**STATE OF MAINE**

**Department of Administrative and Financial Services**

*Division of Procurement Services*



**RFP# 202312242**

**Statewide Office Supply Program**

|  |  |
| --- | --- |
| **RFP Coordinator** | *All communication regarding the RFP must be made through the RFP Coordinator identified below*.  **Name:** Skye Laidler **Title:** Procurement Analyst II  **Contact Information:** [Skye.Laidler@maine.gov](mailto:Skye.Laidler@maine.gov) |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:*  **Date:** March 7, 2024, no later than 11:59 p.m., local time |
| **Proposal Submission Deadline** | *Proposals must be received by the Division of Procurement Services by:*  **Submission Deadline:** March 28, 2024,no later than 11:59 p.m., local time.  *Proposals must be submitted electronically to:* [Proposals@maine.gov](mailto:Proposals@maine.gov) |

TABLE OF CONTENTS

|  |  |
| --- | --- |
|  | **Page** |
|  |  |
| **PUBLIC NOTICE** | **3** |
|  |  |
| **RFP DEFINITIONS/ACRONYMS** | **4** |
|  |  |
| **PART I INTRODUCTION** | **5** |
| 1. PURPOSE AND BACKGROUND |  |
| 1. GENERAL PROVISIONS |  |
| 1. CONTRACT TERMS |  |
| 1. NUMBER OF AWARDS |  |
|  |  |
| **PART II SCOPE OF SERVICES TO BE PROVIDED** | **8** |
|  |  |
| **PART III KEY RFP EVENTS** | **11** |
| 1. QUESTIONS |  |
| 1. AMENDMENTS |  |
| 1. SUBMITTING THE PROPOSAL |  |
|  |  |
| **PART IV PROPOSAL SUBMISSION REQUIREMENTS** | **13** |
|  |  |
| **PART V PROPOSAL EVALUATION AND SELECTION** | **17** |
| 1. EVALUATION PROCESS – GENERAL INFORMATION |  |
| 1. SCORING WEIGHTS AND PROCESS |  |
| 1. SELECTION AND AWARD |  |
| 1. APPEAL OF CONTRACT AWARDS |  |
|  |  |
| **PART VI CONTRACT ADMINISTRATION AND CONDITIONS** | **20** |
| 1. CONTRACT DOCUMENT |  |
| 1. STANDARD STATE CONTRACT PROVISIONS |  |
|  |  |
| **PART VII RFP APPENDICES AND RELATED DOCUMENTS** | **22** |
| **APPENDIX A** – PROPOSAL COVER PAGE |  |
| **APPENDIX B** – DEBARMENT, PERFORMANCE, and  NON-COLLUSION CERTIFICATION |  |
| **APPENDIX C** – QUALIFICATIONS and EXPERIENCE FORM |  |
| **APPENDIX D** – RESPONSE TO PROPOSED SERVICES FORM |  |
| **APPENDIX E** – COST PROPOSAL FORM |  |
| **APPENDIX F** – SUBMITTED QUESTIONS FORM |  |
|  |  |
|  |  |
|  |  |

PUBLIC NOTICE

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**State of Maine**

**Department of Administrative and Financial Services**

**RFP# 202312242**

**Statewide Office Supply Program**

The State of Maine is seeking proposals for the Statewide Office Supply Program, which will service all State Government Departments.

A copy of the RFP, as well as the Question & Answer Summary and all amendments related to the RFP, can be obtained at: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps>

Proposals must be submitted to the State of Maine Division of Procurement Services, via e-mail, at: [Proposals@maine.gov](mailto:Proposals@maine.gov). Proposal submissions must be received no later than 11:59 p.m., local time, on March 28, 2024. Proposals will be opened the following business day. Proposals not submitted to the Division of Procurement Services’ aforementioned e-mail address by the aforementioned deadline will not be considered for contract award.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**RFP TERMS/ACRONYMS with DEFINITIONS**

The following terms and acronyms, as referenced in the RFP, shall have the meanings indicated below:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **Department** | Department of Administrative and Financial Services |
| **RFP** | Request for Proposal |
| **State** | State of Maine |

**State of Maine - Department of Administrative and Financial Services**

**RFP# 202312242**

**Statewide Office Supply Program**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Department of Administrative and Financial Services (Department) is seeking a Statewide Office Supply Program as defined in this Request for Proposal (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the awarded Bidder will be selected, and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder.

