) swivel four (4") inch diameter rubber casters (front casters lockable).
2. Overall dimensions of Workstation approximately: 49-1/2" W x 32" D x 39" H.
3. Side panels shall be constructed of 3/4" thick industrial-grade particleboard; 45 lb. density. Laminate is thermo fused polyester. Top, back and bottom panels shall be constructed of 3/4" thick industrial-grade plywood core with thermo fused polyester laminate. Lower shelf panel shall be constructed of 1-1/8" thick medite core with thermo-fused polyester laminate finish in oyster color. All exposed edges shall include .028 bonded PVC edging or equal.
4. Pullout Keyboard Tray and Tablet Arm shall be constructed of 3/4" industrial grade particleboard; 45 lb density with thermo-fused polyester laminate. Edges are banded with .028 PVC edge banding or equal. Shelf is centered underneath the lower shelf work surface, inserted between two steel glides. Tray measures 29" W x 4" D, and includes space for standard computer keyboard and mouse pad. Tablet arm is located on right hand side underneath lower shelf work surface, inserted between two steel glides. Tablet arm measures: 10" W x 15" D.
5. Monitor Space shall be low profile and included on left hand side of lower work surface to create proper sight lines from student to instructor. Space measures approximately 20-3/4" W.
6. The upper shelf on the Workstation shall include four (4) single space rack-mount spaces for additional rack-mount components.
7. Music Holder shall be constructed of clear 3/16" thick acrylic designed to be free-standing or slide onto front edge of upper shelf of Workstation. Holder measures approximately 20" W x 12" H.

8. Power Strip shall be fifteen (15) amp, 120 AC, UL listed with six (6) to eight (8) outlets (depending on model selected), premium surge suppression and remote switch mounted to front of Workstation. Includes twelve (12') foot power cord. Accommodates up to four (4) transformer-type plugs without blocking outlets. Lighted power switch confirms power on/off status.
9. The Workstation shall have two (2) hinged, rear-service doors for access to MIDI, audio and power cables with option to lock doors.
10. Each Workstation shall include four (4) swivel four (4") inch diameter rubber casters with the two (2) front casters to be locking.
11. The Workstation frame shall be constructed of fourteen (14) gauge steel in two (2") inch square tubular H-frame design bolted to back and side panels. Adjustable Height Workstation shall have telescoping legs allowing for adjustability from one (1") inch to seven (7") inches in height.
12. The Workstation shall include a brass hook mounted on the inside of the right hand side panel for storage of headphones.

### **Acoustical Shell Minimum Standards**

1. A portable acoustical shell with effective acoustics and flexible setup. The 6' W shell ranges in height from 6'6" in storage position to 15'2" in performance position with four (4) different canopy angles of 45°, 60°, 75° or 90°. Canopy tapered or rectangular. Units consist of composite panels that are raised and lowered with a crank and handle. Units fit through standard door on four (4) swivel casters and are designed to nest together for storage or equal.
2. Each wall tower shall be self-standing and portable providing quick, safe, easy deployment and adjustment by one person. The base shall be fitted with casters. When in the storage position, it shall be compact enough to roll through standard thirty-six (36") inch doorway. Wall towers shall be so designed that they may be nested for storage. Initial unit requires 34-1/4" of depth for storage. Each additional unit requires 9-1/2" of depth, when nested.
3. All acoustical panels must be of a composite construction, one (1") inch thick. Weight of panels must not be less than 1.4 lbs. per square foot of surface area, exclusive of reinforcements or equal.
4. Upper section shall consist of two (2), 4'6" x 6' panels, the upper panel so tapered as to allow the units to fit together to form a semi-circular arrangement when placed adjacent to each other. Optionally, the canopy panel may be square to allow for a straight-wall configuration. The lower panel shall consist of one (1), 4' 6" x 6' panel with one (1) 17-5/8" x 6' panel hinged to the bottom. Each unit equipped with hardware that permits the upper canopy panel of the unit to be used either in a vertical position or at a forward tilt of approximately 45°, 60° or 75°. Hardware will have a fine adjustment feature allowing for the matching of canopy-panel angles between units.
5. The upper canopy panel of each unit shall be deployed from the front of the shell tower using an aluminum deployment tool. The lower-panel assembly will be mounted permanently to the frame structure. The upper canopy panel and the upper tower panel will be attached to a telescoping center mechanism. This structure is elevated by means of a lifting mechanism attached to the back frame of the unit and deployed by turning a handle connected to the lifting mechanism.

