



LEGAL SERVICES CORPORATION

REQUEST FOR PROPOSALS:  
PREFERRED VENDOR FOR OFFICE  
SUPPLY SERVICES

OPEN: MAY 16, 2016  
CLOSE: JUNE 15, 2016

## **INTRODUCTION**

The Legal Services Corporation (LSC or Corporation) is requesting proposals from qualified vendors specializing in supplying and delivering office supplies, including but not limited to furniture, equipment, and other office products. Through this RFP, LSC intends to add one or more vendors to LSC's Preferred Vendor List for a three-year term. LSC will select vendors that can provide LSC with the best **value** – a combination of the most advantageous balance of price, quality, and performance.

Preferred vendors selected in response to this RFP will enter into a written contract with LSC (hereafter referred to as a "Master Services Agreement"), detailing the terms and conditions under which the vendor will provide LSC with office supplies. Individual orders for supplies and equipment (hereafter referred to as "Order Forms" or "Scopes of Work") will be issued by LSC at its discretion on an as-needed basis.

## **ABOUT LEGAL SERVICES CORPORATION**

LSC is a federally established and funded grantmaking organization that supports civil legal aid providers across the country. Its mission is to expand access to justice by funding high-quality, free attorneys for low-income Americans in basic civil matters like divorce, child custody, and eviction. It does not provide direct legal services itself.

LSC is headed by a bipartisan board of directors, whose eleven members are appointed by the President of the United States and confirmed by the United States Senate. Much like federal agencies, LSC receives an annual appropriation and is subject to ongoing congressional oversight.

LSC promotes equal access to justice by awarding grants to independent legal aid providers through a competitive grants process. LSC distributes almost 95 percent of its total funding in grants. LSC currently has 134 grantees with more than 800 offices in every county in the United States, the District of Columbia, the Commonwealth of Puerto Rico, the U.S. Virgin Islands, Guam, and Micronesia.

LSC's headquarters in Washington, D.C. are staffed with approximately 120 employees. On average, LSC places between 250 and 500 orders of office supplies, equipment, and furniture per year totaling between \$50,000 and

\$70,000. LSC orders a core list of products each month and places additional product orders on an as-needed basis.

### **RFP OVERVIEW**

The purpose of this RFP is to solicit proposals from qualified vendors for the delivery of office supplies, including but not limited to furniture, equipment, general office accessories, and other miscellaneous office products on an as-needed basis for a term of three years. LSC will select a vendor that will provide the best value to LSC as determined by a combination of price, quality, performance, and customer service. The selected vendor will be placed on LSC's Preferred Vendor List.

LSC and the selected vendor will execute a Master Services Agreement, which will set forth the terms and conditions under which the selected vendor will supply and deliver office products to LSC. LSC will submit orders for various products, supplies, and equipment on an as-needed basis. See Exhibit 1 for a sample list of office products and supplies LSC currently orders. If the vendor currently supplies or maintains inventory of any of the products listed in Exhibit 1, the vendor should provide their most competitive pricing for those items. If vendors have catalogs of products and supplies, vendors should provide those catalogs along with their respective proposals. LSC will give preference to vendors who are able to provide rates comparable to the rates provided by the U.S. General Services Administration (GSA).

In addition to the products and supplies ordered by LSC, competitive candidates will demonstrate the ability to provide LSC with other value added services including, sales and customer service representatives to help process orders and address problems arising from incorrect orders, defect products, or damaged products.

The successful candidate will demonstrate ability to provide LSC with the following:

- Superior level of sales representation and customer service representation
- High quality products
- Competitive pricing and terms
- Infrastructure and capacity to manage and deliver large-scale

- orders
- Cost saving initiatives

The vendor shall provide all labor, material, transportation, equipment and facilities necessary to supply and deliver office supplies, furniture, and equipment to LSC's headquarters located at 3333 K Street N.W., Washington, D.C. 20007.

### **DUTIES, TASKS, AND DELIVERABLES**

The Vendor will be expected to provide prompt delivery of the office products, supplies, and equipment ordered by LSC. Orders submitted under the Master Services Agreement will contain specific items and deadlines for delivery. Responses to this RFP should demonstrate ability to perform the service components listed below:

**Order Processing:** Vendors must be able to accept and process orders placed by LSC in a streamlined and timely manner. Vendors should have a uniform system for accepting and processing orders placed via the internet, telephone, electronic mail, or conventional postal delivery. Each individual Order Form will contain specific milestones and deliverables that LSC expects the Preferred Vendor to provide. There is no guaranteed minimum annual total volume or specific individual product quantity thresholds that will be maintained over the initial contract term.

