

Request for Qualifications and Quotations

Print Services

Jenna Johnson

2020

**Introduction**

Created in 1982, Washington’s Lottery (Lottery) was established to generate revenues for state programs through the sale of lottery products. Those products, or “games” as they are more commonly known, range in variety from Scratch tickets, in which players discover if they are an instant winner, to draw games in which players wait for the drawing of random numbers to determine if they have won. Lottery staff is dedicated to providing [new, innovative, and fun games](http://www.walottery.com/Games/Default.aspx) for players to enjoy.

Lottery runs promotions and product campaigns throughout each year and key to the success of these is temporary Point-Of-Sale (POS) to advertise the promotions. The purpose of this Request for Qualifications and Quotations (RFQQ) is to establish convenience use contracts with at least three bidders. This will help us reduce costs and production time for each job. It is the Lottery’s intent to receive the best possible value for high-quality printing services as determined by the cost of sample jobs, quality of samples provided, references, and quality of responses to this RFQQ.

Once the contracts are established, Lottery will forward specifications for print jobs to contractors for pricing, time to produce the product, and delivery costs. The award of each future print job will be based on the response received at that time.

Lottery intends to establish and award up to three (3) contracts for Print Services with a contract term of eighteen (18) months with the possibility of three (3), one (1) year extensions

This RFQQ is divided into 6 sections:

* [Section 1](#Section1) – Deadlines and Questions
* [Section 2](#Section2) – How to Prepare and Submit a Proposal for this RFQQ
* [Section 3](#Section3) – Proposal Evaluation
* [Section 4](#Section4) – Contract Award
* [Section 5](#Section5) – Samples
* [Section 6](#Section6) – Scope of Work

In addition, this RFQQ includes the following [Exhibits](#Exhibits):

**Exhibit A1 – Certification and Assurances:** This document includes the bidder’s acknowledgment of their compliance with the conditions of this RFQQ.

**Exhibit A2 – Wage Theft Certification:** This document is required by chapter 39.26 RCW. Complete certification, attach to the proposal, and submit to Lottery.

**Exhibit A3 – Certification for Executive Order 18-03:** This document is the bidder’s certification regarding Executive order 18-03 and is necessary for contract administration purposes.

**Exhibit B – Bidder Profile**. Information the bidder must provide to be considered a responsive bid.

**Exhibit C1 – Price Scenario:** This exhibit provides pricing information the bidder will complete as part of the bidder’s proposal and the price evaluation tool that Lottery will use to evaluate bids.

**Exhibit C2 – Vendor Q&A**: This exhibit provides questions for bidders to answer to help evaluators determine bidder’s abilities.

**Exhibit C3 – Additional Information:** This exhibit identifies applicable information needed for bidders to provide a well-informed bid.

**Exhibit D – Sample Contract:** This exhibit is the form of the contract that will be awarded as a result of this RFQQ.

**Exhibit E - Complaint, Debrief, & Protest Requirements:** This exhibit details the applicable requirements to file a complaint, request a debriefing conference, or file a protest regarding this RFQQ.

**Exhibit F– Doing Business with the State of Washington:** This exhibit provides information regarding contracting with the State of Washington.

**Section 1 – Deadlines and Questions**

This section identifies important deadlines for this RFQQ and where to direct questions regarding the RFQQ.

The following table identifies important dates for this RFQQ:

|  |  |
| --- | --- |
| RFQQ Posting Date: | November 5, 2020 |
| Question & Answer Period: | November 6, 2020 – November 30, 2020 |
| **Deadline for Submitting Proposals:** | **December 10, 2020; 2:00 p.m. Pacific Time** |
| Notification of top 5 bidders | January 7, 2021 |
| Demonstration/Test Job Run | January 7, 2021 – January 20, 2021 |
| Anticipated Contract Execution: | February 1, 2021 |

The RFQQ (and award of the contract) is subject to complaints, debriefs, and protests as explained in [Exhibit E – Complaint, Debrief & Protest Requirements](#Exhibits), which may impact the dates set forth above.

Lottery reserves the right to amend and modify this RFQQ. Only bidders who have properly registered and downloaded the original RFQQ directly via WEBS will receive notifications of amendments to this RFQQ, which bidders must download, and other correspondence pertinent to this procurement. To be awarded a contract, bidders must be registered in WEBS. Visit <https://fortress.wa.gov/ga/webs> to register.

