



**OFFICE SUPPLIES  
REQUEST FOR PROPOSAL**

July 7, 2010

**CCHN  
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**Table of Contents**

- I. A PROFILE OF COLORADO COMMUNITY HEALTH NETWORK (**CCHN**)
  
- II. Instructions and conditions for submission of proposals
  - 1. Statement of Intent
  - 2. Term of the Contract
  - 3. Deadline and Delivery of Proposal
  - 4. Limitation of Liability
  - 5. Oral Presentation
  - 6. Confidentiality
  - 7. Terms of the Proposal
  
- III. AWARD AND EXECUTION OF CONTRACT
  
- IV. Proposal format
  - 1. General information
    - a. Company Information
    - b. Description of Organization
    - c. Vendor Financial Strength
    - d. Monthly Billing
    - e. Implementation Plan
    - f. Unauthorized Contact
    - g. Contract
    - h. References
  
  - 2. Products
    - a. Office Supplies
    - b. Copy Paper
    - c. Copy and Print Technology
    - d. Furniture and Equipment
    - e. Janitorial / Sanitary Products
    - f. Toner
    - g. Miscellaneous
  
  - 3. Ordering Tools and Methods
    - a. Primary Catalog
    - b. Toll Free/Nationwide Access
    - c. Internet Ordering
    - d. Automated Order Confirmation
    - e. Procurement Cards

4. Value Added Services
  - a. Customer Service Representation & Coverage
  - b. Account/Sales Representation & Coverage
  - c. Program Rebates
  - d. Experience in Stockless Programs
  - e. Order Delivery
  - f. Invoicing & Payment Terms
  - g. Credits & Returned Goods Policy
  - h. Supplier Measurement
  - i. Usage Reporting
  - j. Summary Order Fulfillment & Performance Reporting
  - k. Customer Satisfaction
  - l. Recycled / GREEN Product Program
  - m. Disaster Recovery
  
5. Pricing
  - a. Office Products/Core Items
  - b. Office Products/Non-Core Items
  
6. Other Cost Reduction Tools & Ideas
  - a. Lowering Customer Process Costs
  - b. Customers Document Process Costs Reduction Tools
  
7. Program Implementation
  - a. National Accounts Experience
  - b. Implementation Process
  - c. Ongoing Training and Support

## A PROFILE OF Colorado Community Health Network (CCHN)

### I. CCHN's PROFILE

The Colorado Community Health Network (**CCHN**), a 501(c)(3), invites you to participate in this request for proposal. **CCHN** is the membership association representing 15 Colorado Community Health Centers (CHCs) (**ATTACHMENT 1**).

**CCHN** and the CHCs together are the backbone of the primary health care safety-net in Colorado. Since its inception in 1982, **CCHN** has made significant strides in ensuring that Colorado's low income residents have access to affordable, high quality, primary health care. **CCHN** is committed to 1) educating policy makers and stakeholders about the unique needs of CHCs and their patients, 2) providing resources to ensure that CHCs are strong organizations, and 3) supporting CHCs in maintaining the highest quality care.

### II. INSTRUCTIONS AND CONDITIONS FOR SUBMISSION OF PROPOSALS

#### 1. Statement of Intent

**CCHN** is requesting proposals for a supplier of its various office supplies (to be defined). The successful bidder will demonstrate the ability to provide the following:

- *Superior level of service*
- *High quality products*
- *Competitive pricing and terms*
- *The infrastructure to support a company the size and complexity of CCHN's membership CHCs.*
- *Cost savings initiatives*

#### 2. Term of the Contract

**CCHN** is soliciting proposals for a contract period of one (1) year, becoming effective on a date to be determined by **CCHN** and the Contractor. This non-exclusive contract can be canceled with 30 days notice by either party. The contract may be extended annually for an additional year for three (3) one (1) year periods upon mutual agreement between **CCHN** and the Contractor.

#### 3. Deadline and Delivery of Proposal

Proposals must be concise, with a minimal focus on marketing the company. The ability of the vendor to meet the proposal specifications will be evaluated. There are to be no executive summaries included. Interested parties should submit one copy of the proposal no later than: **August 13, 2010**, to:

Patty Nelson  
Operations Director  
Colorado Community Health Network

600 Grant Street, Suite 800  
Denver, CO 80203

Emailed proposals are preferred. Questions about the RFP requirements should be directed to Patty Nelson at the above contract information. Notification of receipt of the proposals will be sent to the email address listed on the contact.

Proposals should be no more than 15 pages in length. Proposals will be reviewed by CCHN's Office Supply RFP Workgroup Members assigned by CCHN's Board of Directors.