6. The frame base is constructed primarily of sheet steel, steel tubing and aluminum extrusion or equal. Unit is counterweighted to provide the base for the vertical supporting framework. Depth of the frame from front of panel to back of counterweights shall allow for passage of unit through a standard thirty-six (36") inch doorway. Four (4) low-friction swivel casters with rubber wheels shall be provided for each frame base. Casters shall be rated at 300 lbs. each. Counterweight shall be sufficient to stabilize the shell tower with no protrusions extending beyond the front of the shell.
7. Protrusions, such as legs and stabilizers, from the front of the shell towers shall be considered unacceptable. Front and back surfaces of the acoustical panels shall be a laminate finish with factory colors. Steel parts shall be finished with a matching factory color.

### **Standing Choral Risers Minimum Standards**

1. Folding portable three (3) step choral riser available in lengths of four (4') feet or six (6') with eighteen (18") inch deep steps. Riser frame consists of 7/8", fourteen (14) gauge square steel tubing. Steps consist of carpet covered plywood steps with clad steel powder coated frame. Steps are reversible for flexible setup. Foot-pedal activated cross brace for setup.
2. Risers must be completely portable three-step units that fold compactly accordion style. Units shall have built-in casters, stair glides and a coupling rod "handle" for easy movement.
3. Arrangement of the units must be flexible permitting adjustment for group size and performing space. Built-in reversibility option allows variation from a semi-circular to a straight-performing arrangement. Foot-pedal-activated cross brace locks leg structure automatically for easier setup.
4. Double locking mechanism for added safety. Individual units fold compactly and roll on three (3") inch non-marking soft rubber casters and have built-in stair glides. Two (2) four (4") inch wheels allow easily positioning of the unit. Steel coupling rods connect units together securely. Steel coupling rod serves as a handle for transport.
5. The frame of the riser shall be fourteen (14) gauge square steel tubing. Step of each unit shall be plywood. Available in eighteen (18") inch and twenty-four (24") usable depth. Pewter gray, indoor-outdoor 100% polypropylene fiber face. The edging shall be formed from sixteen (16) gauge cold-rolled steel. The frame/edging shall be formed from a single piece of steel for maximum strength and stiffness.
6. Finish on the frame and edging member shall be gray baked-on powder paint. A rust-inhibiting wash coat shall be applied to the frame. The frame and edging member shall wrap around the deck edge to protect the deck edge from damage during normal use. Solid bolted construction.

### **Staging Minimum Standards**

1. Portable interlocking platform system with detachable and interchangeable legs to create a single or multiple-height platform area.
2. Platforms can be used in multiple configurations including, but not limited to, portable platform sets, stage extensions, orchestra pit fillers and tiered seating.
3. Each deck shall be 3/4" with a plywood core. Must have multiple finish surfaces available including black phenolic (slip resistant overlay), tempered hardboard, carpet, or



carpet ready to receive custom surfaces. Unit-to-Unit connectors shall be provided in the quantity necessary for proper function of the complete stage system.

4. Frame shall be constructed of structural aluminum with a natural finish designed for maximum strength and rigidity and protect the top surface edge of the platforms.
5. Deck units shall be provided with six leg sockets to accept and lock into place the detachable legs. Legs are fabricated from structural aluminum and options include single height legs and telescoping legs with adjustable heights in four (4") inch increments.
6. Installed platform system at a height of forty (40") inches shall be capable of supporting a uniform vertical load of 200 lbs. per square foot while simultaneously withstanding a 3% side load, uniformly applied to the platform system along its longest dimension.
7. Guardrail system shall be capable of withstanding a 200 lb point load applied laterally or vertically and a 50 lb per lineal foot applied laterally or vertically. Furthermore, if codes require it, the guardrails must be able to prevent a sphere measuring four (4") from passing through anywhere in the rail.

**Category 7 – Product Specifications – Library Furniture**

Category 7 is segmented into two (2) Sub-Categories, 7A and 7B. Bidders may submit bids in one or more sub-categories with the appropriate manufacturer(s) and product line(s).