Through this RFP, the State of Maine is seeking proposals for statewide distribution of a wide range of office supplies, toner, and sheet paper. The office supplies will be used by all participating branches and agencies of State Government. Additionally, the State of Maine encourages equivalent access to the resulting contract(s) for the State’s political subdivisions, municipalities, and educational institutions/organizations, should they choose to participate. Bidders are hereby notified that the University System and its affiliated campuses may be among the organizations that seek to receive deliveries from the selected Bidder(s). This paragraph should not be construed as a guarantee or commitment that the University of Maine System will participate.

The following objectives are intended to be the result of this process:

1. Comprehensive, competitively solicited contract(s) offering office supply, toner and paper products to all participating departments and agencies statewide.
2. Exceptional customer service.
3. Achievement of substantial cost savings in product and administrative/overhead costs through the aggregation of the State’s requirements.
4. Contract(s) and price structure that is clear, consistent, transparent, and fair.

**Estimated Expenditures**

It is estimated that the future volume of statewide purchasing for all categories of office supplies will be approximately $3.1 million dollars annually, based on current prices. This figure is broken down into the following sub-categories (University of Maine System figures also included).

|  |  |  |  |
| --- | --- | --- | --- |
| **Estimated Annual Usage of Office Supply-Related Items** | | | |
|  | **State Government** | **University of Maine System\*** | **Total** |
| **Printer Toner (all types):** | $944,708.86 | $ 140,371.32 | $ 1,119,450.13 |
| **Paper (all types):** | $487,594.99 | $ 153,267.00 | $ 640,861.99 |
| **All Other Office Supplies:** | $979,078.61 | $ 493,360.94 | $ 1,438,069.80 |
| **Total** | $2,411,382.66 | $ 786,999.26 | $ 3,198,381.92 |

\*As noted in the paragraph above, the University of Maine System may elect to participate.

1. **General Provisions**
   1. From the time the RFP is issued until award notification is made, all contact with the State regarding the RFP must be made through the RFP Coordinator. No other person/ State employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
   2. Issuance of the RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
   3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
   4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
   5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
   6. The RFP and the awarded Bidder’s proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the Department.
   7. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html) et seq.).
   8. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
   9. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.
2. **Contract Term**

The Department is seeking cost-efficient proposals to provide services, as defined in the RFP, for the anticipated contract period defined in the table below. Please note, the dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with the RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract for two renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from the RFP, is defined as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | 5/1/2024 | 4/30/2025 |
| Renewal Period #1 | 5/1/2025 | 4/30/2026 |
| Renewal Period #2 | 5/1/2026 | 4/30/2027 |

1. **Number of Awards**

The Department anticipates making multiple awards as a result of this RFP process, up to one (1) award for each category of services:

* Office Supplies
* Toner
* Paper

Bidders may propose to provide services for one or multiple categories. Bidders proposing to provide more than one category of service must submit a single proposal with all categories addressed within.

**PART II** **SCOPE OF SERVICES TO BE PROVIDED**

1. **PRODUCTS**
2. The awarded Bidder(s) will use effective brand management and change techniques to ensure continuity and availability of all products provided throughout the term of the contract.
3. The resulting contract(s) will be for office supplies, toner and paper only, and at the sole discretion of the State, end-users will not be permitted to purchase certain office supplies and other categories of supplies or equipment that may be offered in the awarded Bidders’ inventory.
4. The awarded Bidder(s) must promote “Core List” items (with the most advantageous pricing) over other inventory items that might appear equivalent.
5. **STATEWIDE DISTRIBUTION**
6. The awarded Bidder(s) must provide next-business-day delivery of all products provided to locations throughout the state, consolidating orders and delivering products to customers as conveniently as possible. and Bidders shall provide a detailed narrative and/or schematic of its distribution network covering the entire State. The narrative shall also include nominal fill rate expectations at each level of the distribution network, time requirements to receive from each level, how the items from various levels are consolidated and/or delivered for the customer’s convenience, whether deliveries are made via company employed trucks and operators, or via subcontracting.
7. The awarded Bidder(s) must ensure no loss of delivery infrastructure or capability during the period of performance of the anticipated contract.
8. **PLACING ORDERS**

The awarded Bidder(s) must support registering new users and all ways that orders may be placed from users. At a minimum, the State of Maine requires a comprehensive, user-friendly online ordering system. The system must accept both credit card and ACH payments. Please note: if an ordered item is out of stock, the Contractor must notify the ordering entity for prior approval before substituting for the out-of-stock item.

