

**IRMO CHAPIN RECREATION COMMISSION
 BID INVITATION**

Bid Title: Employee Merchandise Online Store
Mailing/Posting Date: Monday, July 22, 2024
Bids will be Received Until: Wednesday, August 7, 2024 at 3:00PM



Direct inquiries to:
 Josie Wilkes Email: jwilkes@icrc.net

<p>Bids should be mailed to: Josie Wilkes Irmo Chapin Recreation Commission 5605 Bush River Road Columbia, SC 29212</p>	<p>Or hand carried to: Administrative Office Irmo Chapin Recreation Commission 5605 Bush River Road Columbia, SC 29212</p>
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SUBMITTER INFORMATION

Vendor Name:	
Street Address:	
City, State, Zip Code:	
Federal ID:	
Contact Person:	
Email Address:	
Telephone Number:	

MUST BE SIGNED TO BE VALID

I understand that Irmo Chapin Recreation Commission (ICRC) reserves the right to reject any and all bids, the right in its sole discretion to accept the bid it considers more favorable to ICRC's interest, and the right to waive minor irregularities in the procedures. ICRC further reserves the right to reject all bids and seek new bids when such procedure is reasonably in the best interest of ICRC. ICRC also reserves the right to award portions of this Bid to separate vendors. I also certify that this bid is made in all respects fair and without collusion or fraud. I agree to abide by all conditions of this bid and certify that I am authorized to sign this bid.

Authorized Signature:	
Name (typed or printed):	
Title:	
Date:	

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Employee Merchandise Online Store

BACKGROUND

The Irmo Chapin Recreation Commission (ICRC) is a special purpose district formed in 1969 to serve community members living in the Lexington County portion of School District Five. Five Commissioners appointed by the Governor of the State of South Carolina are responsible for policy-making decisions and setting goals for the future development of the agency. ICRC currently operates five parks: Crooked Creek Park, Melvin Park, Michael J. Mungo and Mary Meech Park (Mungo Park), Seven Oaks Park, and Saluda Shoals Park, which provide an array of recreation opportunities for youth, teens, adults, seniors, and persons with special needs. To learn more about the ICRC park system, please visit our website at www.icrc.net.

SUBMISSION REQUIREMENTS

A BID MUST BE RECEIVED AT THE ABOVE MAILING ADDRESS NO LATER THAN 3:00 PM ON WEDNESDAY, AUGUST 7, 2024. ATTENTIONED TO JOSIE WILKES (as stated above).

QUESTIONS:

All questions regarding this Bid must be submitted in writing or emailed to Josie Wilkes at (803)772-1228 or jwilkes@icrc.net. Responses to questions will be distributed to all firms, that have notified Irmo Chapin Recreation Commission of their interest in completing and submitting the 'Employee Merchandise Online Store' original Bid.

INFORMATION AND INSTRUCTIONS:

All Bid sheets and this form must be submitted in a sealed envelope. The face of the envelope shall contain the Bid title (EMPLOYEE MERCHANDISE ONLINE STORE), and the date and time of Bid opening. Bids not submitted on this Bid form will be subject to rejection. The Commission assumes no responsibility for unmarked or improperly marked envelopes. Bids, amendments, or withdrawal requests must be received by the time advertised for Bid opening. It is the vendor's sole responsibility to ensure that Bid documents are received by the time and date indicated in the solicitation notice. All prices and notations shall be printed in ink or typewritten. Errors shall be crossed out and corrections entered and initialed by the person signing the Bid. No Bid shall be altered or amended after the specified time for opening. By submission of a Bid, the vendor shall guarantee that all goods and services shall meet the requirements of the solicitation.

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Employee Merchandise Online Store

INTRODUCTION AND SCOPE: The Irmo Chapin Recreation Commission (ICRC) is seeking Bids from qualified merchandise online store vendors that provide approved design, logo, and brand merchandise for employees to easily select uniform/wearable needs through an integrated software retail platform.

From a technology viewpoint, ICRC’s vision is a cloud-based solution that is supported by the Respondent. Respondents should ensure that their proposed offer addresses the various services requested in this Bid. Cost schedules should be developed to support the Respondent’s bid.

CALENDAR OF EVENTS:

Bid Distribution Date:	MONDAY, JULY 22, 2024
Questions Deadline: <i>Responses will be sent to Josie Wilkes, via email at jwilkes@icrc.net</i>	FRIDAY, AUGUST 2, 2024
Submittal Deadline: <i>Bids shall be delivered or hand carried to 5605 Bush River Road, Columbia, SC 29212, ATTN: Josie Wilkes, BID – Employee Merchandise Online Store</i>	WEDNESDAY, AUGUST 7, 2024 BY 3:00PM
Tentative Award Date:	WEDNESDAY, AUGUST 14, 2024
Tentative Go-Live Date:	THURSDAY, SEPTEMBER 26, 2024

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Employee Merchandise Online Store

BID REQUIREMENTS:

1. Include the original signed ‘Submitter Information’ sheet (page 1)
2. Include the ‘Bid Requirements’ information (pages 4-6)
3. Include the ‘Bid Specifications’ sheet (page 9)
4. Describe the following in your Bid:

Desktop/Browser

Identify the minimum and recommended desktop configuration requirements. Catalog the web browsers (including minimum release level) that are compatible with your system.