**A. Sub-Category 7A – Library Wood Furniture**

**B. Sub-Category 7B – Library Wood Chairs**

**C. Sub-Category 7C – Library Metal Furniture**

**Category 7 – Pricing – Library Furniture**

Bidders must provide discount percentages for all volume breaks as indicated below. The discount percentages must be entered under the appropriate tab within the Office Furniture Cost Proposal spreadsheet (additional instructions are included under the ‘Cost/Pricing Proposal’ heading located in this section. The percentage discount will be for all various manufacturers’ product lines that meet the technical requirements within the sub-categories. The awarded percentage “discount off” is not negotiable between the contract user and the Contractor. If the Contractor(s) wants to provide an improved percentage discount, the Contractor(s) must provide the State with the details of the price adjustment for review (for additional details, please refer to Section 3C, General Requirement #20). The promotion can not be presented to a contract user prior to approval by the State. If a price adjustment is approved then the promotion must be available to all contract users.

**Category 7 / Sub-Category 7A, 7B & 7C Volume Discounts**

<b>Manufacturer’s List Price Value (Spend Amount)</b>	<b>Percentage % Discount Off of List Price Value</b>
\$1.00 – \$2,499	%
\$2,500 – \$4,999	%
\$5,000 – \$9,999	%
\$10,000 – \$29,999	%
\$30,000 and Greater	%

Based upon the quantity purchased, the contract user would then utilize the specific percentage discount and apply the percentage discount to the entire purchase from the manufacturer’s dated catalog. Unless negotiated between the State and the Contractor (i.e. due to a promotion or revised manufacturer discount structure), the discounts shall be fixed for the entire term of the contract. A copy of the manufacturer’s dated catalog must be submitted with the bid and prices will be fixed for the initial 12-month period of the contract. All accessory items are discounted at the percentage discount appropriate for the total order size.

**Sub-Category 7A – Minimum Furniture Standards – Laminate & Veneer Wood Library Furniture**

1. All exposed lumber must be air-dried and kiln dried to a minimum of 6% to 8% moisture content.
2. Face and exposed veneers shall not be less than 1/34” thick.
3. Laminates shall be a minimum of 1/16” thick with a backing sheet not less than .050” thick.

4. High-pressure laminates shall consist of layers of melamine and fibrous sheet material, impregnated with a thermosetting condensation resin, all consolidated under heat and pressure.
5. Lumber core material to be good grade core stock with controlled width to minimize any tendency to warp.
6. Five (5) ply construction consists of a lumber core, two crossbars running in the opposite direction of the grain of the core, and a face and a back veneer or high-pressure laminate running parallel to the core.
7. Finishing is to be done at the point of manufacture with all furniture and equipment being thoroughly hand and/or machine smoothed and sanded to remove all machine or mill marks.
8. Shelving options must be available in single or double faced style.

**Sub-Category 7B – Minimum Furniture Standards – Library Wood Chairs**

1. Seating should be constructed of kiln-dried hardwoods, with joints double doweled and securely glued for maximum joint stability.
2. Chairs must be available with or without arms, casters and fabric.

**Sub-Category 7C – Minimum Furniture Standards – Steel Library Shelving**

1. Unit frames must be made of a minimum of sixteen (16) gauge welded steel construction.
2. Shelves must be made of a minimum of eighteen (18) gauge steel with triple bends on the front and back edge to prevent sagging.
3. Base brackets must be a minimum of thirteen (13) gauge steel.
4. Shelving options must be available in single or double faced style.
5. Shelving must be adjustable and consist of one (1) base shelf and two (2) or more adjustable shelves.
6. Shelving must have closed ends (closed base bookstack shelving).

### **Category 8 – Product Specifications – Specialty Furniture & Accessories**

Category 8 is segmented into three (3) Sub-Categories, 8A, 8B and 8C. Bidders may submit bids in one or more sub-categories. For Sub-Category 8A, the bidder(s) must be the manufacturer. For Sub-Category 8B, the bidder(s) can be the manufacturer or authorized dealer with the appropriate manufacturer(s) and product line(s).