1. **REPORTING**
2. On a monthly and/or quarterly basis, the awarded Bidder(s) must provide the following reports: usage, payment, real-time delivery tracking, recycled content, and other types of information as requested by the State in an electronic format. Reports must be provided via email in MS Excel® format.
3. It will be the awarded Bidders’ responsibility to schedule and hold all quarterly meetings on a timely basis, at a location of the Department’s choosing (such as a State facility or a facility owned by the awarded Bidder), and provide electronic copies of reports at least one (1) week prior to quarterly meetings.
   1. Usage reporting information includes information such as ordering entity (e.g. governmental entity within Maine), order number, date of order, date of delivery, item, quantity, unit price, item total, and total cost by account.
   2. Payment reporting information includes information such as order number, amount invoiced, amount paid, when payment was received, and any data pertaining to outstanding amounts due.
4. **CORPORATE COMMITMENT**

The awarded Bidders’ program must have the support of senior management, especially as it relates to providing exceptional customer service to State of Maine departments and agencies; and if a lower price is available to an ordering entity for non-core products, the supplier will also meet and provide that price to the State of Maine.

1. **SUSTAINABILITY**

The awarded Bidder(s) must include sustainable product offerings, business practices that have minimal environmental impact, and develop or maintain a plan for increasing these offerings over throughout the resulting contract term.

1. **CUSTOMER SUPPORT**

The awarded Bidder(s) must provide support to departmental end-users, ensuring the departmental end-users are informed of the support available, how to access it, and instructed on the process involved. An account manager must be made available who end-users can contact in the event of an issue. The awarded Bidder(s) will manage and resolve complaints, issues, and challenges escalated by end-users, and work with the Department to exchange feedback, and identify/resolve problems.

1. **TRANSITION AND IMPLEMENTATION PLAN**

The awarded Bidder(s) will market and transition current statewide users to the resulting contracted program, including roll-out, training, marketing, web ordering, etc. The ability to accept orders promptly after the resulting contract award is expected, however, this does not mean that the awarded Bidders’ full programmatic solution needs to be in place at the time of award. Temporary “stop-gap” measures to accept orders are allowable within the earliest phase of the program. The Bidder shall specify in its plan, in days, how soon orders can be placed by the State of Maine after this RFP’s contract award announcement has been made.

1. **OPPORTUNITIES FOR MUNICIPALITIES, POLITICAL SUBDIVISIONS, AND SCHOOL DISTRICTS**

The Department is committed to providing purchasing opportunities for municipalities, political subdivisions, and school districts within the State of Maine. The awarded Bidder(s) are encouraged to make their products and services available to these entities through separate contracts, but under the same terms offered to the State of Maine. The Bidders shall indicate in its proposal its willingness to work with these other entities within the State of Maine, should those entities seek to do business with the State’s successful Bidder(s).

1. **QUALITY ASSURANCE**

The Department requires superior quality assurance and internal controls from the awarded Bidder(s). The awarded Bidder(s) will conform to and support the following quality assurance expectations under the resulting contract(s):

1. Internal Audits performed by the awarded Bidder(s): The awarded Bidder(s) may be requested by the Department to perform ad hoc internal audits. The Department intends to perform its own internal auditing as a separate activity from any internal audit performed by the awarded Bidder(s). Internal audits, when requested, must be performed by the awarded Bidder(s) at no additional cost.
2. Product Sampling: The awarded Bidder may occasionally be requested by the Department to provide office supply product samples. The purpose of product samples is to ensure quality and conformance to specifications.
3. **ADMINISTRATIVE FEE**

The Department requires the awarded Bidder(s) to pay a one percent (1%) administrative fee on gross sales for the entirely of the agreement term, including renewals, to be paid quarterly.

