REQUEST FOR PROPOSALS

FOR

PRIMARY/SECONDARY PRINTING SERVICE
SOURCE FOR DISABILITY RIGHTS
CALIFORNIA
2019-2022

RESPONSE DUE: November 29, 2019
AT 12:00 P.M. PACIFIC TIME
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Description
Disability Rights California is incorporated in the State of California and a 501(c)(3) organization. Disability Rights California is the federally mandated protection and advocacy system. It has an annual budget of 32 million dollars and spends approximately $20,000 per year in Printing services.

Disability Rights California has six regional offices, as well as approximately 27 satellite offices throughout the State of California. Disability Rights California has approximately 300 employees.

Disability Rights California invites you to present a proposal to provide primary/secondary printing services. Disability Rights California’s typical printing requests consist of: Single and multiple page flyers, various format brochures, various format posters, as well as a yearly Annual Report.

As a disability rights organization, it is critical that selected vendors comply with W3C web standards and guidelines (these guidelines can be found at http://www.w3.org/consortium/) and provide materials that are fully accessible in both web and print formats. In addition, all vendor office locations must meet state and federal disability architectural access requirements (Americans with Disabilities Act and California Building Code).

This RFP does not commit Disability Rights California to award the contract to any entity that responds, or to pay any costs incurred in the preparation or mailing of a respondent’ response, or in participating in this RFP process. Disability Rights California expressly reserves the right to negotiate with some, all, or none of the respondents with respect to any term or terms of the responses.

The purchase contract resulting from this RFP shall be awarded to the most responsive Bidder and most responsive proposal, as determined by Disability Rights California.

In order to bid on this contract you must provide the following:

Organizational Structure, Licenses & Certifications
- A brief description of the organizational structure and management philosophy that will be employed to provide the
proposed services to Disability Rights California, including length of time in operation and whether it is anticipated that the company may be acquired within the next twelve months
- A listing (including hours of operation, address, e-mail address, website address, phone number(s), fax numbers, name of customer service manager) of the printing service locations statewide
- Audited financial statements for the past two years (or equivalent data) which demonstrates your financial status
- Adequate Errors and Omissions Insurance, Directors & Officers Liability Insurance, and Workers Compensation Insurance, throughout the contract. Provide certificates of insurance.
- Corporate policy and/or a summary of the Environmental Management Programs (EMP) your company has in place that demonstrates your overall commitment to environmental stewardship
- Explain whether all California locations are fully owned and include a listing of all California locations that are franchises
- Confirmation that your company possesses all trade, professional, and business licenses required for the work anticipated. If Bidder is awarded a contract and there is a change in status of any licenses held, Disability Rights California must be notified immediately
- Certification that your firm complies with Executive Order 11246 entitled “Equal Employment Opportunity” as amended by Executive Order 11375 and as supplemented in Department of Labor regulations (41CFR Part 60). A copy of this order can be found @ https://www.dol.gov/ofccp/regs/statutes/eo11246.htm
- Provide three or more corporate references, one of which must be a non-profit or state/governmental agency

Placing Orders / Customer Service
- In detail, describe your process & requirements for receiving initial price quotes, purchase orders and any provision of in-house ‘start-up’ and/or training sessions for your program at no charge to Disability Rights California
- Describe how your agency measures customer satisfaction and internal quality performance
- State whether or not your online ordering system complies with W3C web standards and guidelines (These guidelines can be found at http://www.w3.org/consortium/)
- Describe any online services or web ability that you provide
- Detail what you expect from your clients regarding document formatting, style, color manipulation or any other printing criteria

**Accessibility**

Confirmation that your company:
- Locations meet state and federal disability law architectural access requirements (Americans with Disabilities Act and California Building Code)
- Has staff trained to provide disability related assistance when requested by a person with a disability

**Fees/Costs**

- Identify all fees in detail
- Describe any price guarantees that you may offer and duration of guarantee
- Detail any Order Tracking reports you offer

**Billing**

- Description of the ability to provide:
  1. One point of contact that would be in charge of our account management issues
  2. Centralized billing system and remit-to location
  3. Payment terms of net 30 days
  4. Invoices via email to ACCOUNTSPAYABLE@disabilityrightsca.org
  5. Consider ACH payment
- Sample Invoice
- Sample Reports

**Samples**

Provide a sample of your completed projects in the following categories:
a. Flyer or single page printed document  
b. Manual or multi-page printed document  
c. Business card example  
d. Brochure or fold-out printed document

**Additional considerations**

Additional consideration will be given to small businesses, minority-owned firms, and firms owned and operated by persons with disabilities and/or disabled veterans and women’s enterprises. Describe if you meet any of these criteria

**Oral presentation**

You may also be required to provide an oral presentation on your services

**Proposal Submission:**

Please provide 4 copies of the proposal signed by an authorized official, by 11/29/2019 12:00PM PST to:

Disability Rights California  
Attn: Alicia Mendoza  
1831 K Street  
Sacramento, CA 95811

An electronic copy (Adobe PDF format) of your proposal must be emailed by the same deadline to: Alicia.Mendoza@disabilityrightsca.org

Questions concerning the proposal may be sent via email to:  
Alicia.Mendoza@disabilityrightsca.org

**Disability Rights California’s facilities are scent-free environments**

Employees/visitors to our offices may have sensitivity and/or reactions to fragrant products. Disability Rights California requests that employees and vendors refrain from wearing scented products (e.g., scented perfumes/colognes or lotions, etc.) in all Disability Rights California locations.