

# **City of Detroit**



## **Request for Qualifications**

**Printing Services**

**for the**

**Detroit Supply Schedule # 5**

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## **Introduction**

The Detroit Supply Schedule Program establishes a list of pre-qualified vendors to provide Printing Services. The purpose of this Printing Services Request for Qualifications (RFQQ) Application is to enable the City of Detroit to meet demands for a broad range of services related to Printing Services. *Note: The Citywide Stationary contract which include business cards, envelopes, and memos will not be part of this application process until April 24, 2026. However, the envelopes for the Elections department is included.*

This is an open RFQQ application. All potential businesses are eligible to participate.

## **Approved Detroit Supply Schedule Supplier List**

Firms deemed to be qualified to provide the services specified in this Request for Qualifications (RFQQ) will be placed on a list of pre-approved suppliers which will be submitted to the Detroit City Council for approval. From the list of approved suppliers, the City shall solicit bids to perform Printing Services. Acceptance as an approved Detroit Supply Schedule Supplier is not a guarantee of business. Suppliers will compete thru the solicitation process for business.

Pre-Qualifications are valid until September 28, 2028. Receipt of applications will end 90 days prior to the expiration date of September 28, 2028 at 1:00pm EST via the City of Detroit Oracle Supplier Portal system.

### **Minimum Qualifications**

1. Three (3) years of experience in providing Printing Services similar to the attached specifications.
2. Authorized by the State of Michigan to conduct business.
3. Financial capacity to conduct business as demonstrated through certified financial statements (see page 6 for details).

### **Selection Criteria**

A City designated evaluation committee will evaluate each response to determine if they can meet the requirements of the Scope of Work, minimum qualifications, performance, quality control and experience. Those who met these criteria will be forwarded to the Detroit City Council for approval.

Once approved by the Detroit City Council, Detroit Supply Schedule Suppliers will bid on opportunities issued by the City of Detroit Office of Contracting and Procurement. Awards will be made based upon the criteria set forth in the solicitation documents, including the Scope of Work and other required documents. Please note that the Scope of Work may be revised during the application period and /or your duration as an approved Supply Schedule Supplier. Approved Detroit Supply Schedule Suppliers must adhere to all revisions to the Scope of Work. The quality of work completed after being awarded a project may impact the potential for receiving future assignments if the performance is deemed unsatisfactory.

The following factors will be considered when making a recommendation for award as a Detroit Supply Schedule Supplier:

**Factor 1 : Experience** - The number of years of experience in providing the services described under this Schedule. A minimum of three (3) years' experience is required.

**Factor 2: Past Performance** – The proposal must provide comprehensive details about three (3) pertinent contracts completed within the last three (3) years. These contracts should showcase the applicant's experience and competence in successfully executing the required effort, and the following information must be included:

- a. Description of the project
- b. Name of the organization where the work was performed
- c. Contact information for the primary representative at the organization where the work was carried out including their name, address, phone number, and email address.
- d. Project status – If completed provide the start and end date. If in process – provide the anticipated completion date.
- e. Applicant should be prepared to furnish samples, online proofs, or physical proof copies of printing, design, or mailing materials upon request.

**Factor 3: Quality Control** – The proposal shall provide a narrative which addresses the following:

- a. Identification of individuals responsible for ensuring quality control.
- b. How potential problems and solutions are handled.
- c. Procedures for ensuring quality performance when responding to and meeting urgent requirements.
- d. How quality control will be managed when performing multiple tasks/projects/contracts.

### **Submission Requirements and Instructions**

*All questions regarding the RFQQ shall be submitted through the City of Detroit Supplier Portal System message board (Oracle).* Applicants shall provide notice to take exception to any requirements of the application. Such exceptions may reflect negatively on the evaluation of the application.

Proposals submittal must be signed by an officer or representative of the company who is authorized to bind the company to an agreement with the City of Detroit.

Proposals submitted by partnership or joint venture must list the full names and addresses of all parties and the agreement.

Proposals submittal received become the property of the City. The City of Detroit is not responsible for any costs associated with the preparation or submission of proposals. Responses will not be available for review. All firms submitting proposals will be notified of the City's recommendation. Failure to submit a complete application may result in the rejection of the proposal.

The City may make changes to the requirements of this RFQQ as deemed necessary. Such changes will be in writing, issued through the Office of Contracting and Procurement and will be sent to each firm who is on record as having received a copy of the RFQQ via Oracle.

All proposals must be submitted through the City of Detroit Oracle Supplier Portal system. Each Applicant is responsible for ensuring that its proposal application is received by the City on a timely basis. **Faxed or mailed applications will not be accepted.**

Applicants should be aware that the Chief Procurement Officer is increasing the utilization of electronic communication for the exchange of information and business documents. Whenever possible, all documents, including but not limited to Request for Qualifications, Responses to Questions, Requests for Clarifications, and the submission of Proposals and Supply Schedule contracts, will require the signature of an authorized company officer or representative to bind the company to an agreement.

### **Application Requirements, Documents and Forms**

All applicants are expected to include the following documents as part of their proposal submission, and these documents must be completed and uploaded directly through the Supplier Portal.

