



## Request for Information (RFI) LOT15-037

### Retail Merchandising Services

Posting Date: April 27, 2015

Responses Due: May 13, 2015; 4:00 P.M. Pacific Time

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### Introduction

The Washington's Lottery is considering soliciting bids for, what we are calling, a Retail Merchandise Services Company.

The core services we are interested in are services similar, but not limited to: indoor/outdoor Vinyl window and counter graphic removals and installs, assembly and hanging various indoor/outdoor signage, and installing/replacing in-counter *Scratch* Ticket Dispensers.

A response to this RFI is not a mandatory requirement for participation in any subsequent procurement released by Washington's Lottery. However, the results of this RFI may be used in development of future procurements. All vendor communications concerning this RFI must be directed to the RFI Coordinator and shall become a public record pursuant to Chapter 42.56 RCW.

### Background



Washington's Lottery works with approximately 4,000 retailers statewide to generate revenue for state programs through the sale of lottery products (games). To assist in driving sales and enhance the Lottery experience at retail, we provide various advertising materials.

Currently the Lottery contracts with multiple vendors to provide these services, we are interested in finding a single vendor to provide these (multiple) services.

### Purpose

The purpose of this Request for Information is to gather information regarding types of services that are available in the market, what the terminology for these services are and how the work would flow through these types of vendors.

Overall:

-  Identify potential vendors and determine what solutions are available to meet this need
-  Gather sufficient information to determine whether a Request for Qualifications and Quotations or a Request for Proposal is appropriate and necessary.

## Public Records

The vendor acknowledges that state agencies are subject to Chapter 42.56 RCW, the Public Disclosure Act. Vendor responses to this RFI will become public record as defined in the RCW. For the purposes of this RFI no information considered confidential or proprietary should be included.

## Written Response

It is requested that vendors participating in the RFI submit a Written Response. Vendors should limit their response to one page per question. Vendors are encouraged to include further information about other features or services of their company in their Written Response. They should also include marketing material and other documentation that may be useful in assisting the Lottery with the services we are interested in. The information received may assist in the development of the subsequent solicitation that the Lottery may issue. Please address the following:

Please provide details of capabilities including but not limiting to tools your staff are able to utilize to complete work.

- ☉ Do you require a minimum workload?
- ☉ Can you provide services on an on call basis or are you project led or can you provide both?
- ☉ Do you have teams that specialize in certain jobs, for example, one team does installation of graphics like counter wrap and another team works with installation of fixtures? Please provide details of capabilities including but not limiting to tools your staff are able to utilize to complete work.
- ☉ Are your teams multi-talented, able to do both fixture installations and graphic installations?
- ☉ How is your company structured to provide these services? From some research done the HQ of the company is in one state however services are provided all around the country. Are there satellite offices or are you subcontracting with local vendors?
- ☉ We have retailers all over the state, both in eastern and western Washington. Are there limitations based on retailer location?
- ☉ How would the Lottery be able to keep track of progress of installations?
- ☉ What kind of turn-around would you be able to provide once you have all specifications for the job? Please clarify if you are indicating an "on-call" job or a project.
- ☉ How do you charge for your services, monthly or by project completion?
- ☉ How do you receive your work? By phone, email, provided online system?