

ARKANSAS STATE HIGHWAY COMMISSION

ARDOT - Equipment and Procurement Division

REQUEST FOR PROPOSALS (RFP) 19-001P

**Online Store for
ARDOT Employees & Retirees**

Proposals must be submitted
no later than 3:00 p.m. CDT
June 14, 2018

No submissions or modifications
will be accepted after this deadline.

To constitute a valid submission, proposal must:

- (1) Be submitted by the prescribed date and time (Paragraph 2.3),
- (2) Address all the requirements set forth herein, and
- (3) Contain Page 7 completed as indicated.

For further information regarding this RFP contact
Danny Keene, Division Head
Equipment and Procurement Division
at (501) 569-2672

Arkansas State Highway Commission
RFP Number 19-001P
Online Store for ARDOT Employees & Retirees

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ARKANSAS STATE HIGHWAY COMMISSION
Request for Proposals Number 19-001P

Online Store for ARDOT Employees & Retirees

Section 1.0 INTRODUCTION

1.1 **Scope of Proposal:** The Arkansas Department of Transportation, hereinafter called “ARDOT” is soliciting proposals to provide ARDOT logo branded apparel and miscellaneous accessories for purchase exclusively by ARDOT employees and retirees through an online store. This proposal would be for the period July 1, 2018 thru June 30, 2019 with an option to renew for one year periods, upon mutual agreement, and shall not exceed six (6) additional years.

The intent of this RFP is to award a contract to the responsible vendor whose proposal, conforming to this RFP is most advantageous to ARDOT, price and other factors considered. However, ARDOT reserves the right to separately procure specific items that are the subject of the awarded contract from other vendors when deemed necessary.

The customer base consists of over 7,000 ARDOT employees and retirees. The vendor shall identify each customer prior to authorizing access to the system using last name and employee ID number in order to limit access to ARDOT employees and retirees. The vendor shall provide a secure interface between the vendor’s computer systems and ARDOT’s in order to collect this information for verification purposes. The online store shall allow these customers to review the merchandise available to them, order and securely pay for the items they choose with a customer owned credit card. The vendor accepting, storing, processing and transmitting cardholder data shall host cardholder data securely with a Payment Card Industry Data Security Standard (PCI DSS) compliant hosting provider.

1.2 **Point of Contact:** This Request for Proposals (RFP) is issued by the Arkansas Department of Transportation, Equipment and Procurement Division on behalf of the Public Information Office, which will be the point of contact for the Department during the submission and selection process. The Equipment and Procurement Division and the Public Information Office will administer any contract resulting from this RFP. Questions concerning this RFP should be addressed to the ARDOT officials named below:

Questions concerning submission of a proposal in response to this RFP should be addressed to:

Danny Keene, Division Head
Equipment and Procurement
Arkansas Department of Transportation
P.O. Box 2261
Little Rock, AR 72203
Phone: (501) 569-2672 • Fax: (501) 569-2679

Questions concerning technical content and requirements of this RFP should be addressed to:

Paula Cigainero, Creative Services Manager
Public Information Office
Arkansas Department of Transportation
P. O. Box 2261
Little Rock, AR 72203
Phone: (501) 569-2573 • Fax: (501) 569-2698

Written inquiries are encouraged and will be answered in writing. Oral communications shall not be binding on the Department and can in no way modify the terms, conditions, or specifications of this RFP or relieve the successful consultant of any obligations resulting from this RFP. Proposers are expected to raise any questions they have concerning the RFP document at this point in the RFP process. In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions, amendments, or supplements will be provided to all recipients of this initial RFP and all who have requested information in writing.

- 1.3 **Qualifications:** Proposers must have knowledge of online stores and shall provide a statement of qualification that includes:
- An overview of the company including a minimum of three years in business handling online sales of branded merchandise.
 - A client list of any governmental (or similar) organizations that are currently using your company for this service.
 - Information on which manufacturers/brands will be used to supply the merchandise on the site, as well as information on the fabric blends of the clothing and hats. Samples must be provided with proposal. Each sample should have a logo embroidered or screen printed on it as to show the production quality.
 - An explanation of any minimum order requirements.
 - A description of the process by which your company will provide the services of an online store.
 - A list of three website links that can illustrate your company's ability to design and maintain an online store that is user-friendly and easy to navigate.
- 1.4 **Information Restrictions:** All information received by ARDOT regarding this RFP is restrictive and will not be available before award of the project to the successful consultant.
- 1.5 **Choice of Law & Choice of Forum:** This RFP and any resulting contract shall be governed by and construed in accordance with the laws of the State of Arkansas. Any proceeding relating to any cause of action of any nature arising from or relating to this RFP or contract may be brought only before the Arkansas State Claims Commission.
- 1.6 **Ethics:** *"It shall be a breach of ethical standards for a person to be retained, or to retain a person, to solicit or secure a State contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the contractor for the purpose of securing business."* Ark.Code.Ann. § 19-11-708(a).

