

Appendix B:

PRODUCT / SERVICES SPECIFICATIONS

It is the intention of Region 4 ESC to establish an annual contract with highly qualified Vendor(s) for **Office Supplies, Related Products, and Office Services** on a national basis. Vendor(s) shall, at the request of Region 4 ESC and/or TCPN members, provide these covered products and associated services under the terms of this RFP and the CONTRACT TERMS AND CONDITIONS.

Describe your company's ability to meet the following specifications. Bidders will respond to each numbered item by checking the appropriate "Comply" or "Deviate" box. Details for deviations will be listed by item number on the Exceptions to Terms, Conditions and Specifications Form below. Bidders are encouraged to elaborate on their capabilities to provide the products and services requested below in detail.

Bidders are encouraged to offer everything in their entire catalogue that falls within the scope of this RFP. Region 4 ESC reserves the right to reject parts of offerings that it deems to fall outside the scope of the RFP.

Proposal Requirements			
Line #	Requirement	Comply	Deviate
A. Office Supplies			
1	Vendor shall provide a broad based line of office products of at least 10,000 items in available inventory that covers the scope of the contract as identified below.		
2	The vendor's catalogue shall include a variety of major manufacturers of the specified products and services.		
3	Office Supplies (i.e. supplies that fit the categories given below in this section) must comprise at least 70% of a respondent's total offering to be considered for award for this RFP.		
4	General office supplies shall include, but not be limited to: Office Consumables, Paper, Toner, IT Peripherals, and Office Equipment.		
5	Office Consumables shall include, but not be limited to: <ul style="list-style-type: none">• Adhesives, Glues, Gluesticks, Adhesive Removers• Appointment Books, Phone Message Books, Statement Books, Fax Message Books, While You Were Out Books, Forms, Dictionaries, Thesaurus, Diaries, Tickets, Reference Sets		

	<ul style="list-style-type: none"> • Archive Boxes, Cardboard Boxes, Storage Containers • Award Frames, Displays, Plaques, Certificates • Badges, Badge Holders, Lanyards • Batteries, Chargers, • Binder Clips, Paper Clips, Panel Clips, Pushpins, Thumbtacks, Safety Pins, Rubber bands, Scissors, Shears, Cutters, Trimmers, Hole Punches (non-electric) • Binders, Combs, Rings, Spines • Book Cases, Book Ends, Book Shelves • Bulletin Boards. Cork Boards, Easels, Easel Pads, Poster Boards • Calendars, Desk pads, Refills, Planners • Calculator Ink. Calculator Spools, Adding Machine Tape, Cash Register Tape • Camera Film, Photo Paper • Chair mats • Clocks, Hooks, Lamps • Correction Fluid, Correction Tape, Correction Pens • Cups, Spoons, Forks, Plates, Bowls • Dusters, Computer Dust-off, All Wipes, Disinfectant Spray, Disinfectant Wipes, Hand Soaps, Window/Glass Cleaner, Air Freshener, Dust Pans, Cleaning Supplies • Erasers, Dry-Erase Erasers, Chalk, Crayons • Ink Pads, Refills, Stamps • Knives, Cutters, Blades, Scrapers • Labels, Label Holders • Mailing Tubes, Mailing Tubs, CD Mailers, Packaging, Fingertips, Letter Openers, Moistener • Markers, Highlighters • Envelopes • Notebooks, Notepads, Pads of Paper, Self-stick Notes, Art Paper, Construction Paper, Crepe Paper • Office Organizers, Inboxes, Copyholders, Pen and Pencil 		
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	<p> Holders, Wastebaskets, Drawers, Desktop Shelves, Shredder bags, Extension Cords • Pencils, Pencil Erasers, Lead Refills, Pencil Sharpeners, Pens, Pen Refills • Protractors, Rulers, Yardsticks, Compasses, Engineer Triangles • Report Covers, Files, File Folders, Pocket Files, Portfolios, Jackets, Inserts, Folder Frames, Dividers, Wallet Files, File Guides, Index Cards, Business Cards, Card Holders, File Indexes, Tabs, Ledgers, Tab Reinforcement, Tags, Sheet Protectors, Letters, Numbers, Fasteners, Fastener Bases, Clipboards, Flag Tape • Signs, Sign Holder, Flyer Holders, Racks, Literature Displays, Name Plates • Staplers, Staples, Staple Removers • Tape, Tape Dispensers, Embossing Tape, Hook Pile Tape (for example Velcro Products) • Transparency Film, Transparency Paper, Laminating Supplies, Laminating Pouches • Safety Supplies • Art Supplies </p>		
6	<p> Paper products shall include, but not be limited to: • Copy Paper • Computer Paper • Lined paper • Envelopes Please note that Region 4 ESC currently has a separate contract for Fine Paper available through TCPN which will be re-bid. </p>		
7	<p> Toner shall include but not be limited to: • Toners, Cartridges, Fusers, Kits, Drums, and Related Accessories (OEM and Remanufactured) • Ribbons </p>		