**A. Sub-Category 8A** – Custom Wood Crafted Furniture

**B. Sub-Category 8B** – Ergonomic Metal Framed Adjustable Computer Workstation.

**C. Sub-Category 8C** – Ergonomic Office Accessories

### **Category 8 – Pricing – Specialty Furniture & Accessories**

Bidders must provide discount percentages for all volume breaks as indicated below. The discount percentages must be entered under the appropriate tab within the Office Furniture Cost Proposal spreadsheet (additional instructions are included under the ‘Cost/Pricing Proposal’ heading located in this section. The percentage discount will be for all various manufacturers’ product lines that meet the technical requirements within the sub-categories. The awarded percentage “discount off” is not negotiable between the contract user and the Contractor. If the Contractor(s) wants to provide an improved percentage discount, the Contractor(s) must provide the State with the details of the price adjustment for review (for additional details, please refer to Section 3C, General Requirement #20). The promotion can not be presented to a contract user prior to approval by the State. If a price adjustment is approved then the promotion must be available to all contract users.

#### **Category 8 / Sub-Category 8A, 8B & 8C Volume Discounts**

<b>Manufacturer’s List Price Value (Spend Amount)</b>	<b>Percentage % Discount Off of List Price Value</b>
\$1.00 – \$2,499	%
\$2,500 – \$4,999	%
\$5,000 – \$9,999	%
\$10,000 – \$29,999	%
\$30,000 and Greater	%

Based upon the quantity purchased, the contract user would then utilize the specific percentage discount and apply the percentage discount to the entire purchase from the manufacturer’s dated catalog. Unless negotiated between the State and the Contractor (i.e. due to a promotion or revised manufacturer discount structure), the discounts shall be fixed for the entire term of the contract. A copy of the manufacturer’s dated catalog must be submitted with the bid and prices will be fixed for the initial 12-month period of the contract. All accessory items are discounted at the percentage discount appropriate for the total order size.

#### **Sub-Category 8A – Minimum Furniture Standards – Custom Wood Crafted Furniture**

1. Bidder must be the manufacturer with the ability to custom fabricate and finish wood furniture to the Eligible Entities specification.
2. Manufacturer should be able to deliver finished product within eight (8) weeks after receipt of order.

**Sub-Category 8B – Minimum Furniture Standards – Ergonomic Metal Framed Adjustable Computer Workstation**

1. Two (2) cranks adjust dual work surfaces to suit different users.
2. Separate crank adjustment gives optimum height control for both platforms.
3. Spacious 17" D monitor platform holds larger monitors, printer peripherals.
4. Integral cable tray and desktop grommets control wires.
5. CPU holder can be used on inside or outside of frame.

**Sub-Category 8C – Minimum Furniture Standards – Ergonomic Office Accessories**

1. Bidder must be able to provide, as part of its manufacturer's product offering, ergonomic adjustable keyboard and mouse trays and adjustable monitor arms.
2. Minimum product offering must also include, but not be limited to, monitor filters and/or CPU holder.

## **Cost / Pricing Proposal**

This section provides detail on how a Bidder should respond to the Cost Proposal requirements of this RFP. A Microsoft Excel workbook called, ***RFP#7003248-OFurnCostProposal.xls***, has been provided in order to allow the submission of all required pricing in response to this RFP. The State's intention is to structure the pricing format in order to facilitate a straight-forward comparison among all bidders. The workbook itself contains seventeen (17) worksheets based upon the list under the Product Categories heading in Section 3C. There are two types of worksheets for each Category.

In the first-type, each respective worksheet contains the Volume Discount tables, for each Category and Sub-Category, as described under the Product Details heading within Section 3D. The bidder is asked to provide a Discount "Off List" percentage for each one of five (5) pricing tiers for each Category and Sub-Category.

In the second-type of worksheet, a Market Basket will be utilized to determine the lowest net price in all categories and sub-categories. A sample Market Basket, based upon the Office Furniture requirements described herein, was put together for each Category and Sub-Category. All bidders must complete and put together a Market Basket Cost Proposal within the spreadsheet for all Categories and Sub-Categories that the Bidder intends to bid. The Bidder must utilize the Manufacturer's dated catalog submitted with the bid. Failure to provide the Market Basket Cost Proposal in provided format will result in a disqualification in the particular Category/Categories and/or Sub-Category/Sub-Categories. Information and fields to be submitted in the Market Basket Cost Proposal and requested from bidders includes the following:

1. Product Category – provided by State
2. Product Sub-Category – provided by State
3. Product Description – provided by State
4. Manufacturer Name – required from Bidder
5. Model / Brand – required from Bidder
6. Catalog / Date – required from Bidder
7. Catalog Page # - required from Bidder
8. Manufacturer SKU # - required from Bidder
9. List Price – required from Bidder
10. Discount off List - % (Use Tier 1 Level) – required from Bidder

The last worksheet, ***Discounts, Rebates & Specialty Services***, requests an hourly rate for discounts in areas such as:

- CAD / CAM Services
- Space Planning Services

In addition, this last worksheet requests details on prompt payment discounts as well as the Volume Rebate percentages (additional details/instructions for the Volume Rebate are provided below).