**PART III KEY RFP EVENTS**

1. **Questions**
   1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
      1. Bidders and other interested parties should use **Appendix F** (Submitted Questions Form) for submission of questions. The form is to be submitted as a WORD document.
      2. The Submitted Questions Form must be submitted, by e-mail, and received by the RFP Coordinator identified on the cover page of the RFP as soon as possible but no later than the date and time specified on the RFP cover page.
      3. Submitted Questions must include the RFP Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.
   2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date: [Division of Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.
2. **Amendments**

All amendments released in regard to the RFP will also be posted on the following website: [Division of Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

1. **Submitting the Proposal**
   1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
      1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
   2. **Delivery Instructions:** E-mail proposal submissions are to be submitted to the State of Maine Division of Procurement Services at [Proposals@maine.gov](mailto:Proposals@maine.gov).
      1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
         1. Proposal submission e-mails that are successfully received by the [proposals@maine.gov](mailto:proposals@maine.gov) inbox will receive an automatic reply stating as such.
      2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
      3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Please check with your organization’s Information Technology team to ensure that your security settings will not encrypt your proposal submission.
      4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
      5. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202312242 Proposal Submission – [Bidder’s Name]”**
      6. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:

* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

**Appendix B** (Debarment, Performance and Non-Collusion Certification)

All required eligibility documentation stated in PART IV, Section I.

* **File 2 [Bidder’s Name] – Organization Qualifications and Experience:**

*PDF format preferred*

**Appendix C** (Organization Qualifications and Experience Form) and all required information and attachments stated in PART IV, Section II.

* **File 3 [Bidder’s Name] – Proposed Services:**

*PDF format preferred*

**Appendix D** (Proposed Services Response Form) and all required information and attachments stated in PART IV, Section III.

* **File 4 [Bidder’s Name] – Cost Proposal:**

*Excel format preferred*

**Appendix E** (Cost Proposal Form)

**Catalog** (digital copy of the Bidder’s standard catalog) and all required information and attachments stated in PART IV, Section IV.

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

This section contains instructions for Bidders to use in preparing their proposals. The Department seeks detailed yet succinct responses that demonstrate the Bidder’s qualifications, experience, and ability to perform the requirements specified throughout the RFP.

The Bidder’s proposal must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department, and its evaluation team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in the RFP will, at best, be considered minimally responsive.

Bidders are not to provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated. Include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

**Proposal Format and Contents**

**Section I Preliminary Information** (File #1)

* 1. **Proposal Cover Page**

Bidders must complete **Appendix A** (Proposal Cover Page). It is critical that the cover page show the specific information requested, including Bidder address(es) and other details listed. The Proposal Cover Page must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Debarment, Performance and Non-Collusion Certification**

Bidders must complete **Appendix B** (Debarment, Performance and Non-Collusion Certification Form). The Debarment, Performance and Non-Collusion Certification Form must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

**Section II Organization Qualifications and Experience** (File #2)

* 1. **Overview of the Organization**

Bidders must complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three examples of projects which demonstrate their experience and expertise in performing these services as well as highlighting the Bidder’s stated qualifications and skills.

* 1. **Subcontractors**

If subcontractors are to be used, Bidders must provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

Bidders must provide an organizational chart.  The organizational chart must include the project being proposed.  Each position must be identified by position title and corresponding to the personnel job descriptions.

* 1. **Litigation**

Bidders must attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.

* 1. **Financial Viability**

Bidders must provide the following information for each of the past three tax years:

Bidders must provide a current copy of their Dun & Bradstreet Business Information Report Snapshot.

* 1. **Certificate of Insurance**

Bidders must provide a certificate of insurance on a standard ACORD form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services.

**Section III Proposed Services** (File #3)

* 1. **Services to be Provided**

Bidders must complete **Appendix D** (Response to Proposed Services Form) to discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved. If subcontractors are involved, clearly identify the work each will perform.

* 1. **Video Demo**

Bidders must include a brief video demo of how to place an order on the proposed system.

This video file may be embedded in the Bidder’s **Appendix D** (Response to Proposed Services Form) or attached separately to the proposal submission email and clearly labeled. Please note that the Delivery Instructions in Part III, C, 2 of the RFP apply, particularly that links to file sharing sites will not be accepted.

