



Request for Information (RFI)

Services Required:	Printing Services
Type of Procurement:	Open Bid
Term of Contract:	Upon award for three years
End User:	RTI International (RTI International is a trade name of Research Triangle Institute.)
This Procurement Supports:	Corporate Affairs
Submit Information To:	Richard Godwin, C.P.M. Technology Procurement Officer RTI International PO Box 12194 3040 Cornwallis Road Research Triangle Park, NC 27709 rgodwin@rti.org
Date of Issue of RFI:	March 6, 2009
Date Questions Due From Sellers	March 13, 2009
Date Information Due:	March 31, 2009
Method of Submittal:	1. Respond via hard-copy information packet—1 signed original and 5 copies of each volume, plus one CD of your complete packet mailed to above address.
Solicitation Number:	MS-FY09-012
Attachments to RFI: All bidders are responsible for carefully reviewing each attachment and following any instructions that may be relevant to this procurement.	1. Attachment A – Bidders company information and representation and certification 2. Attachment B – Instruction to Bidders 3. Attachment C – Statement of Work/Technical Specifications

Attachment A

Bidder's Company Information

To facilitate the evaluation and award process, please provide the following information about your company. If an item is not applicable to your organization, please put "N/A" on the blank(s) provided. Do not leave items unanswered.

CONTACT INFORMATION	
Company Name:	Company Representative Name:
Address 1:	Title/Position:
Address 2:	Phone:
	Fax:
	Email:
City, State:	Technical Representative Name:
Zip Code:	Title/Position:
Country:	Phone:
	Fax:
	Email:
Name of Parent Company:	
Web Page URL:	
COMPANY PROFILE	
Type of Organization: ☐ Sole Proprietorship ☐ Partnership ☐ Corporate Entity (not tax-exempt) ☐ Corporate Entity (tax-exempt) ☐ Government Entity (Federal, State, or Local) ☐ Foreign Government ☐ International Organization per 26 CFR 1.6049-4 ☐ Other _____	
Business Size (http://www.sba.gov/size): ☐ Small ☐ Large	Business Classification (Check all that apply in accordance with FAR Part 19): ☐ Nonprofit ☐ Educational Institution ☐ Foreign Entity ☐ Woman-Owned ☐ Small-Disadvantaged* ☐ Veteran Owned ☐ Service-Disabled Veteran Owned* ☐ HUB Zone *Copy of certification must be submitted.
Listed on SBA PRONET:	
DUNS Number:	Bidder Federal EIN Number: If Bidder is owned or controlled by a common parent: Parent Name: Parent EIN:
List all North American Industry Classification System Codes (NAICS) that apply to your company: (http://www.census.gov/epcd/www/naics.html)	

Attachment B Instruction to Bidders

RTI International seeks information on offset printing and fulfillment of corporate materials as described in this Request for Information (RFI). Information submission shall be made in accordance with the instructions outlined in this attachment. Bidders shall submit one original and five hard copies along with one CD of their complete packet to Rick Godwin, Technology Procurement Officer, not later than 5:00 PM Eastern Daylight Time (EDT) on March 31, 2009 at RTI International, Research Triangle Park, North Carolina. Information submitted not in accordance with the RFI instructions contained herein will be considered non-responsive and will be rejected by RTI.

Any questions concerning the RFI should be addressed to RTI's Procurement Officer, Rick Godwin, by email at rgodwin@RTI.org no later than 5:00 PM EDT on March 13, 2009; phone inquiries will not be entertained. Bidders may submit information packets via mail or express courier but must ensure that their packets are received by the deadline. RTI will not make exceptions for any delay. Late packets will not be considered.

Overview

RTI seeks a firm that can provide offset printing and fulfillment of letterhead, envelopes, and other corporate materials that feature RTI's logo (50th anniversary or standard). RTI intends to use anniversary logo materials through September 30, 2009 and will transition back to standard materials thereafter. Details of the project are provided in the Attachment C: Statement of Work/Technical Specifications. Respondents to this RFI shall provide clear, complete, concise, and straightforward information about their capabilities. Elaborate presentation, color brochures, and other excesses are discouraged.

Information submitted about any company other than the Bidder, whether an affiliated company, Contractor, or other associated business, may not be given much weight unless the packet contains evidence that the Bidder has obtained a commitment from such business to perform a portion of the work.

Administrative Details and General Instructions:

All packets shall be prepared in one technical volume, which must not contain reference to price. Bidders who fail to submit complete information may be excluded from the competition and thus receive no further consideration for award.

Bidder shall completely address all requirements set forth in the Statement of Work/Technical Specifications (Attachment C) of this RFI. Bidder's information will be evaluated on best value basis and scored based upon the following factors:

- Factor 1: The completeness and accuracy of the Bidder's approach to satisfying the work requirements set forth in Attachment C, which includes the following:
- Match between RTI's needs and bidder's offset press capabilities, particularly our need for a printer local to the RTP area
 - Capabilities, functionality, and user-friendliness of bidder's online ordering and inventory tracking system
 - Plan for fulfillment
 - Quality control/assurance processes
 - Turnaround time for printing and fulfillment requests

- Factor 2: Financial stability
- Factor 3: The acceptability, reasonableness, and realism of the Bidder's proposed approach
- Factor 4: The level of customer service offered by Bidder
- Factor 5: The composition, technical skill, and experience of the Bidder's personnel who will perform the work
- Factor 6: Any service warranties offered by the Bidder
- Factor 7: Relevant past performance information on other like work previously performed by Bidder for other customers shall be submitted. Bidders must have an acceptable and verifiable past performance record. The RTI Procurement Officer will evaluate the past performance record and make a determination as to the validity and materiality of any negative past performance information. The evaluation may take into account past performance information regarding predecessor companies, key personnel who have relevant experience and Contractors that will perform major or critical aspects of the project when such information is relevant to the instant acquisition.
- Factor 8: Environmental certifications (e.g., FSC chain-of-custody) and knowledge of environmentally friendly printing processes and materials.

Attachment C

Statement of Work/Technical Specifications

About RTI International

RTI International is one of the world's leading research institutes, dedicated to improving the human condition by turning knowledge into practice. With projects in more than 40 countries and a staff of more than 2,800, RTI offers innovative research and technical solutions to governments and businesses worldwide in the areas of health and pharmaceuticals, education and training, surveys and statistics, advanced technology, democratic governance, economic and social development, energy and the environment, and laboratory and chemistry services. For more information, visit www.rti.org. RTI International is a trade name of Research Triangle Institute.

RTI maintains its headquarters office in Research Triangle Park, NC, as well as regional offices in the following locations:

- Ann Arbor, MI
- Atlanta, GA
- Chicago, IL
- Rockville, MD
- San Francisco, CA
- Waltham, MA
- Washington, DC
- Barcelona, Spain
- Abu Dhabi, United Arab Emirates
- Jakarta, Indonesia
- Manchester, United Kingdom
- Pretoria, South Africa
- San Salvador, El Salvador

General Statement of Work

RTI is seeking a vendor to provide offset printing and fulfillment of corporate materials, including letterhead, envelopes, brochures, pocket folders, and other materials. RTI may also seek digital printing services from the selected vendor in combination with offset press work. We are seeking a three-year contract with the selected vendor.

SERVICE REQUIREMENTS. The winning bidder will provide offset printing, digital printing, storage and inventory tracking, and fulfillment of letterhead, envelopes, brochures, pocket folders, and other corporate materials that will feature RTI's logo (50th anniversary or standard). RTI intends to use anniversary logo materials through September 30, 2009. We have an existing stock of these materials but may, depending on need, require additional press runs of select materials with the anniversary logo.

Favorable consideration will be given to a vendor with customer service representatives and printing and storage facilities in the RTP, NC, area.

This Contract is scheduled to begin on or about May 1, 2009.

Technical Requirements

Bidder's information packet should reflect the organization below, using the same headings.

1. General Information

References

1. Provide a minimum of three current clients comparable in scope and size to RTI.
2. Provide a minimum of three previous clients comparable in scope and size to RTI.
3. For each client, specify:
 - The name of the organization and contact
 - The e-mail, street address, and phone number of the contact.
 - The organization's industry and estimated size in terms of employees.
 - The type of equipment and/or service provided (domestic and/or international)
 - The date your company first provided equipment and/or service to this organization

Financial Stability

Favorable consideration will be given to companies that can demonstrate financial stability. Provide a copy of three years of your company's year-end income statements and balance sheets, plus your most current income statement and balance sheet in the original but not in any of the five additional copies of Volume A.

2. Technical Information

Capabilities and Staff

Provide the following information:

- List and briefly describe the services you offer.
- Describe your facilities, including presses and other printing equipment, bindery and other finishing equipment, and warehouse or other storage. State their location. If you have facilities or customer service staff near any of RTI's regional offices, describe them as well.
- Identify key staff members who will be assigned to RTI's account for coordinating service. For each key staff member, describe his/her experience and expertise.
- Identify all staff members who would be responsible for creating and maintaining an online ordering and inventory system. Describe their experience and expertise.
- List any industry-related certifications you currently maintain (e.g., FSC chain-of-custody).
- List any industry-related associations in which you are a member.
- List any industry awards you have received in the past three years.

Service-Level Specifications

RTI's standard letterhead is printed in one color (PMS 653) on Cougar Smooth Text 60lb white paper. During its 50th anniversary year (October 1, 2008 – September 30, 2009), RTI is using letterhead featuring a special logo with a second color (PMS 1255). Letterhead and other logo materials to be printed by the awardee must match RTI's existing materials in quality.

RTI is an environmentally conscious company, and we are looking to use vendors who are FSC certified.

Quality Assurance/Quality Control (QA/QC)

Describe your QA/QC processes from receipt of a file from RTI to delivery of printed copies.

Include answers to the following questions:

- How do you handle color proofing? Are press proofs run on same paper to be used in the actual print job, or are they done on other paper?
- If RTI provides a book of samples, our Corporate Identity Guide (which contains rules governing the use of our name, logo, and slogan), and color swatches, will your staff check a print job to ensure it adheres to our standards?
- If your technical staff notice an error in a file provided by RTI, will you contact RTI before creating a plate/negative?
- Describe your QC process while a print job is on press. Include answers to the following questions:
 - What standard checks do your press operators perform?
 - Are you able to perform additional checks during a press run if RTI requests them?
 - If a press breaks down during a job, do you recalibrate it before resuming the job?
- If you subcontract printing to other vendors, describe your process for selecting a print vendor for a specific job. Include answers to the following questions:
 - If requested, can you guarantee that a job will be printed by an FSC-certified printer?
 - How do you ensure the quality of deliverables printed by subcontractors?
 - Can RTI request a specific printer?

Turnaround Time and Delivery for Printing Jobs

- What is your standard turnaround time for digital printing jobs for quantities of less than 25, 50, 100, 300, and 500?
- What is your standard turnaround time for offset printing jobs?
- Do you impose rush fees for quick-turnaround requests? If so, what are they and what criteria do you apply to determine when to impose such fees?
- Can you accommodate walk-in jobs (i.e., RTI staff member brings file on a flash drive and waits for digital prints)?

- How do you plan for equipment downtime? What type of service agreements do you have for presses and other critical equipment? Are the service companies or technicians based locally?
- How often does scheduled or unscheduled downtime affect your turnaround time? How do you handle production delays that jeopardize client deadlines?

Ordering System

Favorable consideration will be given to a firm that has demonstrated capabilities to provide fulfillment using an online ordering and inventory tracking system.

RTI previously used an ordering system based on X-Cart, an open-source, PHP-based e-commerce software solution. We are seeking to maintain the most consistent user experience possible for RTI staff and intend to give preference to a vendor who can duplicate the previous system (using files provided by RTI) or demonstrate that it can create a system that will be easier to use and/or provide superior capabilities.

The order interface must

- Enable a user to complete the form without needing to refer to instructions (i.e., the form must be intuitive and user friendly)
- Prevent a user from making certain errors when placing an order, such as ordering items that do not exist or ordering nonstandard quantities
- Display the cost per item, per quantity, and any handling fees incurred
- Enable a user to enter an RTI charge number, to which RTI's Office of Accounting will refer when processing the resulting invoice
- Provide a thumbnail image of each item available, as a visual check to help users ensure they are ordering the correct items
- Enable a user to order multiple different items (e.g., letterhead, envelopes, and labels) in one order, submitting only one form
- Enable a user to request an order be shipped to multiple locations
- Enable a user to order semi-custom stationery items (e.g., individual letterhead showing a name and title and replacing RTI's general phone and fax with the individual's contact information). The system must accommodate an approval process whereby RTI's Office of Communications and the requestor are given an opportunity to review the item electronically before printing.
- Calculate and display the total cost of an order
- Upon completion of an order, generate and provide to the user a unique tracking number, to which the user may refer when contacting vendor about the order.

The system must also

- Track RTI's inventory of materials, preferably in real time
- Enable RTI or the vendor representative to produce a variety of reports, including details of orders placed through the system (requestor name, items and quantity ordered) and information about RTI's inventory of materials.

Additional capabilities RTI desires from the system include

- Automated reminders/triggers when quantities in inventory drop below a specified number
- Ability to save order histories by user, such that a user can view his/her prior orders
- Ability to transfer one user profile to a new user (e.g., when a department hires a new admin)
- Ability to save semi-custom items created by users, eliminating the need to re-enter data when the user wants to re-order that item
- Ability to provide limited system administration to certain RTI staff members (e.g. to generate real-time inventory reports via a web interface)
- Ability for RTI staff to request digital printing of flyers and brochures on demand (i.e., RTI would provide vendor with print-ready PDFs of flyers. RTI staff would order in small amounts. Vendor would print digitally on press-run flyer shells that feature the RTI logo and boilerplate. Vendor would deliver hard copies to RTI)
- Ability to apply business rules specified by RTI (e.g., if a brochure is being updated, the system would prevent staff from ordering more than 50 items at a time)
- Separate section to enable RTI staff to upload files for press or digital printing; specify paper stock, finishing, and other job parameters; enter a charge number; provide delivery instructions and special notes, and receive a job identification number.

Describe your approach to—and provide a timeline for—designing and implementing this ordering and inventory tracking/reporting system. Include issues such as development of specifications, user testing, and site hosting. List any inputs you would require from RTI to complete this process.

Describe and provide screenshots of such systems you have created or maintained for other clients. Provide examples of inventory reports generated by your system.

Fulfillment of Orders Placed by RTI Staff

The winning bidder will be required to fulfill orders for RTI materials (letterhead, brochures, pocket folders, annual reports, business cards, etc.) placed by RTI staff in our headquarters and U.S. regional offices. Describe your capabilities to provide this service. Include the following information:

- Turnaround time for standard orders (e.g., 1 ream letterhead, 1 box envelopes, 50 trifold brochures)
- Turnaround time for large orders (e.g., 20,000 sheets of letterhead)

- Delivery method and limitations for RTP offices (i.e., Are deliveries made by your employees or a subcontractor? What type of vehicles do you use? How many delivery runs would you make each day to RTP offices?)
- Process and estimated turnaround time for shipping standard size orders to RTI's U.S. regional offices. What is your method of shipment? Are shipments trackable? Are you willing to use RTI's FedEx account or other vendors to minimize costs?

Include your approach to maintaining RTI's inventory, ensuring timely delivery, and providing regular or upon-request reports to RTI regarding the status of its inventory.

State whether you would permit RTI staff to pick up orders at your location.

Consulting

RTI is open to suggestions from print vendors about alternative papers and approaches to printing our anniversary materials that would lower costs, speed turnaround time, streamline ordering, and/or reduce the impact of printing on the environment. Describe your approach to providing this type of consulting and any suggestions you have to help us meet our budget, service, and environmental goals.