As previously detailed, all prices shall be listed at a discount of manufacturer's list. In addition, all prices shall be net, including all transportation and delivery charges fully prepaid by the

contractor F.O.B. destination. The format of the spreadsheet must not be changed by the bidder. Any proposal containing a spreadsheet with a format change (other than adding rows, for multiple manufacturers, under a specific category) may be deemed non-responsive.

Tiered pricing is structured in an effort to meet the needs of the wide variety of the anticipated users of the contract. The total amount of the list prices of items on a purchase order shall determine which tier will be used in calculating the discount from list. Contactors are encouraged to allow various purchasing authorities to combine their purchases to collectively reach a greater tiered discount, even though the purchases may be on separate purchase orders. It is estimated that the State of Rhode Island, as an entire entity, spends in excess of \$3 million annually on furniture to be made available through this RFP. Depending upon the demand of interested parties, the actual value of this contract could be substantially higher.

As part of the submission, bidders shall propose a “**Volume Rebate**”. The rebate allows for a year-end payment to the State if annual sales meet or exceed specified spending targets.

In addition to the State of Rhode Island, all co-sponsoring entities (please refer to Section 2 – Background) will be eligible to receive the “**Volume Rebate.**” Each entity’s rebate will be calculated based on a percentage of the **total statewide** Office Furniture (refer to Section 2 – Background for definition) expenditures. The percentage will be determined by each entity’s total amount of Office Furniture spending divided by the total statewide Office Furniture expenditure. The selected Contractor(s) will be required to track, calculate and determine the rebate(s). All entities co-sponsoring this RFP will eligible to receive the rebate during the contract term. Payment of the rebate(s) will be made to the eligible entity within forty-five (45) days after the conclusion of the preceding State Fiscal Year (i.e. when the expenditures occurred).

The Manufacturer’s Discount quoted must be for the entire line as shown in the manufacturer’s price schedule. If a manufacturer is unable to offer the same discount over the entire line of product, it must be made clear in the proposal which product is excluded from the offering. Bidders are encouraged to offer the best discount possible.

Bidders are required to submit proof of manufacturer’s pricing and complete descriptive literature for all products proposed with their proposal return. In addition, bidders will be expected to verify that the product line being offered, or a comparable substitute having similar finishes and/or options, will be available for at least the entire contract period. Colors and finishes will be expected to be available for this period of time as well. Once a contract has been awarded, contractors are required to furnish catalogs and price lists to any requesting State agency as well as any other authorized contract user.

Contractors are also required to inform the State of Rhode Island immediately of promotional sales or discounts, as well as decreases to contracted items, and shall pass those savings along to the State immediately. Failure to do so may result in termination of the contract award.

#### **Section 4 – Proposal Submission**

Questions concerning this solicitation may be emailed to the Division of Purchases in accordance with the terms and conditions expressed on the cover page of this solicitation. Questions received, if any, with responses, will be posted on the Division of Purchases web site as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

The Office Supplies and Office Furniture spreadsheets, respectively known as ***RFP#7003248-OSuppCostProposal.xls*** and ***RFP#7003248-OFurnCostProposal.xls***, **will not be posted on the Rhode Island Division of Purchases web site.** Instead, all bidders **are required** to send an email, **requesting** the spreadsheets, to the following address: [bidinfo@purchasing.ri.gov](mailto:bidinfo@purchasing.ri.gov)

In the subject line, please type **RFP #7003248 – Office Supplies/Office Furniture**

In the body of the message, please write which spreadsheets are requested (as described below):

- Office Supplies – file name: **RFP#7003248-OSuppCostProposal.xls** **AND / OR**
- Office Furniture – file name: **RFP#7003248-OFurnCostProposal.xls**

In addition, please include the email address to which the spreadsheet(s) are being sent.

