

Deschutes County

**REQUEST FOR PROPOSAL**

For

Printing Services

Proposals must be received no later than 3:00 p.m. PST  
Friday, February 27, 2015

Deschutes County  
14 NW Kearney  
Bend, Oregon 97701  
(541) 388-6594

An Equal Opportunity Employer

# Deschutes County Government

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

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

Deschutes County consists of a variety of departments providing public services that include health and human services, public safety and emergency services, fair, planning and zoning, community justice, public works, and solid waste. The County also has a number of internal and support services such as Finance, Information Technology, Personnel, Risk Management and Legal services.

For more information, please visit [www.deschutes.org/rfp/](http://www.deschutes.org/rfp/)

# **Deschutes County**

## **Printing Services**

### **Request for Proposals**

#### **1.0 INTRODUCTION**

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

On an as-needed basis, the successful vendor will supply such printing services as are specified at the time of need, assisting County staff with layout, graphic design, review and other professional print services to supply quality documents, forms and presentation materials to Deschutes County.

**Proposals in response to this RFP must be received by Deschutes County no later than 3:00 p.m. on Friday, February 27, 2015. Proposals received after this time will not be considered.**

#### **2.0 GENERAL REQUIREMENTS**

The following is an outline of the requirements for printing and copying services to meet the needs of Deschutes County.

##### **2.1 Provided Services**

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

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

## **2.2 Locations**

Sufficient printing sites located throughout Deschutes County to effectively and timely serve the printing needs of county offices in Bend, Redmond, Sisters and La Pine are required. As a substitute for printing sites in these locations, a vendor may propose a countywide free pick-up and delivery service within a specified and acceptable period of time. Deschutes County facility locations where services may be required include:

- Downtown Bend Campus
  - 1300 NW Wall St.
  - 1340 NW Wall St.
  - 117 NW Lafayette Ave.
  - 1100 NW Bond St.
  - 1164 NW Bond St.
  - 1128 NW Harriman St.
  - 14 NW Kearney Ave.
  - 1130 NW Harriman St.
- Health Services Building: 2577 NE Courtney Dr. (Bend)
- Public Works Campus (Bend)
  - 61150 SE 27<sup>th</sup> St.
  - Solid Waste
  - 61050 SE 27<sup>th</sup> St.
- Public Safety Campus (Bend)
  - 63333 Highway 20 West
  - 63360 Britta St. (Buildings 1 & 2)
  - 63311 NW Jamison St.
  - 20355 Poe Sholes Dr.
- South County Services Center: 51340 Hwy 97 South (La Pine)
- Redmond
  - 3800 SW Airport Way
  - 3893 SW Airport Way
  - 737 SW Cascade Ave.
  - 2444 SW Glacier Place
  - 406 NW Antler
- Sisters Clinic: 1701 W McKinney Butte (Sisters)

## **2.3 Customer Service**

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

## **2.4 Insurance**

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

**2.5 Federal and State Law**

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

**3.0 RFP SCHEDULE AND PROPOSAL SUBMITTAL**

**3.1 Timeline**

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

February 6 2015	Issuance of RFP
February 18, 2015	RFP Acknowledgement
February 18, 2015	Deadline for Submission of Written Questions
February 20, 2015	Responses to Written Questions
February 27, 2015	Proposal Submittal Deadline
March 2-6, 2015	Review of Proposals
March 13, 2015	Projected for Vendor Selection

**3.2 Proposal Acknowledgement**

All vendors intending to respond to this RFP are asked to provide an acknowledgement via the RFP website, [renew@deschutes.org](mailto:renew@deschutes.org) by Wednesday, February 18, 2015 at 5:00pm. Although this acknowledgement is not mandatory, receipt of this form will ensure that the vendor is informed of any changes to the RFP or the RFP process. The proposal acknowledgement form is included in this RFP (Attachment A) and is available on the RFP website.

**3.3 Written Questions**

Vendors may submit questions in writing to [renew@deschutes.org](mailto:renew@deschutes.org) up until Wednesday, February 18, 2015 at 5:00pm. All submitted questions will be answered no later than 5:00pm on Friday, February 20, 2015.

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

**3.4 Proposal Submittal**

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

Proposal Deadline	February 27, 2015 at 3:00 p.m. PST
Proposal Copies	1 signed original and 4 copies
Proposal Submission	Deschutes County Property & Facilities 14 NW Kearney Bend, Oregon 97701
Contact	Renee Warner (541) 388-6590 <a href="mailto:reneew@deschutes.org">reneew@deschutes.org</a>

**No proposals received after the 3:00 p.m. on Friday, February 27, 2015 will be accepted. All responses received after the deadline will be returned unopened.** Deschutes County will verify official receipt of proposals by sending an email to the email address provided by the vendor. Deschutes County is not liable for any costs incurred by vendor for the preparation and presentation of their proposal. This includes any costs in the submission of a proposal or in making the necessary studies or designs as part of the preparation of its proposal.

**3.5 Right to Modify or Cancel**

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

### **3.6 Vendor Responsibility for Proposal Costs**

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

### **3.7 Proposal Acceptance and Rejection**

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

### **3.8 Contract Award**

Final selection of the successful vendor is targeted for March 13, 2015, with negotiation to commence immediately thereafter for the development of a contract. This target date is subject to revision.