Proposals received after the deadline will not be accepted. All parties that submit proposals will be notified of the outcome of the RFP. Award of Business Notification will be distributed by December 17, 2010, based on CCHN's Board of Directors' approval. All submissions become the property of CCHN and will not be returned.

#### 4. Limitation of Liability

Issuance of a proposal does not commit **CCHN** to pay any costs incurred in its preparation and submission, nor does it imply an obligation to enter into a contractual agreement with any vendor. **CCHN** reserves the right without qualification to select a vendor based on, in part, but not exclusively, the content of the proposal, experience with the vendor, cost, and any other relevant information as well as recommendations concerning the vendor's respective record of past performance with other clients.

#### 5. Oral Presentations

**CCHN** may select a limited number of final bidders to make a brief presentation of their proposals. This time will also be used to address questions and/or concerns raised by CCHN's RFP Workgroup Members.

#### 6. Confidentiality

CCHN requests that the information contained within the RFP remain confidential and not shared with anyone outside your organization.

Any proprietary data contained in the vendor's proposal will be safeguarded with the same degree of protection **CCHN** exercises with our own proprietary data. All such proprietary information contained in the proposal must be clearly identified. Information regarding **CCHN** obtained as part of this bid process will not be shared with anyone outside of your organization.

#### 7. Terms of the Proposal

Vendor agrees that any proposal submitted will remain valid for a period of one hundred and twenty (120) days from the date received by August 13, 2010. **CCHN** reserves the rights to add, delete, and/or modify any article or clause in the Request for Proposal prior to the awarding of a contract. In addition, any resulting contract may include other provisions mutually agreed upon or as required by law.

### III. AWARD AND EXECUTION OF CONTRACT

The successful vendor will be notified on or about December 17, 2010. At the option of **CCHN**, this Request for Proposal may be part of the contract. Any proposed changes should be included in your submission.

### IV. PROPOSAL FORMAT

#### 1. General information

In order for the proposal to be considered, all information requested in the Request For Proposal must be furnished and must be answered in the same format as it is presented in the Request for Proposal. If a question does not apply, "N/A" should be used.

##### a. Company Information

Your company name(s), contact to answer questions regarding proposal, contacts for each office location, addresses, telephone numbers, and email addresses.

##### b. Description of Organization

Include a description of your organization, which includes, but is not limited to, the following:

- Number of years in business under current ownership.
- Number of full service distribution centers currently operating in the United States.
- Company history including your experience with non-profit organizations within the healthcare industry.

##### c. Vendor Financial Strength

Describe your company's financial condition during the past three (3) years. Identify whether a merger occurred in the past three year timeframe and provide the name of the organization and related contact information.

Include a copy of your company's Annual Report for the last one (1) year.

##### d. Monthly Billing

Include a sample of the monthly invoice/reporting package the company would receive with explanations of any type of report and the methods used to gather the information.

e. Implementation / Training Plan

Provide information on how your organization would implement this program (including training that you will provide) to all of CCHN's CHC statewide if you were awarded the contract for this account. Provide a schedule of events / associated timeline that would take place if your organization were awarded this contract.

f. Unauthorized Contact

Any contact with **CCHN** by the vendors' employees in regards to this Request For Proposal is highly discouraged and may result in your organization's disqualification from this process.

g. Contract

Please provide a sample contract incorporating all of the above terms and conditions. The contract must include a no fault termination clause stating that the Agreement is cancelable by either party upon receipt of a 30-day written notice.

h. References

Please provide five (5) relevant and separate contact references that CCHN may choose to contact for contracts you were awarded during the last two (2) years.

2. Products

a. Office Supplies

Please provide the number of office products offered by your company in its full-line catalog. Please identify the number of items warehoused in your company's warehouse. Please describe your Recycled, GREEN, Ergonomic and private label offerings.

b. Copy Paper

Discuss your company's ability to support each of our locations with a consistent brand of copy paper.

c. Copy and Print Technology

Describe your company's Copy and Print Technology services offered by your company.

d. Furniture and Equipment

Please provide preferred manufacturers of office furniture available through your company, identifying those in which you have special contract pricing. Identify the items available in your company's warehouse, and disclose the price difference in ordering from the warehouse stock vs. the manufacturer, including lead times for both.

e. Janitorial / Sanitary Products

List pricing for janitorial and sanitary products.

f. Toner

List pricing for name brand toner products. Do not provide alternate product pricing.

g. Miscellaneous

Please discuss your company's current offering in the following areas, if any.