**Section IV Cost Proposal** (File #4)

* 1. **General Instructions**
     1. Bidders must submit a cost proposal that covers the period starting 05/01/2024 and ending on 04/30/2025.
     2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
     3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
  2. **Cost Proposal Form Instructions**

Bidders must fill out **Appendix E** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in the exclusion of the proposal from consideration, at the discretion of the Department.

* 1. **Objective of the Cost Proposal**

As noted above, the Bidder must fill out **Appendix E** (Cost Proposal Form), in order for its proposal to be considered. Appendix E requires Bidders to insert their pricing per item for the State’s core list of items in each category being proposed (Office Supplies, Paper and/or Toner – the culmination of which totals the State’s 1,000 most used office supply items). Appendix E also contains the State of Maine’s usage information for each listed item, in accordance with its purchasing habits for approximately the past four (4) years (i.e. the term of the previous statewide office supply contract). Although the State’s purchasing is anticipated to be the same or greater, Bidders should note that the quantities presented on Appendix E do not represent any form of guaranteed purchasing levels of any kind. Through this RFP, the State of Maine requires that the pricing for the core items in Appendix E be fixed, subject to the terms below.

Appendix E must be completed in MS Excel format and not have any cells restricted, blocked, or otherwise made un-editable upon proposal submission.

For all items or equivalents that are not part of the core list of items, the State of Maine seeks to purchase the goods according to a discount percentage from the Bidder’s catalog list price. The Bidder must complete the secondary tables in each category being proposed in Appendix E that clearly describes the category structure listed in its standard office supply catalog, and the discounts from list price offered to the State of Maine for each category. With their proposal, Bidders must also include a digital catalog not specifically designed for this contract, but rather, the standard digital catalog that represents list pricing that is generally available to all interested consumers.

Bidders must also include a discount from list price percentage that shall be used for all items that are not on the State’s core list of items and not otherwise shown in the Bidder’s standard office supplies catalog. This discount shall apply for all miscellaneous orders that, for one reason or another, do not appear within the core list or catalog discount structure described above. This percentage must be provided on the **Other Items (Discount)** tab of Appendix E.

In addition to completing Appendix E, each Bidder shall include written information within the Cost Proposal that clearly lists and describes any suggested rebates, improvements, and/or alternatives that would provide additional cost savings or efficiencies to the State of Maine and its end-users. Examples of such improvements might be, but are not limited to: usage-based rebate programs; incentive discounts for online ordering targets; incentive discounts for maintaining a target average order size/value; incentive discounts for extending delivery days (although next-day- delivery is currently required); and/or incentive discounts for prompt (or early) payment. Including a discount for payment made by State of Maine Procurement Card is required in order to incentivize the use of efficient P-Card payments among State agencies.

The pricing listed on Appendix E shall not be contingent upon any additional factor, other than contract award.

**IMPORTANT** – Before completing Appendix E, please note the following:

1. Any proposal that violates the points listed below may be considered non-compliant and not be considered further by the State.
2. Pricing must be provided for ***all line items being proposed*** on Appendix E. Bidders may not leave the pricing blank for any line item being proposed. An ***equivalent substitute*** of matching specifications and quality may be listed. Bidders are encouraged to list equivalent substitute items to the extent that the substitutions would be advantageous to the State of Maine (for example, substitutions with a lower price would be considered advantageous).
3. Bidders must not change the Appendix E spreadsheet in any way, other than to include per- item pricing or list equivalent substitutions in the spaces provided. Under no circumstances may a Bidder add or subtract items from the list, or change the order of the items on the list (other than adding items to the Additional Discounts & Programs tab).
4. Pricing provided by Bidders in Appendix E is expected to be held for the initial Period of Performance (i.e. until April 30, 2025) of approximately one (1) year. Any price reductions, however, provided by the awarded Bidder(s) after contract award will be considered at any time.
5. Although this RFP makes reference to optional renewal periods, Bidders may not include future pricing for renewal periods. Pricing for renewal periods will be discussed in the future with the awarded Bidder(s), as needed.
6. Bidders may not include nor assume any form of “profit floor” or similar pricing structure for the items that are provided under the contract that results from this RFP.
7. Bidders may not include any other form of pricing contingencies or additional fees that are not already covered within this RFP. For example, a delivery fee in addition to the item price would be an example of a pricing contingency and would not be permissible. The State of Maine will not pay any such fees in addition to the price of the items purchased. All pricing and costs under this contract should be incorporated into the Bidder’s item pricing on Appendix E.
8. The State of Maine reserves the right to competitively solicit additional sources for commodities that are within the scope of this RFP, when deemed to be in the best interest of the State.