Questions or concerns regarding this RFQQ must be directed to the following Procurement Coordinator:

|  |  |
| --- | --- |
| Name: | Jenna Johnson |
| Email: | Jenna.johnson@walottery.com |

**Section 2 – How to Prepare and Submit a Proposal for this RFQQ**

This section identifies how to prepare and submit a proposal to Lottery for this RFQQ. By responding to this RFQQ and submitting a bid, bidder acknowledges having read and understood the entire RFQQ and accepts all information contained within this RFQQ.

1. **Bidder Communications and Questions** During the RFQQ process, all bidder communications regarding this RFQQ must be directed to the Procurement Coordinator as set forth in [Section 1](#Section1) of this RFQQ. Bidders should rely only on this RFQQ and written amendments to the RFQQ issued by the Procurement Coordinator. In no event will oral communications regarding the RFQQ be binding.
   * Bidders are encouraged to make any inquiry regarding the RFQQ as early in the process as possible to allow Lottery to consider and, if warranted, respond to the inquiry. If a bidder does not notify Lottery of an issue, exception, addition, or omission, Lottery may consider the matter waived by the bidder for protest purposes.
   * If bidder inquiries result in changes to the RFQQ, written amendments to the RFQQ will be issued and posted on WEBS.
   * Unauthorized contact regarding this RFQQ with other state employees involved with the RFQQ may result in bidder disqualification.
2. **Pricing Scenario** Prices must include all cost components needed for the delivery of the goods and/or services as described in this RFQQ. See [Exhibit C – Proposal Price](#Exhibits). A bidder’s failure to identify all costs in a manner consistent with the instructions in this RFQQ is sufficient grounds for disqualification.
3. **Proposal Submittal Checklist – Required Proposal Submittals**. This section identifies the proposal submittals that must be provided to Lottery to constitute a responsive proposal. The checklist provided below includes all of the documentation that must be submitted to be considered a complete proposal. Proposals that do not include the submittals identified below may be rejected as nonresponsive. In addition, a bidder’s failure to complete any submittal as instructed may result in the proposal being rejected. Bidders must identify each page of the submittals and any supplemental materials with bidder’s name and the following naming convention.

* **Letter of Submittal (see section 6)**
* **Exhibit A1 – Bidders Certification and Assurances**
* **Exhibit A2 – Wage Theft Certification**
* **Exhibit A3 – Certification EO 18-03**
* **Exhibit B – Bidder Profile**
* **Exhibit C1 – Price Scenario**
* **Exhibit C2 – Bidder Q & A**
* **Samples (see** [**section 5**](#Section5)**)**

1. **Proposal Format**. Proposals must be complete, legible, and, as applicable, signed. Unless otherwise specified in writing by Lottery, documents included must be prepared in MS Word, MS Excel, or Adobe PDF and on plain white paper. The proposal must **not** have bidder headings. The proposal must be signed (original, electronic, or scanned) by a person authorized to contract for the bidder.
2. **Submitting Proposals.** Your proposal must be delivered as follows:

Bidders are to submit their proposal electronically no later than 2:00 p.m., Pacific Time, on December 10, 2020 to the Procurement Coordinator. The electronic copy must be labeled: **[Bidder Name] RFQQ71 Print Services**.

Lottery can only accept emails smaller than 25MB. If submitting in multiple emails, number label as needed (e.g. [Bidder Name] RFPXXX Print Services 1 of 2).

Bidders must also submit one (1) original copy, with their samples, no later than 2:00 p.m., Pacific Time, on December 10, 2020 with original signatures of their proposal to:

Washington’s Lottery

Attn: RFQQ # 071, Jenna Johnson

814 4th Ave E

Olympia WA 98506

**Section 3 – Proposal Evaluation**

This section identified how Lottery will evaluate RFQQ proposals.

1. **Overview**. Lottery will evaluate proposals for this RFQQ as described below.

* Lottery reserves the right to determine a bidder’s compliance with the requirements specified in this RFQQ, request clarification, and waive informalities in a proposal. Informality is an immaterial variation from the exact requirements of the competitive RFQQ, having no effect or merely a minor or negligible effect on quality, quantity, or delivery of the supplies or performance of the services being procured, and the correction or waiver of which would not affect the relative standing of, or be otherwise prejudicial, to bidders.
* Lottery reserves the right to: (1) Waive any informality; (2) Reject any or all proposal, or portions thereof; (3) Accept any portion of the items proposed unless the bidder stipulates all or nothing in their proposal; (4) Cancel an RFQQ and re-solicit proposal; and/or (5) Negotiate with the highest scored responsive and responsible bidder to determine if that proposal can be improved.
* Lottery will use the following process and evaluation criteria for an award of a contract
  + - Step 1: Responsiveness.
    - Step 2: Requirements and Pricing Evaluation.
    - Step 3: Responsibility Analysis.
    - Step 4: Demonstration/Test Job Run

1. **Responsiveness (Step 1).** Lottery will review the proposal – on a pass/fail basis – to determine whether the proposal is ‘responsive’ to this RFQQ. This means that Lottery will review each proposal to determine whether the proposal is complete. Lottery reserves the right – in its sole discretion – to determine whether a proposal is responsive. Bidders whose proposals are determined to be non-responsive will be rejected and will be notified of the reasons for this rejection.
2. **Requirements and Pricing Evaluation (Step 2)**. Lottery’s assigned Evaluation Team will evaluate and score each responsive proposal based on the evaluation criteria provided below.

|  |  |
| --- | --- |
| **Evaluation Criteria** | **Assigned Points** |
| Mandatory Requirements | Pass/Fail |
| Qualifications | 75 points |
| Quality Assurance | 90 points |
| Customer Service | 45 points |
| Capabilities | 75 points |
| Risk Management | 15 points |
| Pricing | 200 points |
| ***Subtotal*** | ***500*** |
|  |  |

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| **Procurement Priorities & Preferences** |

|  |  |
| --- | --- |
| Veteran Owned | 3% (15 pts) |
| MWBE | 3% (15 pts) |
| Executive Order 18-03 Certification | 1% (5 pts) |
|  |  |
| Total | **535 Points** |
|  |  |
|  |  |
| The top five (5) highest scored bidders will be invited to conduct a test job run. | |
| Demonstrations/Test Job Run | Pass/Fail |

**PROCUREMENT PRIORITIES & PREFERENCES.** Lottery will apply the following Washington State procurement priorities and preferences to this Competitive Solicitation:

* Procurement Preference for Veteran-Owned Businesses. In furtherance of Washington’s business inclusion goals, Lottery will evaluate bids for the best value and provide a bid preference in the amount of 3% to any bidder who is a certified (through [Washington Department of Veteran’s Affairs](https://www.dva.wa.gov/)) Veteran-owned business.
* Procurement Preference for Minority and/or Women-owned Businesses. In furtherance of Washington’s business inclusion goals, Lottery will evaluate bids for the best value and provide a bid preference in the amount of 3% to any bidder who is certified through [Washington State Office of Minority and Women’s Business Enterprises](https://omwbe.wa.gov/).
* Procurement Evaluation for Executive Order 18-03 (Firms without Mandatory Individual Arbitration for Employees). Pursuant to RCW 39.26.160(3) (best value criteria) and consistent with [Executive Order 18-03 – Supporting Workers’ Rights to Effectively Address Workplace Violations](https://www.governor.wa.gov/sites/default/files/exe_order/18-03%20-%20Workers%20Rights%20%28tmp%29.pdf?=32717) (dated June 12, 2018), Lottery will evaluate bids for the best value and provide a bid preference in the amount of 1% to any bidder who certifies, pursuant to the certification attached as [Exhibit A3 – Contractor Certification for Executive Order 18-03 – Workers’ Rights](#Exhibits), that their firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver.
  1. **Responsibility Analysis (Step 3)**. Lottery will make a reasonable inquiry to determine the bidder’s responsibility. Lottery will determine bidder responsibility on a pass/fail basis. In determining whether the bidder is a responsible bidder, Lottery will consider the following elements:
* The ability, capacity, and skill of the bidder to perform the contract or provide the service required;
* The character, integrity, reputation, judgment, experience, and efficiency of the bidder;
* Whether the bidder can perform the contract within the time specified;
* The quality of performance of previous contracts or services;
* The previous and existing compliance by the bidder with laws relating to the contract or services; and
* Such other information as may be secured having a bearing on the decision to award the contract.

Lottery may request financial statements, credit ratings, a record of past performance, clarification of a bidder’s offer, on-site inspection of a bidder's or subcontractor's facilities, or other information as necessary.

Lottery may use references to confirm satisfactory customer service, performance, satisfaction with service/product, knowledge of products/service/industry, and timeliness. Lottery reserves the right to be its own reference. Any negative or unsatisfactory reference can be reason for rejecting a bidder as non-responsible.

* 1. **Demonstration/Test Run (Step 4).**

The top five (5) bidders selected by Lottery to participate in a demonstration/test run will be provided instruction at the time of selection.

Bidders will be provided with artwork and will be required to provide proofs (digital and physical) within an identified timeframe. The timeline and process are to mimic the scope of work and the process outlined within this RFQQ.

The Test Run will be evaluated on a pass/fail basis. Should all bidders pass, Lottery will review all previously identified points to determine the apparent successful bidders.

**Section 4 – Contract Award**

This section identifies how Lottery will award a contract.

* 1. **Announcement of Apparent Successful Bidder(s)**. Lottery will determine any Apparent Successful Bidder (“ASB”). The ASBs will be the responsive and responsible bidders whose proposal, in the sole opinion of Lottery, best meets the requirements of this RFQQ and presents the best total value to Lottery.
* Designation as an ASB does not imply that Lottery will issue an award for a contract to your firm. Rather, this designation allows Lottery to perform further analysis and ask for additional documentation. A bidder’s failure to provide the requested information to Lottery within ten (10) business days may result in disqualification. The bidder must not construe this as an award, impending award, attempt to negotiate, etc. If a bidder acts or fails to act as a result of this notification, it does so at its own risk and expense.
* Upon announcement of the ASB, bidders may request a debriefing conference as specified in [Exhibit E – Complaint, Debrief & Protest Requirements](#Exhibits).
  1. **Contract Negotiations.** Lottery will negotiate with the ASB(s) to finalize contract terms and to determine if the proposal may be improved. If, after a reasonable period of time, Lottery, in its judgment, cannot reach an agreement on acceptable contract terms with the highest scored responsive and responsible bidder, Lottery may suspend negotiations and undertake negotiations with the next highest scored responsive and responsible bidder r as determined by the evaluations.
  2. **Contract Execution**. Subject to protests, if any, Lottery and the ASB will enter into a contract as set forth in [Exhibit D – Sample Contract](#Exhibits).
* An award, in part or full, is made and a contract formed by the signature of Lottery and awarded bidder on the contract. Lottery reserves the right to award on an all-or-nothing consolidated basis.
* Following the award of the contract, all bidders will receive a Notice of Award, usually through an email to the bidder’s email address provided in the bidder’s proposal.

**Secti****on 5 – Samples**

Bidder must provide a wide variety of samples necessary to showcase their company’s capabilities. As part of the portfolio of samples, the bidder must include the following:

1. A piece to showcase the adhesive you typically use
2. An item that has been die-cut
3. Translucent window adhesive sticker
4. Piece printed on recycled content as suggested by the [EPA](https://www.epa.gov/smm/comprehensive-procurement-guidelines-paper-and-paper-products)
5. Foil stamped sample

All samples must be labeled with bidder’s name; samples as identified above must also be labeled with the sample type.

**Section 6 – Scope of Work**

Bidder’s letter of submittal must indicate that the bidder understands the scope of work and the requirements as set forth.

1. **Mandatory Requirements**

* Work for this contract is required to be produced within Washington State, per RCW [43.19.748](https://apps.leg.wa.gov/rcw/default.aspx?cite=43.19.748).
* Bidder has satisfactorily completed work of a similar nature to the work described in this RFQQ continuously for the past three (3) years.
* Bidder has all the necessary licenses to perform the work under this solicitation.
  1. **Process**

It is the Lottery’s intention to produce a convenience contract with three (3) bidders to provide printing services for various Lottery print jobs. As needed bid documents (see [Exhibit C3 Additional Information](#Exhibits)) will be sent to all contracted bidders for pricing. Contractors will be expected to produce a bid, including shipping and die charges for the job, within two (2) business days.

Once an apparent successful bidder is identified for each job, an order will be issued. The apparent successful bidder for each job will be determined by the submitted bid, on an all or nothing basis.

A print job can have as many as (but is not limited to) fifteen (15) pieces, with quantities of each piece shipped to various locations (see [Exhibit C3 Additional Information](#Exhibits)). All print jobs will be required to ship with all pieces together and at the same time. Boxes must be marked (as identified below) and include an itemized packing slip.

Lottery works within very tight timelines. Contractors will be required to:

* Provide digital proofs to the project lead within two (2) business days after order placement.
* Provide physical proof within three (3) business days of digital proof approval to project lead unless otherwise agreed upon between the project lead and contractor.
  + If a proof cannot be provided on the material specified it must have a sample of the material provided along with the print proof.
  + All proofs for an order must come at the same time.
* Provide an allowance for one (1) change per piece during the proofing process of each job at no charge. Additional necessary changes, at the request of Lottery, will be at a set fee (identified in Exhibit C1 – Pricing Scenario). Changes required during the proofing process needing to be made by the contractor due to not being produced per specification will not be charged to Lottery.
* Ship product within five (5) business days of physical proof approval. Contractor must notify Lottery of any issues that may delay shipment from the requested delivery date.
* Artwork will be sent using a high-resolution pdf. Contractors must support Windows/Mac Adobe creative suite and Acrobat. It is preferred that contractors download artwork from Lottery ftp site.
  1. **Distribution**

Lottery commonly requests contractors to drop-ship orders to locations listed in [Exhibit C3 Additional Information](#Exhibits), however, Lottery is not limited to these locations.

Each box and/or package must be labeled as follows:

* Lottery job number
* Lottery job name
* Pieces included in the box
* Quantity of each piece

**Note:** Bulk packaging is acceptable. However, the product contained within the box must be identified on the outside (see [Exhibit C3- Additional Information](#Exhibits)).

If contractor does not provide the product as specified by the Lottery, Lottery shall notify the contractor and give them a specified time period to remedy.

* 1. **Invoicing**

Contractor shall not invoice within the time it takes the Contractor to correct unsatisfactory product or performance. If issues persist with the same contractor that contractor may be suspended from receiving bids until those issues are addressed, to Lottery’s satisfaction, by the contractor.

Invoices are to be delivered to the Lottery within thirty (30) business days of delivery of the product.

* 1. **Recycled Content**

Lottery, through its procurements of goods, is working toward maximizing the purchase of products made from recycled content by incentivizing bidders who provide recycled products.

Buying products made from recycled content creates markets for materials collected in residential and business recycling programs. Recycling does not work without end-markets. In addition, buying recycled products supports the development of green technologies, creates jobs and strengthens the local economy, and promotes and supports a more sustainable lifestyle. When manufacturers use recycled material vs. virgin materials to make new products, air and water pollution is reduced, natural resources are conserved, energy is saved, less water is used, and emissions of greenhouse gases that contribute to global climate change are reduced.

During the bidding process within the resulting contract, preference will be provided to those items that are identified by the bidder to contain more than the [EPA recommended recovered fiber content levels](https://www.epa.gov/smm/comprehensive-procurement-guidelines-paper-and-paper-products).

EXHIBITS

|  |  |
| --- | --- |
| **Exhibit Title** | **File** |
| **Exhibit A1 – Bidder Certifications and Assurances**  *Complete, sign, and include with the proposal* |  |
| **Exhibit A2 – Wage Theft Certification**  *Complete, sign, and include with the proposal* |  |
| **Exhibit A3 – Certification for EO 18-03**  *Complete as instructed and include with the proposal* |  |
| **Exhibit B – Bidder Profile**  *Complete as instructed and include with the proposal* |  |
| **Exhibit C1 – Pricing Scenario**  *Complete, and include with the proposal* |  |
| **Exhibit C2 – Bidder Q&A**  *Complete as instructed and include with the proposal* |  |
| **Exhibit C3 – Additional Information**  *For information only, do not include with the proposal* |  |
| **Exhibit D – Sample Contract**  *For information only, do not include with the proposal* |  |
| **Exhibit E – Complaint, Debrief, & Protest Requirements**  *For information only, do not include with the proposal* |  |
| **Exhibit F – Doing Business with the State of Washington**  *For information only, do not include with the proposal* |  |