- Recycled / GREEN Products
- Other

3. Ordering Tools & Methods

a. Primary Catalog

Does your company produce its own catalog or use one of the national office products wholesaler's catalogs with a custom cover for your company? How many products are contained in the current edition of this catalog? Please identify the number of catalog items that are warehoused in your warehouse(s) and how many items are warehoused by a wholesaler.

b. Toll Free/Nationwide Access

Does your company offer a single, toll free number for our locations to place phone and fax orders? How many employees support that number?

c. Internet Ordering

Does your company offer an Internet ordering solution? If so, discuss the significant features and benefits of your current system.

- How many customers are using your Internet system?
- How long has your current Internet solution been actively used by customers?
- Does your Internet system have a live online assistance feature?
- Describe your "order approval" workflow process.



- Define “ordering product minimums”. Does your Internet system have live inventory?
- Provide a list of awards your Internet site has achieved.
- Provide at least three (3) relevant customer references that are using your Internet system.
- Provide us with your Internet address and a log-on (if required) so that we can review your site.
- Define next day delivery cut-off timeframes requirements.

d. Automated Order Confirmation

Our locations require an automated confirmation of orders that were placed with your company. Please describe how your company can fulfill this need.

e. Procurement Cards

Is your company capable of handling orders from customers who prefer to use a corporate procurement or credit card? If your company has retail establishments would our contracted price apply? What level (I, II, III) of data does your company provide back to your customers?

4. Value Added Services

a. Customer Service Representation & Coverage

Describe how your customers are serviced by your current service structure. What are the days and times your Customer Service Representatives are available? Do you offer “live customer service support” during normal hours of operation? What is your average wait time before reaching a live customer service representative?

Describe your complaint resolution process.

b. Account/Sales Representation & Coverage

How many Account/Sales Representatives would be assigned to this account should you be awarded the contract?

c. Program Rebates

Describe Rebate Programs based on volume purchasing.

d. Experience in Stockless Programs

Provide evidence of your company’s ability to support customers in a stockless environment (JIT), as well as details outlining how your company has worked with other customers to move from a stockroom to stockless

process.

e. Order Delivery

Please provide the city and state of each primary contract Distribution Center that would service each location. In addition, please provide the following:

- Your delivery commitment (i.e. next-day, two (2) days, etc.) for each **CCHN Member** location.
- Free shipping
- Provide a map indicating the locations of all of your stocking Distribution Centers. (Do not include cross-dock facilities.)
- Address any delivery charges associated with this program.
- Provide your order fill rate for all Distribution Centers.
- Discuss order packaging/carton labeling options. Provide a sample carton label.
- Discuss packing list information options. Provide a sample packing list.

f. Invoicing & Payment Terms

Discuss the invoicing options your company offers and the payment terms for each.

- What are your payment terms (including any early payment discount opportunities)?
- Does your company offer electronic invoicing? If so, what options exist?
- Electronic Funds Transfer (EFT) – Is your company capable of handling Electronic Funds Transfer (EFT) payments? If so, what EFT formats (CTX, CPT, etc.) do you currently support?

g. Credits & Returned Goods Policy

Discuss your company's process and policy for handling merchandise to be returned for credit. Specifically discuss any restocking fees that could be charged.

h. Supplier Measurement

Discuss your company's program on how you measure your suppliers. What is the length of time your program has been in place? What benefits, if any, are derived from such a program?

i. Usage Reporting

In addition to discussing your capabilities in this area. Please provide samples of your Usage Reporting. Do you have custom reporting capabilities?

j. Summary Order Fulfillment & Performance Reporting

In addition to discussing your capabilities in this area, please provide samples of this reporting. What customer specific performance measures do you monitor, report and work to continuously improve upon?

k. Customer Satisfaction

Does your company measure and react to customer satisfaction? If so, discuss the process.

l. Recycled / GREEN Product Program

Does your company offer recycled / GREEN products? If so, how do you work with customers to maximize the use of these products?

m. Disaster Recovery

Describe your process that ensures your customers are able to maintain a business presence in the event of a disaster.

5. Pricing

Discuss your company's price proposal for Core and Non-Core items. In addition to the prices and discounts, be sure to address your ability to hold pricing for one year except paper & toner (which will be held for three months).

a. Office Products - Core Items

On ATTACHMENT 2, (Page 14) you must quote only on the exact items specified. If you do not offer the exact product specified, you must leave that item blank.

b. Office Products - Non-Core Items

Provide a product list / pricing of all Non-Core items. Identify those items on the product list that are not warehoused by you.

6. Other Cost Reduction Tools & Ideas

a. Lowering Customer Process Costs

Provide evidence of your company's ability to work with your customers to continuously lower their *process costs*.

b. Customers Document Process Costs Reduction Tools

Provide examples of any documented cost reduction results that your company has engaged in with your customers.

7. Program Implementation

a. National Accounts Experience

Based on your company's prior year-end data:

- How many National Account customers do you service?
- What portion of your company's total business do national accounts/agreements represent? Please provide this information in dollars, and as a percent of total business.
- Please explain why our business is important to you.

b. Implementation Process

Describe your company's process to ensure successful implementation and ongoing success. Describe how your company plans to manage the program to ensure it begins successfully and stays that way for the term agreement.

c. Ongoing Training and Support

Describe your company's process to ensure ongoing access to training and support to new users.

## ATTACHMENT 1

### Community Health Centers (CHCs) in Colorado

CHC Name	Central Office	# of Delivery Sites
Clinica Family Health Services	Lafayette	7
Colorado Coalition for the Homeless	Denver	4
Dove Creek Community Health Clinic	Dove Creek	1
High Plains Community Health Center	Lamar	2
Metro Community Provider Network	Englewood	11
Mountain Family Health Centers	Glenwood Springs	3
Northwest Colorado Community Health Center	Craig	2
Peak Vista Community Health Centers	Colorado Springs	17
Plains Medical Center	Limon	1
Pueblo Community Health Center	Pueblo	2
Salud Family Health Centers	Fort Lupton	9
Sunrise Community Health Centers	Greely	5
Uncompahgre Combined Clinics	Norwood	1
Valley-Wide Health Systems	Alamosa	15
Total Number of Delivery Sites		80

Total aggregate annual CHC purchasing by category:

General Office Supplies (includes copy paper) **\$1,376,884**

Copy and Print Technology **\$438,809**

Furniture **\$289,829**

## ATTACHMENT 2

Unit of Measure	Vendor Prd#	Dept Description	Class Description	Price
EA	W68903	BINDERS	BINDERS	
EA	W68907	BINDERS	BINDERS	
EA	54072	BINDERS	BINDERS	
EA	ACC54074	BINDERS	BINDERS	
PK	1401	BINDERS	INDEXES/DIVIDERS	
PK	AVE01406	BINDERS	INDEXES/DIVIDERS	
PK	W21445	BINDERS	SHEET PROTECTORS	
RM	55031EA	CUT SHEET PAPER	WHITE COPY PAPER	
RM	901201OD	CUT SHEET PAPER	MULTI PURPOSE PAPER	
RM	3R11088	CUT SHEET PAPER	COLOR COPY PAPER	
RM	3R11645	CUT SHEET PAPER	COLOR COPY PAPER	
PK	3R11588	CUT SHEET PAPER	COLOR COPY PAPER	
PK	3R11654	CUT SHEET PAPER	COLOR COPY PAPER	
CA	OC11203HPR	CUT SHEET PAPER	WHITE COPY PAPER	
RM	3R11676	CUT SHEET PAPER	COLOR COPY PAPER	
BX	2BET2-150C-1&3	FILING	FILE FOLDERS	
ST	S1151-25	FILING	FILE FOLDERS	
ST	S2151-25	FILING	FILE FOLDERS	
BX	2-153LASMT	FILING	FILE FOLDERS	
PK	64910	FILING	HANGING FILE FOLDERS	
BX	27160	FILING	FILE FOLDERS	
BX	ODR15213AS	FILING	FILE FOLDERS	
EA	L1053EL	FILING	EXPANDING FILES	
BX	2K2-153LBE-1&3	FILING	FILE FOLDERS	
PK	OD08CMY	INKJET CARTRIDGES	MONO MULTIPACK INK	
EA	18C0035	INKJET CARTRIDGES	COLOR SINGLE INK	
PK	8190A003	INKJET CARTRIDGES	MONO SINGLE INK	
EA	CB821A#ABA	INKJETS	MULTIFUNCTION	
EA	S6774062	INKJETS	MULTIFUNCTION	
EA	CS-A08180-ENG	INKJETS	FULL PAGE SCANNERS	
EA	CSP-A08480-ENG	INKJETS	FULL PAGE SCANNERS	
EA	C11CA40201	INKJETS	MULTIFUNCTION	
EA	C11CA18201	INKJETS	MULTIFUNCTION	
PK	5630	LABELS	LASER LABELS	
BX	5283	LABELS	BASIC LABELS	
BX	5351	LABELS	LASER LABELS	
BX	5352	LABELS	LASER LABELS	
EA	RTP-036313	LABELS	NAME BADGES	
RL	BCCR-V	LABELS	FILING/ID LABELS	
PK	9427-0157	LABELS	FILING/ID LABELS	
EA	TZ-231	LABELS	LABELING ACCESSORIES	
EA	TZ-131	LABELS	LABELING ACCESSORIES	
PK	5264	LABELS	LASER LABELS	
BX	99915	MAILROOM/SHIPPING	ENVELOPES	
BX	79851	MAILROOM/SHIPPING	ENVELOPES	
BX	79852	MAILROOM/SHIPPING	ENVELOPES	
BX	CO927	MAILROOM/SHIPPING	ENVELOPES	