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

1. **Evaluation Process – General Information**
   1. An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
   2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the State of Maine.
   3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. The Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Changes to proposals, including updating or adding information, will not be permitted during any interview/presentation process and, therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.
2. **Scoring Weights and Process**
   1. **Scoring Weights:** The score will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria.

**Section I. Preliminary Information (No Points)**

Includes all elements addressed above in Part IV, Section I.

**Section II. Organization Qualifications and Experience (25 points)**

Includes all elements addressed above in Part IV, Section II.

**Section III. Proposed Services (25 points)**

Includes all elements addressed above in Part IV, Section III.

**Section IV. Cost Proposal (50 points)**

Includes all elements addressed above in Part IV, Section IV.

* 1. **Scoring Process:** For proposals that demonstrate meeting the eligibility requirements in Section I, the evaluation team will use a consensus approach to evaluate and score Sections II & III above. Members of the evaluation team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Sections IV, the Cost Proposal, will be scored as described below.
  2. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in each category of service the RFP will be assigned a score according to a mathematical formula. The lowest bid for each category will be awarded 50 points. Proposals with higher bids values in each category will be awarded proportionately fewer points calculated in comparison with the lowest bid in that category.

The scoring formula for each category is:

**Office Supplies**

(Lowest submitted Total Proposed Cost for Office Supplies / Total Proposed Cost for Office Supplies being scored) x (50) = pro-rated score

**Paper**

(Lowest submitted Total Proposed Cost for Paper / Total Proposed Cost for Paper being scored) x (50) = pro-rated score

**Toner**

(Lowest submitted Total Proposed Cost for Toner / Total Proposed Cost for Toner being scored) x (50) = pro-rated score

No Best and Final Offers: The State of Maine will not seek or accept a best and final offer (BAFO) from any Bidder in this procurement process.  All Bidders are expected to provide their best value pricing with the submission of their proposal.

* 1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

1. **Selection and Award**
   1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
   2. Notification of conditional award selection or non-selection will be made in writing by the Department.
   3. Issuance of the RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
   4. The Department reserves the right to reject any and all proposals or to make multiple awards.
2. **Appeal of Contract Awards**

Any person aggrieved by the award decision that results from the RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in [5 M.R.S.A. § 1825-E](http://www.mainelegislature.org/legis/statutes/5/title5sec1825-E.html) and [18-554 Code of Maine Rules Chapter 120](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-120).  The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of conditional contract award.

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**
   1. The awarded Bidder will be required to execute a State of Maine Master Agreement with appropriate riders as determined by the issuing department.

The complete set of standard State of Maine Service Contract documents, along with other forms and contract documents commonly used by the State, may be found on the Division of Procurement Services’ website at the following link: [Division of Procurement Services Forms Page](https://www.maine.gov/dafs/bbm/procurementservices/forms)

* 1. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Procurement Review Committee. Contracts are not considered fully executed and valid until approved by the State Procurement Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders. (Referenced in the regulations of the Department of Administrative and Financial Services, [Chapter 110, § 3(B)(i)](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-110).)

This provision means that a contract cannot be effective until at least 14 calendar days after award notification.

* 1. The State recognizes that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Procurement Review Committee. Any appeals to the Department’s award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date listed in the RFP may need to be adjusted, if necessary, to comply with mandated requirements.
  2. In providing services and performing under the contract, the awarded Bidder must act as an independent contractor and not as an agent of the State of Maine.

1. **Standard State Contract Provisions**
   1. Contract Administration

Following the award, a Contract Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the awarded Bidder in the finalization of the contract.

* 1. Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the State of Maine contract number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from the RFP.

The State of Maine requires the awarded Bidder(s) to accept payment via credit card – specifically, via the State’s official Procurement Card (P-Card) solution. For instances when a P-Card is not available within a State agency, payment will be made by ACH check.