**Delivery:** Deliveries are to be made F.O.B. Destination to LSC's headquarters located at 3333 K Street N.W., Washington, D.C. 20007. The vendor shall provide all labor, material, transportation, equipment and facilities necessary to supply and deliver office products and supplies to LSC's headquarters. All deliveries must be timely. LSC will designate a staff person to receive shipments.

**Products, Supplies, and Equipment:** LSC is interested in receiving high quality products, supplies and equipment. Vendors should provide a comprehensive list of the products, supplies, furniture, and equipment that the Vendor is able to supply and deliver. This list can be in the form of a vendor catalog. Exhibit 1 contains a sample list of products LSC orders from its current vendor. References to brand names are intended to be restrictive, not merely descriptive, unless otherwise specified. If the vendor cannot provide the type and brand of any of the items on Exhibit 1, the Vendor must

be able to provide a comparable substitute. Vendors must also maintain sufficient inventory to accommodate orders placed by LSC.

**Returns:** The vendor will arrange for the return of all miss-ordered, miss-shipped, returned, or damaged items at no cost to LSC. Vendor will be responsible for facilitating the pick-up, delivery, and processing of all returns. LSC will not be responsible for any fees associated with the delivery, shipment, or restocking of returned products. Returned items must be credited to LSC's account.

**Value Added Services:** Vendors are required to provide Sales and Customer Service representation throughout the contract term. Vendors shall be responsible for providing competent and responsive customer service to ensure consistency in resolving problems as they arise.

**Reports:** The selected vendor will issue quarterly reports to LSC. These reports will typically include the following information:

1. All items ordered by LSC within the quarter
2. All products returned by LSC and the status of processing those returns
3. A list of items that were back-ordered or out of stock at the time they were initially ordered, the anticipated date of delivery, or whether a suitable replacement was delivered.
4. Delivery information describing the number of on-time deliveries, late deliveries, and partial deliveries
5. Any items that have been discontinued during the reporting period and items that the vendor knows will be discontinued during the next reporting period.

Vendors are encouraged to include a sampling of common reports. Vendors should describe the common user reports that are available and/or provided to other clients.

### **TERM AND NATURE OF PREFERRED VENDOR RELATIONSHIP**

Candidates selected for preferred vendor status will negotiate a Master Services Agreement with LSC which will recite the general terms and conditions being offered for the duration of the agreement. Preferred vendors will be pre-qualified to supply LSC with office products and supplies.

LSC will issue specific order forms or scopes of work under the Master Services Agreement on an “as needed” basis. Additionally, LSC reserves the right to award work of the nature covered by this RFP to third parties who are not on LSC’s Preferred Vendor list if LSC determines the third party provides a better value to LSC for a particular product. LSC will, however, provide its preferred vendors with the opportunity to match the third party’s offer.

## **RFP SCHEDULE**

<b>DATE</b>	<b>EVENT</b>
May 16, 2016	RFP issued
May 25, 2016	Deadline for respondents to submit RFP questions
June 3, 2016	LSC responds to RFP questions
June 15, 2016	Deadline for respondents to submit proposals
June 16-24, 2016	Evaluation of proposals
June 28, 2016	Notification to successful candidate of preliminary selection and contract negotiation

## **PROPOSAL SUBMISSION REQUIREMENTS**

All proposals must be concise excluding attachments, well-organized, and demonstrate how the vendor’s proposed services, approach and methodology, qualifications, experience, and terms meet or exceed LSC’s requirements. Proposals should be designed to provide LSC with a **clear understanding** of services, products, and pricing offered by the vendor. Proposals must also contain the following:

### ***Vendor Information***

- Vendor’s full name, address, telephone number, email, and website.
- Vendor’s RFP point of contact. Please include title, phone number, and email address.

- Overview of Vendor's organizational structure, including a brief history, number of employees, and number of years in operation.
- A brief description of any proposed subcontractor(s) and any outsourced distribution centers and/or delivery services.
- Vendor's primary geographical service area (national, regional, local etc.).
- Copies of business licenses, professional certifications or other credentials, together with evidence that bidder, if a corporation, is in good standing and qualified to conduct business in the District of Columbia.
- A description of similar proposals submitted and successfully awarded within the past two years.
- Please provide a description that your vendor is financially viable to perform the services outlined in this RFP for a term of three years. This can include providing the most recent year's annual reports or comparable document.

### ***Information Regarding Performance***

- Description of Vendor's work plan detailing how the vendor intends to supply the products and perform the services outlined in this RFP.
- Brief description of Vendor's logistical structure detailing capacity to perform large-scale deliveries.
- Brief Description of Vendor's order processing system including the process for returns, back-ordered or out-of-stock items.
- Description of Value Added Services including a brief description of both sales and customer service models.
- As an attachment, please provide an organized list of all the products, supplies, equipment, furniture, and other products that Vendor is

currently able to supply and the prices for those items. Please identify any products supplied by subcontractors, if any.