Mobile Capabilities

Describe the Respondent’s strategy and software compatibility with mobile devices, including iOS, Android, Windows Phone, or other platforms such as kiosks or hand-held terminals. Describe whether or not a mobile responsive version of the application exists, and which mobile operating systems are supported.

Describe common functions or applications that can be accessed on these platforms in the delivered solution as well as a high-level overview of what features/functions cannot be accessed via a mobile version of the application.

Payment Processor

The Respondent will identify the payment processor and all fees and costs associated with merchant processor vendor software. This includes the processing fee and who is responsible for absorbing the fee (customer or ICRC).

Security

Respondent should describe the security approach with the employee merchandise online software application. The system should provide application controls to prevent unauthorized use of the system, maintain ICRC’s process controls, and log all transactions. This description should address, but is not limited to:

- Database access;
- Data privacy;
- Handling confidential data; and
- Preservation and auditability of data and changes

Describe how the system security will limit users to view and update information for only their assigned unit(s) or department(s).

Describe how security roles are added/removed when changes occur (i.e., user changes department). Describe any automation capabilities to streamline the addition or removal of security roles when personnel changes occur.

Describe how the proposed employee merchandise online software application will provide a detailed audit trail to allow the authorized user to trace the history of all changes in user data or in system configuration. How does ICRC facilitate the audit of security accounts, roles, and access?

Training

Describe the level, timing, and instructional approach to training ICRC’s technical and functional users of the system.

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Data Analytics and Reporting

The Bid should include the following:

- Data analytics and reporting capabilities
- Ability to create ad-hoc reports
- Ability to export data/reports into other formats (i.e., CSV, pdf, excel, etc.)

Key Differentiators

Describe the features and functions of the employee merchandise online software solution that you believe are unique to your offering and differentiate your solution.

Software Vendor Support

The Bid should include technical support procedures and policies for the proposed software, organized in accordance with the outline below:

- Respondent should include a copy of each proposed Software License and Annual Maintenance Agreement for the proposed software, including third-party software.
- Respondent should provide an explanation of the software licensing or subscription fee basis upon which costs have been calculated (i.e., number of users, number of transactions, etc.).

Software Maintenance and Customer Support Services

Respondent should describe the proposed maintenance and support plan, including general service level commitments offered under this support agreement. Maintenance and support information should outline the following:

- Comprehensive customer support strategy;
- Definition of the level of proposed support. If alternative maintenance and support plan levels exist (i.e., platinum, gold, silver), provide a description of each alternative plan available to ICRC;
- Telephone support (i.e., toll-free support hotline, hours of operation, availability of 24 x 7 hotline);
- Online support (i.e., “Web chat,” ability to submit and check status of issues, remote dial-in, Website access to patches, fixes and knowledge base);
- Problem reporting, resolution, and escalation procedures (i.e., severity levels and response times);
- Process for requesting a new single point of contact if ICRC desires such;
- Procedures for bug fixes, patches, and enhancements.

Software Updates and Upgrades

The Respondent should keep all software current. The Respondent should describe its upgrade strategy for the proposed software, an overview of its upgrade strategy, what support capabilities and tools are provided to facilitate the upgrade process, and the number of software versions that are currently supported. Describe the process for fixing bugs. Is there a commitment for how quickly bugs will be identified and resolved, or a workaround implemented?

Project Management Services

The Respondent shall provide Project Management services involving discovery, planning, design, development, testing, deployment, from project start to project closing, so that all project processes, intermediate milestones, and final deliverables are completed according to preset specifications of time and quality. To this end, the Respondent will provide a general overview of the Project management methodology, and specific to the employee merchandise online software deployment that the Respondent deems essential elements for project success.

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Project Timeline Schedule

The Respondent shall provide a timeline to complete the entire project involving discovery, planning, design, testing, deployment, training, from project start to project closing.

Hosting Services

The Respondent shall provide hosting services for the proposed employee merchandise online software solution. The Respondent shall provide a platform with sufficient capacity to handle ICRC's needs and maintain all agreed service levels during the term of the contract.

Cost Bid

The Respondent shall submit a detailed cost bid to include all aspects of providing the scope of products and services associated with this Bid. The pricing submitted as part of the bid shall be considered a valid offer.

The Cost Bid shall consist of:

The 'Bid Specifications' sheet on page 9. Additionally, the Respondent should document and submit all cost-related assumptions and other information necessary for ICRC personnel to thoroughly understand the cost listed. If the cost assumption pertains to a particular line item or element on a cost schedule, the reference for the assumption should be provided.

