

ANNEX A

SCOPE OF WORK

BID 04/22 - PROCUREMENT OF STOCKLESS OFFICE SUPPLIES FOR THE GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES

1. GENERAL SCOPE OF WORK

The GS/OAS is seeking a qualified Bidder(s) to procure high-quality office supplies, paper stock, media materials, and other miscellaneous office products with a reduction to administrative and overall costs, providing a high level of customer service, competitive pricing, and best value throughout the process. Including but not limited, to provide automated systems for management information, monitoring contract compliance, capable of identifying GS/OAS employees, Purchase Order numbers, ship-to addresses, department names and location, online reporting, and default credit card billing information. GS/OAS can choose more than one supplier in the tender to award the purchase of exclusive materials at unbeatable prices.

The OAS requires that the selected company meets the following general conditions:

- Possess progressive and proactive management.
- Provide value engineering to reduce costs to the GS/OAS for office supplies.
- Provide innovative solutions to the work requirements that offer seamless delivery of services emphasizing simplicity to the staff member ordering supplies.
- Demonstrate a commitment to quality standards and systems.
- Provide automated systems for management information and monitor contract compliance.
- Assure quality and best value throughout the process.

2. REQUIREMENTS

The requirement is for the Bidder(s) to maintain a general inventory of commercially available office supplies, as well as a wide range of non-contract office supply items (including paper stock, media, and most computer peripherals), and to make that inventory available to the GS/OAS within 24 hours of a request.

Project Plan

Bidder(s) shall provide a project plan that describes how it intends to implement the program, including the process to convert the current office supply accounts. The description shall include, but is not limited to, the following:

- a) Completed Requirement Matrix – Annex C (“**MODEL CONTRACT FOR STOCKLESS OFFICE SUPPLIES**”)
- b) Demonstrate a commitment to quality standards and systems.
- c) Provide a detailed and orderly transition plan to ensure continuity of service, including the migration of the current user information/data.

- d) Account team structure and roles (including a description of sales contacts, account team support, billing contact person, legal representative, and periodic account review process).
- e) The communication process with GS/OAS (employee buyers and Procurement).
- f) Customized ordering process and websites or catalogs that reflect Contract Items and Contract Pricing, including distribution of catalogs and capabilities to block ordering on an individual account, product lines, or other basics.
- g) Training (initial and ongoing)
- h) Implementation schedule.
- i) Program evaluation.

Ordering

Bidder(s) shall provide an Ordering Process Description:

- a) Describe the process to establish an online ordering account for GS/OAS employees through the Bidder's portal, including how the individual users would be linked together and identified. Elaborate on the proposed process for adding new staff and removing old staff from the list of users eligible to order from the website, including the flexibility to assign and change roles.
- b) Describe the ordering process and the various options available (e.g., Internet access and include the acknowledgment process.) including order tracking and data management process.
- c) Provide innovative solutions to the work requirements that offer seamless delivery of services emphasizing simplicity to the staff member ordering supplies. Identify capability to interact with the GS/OAS's ERP and punch out catalog capacity (to be implemented in the future if needed), and for automating credit card payments.
- d) **Order Placement:** The Bidder(s) will be required to service orders from any authorized requester within the GS/OAS. Users will submit orders through Bidder's customized website (portal) for the GS/OAS through the GS/OAS e-Services portal. The website should be user-friendly with easy access to search and compare products and prices. All orders must be linked to an approved Purchase Order (PO) and the system needs to validate those orders are made against a PO with enough funds to cover the cost of purchase. In other words, the system must identify the POs and availability of funds to order, if there are not enough funds or the system does not recognize the PO, the order should not go through, as a control measure. Approval workflow should be customizable to the GS/OAS needs.
- e) **Ordering Capabilities:** Orders, which are completed through Bidder's website by 4:00 p.m. on one day are to be delivered to the GS/OAS buildings the next business day. This means that the POs should always include the estimated delivery date, even if it is the next day.

