



EVALUATION SUMMARY REPORT
RFP #2020050
Office Supplies and Products

On January 15, 2020, staffed issued Request for Proposal (RFP) No. 2020050 to all registered and known office supply vendors. Three (3) proposals were received on February 20, 2020. All proposals were evaluated by a committee in accordance with the City’s established policies and procedures.

Evaluation Methodology:

- Round 1 – Responsiveness and qualifying requirements
- Round 2 – Evaluation and scoring of proposal
- Round 3 – Interviews and demonstrations, clarifications
- Round 4 – Reverse Auction Event
- Round 5 – Final Scoring and Recommendation

Proposals were received from:

- Office Depot
- Staples
- Wist

Round 1: Each response was given an initial review by Kristy Garcia, Procurement Officer, to determine whether it met the minimum requirements to be considered. All vendors met the minimum requirements and were moved forward to Round 2.

Round 2: Each response was evaluated by the evaluation team relative to the scoring criteria in the solicitation. Scoring of the pricing was done by Kristy Garcia, Procurement Supervisor using the pricing formula in the solicitation. The evaluation included:

- Review of the proposals submitted
- Review of Pricing Workbook (conducted by EASi Buy, Reverse Auction vendor)
- Scoring of the pricing

Initial evaluations of the three (3) proposals received for Office Supplies and Products were completed by Tessa Finn – City of Mesa, Procurement Specialist; Kristen Ford – City of Mesa, Financial Services Admin Support Assistant III; Paula Nitti - Town of Gilbert, Contract Analyst II; and Heather Hodgman – City of Apache Junction, Public Works Management Analyst. The evaluation committee met on March 12, 2020. Committee members evaluated all the information presented by offerors and initial evaluation scores for each offeror are as follows:

| Ranking | Firm | Score |
|----------------|--------------|--------------|
| 1 | Wist | 995 |
| 2 | Office Depot | 924 |
| 3 | Staples | 886 |

Below is a summary of the strengths and weaknesses of each offeror as reported in the initial proposals:

Office Depot

- Not allowing fingerprint cards on file or be administered
- Tariff charges
- Nice detail with their method of approach
- Good implementation process
- Good website and Dashboard
- Liked designated team for SAVE
- Did not bid all items
- Didn't list out minimum qualifications
- Charges fee for printed catalogs

Staples

- No demo login. Must sign non-disclosure. This was a mandatory requirement of RFP.
- Spelling and grammatical errors
- Understands what the RFP entails, however, didn't feel it was a quality response
- Not very detailed
- Contradicting info throughout response
- Didn't list out minimum qualifications

Wist

- Response nicely put together and very detailed
- Provided all necessary exhibits per the RFP
- Some resumes and contact info missing
- Good explanation of implementation and offerings
- Some reference info missing
- 90-day return policy
- Well organized and concise answers
- Fee for same day delivery. No in-store pick up.

Round 3: Interviews/Demonstrations

Interviews were held on May 20, 2020. Firms were asked at a minimum to include key operational, technical, and account relationship staff who would be personally involved in serving the City. The meeting was an open discussion, with a focus on helping the committee understand how firms would deliver service to the City of Mesa and other SAVE members. The meeting agenda consisted of introductions, demonstration of vendor's website, questionnaire clarifications and closing/next steps. The committee utilized a pre-scripted group of interview questions. The agenda and questions were released to vendors prior to the meeting. Office Depot met with the committee first, followed by Staples, and Wist respectively (alphabetical order).

Office Depot

- Good website features and functionality
- Will provide desk-top delivery and not central location
- Can cancel special/custom orders
- Had partial and temporary furloughs during COVID pandemic

Staples

- Had partial and temporary furloughs during COVID pandemic
- Only 90-day order history
- Mobile app for real time entry and to check the status nice feature
- Website a little confusing compared to others

Wist

- Website customizable to each using agency
- New website features that will be available soon
- Good enhancements for ordering and invoice paying
- Website shows quantity available for items
- Can cancel special/custom orders
- No layoffs or furloughs during COVID pandemic

Possible points available for the interview was 100 points. After the interviews firms were rescored as follows:

| Ranking | Firm | Score |
|----------------|--------------|--------------|
| 1 | Wist | 1089 |
| 2 | Office Depot | 1012 |
| 3 | Staples | 967 |

Short List

Considering all information provided by Offerors in the initial proposals, interviews, and clarifications, the committee agreed to short list to the top two ranked offerors.

Round 4: Reverse Auction

At the conclusion of the interviews, the committee agreed to allow best and final offers (Reverse Auction event pricing) from Office Depot and Wist. Firms were rescored and point information was provided to EASi Buy the reverse auction vendor. EASi contacted each vendor on May 22, 2020 to schedule training and provide instructions. The Reverse Auction event took place on May 28, 2020.

EVALUATION SUMMARY REPORT

Preliminary

| Evaluation Criteria | Points Possible | Office Depot | Staples | Wist |
|--|-----------------|--------------|------------|------------|
| Understanding of Work to be Performed and Overall Quality of Response | 100 | 90 | 88 | 99 |
| Qualifications and Experience, Abilities, Firm Background and References | 100 | 92 | 88 | 97 |
| Proposed Solution/Overall Program Presented | 300 | 281 | 253 | 299 |
| Pricing | 500 | 461 | 457 | 500 |
| Total | 1000 | 924 | 886 | 995 |

Score after Interviews

| Criteria | Points Possible | Office Depot | Staples | Wist |
|--|-----------------|--------------|------------|-------------|
| Understanding of Work to be Performed and Overall Quality of Response | 100 | 90 | 88 | 99 |
| Qualifications and Experience, Abilities, Firm Background and References | 100 | 92 | 88 | 97 |
| Proposed Solution/Overall Program Presented | 300 | 281 | 253 | 299 |
| Interview / Demo | 100 | 88 | 81 | 94 |
| Pricing | 500 | 461 | 457 | 500 |
| Total | 1100 | 1012 | 967 | 1089 |

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Final Score after Reverse Auction Event

| Criteria | Points Possible | Office Depot | | Wist |
|--|------------------------|---------------------|--|-------------|
| Understanding of Work to be Performed and Overall Quality of Response | 100 | 90 | | 99 |
| Qualifications and Experience, Abilities, Firm Background and References | 100 | 92 | | 97 |
| Proposed Solution/Overall Program Presented | 300 | 281 | | 299 |
| Interview / Demo | 100 | 88 | | 94 |
| Pricing | 500 | 500 | | 493 |
| Total | 1100 | 1051 | | 1082 |

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Round 5: Final Scoring and Recommendation

Based upon the results from the reverse auction event the committee recommends award to Wist, the top ranked firm whose proposal best meets the City's requirements. Final scores and rankings are as follows:

| Ranking | Firm | Score |
|----------------|--------------|--------------|
| 1 | Wist | 1082 |
| 2 | Office Depot | 1051 |

Recommendation accepted by:



Procurement Officer

6/10/2020

Date



Purchasing Administrator

6/10/2020

Date

Once the evaluation is complete, complete an award recommendation form, attach a copy of this evaluation summary report and forward for approvals.