General Costs

- *Software Licensing Cost* – This section should list the licensed software product(s) being proposed within this Bid.
- *Software Annual Maintenance Cost* – This section should list the software annual maintenance cost for the software product proposed consistent within this Bid. Assumptions and other information necessary for ICRC personnel to understand thoroughly the proposed pricing should be submitted as cost assumptions in the narrative response to this section.
- *Hosting Cost* – This section should list pre-production hosting cost components, any initial set-up costs, and the monthly recurring costs. Additional assumptions and other information necessary for ICRC personnel to understand thoroughly the proposed pricing should be submitted as a cost assumption in the narrative response to this section.

Other Cost Components

Respondents should utilize this schedule to describe and reflect any additional costs for services, such as set-up, training, etc.

- *Other Cost Components* - Each cost component should include a description of the cost component, the basis for the cost component, and the proposed cost of the component. Assumptions and other information necessary for ICRC personnel to thoroughly understand the proposed cost components should be submitted as cost assumptions in the narrative response to this section.

Payment Schedule

Respondents should provide a Payment Schedule. This schedule should reflect the estimated timing and payment amount for all payments required to match each section (general cost, other cost components, optional costs).

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ADMINISTRATIVE RULES FOR THE BID

Respondent's Responsibility to Read the Bid

It is the Respondent's responsibility to thoroughly examine and read the entire Bid document. Failure of Respondents to acquaint themselves fully with existing conditions or the amount of goods and work involved will not be a basis for requesting extra compensation after the award of a Contract.

ADDITIONAL INFORMATION INQUIRIES

All inquiries concerning this Bid should be directed to:

Josie Wilkes
Subject: Employee Merchandise Online Store
Phone: 803.772.1228
Email: jwilkes@icrc.net

RECEIPT OF BIDS

Bids are to be submitted no later than **3:00 PM EST, Wednesday, August 7, 2024** to the Irmo Chapin Recreation Commission (ICRC).

EVALUATION OF BIDS

In evaluating the bids, ICRC reserves the right to accept or reject all or any part of any bid, waive minor technicalities, and award the contract to the Respondent deemed to best serve the interests of ICRC; and adopt any part or all of a Bid if it is judged in the best interests of ICRC.

Each Bid will be evaluated on the content of the Respondent's bid, i.e., the burden of information clarification and research rests solely on each Respondent's effort and will be considered a reflection of interest and efficiency.

The Irmo Chapin Recreation Commission reserves the right to contact a Respondent for clarification of information submitted, to contact references, and to use other sources of obtaining information regarding the Respondent that is deemed appropriate and would assist in the evaluation.

Bids which, after discussion and submission of additional clarification and/or supplementary information, are determined to meet the specifications of the Bid will be classified as "acceptable." Bids found not to be acceptable will be classified as "unacceptable" and no further discussion concerning the same will be conducted.

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EVALUATION CRITERIA

ICRC intends to award a contract resulting from this Bid to the responsive and responsible Respondent whose bid is determined to be the most advantageous to ICRC taking into consideration the evaluation factors set forth herein. ICRC reserves the right to reject any and all bids or any part thereof, to waive informalities, and to accept the bids deemed most favorable to ICRC. ICRC shall be the sole judge of whether or not a bid meets the requirements of this Bid.

A. Functionality, Capability and Data Transfer Solution

Respondents will be evaluated based on factors within this category, to include but are not limited to:

- Functionality and quality of employee merchandise online store software application
- User experience and ease of use
- Demonstrated fit with ICRC's business needs

B. Services

Respondents will be evaluated based on factors within this category, to include but are not limited to:

- Implementation and Project Management Services
- Hosting Services
- Managed Application Services

C. Cost

Respondents will be evaluated based on the cost of the specific components and services, which comprise the overall system, including annual maintenance cost, licensing, product and inventory costs, implementation costs, and any additional associated costs.

The failure of any Respondents to provide in their bids any information requested in this Bid may result in disqualification of the bid and shall be the responsibility of the Respondent.

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BID SPECIFICATIONS:

A prepared detailed bid must include the following in order to be considered:

Question	Response	Cost
Are there annual minimum product purchase requirements?		
Is there an individual minimum product purchase requirement?		
Who maintains and manages the inventory?		
What is the cost for your company to stock and maintain inventory?		
What are the shipping costs (individual and bulk)?		
What is the monthly or annual software plan cost?		
Is there an additional annual maintenance cost?		
What is the platform set-up fee?		
What is the logo set-up fee?		
How many logos do you include in the set-up fee?		
What is your return policy and is there a restocking charge?		
How does your return process work?		
Provide a list of your top brands sold?		
Does your platform allow for individual allotted budgets?		
Does your platform include the ability to create roles, tiers or buckets?		
What clothing sizes do you offer?		
What is the timeframe from order to delivery of employee merchandise?		
Identify payment processor and all fees		
Can each purchase be applied to a GL account?		
Reporting capability is required. Please describe your reporting tools and the ability to extract reports into an Excel or CSV file		

Company Name:	
Company Representative:	
Company Representative Phone / Email:	
Signature:	Date: