

**CITY OF AUSTIN  
SCOPE OF WORK, SECTION 0500  
FOR  
CITYWIDE SERVICE AWARDS  
INVITATION FOR BID (IFB) 7400- DCM1012 REBID1**

**1.0 Purpose**

This City of Austin seeks bids from (a) qualified Contractor(s) who can provide a wide array of Service Awards for the City of Austin (City).

The City has identified the most commonly used service awards in Attachment A - Service Awards Specifications, that may be procured during the contract term. Quantities and frequency of items to be purchased cannot reasonably be identified. The City reserves the right to add or remove types and quantities of service awards during the contract term.

The items shown in Attachment A – Service Award Specifications

- 1.1 Are for informational purposes only;
- 1.2 Identifies the different types of service awards;
- 1.3 All dimensions provided are only to give a rough estimate of the type and sizes of service awards;
- 1.4 Photos are to give an example of the type of service awards; and
- 1.5 Type and quantity of service awards will be determined on a per-job basis.

The Contract Manager or Department Designee of each City Department (Attachment B – City of Austin Department Locations) will be responsible for placing all Department orders. The Contract Manager or Department Designee will issue a Delivery Order for each order with detailed information on where the services awards will be shipped. The City reserves the right to add or remove City Departments as needed.

The City reserves the right to award a single contract based on overall low cost or multiple awards based on individual or categories/groups of specific line items, cost, or any criteria or combination deemed most advantageous to the City. The City also reserves the right to refrain from awarding any lines or group of specific line items as-a-result of this solicitation and, instead, award the entire contract to a supplier available through a cooperative purchasing agreement.

**2.0 CONTRACTOR'S QUALIFICATIONS**

The Contractor shall:

- 2.1 Have a minimum of three (3) years of continuous experience in providing high quality awards to which are similar in size and scope to the City's.

- 2.2 Submit proof of experience with bid response. Contractor's proof of experience may be in the form of a narrative summary, resumes, references and/or letters of reference during the previous three (3) period and which clearly demonstrates experience similar in size and scope specified herein.
- 2.3 The City reserves the right to ask for and verify proof of experience prior to the completion of the award process utilizing the Contractor's references as listed on Section 0700: References.

### **3.0 CONTRACTOR'S GENERAL REQUIREMENTS**

The Contractor shall:

- 3.1 Provide all labor, service, supervision, artwork, typesetting, set-up charge, make ready, boxing, shipping, handling, transportation, material, supplies and documentation necessary to perform the requested services and required products.
- 3.2 Provide products in accordance with the Scope of Work and Service Award Specifications (Attachment A) as identified in this IFB.
- 3.3 Provide order confirmation including the timeline needed to design, produce, and deliver products to the Contract Manager or Department Designee.
- 3.4 Receive a signed Delivery Order, from the Contract Manager or Department Designee for all orders. Only quantities specified in each Delivery Order will be accepted. The City will not accept overprints or overcharges. The Contractor shall not proceed with orders without a signed Delivery Order.
- 3.5 Provide written notice of any catalog product changes or manufacturer changes (adding/subtracting items) to the Contract Manager or Department Designee within five (5) days of notification of change.
- 3.6 Provide product samples upon request by the Contract Manager or Department Designee at no charge to the City. Sample products may be returned to the Contractor upon request.
- 3.7 Accommodate requests from the Contract Manager or Department Designee for additional trophies or changes (on a limited number of items) within 72-Hours at no additional charge to the City.

#### **4.0 CONTRACTOR'S POINT OF CONTACT**

##### **The Contractor shall:**

- 4.1 Provide a Single Point of Contact (SPOC) who is skilled, knowledgeable, and experienced in providing the types of services listed in this Scope of Work.
  - 4.1.1 Provide SPOC's office number, email address, and cell phone number to the Contract Manager or Department Designee, within five (5) days after contract award.
  - 4.1.2 The SPOC shall not be removed from the project without prior written consent by the Contract Manager or Department Designee. During times the SPOC is unavailable (due to vacation, travel, etc., for example), the Contractor shall provide a designee for the SPOC to the Contract Manager or Department Designee.
  - 4.1.2 The designee shall meet the same requirements as specified for the SPOC within this IFB and shall have the same authority as the SPOC.