- 1.7 **Notice Of Nondiscrimination:** The Arkansas State Highway Commission, through ARDOT, complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, ARDOT does not discriminate on the basis of race, sex, color, age, national origin, religion (not applicable as a protected group under the Federal Motor Carrier Safety Administration Title VI Program), disability, Limited English Proficiency (LEP), or low-income status in the admission, access to and treatment in the ARDOT's programs and activities, as well as the ARDOT's hiring or employment practices. Complaints of alleged discrimination and inquiries regarding the ARDOT's nondiscrimination policies may be directed to Joanna P. McFadden Section Head – EEO/DBE (ADA/504/Title VI Coordinator), P. O. Box 2261, Little Rock, AR 72203, (501)569-2298, (Voice/TTY 711), or the following email address: **joanna.mcfadden@ahtd.ar.gov**. Free language assistance for Limited English Proficient individuals is available upon request. This notice is available from the ADA/504/Title VI Coordinator in large print, on audiotape and in Braille.

Section 2.0 PREPARING AND SUBMITTING A PROPOSAL

- 2.1 **General Instructions:** The evaluation and selection of a vendor will be based on the information submitted in the proposal plus references. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.
- 2.2 **Incurring Costs:** ARDOT is not liable for any cost incurred by proposers in replying to this RFP.
- 2.3 **Time and Place for Submission of Proposals:** Proposers must submit a completed proposal, along with all materials required herein for acceptance of their proposal, prior to **3:00 p.m. CDT, on June 14, 2018.** RFP Number should be clearly marked on all packaging containing the proposal.

Mail To:
Arkansas Dept. of Transportation
Equipment and Procurement Division
P.O. Box 2261
Little Rock, AR 72203

Deliver To:
Arkansas Dept. of Transportation
Equipment and Procurement Division
11302 W. Baseline Road
Little Rock, AR 72209

- 2.4 **Late Proposals:** Proposals received after the date and hour established will be considered late proposals and will be automatically disqualified. Late proposals will be returned unopened.
- 2.5 **Unsigned Proposals:** Page seven of this RFP must be signed and included with proposal to constitute a valid submission. The signature must be original, in ink (not stamped or photocopied). Unsigned and improperly signed proposals will be automatically disqualified.

- 2.6 **Withdrawing or Modifying Proposals:** A proposal that has been submitted may be withdrawn, modified, or corrected by a proposer prior to the date and time set for submission. Telegrams or letters received before the date set for submission of proposals will be accepted and attached to the proposal, and the proposal will be considered withdrawn, modified, or otherwise changed accordingly. RFP Number should be clearly marked on all packaging/envelopes containing proposal documents. No proposal may be withdrawn, modified, corrected, or otherwise changed after the date and time set for submission.
- 2.7 **Assignment:** No award resulting from this RFP may be assigned, sold, or transferred without the prior written consent of ARDOT. Furthermore, no obligation incurred pursuant to this RFP and resulting contract may be delegated without prior written consent of ARDOT.
- 2.8 **Cancellation of Contract:** This contract may be terminated by either party, with cause, upon giving the other party thirty (30) days written notice of intent to terminate.
- 2.9 **Default and Remedies:** Non-performance of any requirement, term or condition resulting from this RFP shall constitute default. Upon default, ARDOT shall issue a written notice of default providing a period in which the vendor shall have seven (7) days to cure said default. If the vendor remains in default beyond the seven (7) days, or if the default is repeated during the term of the contract or any extension thereof, ARDOT may, in its sole discretion, terminate the contract(s) or remaining portion thereof and exercise any remedy provided by law.
- 2.10 **References:** Proposers must submit a list of clients for whom Online Employee Stores or similar programs have been performed. Any references must include a point of contact name, address, and telephone number. Information obtained from reference contacts may be used in determining the successful vendor.

Section 3.0 PRICING

3.1 **Pricing:** There will be no advance payment to vendor for start-up. Proposers must submit a list of example prices for accomplishing the Statement of Work (SOW). The example price list must indicate if the prices will vary according to size. The list of example prices **shall** include the following items. If the proposer does not offer a particular item or size, that must also be indicated.

- Men's Collared Golf Shirt with embroidered logo (sizes XS thru 6XL)
- Women's Collared Golf Shirt with embroidered logo (sizes XS thru 6XL)
- Men's Long Sleeve Button Down Oxford Shirt with embroidered logo (sizes XS thru 6XL)
- Women's Long Sleeve Button Down Oxford Shirt with embroidered logo (sizes XS thru 6XL)
- Men's Long Sleeve Collared Denim Polo Shirt with embroidered logo (sizes XS thru 6XL)
- Women's Long Sleeve Collared Denim Polo Shirt with embroidered logo (sizes XS thru 6XL)
- Men's Short Sleeve T-shirt with screened logo (sizes XS thru 6XL)
- Women's Short Sleeve T-shirt with screened logo (sizes XS thru 6XL)
- Men's Long Sleeve T-shirt with screened logo (sizes XS thru 6XL)
- Women's Long Sleeve T-shirt with screened logo (sizes XS thru 6XL)
- Men's Light-Weight Jacket with embroidered logo (sizes XS thru 6XL)
- Women's Light-Weight Jacket with embroidered logo (sizes XS thru 6XL)
- Men's Fleece Vest with embroidered logo (sizes XS thru 6XL)
- Women's Fleece Vest with embroidered logo (sizes XS thru 6XL)
- Men's Fleece Half Zip Pullover with embroidered logo (sizes XS thru 6XL)
- Women's Fleece Half Zip Pullover with embroidered logo (sizes XS thru 6XL)
- Unisex Twill Ball Cap with embroidered logo
- Aluminum Water Bottle with Flip Up Spout, 24 oz., with screened logo
- Open Top, Long Handle Canvas Tote with screened logo