Unit of Measure	Vendor Prd#	Dept Description	Class Description	Price
BX	CO922	MAILROOM/SHIPPING	ENVELOPES	
PK	30724-OD	MAILROOM/SHIPPING	MAILING SUPPLIES	
PK	30732-OD	MAILROOM/SHIPPING	MAILING SUPPLIES	
PK	33666	MARKERS/HIGHLIGHTERS	PERMANENT MARKERS	
PK	30499	MARKERS/HIGHLIGHTERS	PERMANENT MARKERS	
EA	80054	MARKERS/HIGHLIGHTERS	PRESENTATION MARKERS	
ST	80556	MARKERS/HIGHLIGHTERS	PRESENTATION MARKERS	
PK	35074	MARKERS/HIGHLIGHTERS	PERMANENT MARKERS	
DZ	15001	MARKERS/HIGHLIGHTERS	PERMANENT MARKERS	
DZ	25005	MARKERS/HIGHLIGHTERS	HIGHLIGHTERS	
EA	25009EA	MARKERS/HIGHLIGHTERS	HIGHLIGHTERS	
EA	25010EA	MARKERS/HIGHLIGHTERS	HIGHLIGHTERS	
EA	25026EA	MARKERS/HIGHLIGHTERS	HIGHLIGHTERS	
EA	27005EA	MARKERS/HIGHLIGHTERS	HIGHLIGHTERS	
RL	8981-18MM	NOTES/ADHESIVES	TAPE & DISPENSERS	
PK	630-6PK	NOTES/ADHESIVES	SELF STICK NOTES	
PK	653-AST	NOTES/ADHESIVES	SELF STICK NOTES	
PK	655-AST	NOTES/ADHESIVES	SELF STICK NOTES	
EA	10425	OFFICE ESSENTIALS	RULERS	
EA	SW187850	OFFICE ESSENTIALS	STAPLING	
PK	10008	OFFICE ESSENTIALS	CLIPS/FAST/PUSH PINS	
BG	96164	OFFICE ESSENTIALS	RUBBERBANDS	
EA	12-98357097	OFFICE ESSENTIALS	SCISSORS	
DZ	12886	PENCILS	PENCILS	
GS	14412	PENCILS	PENCILS	
DZ	14402	PENCILS	PENCILS	
BX	54124	PENCILS	LEAD/REFILLS/ERASERS	
DZ	55500	PENCILS	PENCILS	
EA	258403R08	PENCILS	LEAD/REFILLS/ERASERS	
PK	84002	PENCILS	LEAD/REFILLS/ERASERS	
PK	84003	PENCILS	LEAD/REFILLS/ERASERS	
EA	1612	PENCILS	SHARPENERS	
PK	20397	PENCILS	PENCILS	
BX	12132-72	PENCILS	PENCILS	
DZ	13953	PENCILS	PENCILS	
DZ	60635	PENS	ROLLERBALL PENS	
DZ	60630	PENS	ROLLERBALL PENS	
DZ	70738	PENS	BALLPOINT PENS	
PK	5622432	PENS	CORRECTION PRODUCTS	
DZ	74005	PERS PLAN/ORGANIZE	LEGAL PADS	
PK	559VAD6PK	PRESENTATION	EASEL PADS & EASELS	
EA	XER106R01077	TONERS/OTHER IMAGING	LASER PRINTER SUPPL.	
EA	XER106R01078	TONERS/OTHER IMAGING	LASER PRINTER SUPPL.	
EA	XER106R01079	TONERS/OTHER IMAGING	LASER PRINTER SUPPL.	
EA	XER106R01080	TONERS/OTHER IMAGING	LASER PRINTER SUPPL.	
EA	CC531A	TONERS/OTHER IMAGING	LASER PRINTER SUPPL.	
EA	CC532A	TONERS/OTHER IMAGING	LASER PRINTER SUPPL.	
EA	CC533A	TONERS/OTHER IMAGING	LASER PRINTER SUPPL.	
EA	Q2613A	TONERS/OTHER IMAGING	LASER PRINTER SUPPL.	