8	<p>IT Peripherals shall include but not be limited to:</p> <ul style="list-style-type: none"> • CDs, DVDs, Cassette Tapes, Tape Cartridges, CD and DVD Cases, CD and DVD Storage, VHS Tapes, Computer Disks and Diskettes, Computer Bags and Cases, Mouse, Keyboards, Keyboard Pads, Mouse pads, Camera Bags, Camera Cases • Headsets, Headset accessories, Heaphones • Surge Protectors, UPS Power Supply • USB Drives, Flash Memory, Zip Disks • IT Hardware/Software 		
9	<p>Office Equipment shall include but not be limited to:</p> <ul style="list-style-type: none"> • Calculators • Carts, Hand Trucks • Digital Voice Recorders • Fans, Heaters • Hole Punchers (electric and manual) • Label Makers • Laminators • Shredders • Typewriters • Printers 		

Additional Vendor Notes:

B. Copy and Print Services

1	Vendor will provide various copy and print services.		
2	Vendor will provide E-Commerce for print orders with the ability to send the orders electronically and either pick them up or have them delivered.		
3	Vendor will have the ability to print, collate and either staple or bind the materials.		
4	Vendor will have the ability to turn around orders within 48 hours or less for standard copy and print jobs.		
5	Vendor will have the ability to print business cards and turn around within 10-15 business days.		
6	Vendor will have the ability to accept purchase orders for print and copy		

	services.		
7	Vendor will have the ability to ship materials via UPS, Fed Ex, or Common Carrier. These materials can include copy or printed materials but may also include materials brought to the vendor's facility for shipping.		
8	Vendor will provide a discount below the standard retail rate for Print, Copy, and Ship materials.		

Additional Vendor Notes:

C. Promotional Materials and Services

1	Vendor will include Promotional Materials and Services in the catalogues for the members.		
2	Promotional Materials shall include, but not be limited to: automotive accessories, bags, buttons, badges, ribbons, calendars, clocks and watches, computer products and accessories, desk/office/business accessories, drinkware, novelty electronics, games, housewares, magnets, stickers and decals, textiles, wearables, and writing instruments.		
3	Promotional Services shall include but not be limited to: screen printing, embroidery, and engraving for the products listed in C.2.		
4	The Promotional Materials will include discounts below standard retail rate.		

Additional Vendor Notes:

D. Office Furniture

1	Office Furniture shall include but not be limited to: desks, chairs, conference tables, filing cabinets, and bookshelves.		
2	Services related to Office Furniture shall include installation with auditable installation rate to be provided along with the pricing in this proposal.		

3	The vendor will have demonstrated experience with ordering and installing furniture orders.		
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Additional Vendor Notes:

E. Product Quality

1	All products shall be new and of high quality. Products that are re-filled or re-manufactured will be labelled as such.		
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2	Private label products may be offered. Any change of manufacturers of a private label during the term of the contract will result in offerings equal to or superior to the originally approved manufacturer at a price equal to or lower than the original offering.		
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3	The vendor will honor all standard return policies and manufacture warranties.		
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4	Unless otherwise specified, any manufacturers' names, trade names, brand names, information or catalogue numbers listed in a specification are descriptive, not restrictive. With the Customer's prior approval, the Vendor(s) may provide any product that meets or exceeds the applicable specifications. The Vendor(s) shall demonstrate comparability to the Customer's satisfaction. The Customer will decide at their sole discretion whether a product is acceptable as an equivalent.		
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Additional Vendor Notes:

F. Ordering Capabilities

1	Vendor shall have an electronic on-line catalogue, including shopping cart capabilities, for order entry use by Region 4 ESC and TCPN members. Features will include: product lookup that shows TCPN contract price; ability to set purchasing authorization limits; ability to download order and invoice history		
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	reports.		
2	Vendors that have storefronts will have a process to register an entity's P-Cards to ensure the entity is getting the TCPN contract price or the store price, whichever is lowest.		
Additional Vendor Notes:			
G. Shipping and Delivery			
1	Orders of stocked products, within standard delivery areas, will be shipped within 48 hours of receipt of order. The participating entity shall be notified by the vendor if the product ordered cannot be shipped within this time period to give the member the opportunity to secure a product elsewhere.		
2	Contractor will maintain a minimum monthly average fill rate of 95%. Line items that are reordered, backordered, or partially filled are not considered filled line items when calculating this service level.		
3	No "restocking" fees may be collected on items cancelled for failure to be delivered within the specified time frame.		
4	No restocking fees may be charged to customers if an item is returned due to damage, incorrect product shipped, or Vendor customer service order entry error.		
5	Full credit and no restocking fee shall be provided to Customers on all returns which are returned within 30 days of delivery in original packaging and in sellable condition. Original packaging may not have Customer's writing on them. (This may not apply to IT peripherals or furniture. Any other exceptions to this policy should be noted as a deviation.)		
6	Restocking fees for all other reasons shall be capped at 10% of the value of the items that require restocking.		

7	The minimum dollar value of an order delivered to a single location shall be no more than \$50.00 unless otherwise agreed to by the vendor and the member.		
8	Delivery charges shall not be imposed for standard orders to standard delivery areas above \$50.00 for the life of the contract, including any possible renewals.		
9	Orders not filled or partially filled shall be indicated on the packing list. Vendor shall inform member of anticipated delivery date for unfilled or partial orders.		
10	All deliveries shall be accompanied by delivery tickets or packing slips. Tickets shall contain the member's purchase order number, vendor name and name of article. Cartons shall be identified by purchase order number and vendor name.		