Interested offerors may submit proposals to provide the services covered by this Request on or before the date & time listed on the cover page of this solicitation. Proposals received after this time and date may not be considered. The official clock is in the reception area of the Division of Purchases.

Proposals should include the following:

1. A completed and signed R.I.V.I.P. generated Bidder Certification Cover Form downloaded from the Rhode Island Division of Purchases web site at (click on ‘Vendor Information’, then ‘General Information’ – document located under ‘Standard Forms’ – follow instructions): <http://www.purchasing.ri.gov>
2. An original plus seven (7) copies of a separate, signed and sealed Cost Proposal, inclusive of the general requirements and required spreadsheets for either the Office Supplies (Sections 3A & 3B) or Office Furniture (Sections 3C & 3D), explicitly detailing and identifying all costs, variables and assumptions. In the case of submission for both sections, an original plus seven (7) copies of cost proposals, including required spreadsheets, for each section Office Supplies (3A & 3B) & Office Furniture (3C & 3D) must be submitted separately. The cost proposal(s) shall address all items contained in the spreadsheets known as ***RFP#7003248-OSuppCostProposal.xls*** and ***RFP#7003248-OFurnCostProposal.xls***. Electronic copies of all cost proposals are required in the submission (additional details in item #5 below).
3. An original plus five (5) copies of a separate Technical Proposal, inclusive of and addressing all the requirements sections (Office Supplies – 3A/3B) **or** (Office Furniture – 3C/3D), describing the background, qualification and experience with and for similar services, as well as the work plan or approach proposed for the services needed and described within this document (details follow below). In the case of submission for both sections, an original plus five (5) copies of technical proposals for each section (Office Supplies – 3A/3B) **and** (Office Furniture – 3C/3D) must be submitted separately.



4. A completed and signed W-9 Form downloaded from the RI Division of Purchases web site at: <http://www.purchasing.ri.gov> (click on RIVIP, then General Information and then Standard Forms).
5. In addition to multiple hard copies of proposals required, the respondents **must** provide the proposals in electronic format. The Technical Proposal preferred electronic format is Microsoft Word, Excel or PDF. The “electronic” Cost Proposals **must be** in Microsoft Excel (please use the aforementioned spreadsheets). Please provide a disk (CD-ROM or Diskette) containing an electronic version of the cost proposal and a separate disk containing an electronic version of the technical proposal. The cost proposal disk should be included in the sealed cost proposal package. Only one (1) electronic copy of the Technical and Cost Proposal are requested for either Office Supplies (Sections 3A/3B) or Office Furniture (Sections 3C/3D). In the case of submission for both sections, 1 electronic copy for each section (3A/3B & 3C/3D) must be submitted.

The Technical Proposal must contain the following sections and information:

### **1. Executive Summary**

The Executive Summary will highlight the contents of the Technical Proposal as well as provide the State of Rhode Island evaluators with an overview and broad understanding of the offeror’s technical approach and ability to meet the service level requirements as set forth in this RFP.

### **2. Offeror’s Organization and Staffing**

This section shall include identification of all staff and/or subcontractors proposed as members of the Account Management team, and the duties, responsibilities, and concentration of effort which apply to each (resumes, curriculum vitae or statements of prior experience and qualification). An organization chart must be provided in this section.

### **3. Work Plan / Approach Proposed**

This section shall contain a thorough explanation of all aspects, requirements and services required to complete the **Scope of Work and Requirements** general and specific sections. For those vendors submitting proposals for both Office Supplies and Office Furniture, there may be a different work plan/approach for Scope of Work/Requirements – Section 3A/3B and Scope of Work/Requirements – Section 3C/3D.

This section shall describe the offeror’s understanding of the State’s requirements, including the result(s) intended and desired, the approach and/or methodology to be employed, and a work plan for accomplishing the results proposed. The description of approach shall discuss and justify the approach proposed to be taken for each task or requirement, and the technical issues that may be confronted at each stage of the project. The work plan description shall include a detailed proposed maintenance schedule, a list of tasks, activities and/or milestones that will be employed to administer the program, the assignment of staff members and concentration of effort for each and the attributed deliverables for each.