- As an attachment, please provide a sample Order Form or Scope of Work from an organization similar in size to LSC.
- As an attachment, please include sample reports created by the vendor to detail order activity.

### ***Pricing and Pricing Methodology***

Pricing must be itemized and include a written explanation of all fees and costs. LSC will give preference to vendors who are able to provide rates comparable to the rates provided by the U.S. General Services Administration (GSA). With respect to pricing, responses to this RFP should provide and account for the following:

- Pricing should include all overhead costs.
- LSC is a 501(c)(3) tax exempt organization.
- Statement of payment terms (including any early payment discount opportunities, if any).
- As an attachment, please indicate your most competitive pricing for the items listed on Exhibit 1. For a fillable Excel copy of Exhibit 1, please email Helen Gerostathos Guyton at [guytonh@lsc.gov](mailto:guytonh@lsc.gov).
- Discuss any anticipated price increases for the next three years.
- Discuss any options to hold or “lock in” pricing and how long prices may be held

### ***References***

- Provide three (3) recent references concerning Vendor’s experience working with other organizations. Indicate the organization name, a brief description of the services provided, and the name, title, telephone number and email address of a reference who is knowledgeable about your work and who may be contacted by proposal evaluators.



### **Other Information**

- You may provide other information or material that you believe is relevant to our evaluation or that provides additional features or value to LSC.

### **RFP RELATED QUESTIONS**

Please submit questions relating to this RFP by email to Helen Gerostathos Guyton at [guytonh@lsc.gov](mailto:guytonh@lsc.gov) no later than **5:30 pm EST, on May 25, 2016**. Answers to all questions submitted will be posted in the FAQ section at the end of the RFP at <http://www.lsc.gov/rfp-preferred-vendor-office-supply-services>.

### **PROPOSAL DEADLINES AND MODE OF DELIVERY**

All proposals must be received by received on or before 5:30 p.m., Eastern Time, on **June 15, 2016**. Please email (in PDF or Microsoft Word) **and** mail one copy of your proposal to:

Helen Gerostathos Guyton  
Assistant General Counsel  
Legal Services Corporation  
Email: [guytonh@lsc.gov](mailto:guytonh@lsc.gov)

You are solely responsible for ensuring that your proposal is delivered on time. Late proposals may be accepted in LSC's sole discretion. You must bear all costs incurred in preparing your proposal; contract awards will not cover proposal costs.

### **PROPOSAL EVALUATION CRITERIA**

The contract will be awarded to the vendor who provides the **best value** – the most advantageous balance of price, quality, and performance – to LSC. Proposals will be evaluated based on the following criteria:

#### **Price**

- The reasonableness of the price for the service being provided.
- Whether the price is realistic (especially if it is an estimate), reflects a clear understanding of LSC's need, and is consistent with other parts of the proposal.
- Cost by labor category (if a times and materials contract).

- The cost of incidental expenses, including taxes and service fees, administrative costs, maintenance/customer support costs, system or software conversion costs, travel and transportation costs.

### **Quality**

- Qualifications and experience of web evaluator and proposed staff
- Technical expertise
- Project plan and approach

### **Performance**

- Timeliness of deliverables
- Capacity
- Understanding of and ability to meet LSC's needs
- Responsiveness to LSC
- Professionalism of representatives (sales, customer support, technical assistance, designated consultants, etc.)

### **Reputation for excellence in price, performance, and quality**

**Willingness to accept LSC's terms** (DC venue and governing law, no limitation on liability, no binding arbitration, indemnification, and estimated cost, but not to exceed clause.)

### **LSC's RIGHTS**

LSC reserves the right to:

- Accept or reject any or all proposals, or any part thereof;
- Waive any informalities or technicalities contained in any proposal received;
- Conduct discussions with respondents and accept revisions of proposals after the closing date;
- Make an award based upon various selection criteria;
- Request clarification from any respondents on any or all aspects of its proposals;
- Cancel or re-issue this RFP at any time;
- Retain all proposals submitted in response to this RFP;
- Invite some, all, or none of the respondents for interviews, demonstrations, presentations and further discussion;

## **CONFIDENTIALITY**

During the RFP process, you may be given access to LSC's confidential or proprietary information. You agree not to use this information for your or any third-party's benefit, and will not disclose this information to any person who does not have a need to know.

## **FREEDOM OF INFORMATION ACT**

The Freedom of Information Act (FOIA) and associated LSC regulations may require LSC to disclose certain documents to the public, including portions of your proposal. Generally, LSC will not release any documents that would cause your vendor competitive harm. You are encouraged, however, to label any confidential information contained in your proposal to facilitate LSC's ability to withhold it from disclosure.