#### **5.0 PRODUCT AND SERVICE REQUIREMENTS**

##### **The Contractor shall:**

- 5.1 Ensure all products provided are new and of the most suitable grade and highest quality.
- 5.2 Ensure all work is performed in a skillful and workmanlike manner.
- 5.3 Charge a one (1) time set-up fee for new orders which shall be inclusive of design modifications (multiple if necessary), shipping costs, and shall be billed at the rate quoted in Section 0600- Bid Sheet.
- 5.4 Provide products similar to those listed in Attachment A- Service Award Specifications, which describes the most commonly ordered service awards. The City of Austin reserves the right to revise products and add or remove products throughout the contract term.
- 5.5 Notify the Contract Manager or Department Designee, in writing, of all recall notifications for products, within five (5) days of notification of recall. Recall notification shall include a product description, identification number, and alternative product available.
- 5.6 Replace improperly manufactured products due to defective materials or

products. Replacement of improperly manufactured products shall:

- 5.6.1 Be processed and received by the Contract Manager or Department Designee within two (2) weeks of written notification from the Contract Manager or Department Designee.
  - 5.6.2 Be provide free of charge, including any shipping necessary to return the product(s) to the Contractor.
  - 5.6.3 Be replaced with a new product or refunded the full purchase price of the product, as requested by the Contract Manager or Department Designee.
- 5.7 Note that inspections and tests, of each product, by the Contract Manager or Department Designee do not relieve the Contractor of any responsibility for defects or other failures to meet contract requirements discovered before acceptance of the product.

## **6.0 PRE-PRODUCTION PRODUCT:**

### **The Contractor shall:**

- 6.1 Submit pre-production sample(s), of each product within twenty (20) calendar days after receipt of a request from the Contract Manager or Department Designee. Pre-production sample(s) will be approved by the Contract Manager or Department Designee. The product sample shall meet the minimum specifications as detailed in this IFB and be an exact and true representative sample of the actual finished product. The Contractor shall not proceed with production of the order until notified, in writing, by the Contract Manager or Department Designee that the sample is satisfactory and approved. Pre-production samples will become the property of the City
- 6.2 Pre-production sample(s) will be checked for compliance, acceptability and product quality as detailed in this IFB and be an exact and true representative sample of the actual finished product.
- 6.3 Charge a one (1) time pre-production sample fee for new orders which shall be inclusive of design modifications (multiple if necessary), shipping costs, and shall be billed at the rate quoted in Section 0600-Bid Sheet.
- 6.4 Submit in writing, any variations of the pre-production sample to the Contract Manager or Department Designee, for review and approval. The Contract Manager or Department Designee may request a sample of the variations of the pre-production sample. The Contractor Manager or Department Designee may accept or reject the variations of pre-production sample.

- 6.5 Guarantee that the quality of medal that will be used for coins is of the highest quality. Since custom coins are manufactured depending on the preference of the commissioning organization, the Contractor shall work with the Contract Manager or Department Designee on the mold for medals, medal design, medal size and medal type. Mold for Medals shall be billed at the rate quoted in Section 0600 Bid Sheet.
- 6.6 Submit a hard proof of each design to the Contract Manager or Department Designee, for review and approval. The Contract Manager or Department Designee will red line any changes, revisions and/or draw directly on the proof and return to the Contractor. The Contractor shall provide as many proofs necessary, until the Contractor Manager or Department Designee approves the final version before it gets pushed to production. Design Services fees shall be billed at the rate quoted in Section 0600 Bid Sheet.
- 6.7 Fabricate coins and service pins to create a die-cut. Each medal may require additional engraving. Additional engraving fee shall be billed at the rate quoted in Section 0600 Bid Sheet.
- 6.8 Transfer all final designs, dies, artwork, and the copyright of the final designs to the City of Austin at the end of the Contract period. All final designs shall remain the property of the City of Austin. Use of any City created, or owned artwork/imagery is strictly for the sole purpose of the City of Austin. City of Austin logos, artwork, or imagery may not be used by any other entity or unauthorized party.
- 6.9 Acknowledge that all artwork, camera-ready copy, negative, dies, photos, and similar materials used to produce a printing job shall become the property of the City. All furnished materials shall remain the property of the City.