### **4. Previous Experience and Background**

This section includes the following information:

1. A comprehensive listing of similar programs undertaken and implemented, as well as similar clients served. This includes providing a brief description of the accounts and a description of the names of staff persons who worked on the accounts/projects.
2. The applicant should provide, at a minimum, three references, including the name of a contact person, address, and telephone number the contractor is currently managing either an Office Supplies or Office Furniture account or both types of accounts. Managing is defined as a provider of Office Supplies and/or Office Furniture. These individuals may be contacted by the State as part of the selection process.
3. The offeror's status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Administration, and/or a subcontracting plan which addresses the State's goal of ten percent (10%) participation requirement by MBE's in all State procurements. Questions concerning this requirement should be addressed to Charles Newton, MBE Officer, at (401) 574-8253.
4. The offeror shall submit a list of contract(s) that have been terminated along with the entity name(s) that obtained the contract and the reasons why the contract was terminated (if applicable). The State reserves the right to seek additional information regarding a company's capabilities from any source it feels is competent to provide such information.
5. The offeror shall have maintained an organization capable of performing the work described herein, in continuous operation for a least the past three (3) years.
6. The offeror shall submit appropriate financial-related information in order to provide the State with the ability to judge the offeror's financial capacity and capabilities to undertake and successfully complete the contract. The offeror should submit **certified financial statements** to include a balance sheet, income statement and statement of cash flow, and all applicable notes for the most recent calendar year or the offeror's most recent fiscal year. The offeror may submit specific financial documents in a separate, sealed envelope/package, within the overall package, clearly marked "Confidential-Financial Information" along with the Bid Proposal.

**5. Submission Deadline: please refer to page one of this solicitation**

An original plus five (5) copies of the Technical Proposal and an original plus five (5) copies of the separately signed & sealed Cost Proposal must be either mailed or hand-delivered into **one** sealed envelope/package marked "**RFP #: General Office Supplies, School Supplies, Standard Paper and Toner / Office, School and Library Furniture & Accessories**" to:  
*(Please note that the Technical and Cost proposals can be submitted in the same package, however the cost details must be sealed in a separate envelope/package within the overall package.)*

**Rhode Island Department of Administration  
Division of Purchases, 2<sup>nd</sup> Floor  
One Capitol Hill  
Providence, RI 02908-5855**

Note: Proposals received after the above-referenced due date and time may not be considered. Proposals misdirected to other State locations by the scheduled due date and time will be determined to be late and may not be considered. Proposals faxed or emailed to the Division of Purchases will not be considered.

## **Section 5 – Evaluation and Selection**

The state will commission a Technical Review Committee to evaluate and score **all** (Office Supplies and/or Office Furniture) proposals using the following criteria:

<b><u>Criteria</u></b>	<b><u>Points</u></b>
<b><u>Product Pricing</u></b> <b>Office Supplies</b> – evaluation on the product pricing using the cost/price proposal Office Supply spreadsheets <b>Office Furniture</b> – evaluation utilizing both the Category and Market Basket Office Furniture spreadsheets	50
<b>Rebates &amp; Discounts</b>	20
<b>Ordering, Compliance Management, Billing &amp; Reporting Capabilities</b>	10
<b>Ability to Meet Specifications, Requirements, Terms &amp; Conditions</b>	10
<b>Account Management, Qualifications &amp; Financial Review</b> – overall quality of the work plan and impression of the contractor’s proposal, organization, organizational chart with associated functions as well as the company’s financial stability (include certified financial statements – balance sheet, income statement and cash flow statement)	10
<b>Total Points</b>	<b>100</b>

Office Supplies proposals and Office Furniture proposals will be evaluated separately, on a 100 point basis, using the aforementioned criteria.

Notwithstanding the above, the State reserves the right to either accept or reject any, or all, options, bids, proposals to waive any technicality, to award on the basis of cost alone, to conduct additional negotiations and to act in its best interest.

The State reserves the right to award this contract to multiple vendors. If multiple awards are made, the State shall reserve the right to require price quotations from each vendor prior to the award of the repair and/or assembly work.

Proposals found to be technically or substantially non-responsive, at any point in the evaluation process, will be rejected and not considered further. The State, at its sole option, may elect to require presentation(s) by offerors in consideration for the award. An award will not be made to a contractor who is neither qualified nor equipped to undertake and complete required work within a specified time.

The Technical Review Committee will present written findings, including the results of all evaluations, to the State Purchasing Agent or his designee, who will make the final selection for this requirement. When a final decision has been made, a notice will be posted on the Rhode Island Division of Purchases web site.