Bidder's web-based ordering system must have the capability for GS/OAS staff to query the status of submitted orders. The website shall be available seven days a

week, twenty-four hours a day, for order placement and inquiry. Staff should receive an email acknowledgment confirming that the order has been received and is being processed.

Describe its capabilities and its plan to meet the GS/OAS' needs and requirements

- f) **Catalogs:** The Bidder(s) is required to provide an online office supplies catalog with pictures, descriptions of each item, item number, SKU or unique product identification code, and pricing. Upon GS/OAS request, or as the catalog is updated, the Bidder should send the updated version. The bidder should be capable of sending a printed catalog. These services shall be at no cost to the GS/OAS.

Describe the Web Catalog proposed for GS/OAS and page maintenances processes. How are selected items or categories blocked from ordering? Are blocked items removed from the website?

Inventory

- a) **Core-contracted Item:** The standard inventory of office supply items that will form the basis of the contract will include, but not be limited to all items from the Contract Price List as stated in Annex B of this RFP. Substitute or alternative products or items will not be accepted or allowed without clearance from GS/ OAS' Contract Manager (CM).
- b) **Changes to core-contracted Inventory:** The GS/OAS is affected by changing requirements in the workplace and should be able to adapt the core-contracted item inventory either through changes to individual items or by the addition or deletion of items.
- c) **Non-core-item and customized items:** In addition to the core-contracted items, the Bidder will be required to provide "non-core-contracted items," including office technology equipment, and other items designated by the GS/OAS. Non-core-contracted items for inclusion in the contract must be approved by the GS/OAS CM. All items found in the bidder's catalog and not part of the core contracted items inventory shall be priced based upon the Percentage Discount Categories in Annex B of this contract. As well as, to offer an option to order customized items with GS/OAS logo.
- d) **Forms Management:** The Bidder is not required to manage proprietary items for GS/OAS.
- e) **Inventory Capabilities:** The Bidder(s) must have the following inventory capabilities:
- GS/OAS core items stocked to achieve 98% line fill.
 - Non-core items are available to achieve 94%-line fill.
- f) **Returns/Credits:** Bidder(s) shall describe its return policy and process and how back-ordered or out-of-stock products are handled during the ordering process.

The Bidder(s) will accept returns on items against orders up to 45 days after the order has been received by the user. Credit for those items will be made to the purchase

order or purchasing card used to place the original order. Returns will be coordinated through the Bidder's customer service representatives. Returned items not meeting these criteria will be processed without credit. Returns shall be picked up at the GS/OAS location where the returning item(s) was delivered. Returns shall be picked up and processed at no cost to the GS/OAS.

- g) **Backorders:** In the event, backorders occur, the requestor should be notified by email of the status, and backordered items are required to be delivered within 72 hours of order placement and including the estimated delivery date. If the item does not arrive within 72 hours, the PO may be refunded, and the order canceled. Billing for backordered items will be made after items have been delivered to the GS/OAS. If one order is placed with only one line item, and that particular product is on backorder, the customer must be able to ascertain that information from the website, or the Bidder(s) must telephone the customer within 36 hours.
- h) **GS/OAS Custom Item Units of Issue:** The Bidder(s), with GS/OAS CM's approval, is authorized to change the item unit of the issue to provide the most efficient quantities for distribution.

Corporate Social Responsibility

Minority, Women, and Disadvantaged Business Enterprises (MWDBE): According to the "Inter-American Program on the promotion of Women's Human Rights and Gender Equity and Equality, the OAS procurement practices seek to promote opportunities for access and growth of minority, women, and disadvantaged business enterprises. One of the objectives of this initiative is to increase the participation of MWDBE in GS/OAS contracts by direct contracting and by working with GS/OAS prime Contractors (first-tier vendors) to help them expand their subcontracting of GS/OAS related business to MWDBE firms.

Therefore, Items from MWDBE business should be identifiable.

Recycling: In all instances, Bidders are encouraged to use recycled materials and content.

To support the GS/OAS' environmental objectives, the Bidder will be responsible for identifying all items for which a "green" alternative exists in the market and making these items available on the Bidder's website for GS/OAS staff. The OAS reserves the right to change any of the contract items, either exclusively, or in addition to "non-green" alternatives. All "green" items are to be identified as such on the website and in the product catalog. There is to be no cost to the GS/OAS for these services.

Distribution and Delivery

Delivery Requirements The delivery requirement is for orders completed by 4:00 p.m. to be delivered on the next business day to the GS/OAS location or requested location if necessary.

Orders should be delivered to the following location:

Building Name and Code	Location.
General Secretariat Building (GSB)/ DGS Receiving Room	1889 F St NW Loading Dock on 19 th Street between F&G Washington, DC 20006-4401
With the option to (when needed):	Add different addresses subject to approval by OAS's Contract Manager

The order must have the Packing List and delivery label with the following information:

- Vendor's company name
- Purchase Order Number (preferable to be able to place the order at the time the order is completed on the Bidder's website).
- Name of the person who placed the order
- Telephone number of the person who placed the order
- Vendor's contact telephone number for customer service
- Packing List should include but not be limited to: The item number, SKU, list of Items with each item description, quantity, unit price order confirmation and Purchase order Item (if multiple orders are delivered at the same time).
- If the order has multiple pieces, the order must be labeled "1 of"
- Any order not so labeled above may be rejected.

Packing and Delivery: Orders shall be packed into lockable rolling cages or wrapped on pallets. The Bidder shall transport the cages and or pallets to the designated loading dock of the respective GS/OAS building. GS/OAS staff shall take possession of the delivery at the loading dock and make the final delivery to the desktop of the designated GS/OAS staff. The items may not be loose. Each delivery must be in a sealed box or envelope, always including the packing list of the contents of each box or envelope. OEM packaging is acceptable.

Under special circumstances and with the GS/OAS CM's authorization, Bidder(s) may provide the option to change the delivery address.

All required information for the delivery label shall be provided to the Bidder during implementation.

The bidder shall provide access to the system to receive POs and be able to track the orders they receive, as well as record the delivery of items or returns requested by the requesting areas.

Billing

Billing Capabilities: Users will charge orders against a purchase order and a purchase card. All orders are placed against purchase orders and will be charged against a purchase card.

Order Credits: All credits for returns, damaged goods, etc., shall be made to the purchase order and purchasing card used to place the original order.

Management Reporting Requirements

Quality Assurance Program: Quality is a prime concern of the GS/OAS in providing this service. The supplier should be committed to a quality management program. The GS/OAS, along with the Bidder, will focus on meeting or exceeding customer expectations, contract compliance, value analysis, price structures, developing strategies to handle future needs, evaluating performance, and identifying areas for continued improvement. The Vendor shall address concerns raised by the GS/OAS users and by the GS/OAS's CM and implement solutions to address the concerns. Bidder shall describe its Quality Assurance Program.

Reporting Requirements: The Bidder(s) will be responsible for providing the OAS with reports on all transactions for inventory control purposes and for measuring other buying trends. These reports would include all core contracted items and non-core contracted items purchases and prices, including visibility of expenses and savings, projections, and registration of products demanded by the GS/OAS.

The Bidder should be able to report balances on POs Preferable by PO with balance visibility. Report formats must be in Excel and approved by the GS/OAS in advance of the first submission.

The tool/system must have the ability to export information for analysis and results.

The successful bidder(s) will provide online query tools, reports, and other materials upon request to verify contract compliance throughout the life of the agreement. Bidder will provide a sample blind audit of a current account reference for review during the RFP evaluation process.

Reports will include, but not be limited to, the following:

Monthly, quarterly, and Year to Date:

- i. A dashboard that includes the most active users, spending analysis, movements, and comparisons between months, quarters, and years.
- ii. Several orders, invoices, and lines are processed, broken down by type of order, description, quantity, and unit price, including Purchase Order number and line, date of invoices, description, and the number of invoices.
- iii. Order/line fill rate and the number of backorders per month.
- iv. Delivery turnaround time.
- v. Credit and return detail.
- vi. GS/OAS business unit detail.
- vii. Several orders and lines are processed, broken down by type of commodity, such as: dated products, filing supplies, loose-leaf office supplies, office equipment, office supplies, paper products, portfolio cases, printing, promotion products, toner, writing instruments, and other products.
- viii. Summary of item order history.

Quarterly and Year to Date:

- i. Utilization of recycled products (including Cost Center summary information).
- ii. Purchases to minority groups, small businesses, and women-owned businesses.

- iii. Total monies spent on recycling, green products, and the percentage that represents total OAS sales.
- iv. General reports of products purchased.

The management reports referenced above shall be immediately accessible for the GS/OAS, or otherwise due on the 5th of each month following the month covered by the report, and any additional reports which may be subsequently required by the GS/OAS shall be delivered within time limits mutually agreed by the parties hereto.

Bidder should provide a description of its report capabilities and a plan to meet the reporting requirements if it is necessary.

Systems Requirements

General: The GS/OAS requirement is that systems communications with the Bidder(s) will be through the Bidder's website.

Billing: The Bidder(s) will accumulate data on all completely satisfied orders and invoice the GS/OAS or Purchasing Card Company the appropriate amount. Credits will be made to the appropriate Purchase Order and Purchasing Card from any returns or adjustments. The Bidder(s) shall be responsible for the integrity of the data until it reaches the GS/OAS or the GS/OAS' P-card vendor. It shall be the responsibility of the Bidder(s) to re-create any missing data from the data feed. The GS/OAS shall not be responsible for the payment of charges that do not have complete data.

A monthly cumulative invoice shall be sent along with an Excel file containing the following information: invoice number, invoice date, PO and line number, description, and invoice amount.

The GS/OAS will use a P-card for all goods purchased through the website. Bidders will facilitate the process of credit card reconciliation.

The Bidder(s) will be required to maintain a list of accounting codes that users will be able to select for each order.

Any returns and or credits must reference the original order number and accounting information. The Bidder(s) shall be responsible for the integrity of the data until it reaches the GS/OAS or GS/OAS' P-card vendor.

Catalogs: The GS/OAS requires a web-based catalog for all items, which will include the item number, full description, price information, and unit of issue. It will be available to the staff through the Bidder's website. The Bidder(s) will make all changes to their web-based catalog. The GS/OAS CM may require the Bidder(s) to block items from ordering without further review or approval.

System Operation: The Bidder's Web page ordering system is expected to be in operation 24 hours a day 7 days a week. Bidder(s) shall notify the GS/OAS 7 days in advance of any scheduled downtime. The Bidder(s) is expected to maintain an uptime of 99% every month and must have

backup procedures in the event of severe systems problems (outage of more than four (4) continuous hours).

Web site development: The Bidder(s) shall develop and host a website for GS/OAS staff to order items. With the assistance of the GS/OAS's CM, the Bidder will pre-populate certain fields with user-selectable but non-modifiable values. Examples of the information are delivery address; city, state, zip code, and mail stop numbers. Users shall only be able to specify delivery to the defined location.

Registration of New users: Ideally the solution would be able to provide Single Sign-on capabilities through a SAML-based Single Sign-on identity provider. If this is not possible during the phase-in process the Bidder(s) shall accept an MS-Excel file from the GS/OAS to auto-create all the initial user accounts. Each user shall have an account.

Also, new user registration/setup should not be the bidders' entire responsibility. The GS/OAS should be able to activate or create the accounts of new users as well as inactivate the accounts of those who change departments or leave the Organization.

This file will contain but is not limited to GS/OAS user id, Department/Unit within the GS/OAS Building, Name, room number, and phone number. The login id for the website must be the OAS user id. Ongoing registration of users: Bidder(s) shall develop a method of online addition and removal of users. Capability to protect GS/OAS administration account that manages credit card and payment information with MFA.

Web site security: Web site must use at a minimum of encryption bits for all web communication that will pass confidential information over the internet. Bidder(s) must provide detailed information concerning proposed encryption methods.

Firewall. Bidder(s) shall describe in detail the internal firewall used to protect the data stored at the host site.

Corporate Security Plan. Bidder(s) shall submit a copy of their corporate information technology security plan that must detail the means, methods, and procedures used to protect systems utilized by the Bidder(s).

The GS/OAS Department of Information and Technology Services (DOITS) will need to assess the security safeguards in the Ordering or Data storage Environment. The Bidder(s) shall be prepared to provide technical, operational, informational, and physical security information necessary to satisfy DOITS.

Aside from the architecture, DOITS will need to scan the site in a quality assurance environment and provide formal Security Accreditation before the ordering environment is in Production. Subsequent code changes will require additional scanning and accreditation. DOITS will also periodically scan the Ordering or Data storage Environment in Production. As per GS/OAS Information Security policies, the Bidder is expected to remediate risk observations promptly.

Bidder(s) shall provide a high level of security and access control measures to prevent unauthorized access to the Ordering or Data storage Environment facilities and the servers.

Bidder(s) shall provide state-of-the-art physical protection systems and related information security measures to protect the ordering environment, user data, or any other related information or data transmitted through or stored on the Ordering or Data storage Environment servers, from unauthorized access. Bidder(s) shall notify the GS/OAS immediately of any known security breach, hole, or incident that may compromise the confidentiality, integrity, or privacy of GS/OAS user data or any other related data.

Bidder(s) must respond immediately to remedy any known security breach. On notification from GS/OAS, Bidder(s) must be able to immediately disable all or part of the functionality of the ordering environment should a security issue be identified. If some of the Ordering or Data storage Environment services are sub-contracted, the Bidder(s) shall provide the necessary documentation ensuring that subcontractors follow all GS/OAS information security requirements.

Information Security Requirements: Bidder(s) shall have the following:

- i. Documented information security policies and procedures.
- ii. Service delivery infrastructure must have been assessed independently and audited.
- iii. Security background checks include but are not limited to personal reference checks, employment record verification, and criminal background checks for its employees.
- iv. Documented business continuity plans.
- v. Return all GS/OAS information in its possession and irretrievably delete it from its systems upon the termination of the contract.
- vi. Documented change, configuration, user access, and patch management procedures.
- vii. Use malicious code and/or virus protection systems.
- viii. Have systems to monitor the availability, usage, and response time for applications.
- ix. Employ filtering technologies to isolate each customer's data and connectivity from others.
- x. Employ physical access controls for data center(s) used to house service delivery infrastructure.
- xi. Use environmental protection controls and infrastructure to adequately protect systems holding GS/OAS data.
- xii. Give the GS/OAS permission to perform vulnerability scanning at the application and infrastructure layers using automated tools.
- xiii. Collect, maintain, and make available to the GS/OAS relevant security and access logs including server and security device logs (firewall/WAF).
- xiv. The Bidder must have adequately vetted all third parties that provide service delivery in connection with this engagement.
- xv. Bidder's QA environment must be successfully tested before selection.
- xvi. Not undertake any action, which could compromise the confidentiality, integrity, or availability of GS/OAS information or information systems.
- xvii. Responsible for logical security of the infrastructure (i.e., user accounts and passwords to servers, databases, etc.) and will share that information only with designated GS/OAS representatives.
- xviii. The security team must immediately notify the GS/OAS in the event of any incident that could potentially compromise the confidentiality, integrity, or availability of GS/OAS information or information systems.

- xix. Abide by the GS/OAS' Bidder(s) security provisions, procedures, and standards on the award of contract.
- xx. A confidentiality agreement must be part of the contract between the Bidder(s) and the GS/OAS.
- xxi. On notification from the GS/OAS, the Bidder(s) must be able to immediately disable all or part of the functionality of the application should a security issue be identified.
- xxii. No individuals other than those authorized by the GS/OAS should be given access to GS/OAS information.
- xxiii. Virus protection software used by the Bidder(s) on Ordering or Data storage Environment systems at Bidder(s)' location must be kept up-to-date.
- xxiv. System Administrators must maintain complete, accurate, and up-to-date information regarding the configuration of the GS/OAS systems. This information must be made available to designated GS/OAS staff.
- xxv. A patch management process that includes testing patches before installation on the OAS systems. Patch notifications must be communicated to GS/OAS units.
- xxvi. Host and network intrusion detection must be employed by Bidder(s) where GS/OAS systems are located.
- xxvii. All changes to system configuration, services enabled and permitted connectivity must be logged, and the logs must be retained for the GS/OAS prescribed period.
- xxviii. All activity, which might be an indication of unauthorized usage or an attempt to compromise security measures must be, logged for systems that process or store sensitive information.
- xxix. Log files must be protected to ensure confidentiality and integrity.
- xxx. The GS/OAS reserves the right to periodically audit the Bidder(s) to ensure compliance with the GS/OAS' security policy and standards. (http://oasconnect/Portals/0/OITS/Network%20Security/Policies/DOITS%20OAS-DOITS-PLC-Information%20Security_rev_DLS-3.0.pdf)
- xxxi. The business Continuity Plan should include a strategy for infrastructure and information continuity and periodic continuity testing. Bidder must submit the activity logs of their continuity test for GS/OAS review.
- xxxii. Disclose who among its personnel will have access to the Ordering or Data storage Environment.
- xxxiii. Irretrievably erase all GS/OAS information before the disposal of equipment storing such information.
- xxxiv. Agree to adhere to the GS/OAS information security policy for providers and Bidders performing services that require access to GS/OAS information in the Ordering or Data storage Environment.
- xxxv. On an annual basis, Bidder(s) must provide to the GS/OAS a security vulnerability assessment report conducted by a qualified independent auditor. The security vulnerability assessment report should cover applications supporting the GS/OAS, as well as supporting databases, operating systems, and networks as applicable.
- xxxvi. Assign a single point of contact for the resolution of information security-related issues and notify the Sponsoring Business Unit and the Office of Information Security of the GS/OAS in writing.

Technical Data: Bidder(s) shall describe the method of development proposed for the website. The description should include proposed language for development, sample screens for ordering, and inquiry. Bidder(s) shall include resumes of staff proposed to construct and maintain the

website.

Disaster Recovery Requirements, Public Health Plans, and Contingencies

Disaster Recovery Requirements: The GS/OAS requires that the Bidder(s) be capable of continuing to provide service following the requirements of the contract in the event the Bidder's normal place of business is threatened or devastated by a disaster or labor dispute. The Bidder(s) should provide details of how their disaster recovery program would provide ongoing service on the contract with a minimum delay, interruption, or other disruption.

Public Health Events and Contingencies: Bidder(s) should provide as part of its proposal a current contingency plan detailing how Bidder will take all reasonable measures to continue performance with a minimum of delay, interruption, or other disruption in the event of a pandemic, outbreak, other biomedical emergencies, or other catastrophes for the supply delivery of materials.

Customer Service

Customer Service Representation: The Bidder(s) will provide customer service representation from 8:30 a.m. to 6:00 p.m., Eastern Standard Time, each working day, Monday through Friday. The responsibilities of the customer service team will include, but will not be limited to, the following:

Telephone Customer Service Representatives:

- I. Answer customer queries from all end users.
- II. Coordinate pick-up products or samples for custom jobs.
- III. Assist in the returns process.
- IV. Order of specialty items (stationery and rubber stamps), as well as specialty products not available in their web-based product.
- V. Expedite orders.
- VI. Contact end-users to verify large quantities on orders are accurate. For example, the user needs 500 envelopes, but he ordered 500 boxes. Educate them on how to order the correct quantity needed.
- VII. Expedite backorders.
- VIII. There must be a customer service team trained to handle specifically GS/OAS business, which ideally will be bilingual (English Spanish). The team shall have a direct line for GS/OAS staff (telephone number and/or a live chat on the website). The customer service team is to be completely familiar with the GS/OAS account. They must be pleasant, customer service-oriented, responsive, and proactive. If they do not demonstrate these qualities, the GS/OAS will have the option to request to have them replaced with other Bidder(s) personnel, who will serve GS/OAS clients appropriately. If GS/OAS staff receives voice mail on their call, staff must receive a return call within 2 hours.
- IX. Educate end-users – step by step on all aspects of using the web-based solution.

Account Manager:

- I. Bidder will assign an Account Manager to the GS/OAS account, who is acceptable to the GS/OAS CM. This Manager will spend a minimum of one hour per week with the

GS/OAS's CM if requested. If the Bidder's Account Manager is not acceptable to the GS/OAS's CM, the Bidder will replace the person with another Account Manager acceptable to the GS/OAS's CM.

- II. The Account Manager will meet with GS/OAS staff on an as-needed basis to review special requests, take samples, help source products, and do special promotional product requests, etc.
- III. The Account Manager will be required to participate in monthly account business review meetings with CM, GS/OAS Systems, Accounting, and Procurement staff, and pertinent members of Bidder's management to be conducted at the GS/OAS. The Bidder(s) will write the minutes of all the meetings and submit them to the GS/OAS's CM for approval or revision.
- IV. The account Manager will review needs/produce custom reports for the GS/OAS concerning office product purchases, product purchase analysis, cost center purchase analysis, etc.

Key Personnel:

Bidder(s) shall supply personnel for the GS/OAS account. The Bidder(s) shall include the Account Manager and the customer service coordinator effective on the contract start date.

Training:

All GS/OAS Transaction Processors (TPs), (approximately 100) must be trained on the use of the Bidder's web-based solution and ordering procedures. The GS/OAS will provide a large conference room/auditorium or facilitate a virtual meeting for Bidder(s) to perform training sessions. The Bidder(s) shall schedule additional training and demonstrations as needed for new staff.

The phase-in plan shall address the specifics (number of sessions, specifics concerning the training program, etc.) of how the Bidder(s) plans to train GS/OAS staff on ordering office supplies.

All staff must understand how to order, understand where the unit of measure is shown in relationship to the cost of one item, returns, credits, if an item is on backorder and shipment status, etc. At the end of each demonstration, staff must be given a training guide and a quick reference guide for their desk, as well as access to the recording(s) or video of the training to review processes. This handout must be customized by the GS/OAS CM to ensure the clearest language for GS/OAS staff. The training and handouts are to be free of charge to the GS/OAS.

Responsibilities of the GS/OAS

The GS/OAS agrees to use the services of the Bidder(s) to procure stockless office supplies, paper stock, media materials, and other miscellaneous office products. However, the GS/OAS may acquire these materials through any other provider whenever the GS/OAS, at its sole discretion, deems it expedient. The GS/OAS does not guarantee any minimum quantity or volume of purchases.

Responsibilities of the Vendor

The Bidder agrees to perform periodic reviews and the possibility of subsequent discounts on the products most purchased by the OAS or by volume, dynamically and progressively according to OAS consumption.

The Bidder will guarantee that prices offered to GS/OAS are the best price it can offer, including a price match of a competitor's lower price.

The Bidder will consider the GS/OAS as a priority for the delivery of products that are in shortage.

The Bidder shall not process any purchase without a Purchase order number and duly authorized by the GS/OAS Procurement Officer.

The Bidder shall warrant that no GS/OAS personnel has been or shall be offered by the vendor any special treatment and/or gifts, as special discounts or offers except as negotiated directly by GS/OAS.

The Vendor shall promptly inform the GS/OAS, in writing, of any changes or anticipated changes in its structure, ownership, or corporate direction as soon as such information is publicly available.