### **3.9 Period of Performance**

The period of performance shall be April 1, 2015 to March 31, 2018. Deschutes County may extend any agreement for up to three additional years based on the performance, need and funding availability.

## **4.0 PROPOSAL FORMAT AND QUESTIONNAIRE**

### **4.1 Vendor Required Information**

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



identify any conservation efforts, green technology processes, green construction facilities or any other energy efficient processes which will be utilized in the production or servicing of this account.

9. **Customer Service** – Describe how service is customer-focused in providing timely response to routine orders, fast turnaround for peak hour or rush orders and free pick-up and delivery. Include day and time of service availability and customer service representatives.

#### **4.2 Pricing Information and Samples**

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

#### **4.3 Turnaround Time**

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

### **5.0 PROPOSAL QUALIFICATIONS AND EVALUATION CRITERIA**

#### **5.1 Qualification Requirements**

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

#### **5.2 Proposal Evaluation Criteria**

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

Competitive Pricing and Product Quality	50%
Vendor Qualifications and References	20%
Customer Service and Availability	20%
Use of Recycled Paper and Energy Efficient Production and Service	10%

### **5.3 Selection**

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

## **6.0 ADDITIONAL PROVISIONS:**

### **6.1 Assignment**

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

### **6.2 Cancellation**

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

### **6.3 Clarification of Responses**

Deschutes County or its agent reserves the right to obtain clarification of any point in a vendor's proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a respondent to respond to such a request for additional information or clarification could result in rejection of that vendor's response or responses.

### **6.4 Collusion**

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

## **6.5 Disputes**

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

## **6.6 Lobbying**

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

## **6.7 Non-Appropriation**

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

## **6.8 Non-Discrimination in Employment**

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

## **6.9 Proposals are Public Records**

All information submitted by vendor shall be public record and subject to disclosure pursuant to the Deschutes County Code, Chapter 2.37 and Oregon Revised Statutes 279A, 279B and 279C, as currently in effect, except such portions of the proposals for which vendor requests exception from disclosure consistent with Oregon Law. All requests shall be in writing, noting specifically which portion of the proposal the vendor requests exception from disclosure. vendor shall not copyright, or cause to be copyrighted, any portion of any said document submitted to the County as a result of this RFP.

## **6.10 Proposal Not a Contract**

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

### **6.11 Rejection of Proposals**

Deschutes County reserves the right to reject any or all responses to this RFP.

No proposals will be considered that fail to contain the required information.

There will be no changes to the content of this RFP except by written notification to the vendors who respond in accordance with the criteria herein.

### **6.12 State and Federal Law Compliance**

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

### **6.13 Persons with Disabilities**

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

**ATTACHMENT A: Request for Proposals Acknowledgement  
Form**

This form is to acknowledge that the vendor hereby identified plans to submit a proposal in response to Deschutes County's Request for Proposal for Printing Services. Although not mandatory, receipt of this form will ensure that the vendor is provided answers to submitted questions by all vendors and is updated on the progress of this RFP process. This acknowledgement must be received by February 18, 2015 at 5:00pm. This form can be submitted by email to Renee Warner at [renew@deschutes.org](mailto:renew@deschutes.org).

Authorized Signature: \_\_\_\_\_

Contact Name : \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

## **ATTACHMENT B: Pricing**

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

<b>Letterhead</b>	<b>Description</b>	<b>Quantity</b>	<b>Cost</b>
Generic	24#, header and footer	1 Ream	
Customized for Department	24#, header and footer	1 Ream	
<b>#10 Envelopes</b>	<b>Description</b>	<b>Quantity</b>	<b>Cost</b>
Generic	24#, Single Color	Box of 500	
Customized for Department	24#, Single Color	Box of 500	
Generic	24#, Full Color	Box of 500	
Customized for Department	24#, Full Color	Box of 500	
<b>#10 Window Envelopes</b>	<b>Description</b>	<b>Quantity</b>	<b>Cost</b>
Generic	24#, Single Color	Box of 500	
Customized for Department	24#, Single Color	Box of 500	
<b>#9 Return Envelopes</b>	<b>Description</b>	<b>Quantity</b>	<b>Cost</b>
Generic	24#, Single Color	Box of 500	
<b>Note Pads</b>	<b>Description</b>	<b>Quantity</b>	<b>Cost</b>
Generic	Single Color, 50-page	One Pad	
Customized for Department	Single Color, 50-page	One Pad	
Customized for Individual	Single Color, 50-page	One Pad	
<b>Business Cards</b>	<b>Description</b>	<b>Quantity</b>	<b>Cost</b>
Customized for Individual	Full Color, Front Only	Box of 250	
Customized for Individual	Full Color, Front & Back	Box of 250	
<b>Forms</b>	<b>Description</b>	<b>Quantity</b>	<b>Cost</b>
Generic	Single Color	1 Ream	
Triplicate	Single Color	1 Ream	
<b>Brochures</b>	<b>Description</b>	<b>Quantity</b>	<b>Cost</b>
Tri-Fold	110#, Full Color	100 Count	
Tri-Fold	110#, 2-Color	100 Count	

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