* 1. Administrative Fee

As part of the establishment of this Statewide Master Agreement, the Department requires the awarded Bidder(s) to pay a one percent (1%) administrative fee on gross sales for the entirely of the agreement term, including renewals, to be paid quarterly.

**PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

**Appendix A** – Proposal Cover Page

**Appendix B** – Debarment, Performance, and Non-Collusion Certification

**Appendix C** – Qualifications and Experience Form

**Appendix D** – Response to Proposed Services Form

**Appendix E** – Cost Proposal Form

**Appendix F** – Submitted Questions Form

**APPENDIX A**

**State of Maine**

**Department of Administrative and Financial Services**

**PROPOSAL COVER PAGE**

**RFP# 202312242**

**Statewide Office Supply Program**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Bidder’s Organization Name:** | |  | | |
| **Chief Executive - Name/Title:** | |  | | |
| **Tel:** |  | | **E-mail:** |  |
| **Headquarters Street Address:** | |  | | |
| **Headquarters City/State/Zip:** | |  | | |
| ***(Provide information requested below if different from above)*** | | | | |
| **Lead Point of Contact for Proposal - Name/Title:** | |  | | |
| **Tel:** |  | | **E-mail:** |  |
| **Headquarters Street Address:** | |  | | |
| **Headquarters City/State/Zip:** | |  | | |
| **Proposed Categories of Service (check all that apply):** | | Office Supplies  Paper  Toner | | |

* This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
* No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder’s proposal.
* No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
* The above-named organization is the legal entity entering into the resulting contract with the Department if they are awarded the contract.
* The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

*To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX B**

**State of Maine**

**Department of Administrative and Financial Services**

**DEBARMENT, PERFORMANCE, and NON-COLLUSION CERTIFICATION**

**RFP# 202312242**

**Statewide Office Supply Program**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:*

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
   1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract.*
   2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.*
3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification.*
4. *Have not within a three (3) year period preceding this proposal had one or more federal, state, or local government transactions terminated for cause or default*.
5. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX C**

**State of Maine**

**Department of Administrative and Financial Services**

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202312242**

**Statewide Office Supply Program**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **Present a brief statement of qualifications. Describe the history of the Bidder’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may expand this form and use additional pages to provide this information.** |
|  |

**APPENDIX C (continued)**

|  |
| --- |
| **Provide a description of projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in Part II – Scope of Services to be Provided of the RFP. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.** |

|  |  |
| --- | --- |
| **Project One** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

|  |  |
| --- | --- |
| **Project Two** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

|  |  |
| --- | --- |
| **Project Three** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

**APPENDIX D**

**State of Maine**

**Department of Administrative and Financial Services**

**RESPONSE TO PROPOSED SERVICES FORM**

**RFP# 202312242**

**Statewide Office Supply Program**

Bidders must use the form below to describe the services and products proposed.

Bidders may access the form by double clicking on the icon below.



**APPENDIX E**

**State of Maine**

**Department of Administrative and Financial Services**

**COST PROPOSAL FORM**

**RFP# 202312242**

**Statewide Office Supply Program**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

Bidders must use the Excel spreadsheet below to provide their proposed costs for each category being proposed in response to this RFP. The Excel spreadsheet may be accessed by double clicking on the icon below.



Proposed Costs will be calculated by multiplying the unit price of each item by the quantity ordered during the previous contract's lifecycle. These formulas are pre-built into Appendix E and Bidders must ensure all calculations remain accurate as Appendix E is completed. The Total Proposed Cost for each category is calculated by adding the Proposed Costs of each item in that category and will be used in the scoring formula defined in Part V, B, 3 of the RFP.

Bidders must also include a digital catalog not specifically designed for this contract, but rather, the standard digital catalog that represents list pricing that is generally available to all interested consumers.

**APPENDIX F**

**State of Maine**

**Department of Administrative and Financial Services**

**SUBMITTED QUESTIONS FORM**

**RFP# 202312242**

**Statewide Office Supply Program**

This form should be used by Bidders when submitting written questions to the RFP Coordinator as defined in Part III of the RFP.

If a question is not related to any section of the RFP, enter “N/A” under the RFP Section & Page Number. Add additional rows as necessary.

|  |  |
| --- | --- |
| **Organization Name:** |  |

|  |  |
| --- | --- |
| **RFP Section & Page Number** | **Question** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |