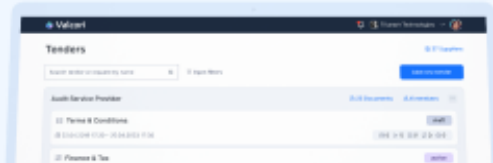




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## **Valcori tender template** **Office Supplies**



# Tender template: office supplies services



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## Confidentiality Disclaimer

This Request for Proposal (RFP) and all associated documentation, whether transmitted electronically or in hard copy, and any subsequent discussions or disclosures are confidential and intended solely for the recipient or recipient organization. The contents must not be disclosed in whole or part to any third parties without the express written permission of our organization.

The information contained in this RFP is provided in good faith. However, it is subject to change without notice and is not binding on our organization unless expressly incorporated into a formal, written agreement. Recipients of this RFP are responsible for any costs incurred in the preparation and submission of their responses.

By responding to this RFP, respondents agree to keep the information contained herein and any related communications confidential. Furthermore, respondents confirm that they will only use the information for the purpose of preparing and submitting a response, and to meet any subsequent contractual obligations.

Any violation of this confidentiality disclaimer may lead to disqualification from the tendering process and may result in legal actions for breach of confidentiality.

## Terms & abbreviations

| Term | Definition               |
|------|--------------------------|
| RFP  | Request for Proposal     |
| SLA  | Service Level Agreement  |
| PDF  | Portable Document Format |
| EUR  | Euro                     |
| SPOC | Single Point Of Contact  |

## Company introduction

*[Insert company introduction]*



Start your company description with your organization's name, industry, and location. Briefly include its significant history or milestones. Highlight your guiding mission or values and outline your primary products or services. Aim to provide an informative snapshot of your company in a few concise sentences.

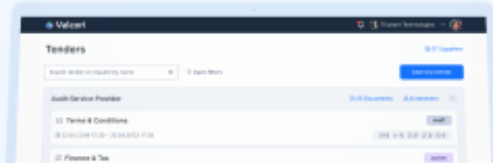
## Introduction RfP

This Request for Proposal (RFP) is the culmination of an extensive market analysis and identification of potential opportunities, diligently conducted by our dedicated internal team. We have meticulously structured the requirements for the office supplies services needed in a clear format.

We expect the bidders to reciprocate with clear and direct responses to these requirements, as defined within the scope of this RFP. All proposals should be submitted strictly via the procurement platform Valcor in one of the following digital formats via the digital formats: Microsoft Word (.doc, .docx), Microsoft Excel (.xls, .xlsx), or PDF (.pdf).

This allows us to facilitate a seamless and efficient review process. Please be aware that our organization reserves the right to disregard any late submissions, incomplete responses, or proposals that do not comply with the specified submission format and procedures outlined in this RFP. Non-compliant responses will not be entertained. It is imperative that your responses are direct, concise, and complete. Any failure to provide a response to an item will be interpreted as an inability to provide the corresponding service. This may adversely affect the evaluation of your proposal. While additional supporting information in the form of appendices is welcome, it is important that the main body of your response should be self-sufficient, referencing appendices for details where necessary.

Our organization will thoroughly review all material submitted. However, our primary focus will be on the material that directly addresses our needs, as outlined in the requirements of this RFP. We look forward to engaging with office supplies service providers who can meet our specific demands and maintain the high cleanliness standards that our organization aspires to uphold.



## Instructions

### Timeline

| No. | Date     | Milestone   |
|-----|----------|---|
| 01  | DD.MM.YY | Issuance of RFP to selected suppliers.                      |
| 02  | DD.MM.YY | Deadline Request for Information (RfI)                      |
| 03  | DD.MM.YY | Deadline Request for Quotation (RfQ)                        |
| 04  | DD.MM.YY | Short list supplier decision, negotiation and detailed demo |
| 05  | DD.MM.YY | Final supplier decision                                     |
| 06  | DD.MM.YY | Contracting   |



Structure your entire RfP timeline automatically in **Valcor**. Full transparency for the internal team and suppliers in a few clicks!

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### Contact person

*[Insert contact person: Name - Title - Email - Phone number]*

### Written questions

Should participating suppliers have any questions regarding this RFP, they are required to submit them in writing and may email them to the designated contact person in accordance with the schedule set out in the timeline.

Our organization is not obliged to respond to any inquiries received after the deadline or submitted in any manner other than as instructed above. All questions will be answered in writing and, if deemed necessary, responses will be distributed to all participating suppliers.



Don't want to manage your mailbox with all questions and answers of suppliers? Chat directly with your suppliers in **Valcor** and collect all questions in one place.

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## Proposal submission

Proposals must be received according to the schedule outlined in the timeline. Any proposal received after the specified deadline will not be considered. All communication should be conducted in English.

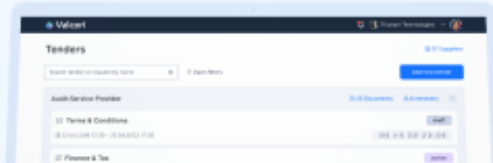
Ensuring that proposals are delivered by the stipulated deadline is solely the responsibility of the participating supplier. Our organization will not be held responsible for, nor accept as a valid excuse, any delays in the method of delivery used by the supplier, unless it can be established that our organization was the exclusive cause of the late receipt.

## Evaluation criteria

All proposals received in accordance with these RFP instructions will be evaluated to determine if they are complete and meet the requirements specified in this RFP. After the evaluation of the proposal and the samples a short list will be created and the suppliers mentioned on that short list will be contacted to prepare for actions the testing, the supplier audits and the contract negotiation.

The following criteria will be considered in evaluating the proposals:

- Quality and completeness of the proposal.
- Supplier's qualifications.
- Supplier's experience, particularly with similar projects.
- References.
- Pricing.
- *[Other]*



## Questions (Request for Information)



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| Question  | Answer Options   |
|---|--|
| <b>Topic: General questions</b>   |  |
| How many years of experience does your company have in the office supplies industry?                                  | A. Less than 1 year<br>B. 1-3 years<br>C. 3-5 years<br>D. More than 5 years                |
| How many employees does your company have dedicated to office supplies provision and services?                        | A. Less than 10<br>B. 10-50<br>C. 50-100<br>D. More than 100                               |
| How frequently do you restock or introduce new products?  | A. Monthly<br>B. Quarterly<br>C. Semi-annually<br>D. Annually<br>E. Other (please specify) |
| Does your company offer a dedicated account manager for handling orders, queries, and issues?                         | A. Yes<br>B. No  |
| What systems do you have in place for managing stock levels and ensuring availability of products?                    | Please specify   |
| What measures do you have in place to assure the quality of the products you supply?                                  | Please specify   |
| Can your company provide samples of products before we place a full order?  | A. Yes<br>B. No  |
| Does your company offer a product catalog that includes the full range of products you supply?                        | A. Yes<br>B. No  |
| How does your company handle product returns or defective items?  | Please specify   |
| Do you offer any technological solutions or platforms for easy ordering, tracking, and management of office supplies? | A. Yes<br>B. No  |
| How do you handle fluctuations in the market regarding price and availability of products?                            | Please specify   |



|   |  |
|---|--|
| What unique value proposition does your company offer that sets you apart from competitors in the office supplies industry? | Please specify   |
| Does your company have general liability insurance?   | A. Yes<br>B. No  |
| What is the coverage limit of your general liability insurance?   | [Specify number in EURO]   |
| Does your company have product liability insurance?   | A. Yes<br>B. No  |
| What is the coverage limit of your product liability insurance?   | [Specify number in EURO]   |
| <b>Topic: Client References</b>   |  |
| Can you provide a list of 5 current clients who can serve as references?  | A. No<br>B. Please specify.  |
| How many years have you been providing services to your longest-standing client?  | A. Less than 1 year<br>B. 1-3 years<br>C. 3-5 years<br>D. More than 5 years              |
| Can you provide a brief case study of a solution you provided to a client that was particularly successful?                 | Please specify.  |
| Can you describe an instance when a client was dissatisfied, and how your company addressed and resolved the issue?         | Please specify.  |
| <b>Topic: Finance/billing</b>   |  |
| What is your standard payment term for invoices?  | A. Net 30 days<br>B. Net 45 days<br>C. Net 60 days<br>D. Other (please specify)          |
| Do you require an upfront deposit before providing the office supplies?   | A. Yes<br>B. No  |
| Explain which products or services are included in your standard pricing.   | Please specify.  |
| How do you handle billing for additional services or special requests?  | A. Separate invoice<br>B. Added to the next regular invoice<br>C. Other (please specify) |
| Do you offer any discounts for long-term contracts or volume-based services?  | A. Yes<br>B. No  |
| Are there any penalties for late payments?  | A. Yes<br>B. No  |
| <b>Topic: Delivery/Logistics</b>  |  |
| How long does it typically take for orders to be processed and delivered?   | A. Within 24 hours<br>B. 2-3 business days<br>C. 1 week<br>D. More than 1 week           |



|   |  |
|---|--|
|   | E. Other (please specify)  |
| Do you offer express delivery services?   | A. Yes<br>B. No  |
| Can you provide a contingency plan for possible delays or supply chain disruptions? | A. Yes<br>B. No  |
| <b>Topic: Sustainability</b>  |  |
| Does your company have a sustainability policy? If so, please provide details.      | A. Yes (please specify)<br>B. No   |
| Do you offer eco-friendly or recycled office supplies?                              | A. Yes<br>B. No  |
| Does your company have any certification related to environmental sustainability?   | A. Yes<br>B. No  |
| <b>Topic: Service levels</b>  |  |
| What is your standard response time for addressing service issues or complaints?    | A. Less than 24 hours<br>B. 24-48 hours<br>C. 48-72 hours<br>D. More than 72 hours |
| How do you primarily handle scheduling changes or cancellations?                    | A. Flexible rescheduling<br>B. Cancellation fees<br>C. Other (please specify)      |
| How often do you primarily conduct quality assurance inspections?                   | A. Weekly<br>B. Monthly<br>C. Quarterly<br>D. Annually                             |
| Do you offer any reporting or tracking capabilities for our orders?                 | A. Yes<br>B. No  |
| How do you handle backorders or out-of-stock items?                                 | Please specify.  |
| Do you offer a returns and refunds policy? If so, please provide details.           | A. Yes<br>B. No  |





## Pricing (Request for Quotation)

### Estimated Monthly Office Supplies Requirement and Cost

*[Example table]*

| Item Description                                 | Quantity per Month        | Unit | Price per unit (in EURO) | Total Price (in EURO) |
|--|---------------------------|------|--------------------------|-----------------------|
| A4 copy paper (80 gsm)                           | 4000 reams                | Ream |                          |                       |
| Ballpoint pens (Blue, Medium Point)              | 1000 packs (12 pens/pack) | Pack |                          |                       |
| Standard staplers (with 5000 staples)            | 500 units                 | Unit |                          |                       |
| Notepads (A5, 80 pages)                          | 1000 units                | Unit |                          |                       |
| Toner cartridges for HP LaserJet Pro MFP M227fdw | 50 units                  | Unit |                          |                       |
| Sticky notes (3x3 inches, pack of 12)            | 200 packs                 | Pack |                          |                       |

\*The RfQ details requirements for each office supply item, with quantities and units clearly stated. The 'Price per unit' column should be populated with the cost of each individual item unit in EURO, and 'Total Price' should be calculated as the product of quantity and unit price. The supplier's ability to meet these requirements and provide competitive pricing will be a crucial factor in the selection process.

### Additional services

*[Example table]*

| Additional Service                       | Price (EURO). If included in standard service, write "INCLUDED" |
|--|---|
| Express Delivery                         |   |
| Return or Exchange Service               |   |
| Custom-Branded Office Supplies           |   |
| Eco-Friendly or Recycled Office Supplies |   |
| Specialized Packaging Requirements       |   |
| Large Volume Discounts                   |   |
| Dedicated Account Management             |   |
| Order Tracking Platform                  |   |
| Any Other Special Requests               |   |