Section 4.0 EVALUATION AND AWARD

4.1 **Evaluation:** Proposals will be evaluated on the extent of services offered, ability to provide those services with consistency and quality, references, experience and cost. Representatives from the Public Information Office and representatives from the Equipment and Procurement Division will review the proposals received. The following criteria will be used to evaluate all bid proposals that meet the requirements of this RFP:

- Price.
- Experience of the proposer.
- The proposer's past performance under similar contracts.
- Ability to develop/provide a user-friendly site for the online store.
- Quality of the merchandise for sale and ability to provide requested samples.
- Workmanship, quality, and clarity of logo placements.
- Ability of the store provider to process all orders, collect payments and ship merchandise within the established time frame.
- References and client lists.
- Financial stability of proposer (length of time in business).

4.2 **Award:** Any award will be made based upon the evaluation of all proposals received in response to this solicitation and the determination of the proposal or proposals considered to be the most advantageous to the State and vendors. ARDOT reserves the right to accept or reject in whole or in part, any and all proposals submitted, to award to more than one proposer, to waive any minor technicalities, when it is in the best interest of the State; and to negotiate the terms of the contract, including the award amount, with the selected proposer(s).

Arkansas State Highway Commission
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This Page MUST be completed, properly signed, and returned for proposal to be considered.

Section 5.0 OFFER AND ACCEPTANCE

5.1 Offer:

I, the undersigned, affirm that this proposal is made on behalf of the below-named individual/company, for whom I have legal authority to commit to the terms and conditions set forth in the RFP and this response, to which I/we agree to be bound if this proposal is found acceptable by the ARDOT; and that this proposal is made without any collusion or coercion on the part of any person, firm, corporation or other entity.

Company: _____ Address: _____

Representative: _____ City: _____

Title: _____ Phone: _____ Fax: _____

E-Mail Address: _____

Federal Tax ID or Social Security No.: _____

Signature: _____ Date: _____

(Must be legible, original, and in ink, no photocopies)

5.2 Acceptance: (FOR ARDOT USE ONLY)

Accepted: _____

By: _____ Date: _____

Section 6.0 STATEMENT OF WORK

6.1 Statement of Work (S.O.W.):

- The online store web pages will be designed and maintained by the company store provider and approved by ARDOT. The web pages will be designed to match ARDOT image standards and they will be linked to the ARDOT Employee intranet. The site will not be able to be accessed by the general public. All site maintenance and opening and closing functions will be the responsibility of the company store provider. The site will have a user-friendly interface.
- All merchandise and logo placement on merchandise will be approved by the Public Information Office of ARDOT in advance of being added to the site. Only official ARDOT logos will be used for the merchandise. The ARDOT logo is red and blue. The official vector logo files will be given to the company store provider by the Public Information Office.
- The clothing for the store will incorporate the ARDOT logo colors of red and blue, and will also incorporate several accent colors, such as: gray, white, black, and tan. Other colors may need to be added over time. The logos placed on the clothing will be screen printed or embroidered, depending upon the type of material.
- The types of clothing offered on the site **should** include, but not be limited to:
 - Shirts: polos, button downs, denim shirts, t-shirts, sweatshirts, knits, pullovers
 - Outerwear: vests, jackets, rain jackets
 - Work Wear: shirts, hats, jackets
 - Headwear: ball caps, knit caps
- Whenever possible, clothing on the site will offer men's and women's cuts, will range in sizes from extra-small (XS) to six-extra-large (XXXXXXL), and will also include tall cuts.
- The types of accessories offered on the site will include, but not be limited to: bags, totes, coffee mugs, travel mugs, umbrellas, lanyards, and water bottles.
- The store provider will accept and process all orders, collect payment, and ship the merchandise to customers. Delivery time will be no longer than 10 business days from the placement of the order. Customers will be able to place their merchandise selections in an online shopping cart and pay with a credit card. The site will provide a way for the customers to track their orders, view order history, and receive automated confirmation emails. The site shall also offer flexibility in shipping methods and payment options for the customer.
- The store provider will create limited edition merchandise for specific Department events and conferences as requested by the Department.
- The store provider will be able to make ordering statistics available for review by the Department. The ability to code every order with a cost center (or budget number) must also be provided.