Please submit documents in the following order:

- (1) **Coverpage** – Name of Organization, RFQQ number and brief narrative of organization.
- (2) **Attachment A** – Respondent Questionnaire complete and include all required items stated on form.
- (3) **Attachment B** – Respondent Introduction and Overview.
- (4) **Attachment C** – Forms, Affidavits & Documentation
- (5) **Detroit Business Certification\*** – Certificate from the City of Detroit Civil Rights and Inclusion Office (CRIO) issued Detroit Business Certification (i.e. Detroit Based Business) if applicable.
- (6) **Non-Collusion Affidavit** (see attachment in RFQQ)
- (7) **Disclosure of Interests** (see attachment in RFQQ)

If your organization is interested in becoming a Detroit certified business, please contact:

City of Detroit Civil Rights, Inclusion and Opportunity Department (CRIO)  
<https://detroitmi.gov/departments/civil-rights-inclusion-opportunity-department>  
Email: [Crio@detroitmi.gov](mailto:Crio@detroitmi.gov)  
Telephone: (313) 224-4950

Applicants must provide financial statements for the previous three-year period (audited, if available). At a minimum, each financial statement must consist of a balance sheet, income statement and profit and loss statement. The Chief Procurement Officer will use this information to determine financial responsibility. Provide an explanation for any negative financial information disclosed, including negative equity or income. Applicants may be required to provide letters of credit or other documentation to demonstrate that adequate financial resources are available. In accordance with the Detroit City Ordinance section 17-5-1, contracts will only be awarded to responsible prospective contractors. To be determined responsible, an offeror must have adequate financial resources to perform the contract or the ability to obtain them.

# SCOPE OF WORK

## PRINTING SERVICES

*\*Note: Scope of Work is subject to revision for the duration of acceptance in the Detroit Supply Schedule program. Please refer to the solicitation for the requirements for a project.*

## 1. SCOPE OF WORK

### a. Service Delivery Overview

The City is seeking supplier(s) that can provide all or some of the services detailed in this scope of work. Supplier(s) may respond to service needs described in any or all of sections (b), (c), and (d) below, and should describe any and all services they have the ability, individually or through partnership, to provide.

Supplier(s) awarded to provide general printing services detailed in section (b) will be contracted citywide to provide services on an as needed basis (e.g., a “citywide contractor”). These supplier(s) will be contacted by a City department when a project arises and will be selected amongst available contractor(s) based on project needs and quoted costs. Supplier(s) awarded to provide printing services for a super-user area detailed in section (c) below will be directly assigned to a department and expected to produce printing projects for the department as needed on a regular basis. Respondents may be contracted both as a citywide supplier and as a dedicated supplier for a super-user area, provided they have capacity to complete additional projects after super-user needs are met. Supplier(s) selected to provide printing services may also be selected to provide design and mailing and postage services as detailed in section (d) below and should state in their proposal whether they can provide these services. Supplier(s) are expected to provide samples, online proofs, or physical proofs of printing, design, or mailing materials if requested by the ordering department.

### b. Provision of Printing Services to City Departments

Supplier(s) will provide printing services to 22 core City departments when requested. This could include flyers, posters, mailers, or other printed items. A list of the items most often ordered by departments, including their detailed specifications, is included in Exhibit A. This list represents the potential needed items to the best of the City’s ability, but there may also be new items that arise during the contract term that are not included on this list. Supplier(s) will execute the printing in a timely and efficient manner. OCP will serve as the primary oversight and point of contact for the services provided to the general City departments.

### c. Services for Super-Users

The City of Detroit has pinpointed five specific areas within the City that have an exceptional demand for printing services. These areas encompass four distinct departments and general non-departmental expenditure requirements, all of which necessitate larger-scale printing services compared to the standard departments. These departments will collaborate directly with the designated contractor to meet their printing requirements. The anticipated super-user areas are outlined below:

- Department of Elections
- Department of Transportation
- Finance Dept
- Law Dept
- Non-Departmental

### d. Design and Mailing Supplementary Services

The City of Detroit is also seeking design, mailing, and postage services to complement the printing projects for all departments covered by this contract. This encompasses, but is not limited to, assisting with or taking the lead in the basic design of the materials slated for printing and handling the distribution or mailing of the printed materials. Suppliers will be required to utilize registered voter

rolls for planning and executing mailing endeavors, including services such as Every Door Direct Mail (EDDM) and Saturation mailing, in accordance with the requirements of the respective department of the City Council. A comprehensive list of the expected design and mailing services is provided in Exhibit A - Printing Services RFQQ List of Deliverables. While this list represents the potential service requirements to the best of the City's knowledge, it is possible that new service needs may emerge during the contract period that are not covered in this list.

**e. Communications, Reports, and Meetings**

The City seeks to collaborate with the selected supplier(s) to consistently achieve superior service delivery. Communication between the City and the supplier(s) will form the basis of this collaboration. The following are the communication roles and responsibilities envisioned under this contract:

i. Communications:

The contractor(s) must communicate with a central point of contact defined by the City for the main services and directly with the department for any super-user services. The contractor(s) must define with the City the method and cadence for communication and be easily accessible.

ii. Reports:

The City may occasionally request reports on orders received, orders fulfilled, the turnaround time for orders, and any errors or issues encountered when producing orders. The City will ensure the supplier(s) have advance notice if these reports are requested.

iii. Meetings:

The supplier(s) is expected to attend performance meetings as requested by the City throughout the contract term. These meetings will be to discuss the contractor(s)'s performance and progress towards meeting the performance standards outlined in this scope of work. The supplier(s) will be responsible for collecting and sharing any performance data requested by the City before these meetings. The supplier(s) must also attend any additional meetings requested by the City during the contract term.

**f. Performance Metrics**

The City expects to achieve the goals outlined in this scope of work through a collaborative relationship with the supplier(s). Key to enhancing collaboration with the supplier(s) is tracking and regularly discussing performance. The following metrics reflect the City's goals in defining and tracking project success over the lifetime of the project:

- Order turnaround time - the amount of time between receiving and fulfilling an order.
- Printing quality - the number of incidents in which there is a documented error in printing.

The final set of performance metrics and frequency of collection must be agreed to by the successful respondent(s) and the City prior to the finalization of an agreement between parties.