




Small Package Delivery Services RFP GGS-25-0475

December 4, 2024, 10:00 AM
Via WebEx

City of Phoenix
Finance Department


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Welcome!

- ❖ Please mute microphones unless speaking.
- ❖ Please email your company name, first and last name, telephone number, and email address to:
daniel.han@phoenix.gov

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Legal Notice

The purpose of the Pre-Offer Conference is to provide a casual atmosphere to discuss the City's intent and to determine whether the City's requirements are clearly stated.

Although an exchange of information may take place, the official position of the City is that which is delivered in the solicitation document and in the form of a written Solicitation Addendum. Therefore, nothing said here today should be construed as a change to the written requirements in the solicitation document.

Any changes will be in the form of a solicitation addendum. Vendors must acknowledge receipt of any/all addenda by signing and returning the document with their submittal, or the response may be considered non-responsive.

Please note that it is the responsibility of the Offeror to read the entire solicitation document. Offerors must contact the Procurement Officer if they have any questions – no other City employees per the Transparency Policy.


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Agenda

- ❖ Scope of Services
- ❖ Pre-Award Qualifications
- ❖ Solicitation Instructions
- ❖ Questions & Answers (QA)
- ❖ Insurance and Indemnification
- ❖ Submittal Requirements
- ❖ Evaluation Process
- ❖ Transparency Policy
- ❖ Proposal Deadline


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Scope of Services

- ❖ Statement of Need
- ❖ Services Requirements
 - Provide international, intrastate, and interstate shipping for outbound or inbound shipping.
 - Provide various delivery methods
 - Obtain the following from the recipients and confirm delivery to the City users such as
 - Signature confirming receipt
 - Printed name of the recipient
 - Date or receipt
 - Carrier Pick-up and Store Drop Off
 - Optional – Dropbox


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Scope of Services

- ❖ Contractor's Requirement
 - Upon request, provide fleet composition. If available, a plan to reduce corporate fleet emissions over time may be requested.
 - Maintain a Satisfactory safety rating from the Federal Motor Carrier Safety Administration.
 - If your company does not have a rating, the Contractor will need to adhere to all regulations and guidelines.
 - Have a high level of service rates
 - 1% shipment claims ratio
 - 95% on-time delivery performance
- ❖ Personnel Requirement
 - Personnel for contract issues and performance.
 - Personnel to maintain a quality assurance program
 - 24/7 hour customer service center.


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Scope of Services

- ❖ Ordering
 - Online or on-site for order.
 - Track the transport of items, confirm deliveries, and request shipping labels.
- ❖ Price
 - Charge Exclusions:
 - No Pick-up charge
 - Not require a minimum number of packages
 - Allow printing labels at no additional charges
 - Provide packaging materials at no additional charge
 - Fuel surcharges are allowed.
 - Provide 100% Money Back Guarantee


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Pre-Award Qualification(s)

- ❖ Offeror has been in operation for a minimum of five years providing the services in this solicitation.
- ❖ Questionnaire IT related:
 - ❖ Vendor Privacy Due Diligence Questionnaire submitted with Offer. Attached separately as an excel document at <https://solicitations.phoenix.gov/Solicitations/Details/1972>
 - ❖ Vendor Security Maturity Questionnaire (Exhibit B)
 - Not submitted with the Offer but will be sent via email to vendors, within the competitive range. The current Exhibit is for reference only.

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Solicitation Instructions

- ❖ Registered as a City Vendor at ProcurePHX: <https://www.phoenix.gov/procure>
- ❖ Registered with the Arizona Corporation Commission.
- ❖ Exceptions.
- ❖ The City will not be responsible for oral instructions made by employees or officers, and any changes to the solicitation documents will be in the form of addenda.

PLEASE READ ALL DOCUMENTS THOROUGHLY


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Questions & Answers (Q&A)

- ❖ Also referred to in the schedule of events table as "Inquiries"
- ❖ All answers to be published on the City's solicitation webpage
- ❖ Written answers supersede verbal answers


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Q&A Deadline

- ❖ Submit questions by December 20, 2024.
 - 2:00 p.m. local Phoenix time
 - Email: daniel.han@phoenix.gov
- ❖ Answers will be published after the inquiry deadline on <https://solicitations.phoenix.gov/Solicitations/Details/1972>


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Insurance & Indemnification

- ❖ Requirements in Section 8 may include:
 - General Liability
 - Automobile Liability
 - Worker's compensation
 - Technology errors and Omissions
 - Network Security and Privacy Liability
- ❖ Work with your Insurance Broker
- ❖ Awarded Contractors: Certificates of Insurance due to City within 10-days after receipt of award notification

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Submittal Requirements

Submit one electronic copy to procurement@phoenix.gov:

1. Offeror's Proposal – Page 21-24
 - Method of Approach
 - Qualification and Experience
 - Capacity
2. Vendor Privacy Due Diligence Questionnaire.
3. Submittal Section (Offer)
 - 24 Hour Emergency Contact
 - Years in Business and References
 - Costs and Payments
 - Contractor Licensing Requirements
 - Offer Page
 - Conflict of interest and Transparency
4. Pricing Proposal
5. Addenda, signed


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Evaluation Process

- Page 21
- Method of Approach – 350 pts
- Qualifications and Expertise – 250 pts
- Capacity – 200 pts
- Pricing Proposal – 200 pts


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Transparency Policy


- ❖ All proposers under penalty of disqualification will refrain from contacting any City staff or officials to discuss this solicitation.
 - Begins upon solicitation posting and ends on day of City Council Award.
 - All questions must be directed to the procurement officer.
- ❖ Full policy in **Section 2.19** of the solicitation.
- ❖ Companies currently doing business with City are not prohibited from discussing their current contracts.

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Proposal Deadline

Wednesday, January, 17 2025
2:00 p.m. local Phoenix time



Late proposals will be rejected.

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THANK YOU!

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