## **7.0 SUBSTITUTIONS**

Substitutions will not be permitted without prior written approval by the Contract Manager or Department Designee. Substitutions shall be at the sole discretion of the Contract Manager or Department Designee. The Contractor shall clearly identify any substitutes and submit, in writing, to the Contract Manager or Department Designee, for approval and prior to replacing.

## **8.0 PACKAGING AND SHIPPING**

### **The Contractor shall:**

- 8.1 Ensure all shipments meet the [ASTM Paper Standards and Packaging Standards](#) .

- 8.2 Clearly mark the contents of the shipment on each box.
- 8.3 Include a packing slip and/or delivery ticket in each shipment. This ticket shall include the following minimum information:
- 8.3.1 Delivery Order Number;
  - 8.3.2 Vendor Name;
  - 8.3.3 Description of the Contents;
  - 8.3.4 Item Number;
  - 8.3.5 Quantity;
  - 8.3.6 Contact Name of Contract Manager or Department Designee; and
  - 8.3.7 Delivery Location.
- 8.4 Packaging shall be conducted in a way as to minimize damage to products while in transit. Damaged products will not be accepted. If the damage is not readily apparent at the time of delivery, the products shall be returned to the Contractor at no cost to the City. The Contract Manager or Department Designee reserves the right to inspect the products at a reasonable time subsequent to delivery where circumstances or conditions prevent effective inspection of the products at the time of delivery.
- 8.5 In the event the entire or part of the shipment is determined to be defective by the Contract Manager or Department Designee, the Contractor shall be responsible for the secure destruction of the products and shall be required to replace the defective product at no additional cost (including shipping) to the City of Austin.

## **9.0 WARRANTY**

The Contractor shall warrant all products furnished under any delivery order resulting from this IFB, shall be free from defects including but not limited to title, design, material, and workmanship in normal use, under storage, and service in accordance with manufacturer's standard warranty. At a minimum, such warranty shall include repair or replacement of any defective products at no additional cost (including shipping) to the City of Austin. This warranty period will be the regular period offered by the manufacturer or one (1) year, whichever is longer.

## **10.0 CITY REQUIREMENTS**

- 10.1 The Contract Manager or Department Designee will provide artwork to begin the pre-production sample preparation.
- 10.2 The Contract Manager or Department Designee will review and approve all orders, in writing, prior to production.
- 10.3 The Contract Manager or Department Designee will issue a Delivery Order for

each order with detailed information.

- 10.4 The Contract Manager or Department Designee will process payment after inspection has been completed and the Contract Manager or Department Designee determines that the products delivered meets specifications or the day on which a corrected invoice for the products was received, whichever is later.
- 10.5 The City reserves the right to place orders on an as-needed basis and quantities will vary.
- 10.6 The City reserves the right to require additional engraving on orders.
- 10.7 The City reserves the right to increase or decrease projected order quantities.
- 10.8 The City reserves the right to change the color of ribbon for the medallions.
- 10.9 The City reserves the right to accept or reject any-and-all pre-production products.
- 10.10 This City reserves the right to place orders for additional trophies or changes (on a limited number of items) and request shipment within 72 hours at no additional charge.

## **11.0 OMISSIONS**

Any requirements omitted from this specification, which are clearly necessary for the completion of this work, should be noted by the bidder in their bid submittal

## **12.0 SUSTAINABILITY**

The City's sustainable purchasing objectives include purchasing products and services as described below.

- 12.1 Conserve natural resources including water, energy, and raw materials throughout the product life cycle
- 12.2 Minimize environmental impacts such as water and air pollution during usage.
- 12.3 Eliminate or reduce toxins that create hazards to workers, citizens, wildlife, and the environment.
- 12.4 Support up-cycling and recycling efforts as well as utilize products with high recycled content.
- 12.5 Reduce environmental impacts in the production and distribution systems.

- 12.6 Support worker health, safety, and fair wages.
- 12.7 Consider total cost of ownership during the product's useful life, including operation, supplies, maintenance, and disposal cost.
- 12.8 Make recommendations to the City regarding upgrades and provide the City with an analysis that demonstrates a cost savings over time through energy-savings.

**Attachment A -Service Award Specification**

**Attachment B -City of Austin Department Locations**