



USO CENTERS FURNITURE FULFILLMENT
REQUEST FOR PROPOSAL
Document Reference USO-CNTRFURNFILL2022
November 14, 2022

| KEY DATES | |
|---------------------------------------|-------------------|
| RFP posted on uso.org and RFPDB sites | November 14, 2022 |
| Request for Proposal Released | November 21, 2022 |
| Deadline for Questions | November 30, 2022 |
| Q&A Shared with all Vendors | December 2, 2022 |
| Deadline for Proposals | December 16, 2022 |
| Projected Award Date | December 30, 2022 |
| Projected Start Date | January 2, 2023 |

After reviewing this document, if you wish to participate in the RFP, please download and complete the [RFP Vendor Participation Request Form](#) prior to the Release date. Once the RFP has been released we can no longer accept new vendors to participate.

**Please note you must download this file and open with Adobe. It will not function properly if opened in your web browser*



ABOUT THE UNITED SERVICE ORGANIZATIONS

The USO strengthens America’s military service members by keeping them connected to family, home and country, throughout their service to the nation. We are the Force Behind the Forces®. Since 1941, the USO — a private, nonprofit organization — has served the men and women of the U.S. military, and their families, throughout their time in uniform – from the moment they join, through their deployments and as they transition back to their communities.

Today’s service members need the care, comfort, connection and support that can only be provided by an organization that is with them at every point of their military journey, wherever they serve. The USO is continuously adapting to the needs of our men and women in uniform and their families so they can focus on their important mission.

Although the USO is a congressionally chartered organization and works in close partnership with the Department of Defense (DoD), the USO is not part of the federal government.

We are a family of volunteers, sustained by the charitable contributions of millions of generous Americans and united in our commitment to support America’s service members by keeping them connected to the very things they’ve sworn to defend – family, home and country. Our work is America’s most powerful expression of gratitude to the men and women who secure our nation’s freedoms.

The USO remains dedicated to expanding access to USO centers and programs around the world, increasing annual service connections and boosting transition services for our service members and their families throughout their time of duty. In every corner of the world, our service members will know that the USO is always by their side.

USO meets all 20 Better Business Bureau Standards for Charity Accountability and is a gold-level GuideStar Exchange participant, demonstrating its commitment to transparency.

For more information, visit www.uso.org/about

**United Service Organizations
2111 Wilson Blvd, Suite 1200
Arlington, Virginia 22201**



PROJECT SUMMARY

The purpose of this request is to seek and retain a qualified partner that can provide furniture fulfillment services to the United Services Organizations (USO) in an efficient, cost-effective manner.

The successful bidder will have capabilities to provide design services that may include designing the layout of furniture based off architectural renderings and idea boards, furniture options and pricing, delivery to locations domestically and internationally that include military bases.

PURPOSE

The USO expects to make one award under this RFP. The period of performance is January 1, 2023-December 31, 2026

The anticipated contract award date is approximately December 30, 2022

This will be a **Time and Materials contract**. All labor will be delivered through a **Time and Materials Contract**. Any related travel expenses required to support the contract if encountered in the course of this contract will be billable on a cost reimbursable basis with no fee. The Vendor will operate at the direction of and receive guidance from the USO.

The USO reserves the right to make no award or to cancel this RFP.

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Submission Deadline

All proposals must be submitted no later than 5 pm (ET) on December 16, 2022 **via Coupa Sourcing**.



RECOMMENDED STEPS FOR SUBMISSION

1. Review the Requirements

Examine all sections of the RFP and learn about the USO.

2. Consider the Evaluation Criteria

Consider the organization eligibility requirements and the USO's specific requirements to see whether your organization, your interests, and your capabilities fit this project. Check with the USO for any modifications or amendments up to the submission deadline.

3. Develop Your Proposal

Develop your response to accomplish the Scope of Work (SOW).

4. Follow Submission Guidelines

See the [Submission Guidelines](#) section of this document.

5. Submit Your Proposal

Proposals are due by 5 pm (ET) on December 16, 2022.



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BACKGROUND

The USO has gone where America's military has gone since WWII. As times change the USO continues to find innovative ways to provide a "home away from home." Expeditionary Support is at the heart of who the USO is, as they seek to connect America's military with family, home and country, even in the most austere locations.

The challenge is to support expeditionary service members with a variety of items designed to offer comforts of home through their time away when a physical USO location is not an option. Examples of the challenges:

- Hundreds of units with no access to a USO center, especially in combat zones or remote TDY
- Reaching those where access is restricted due to remote locations, security, etc.
- DoD (Department of Defense) mission/operational tempo requires frequent moves making the establishment of USO centers non-strategic, restricting the support the USO provides

The USO is redefining the way Expeditionary Service Members receive support. The USO is the nation's leader in bringing a touch of home to those in uniform around the world. Through the years the USO has continued to adapt to the changing environment in which those we serve are located. Using the USO's best in class model of creating a safe and comfortable living room environment through USO centers, the USO stood to the challenge of redefining what support looks like, in even the most remote locations, where deployed service members are located.

During Service Members deployments and times separated from their families, they tell us their #1 concern is their family back home. The USO provides military family support programs in the form of community connection events (Coffee Connections), baby showers (Special Delivery) and connection through story time recordings (Bob Hope Legacy Reading Program). These programs keep military families connected and ensure the family back home is supported during these critical times of separation.

Statistics show:

- 17% (220,000) of America's military force are deployed from their primary duty location
- 43% of America's military force are 25 years or younger¹
- 85% of America's military force are male / 16% of America's military force are female²
- 55% of America's military force are married³
- 6% are dual-military marriages⁴



PROJECT REQUIREMENTS

Scope of Work (SOW)

The Vendor selected will be responsible for performing all tasks and subtasks listed below, as well as additional tasks to be assigned, and mutually agreed upon deliverable dates.

Tasks and Subtasks

Task 1: The Vendor will provide design services.

Task 1 for this project may include designing the layout of furniture based off architectural renderings and idea boards.

Subtask 1.1 in support of Task 1: may include multiple video calls to determine the design direction of the center. The calls will include center, region, and HQ staff. The calls may also be after normal US working hours, to include our center locations overseas.

Subtask 1.2 in support of Task 1: to make an informed decision on the product being chosen, staff may request fabric samples. These should be provided at no extra cost to the USO.

Subtask 1.3 in support of Task 1: The vendor must be able to provide furniture options from multiple manufacturers at a variety of price points. The USO strives to have up to date centers that all feel familiar to the customer experience but are not the same at each one.

Subtask 1.4 in support of Task 1: the budget provided by staff to outfit the center should, to the best of the vendors ability, come in at or below the plan. Realistic expectations with the center and staff should be set from the beginning. The purchase of furniture will need to include all shipping costs when preparing the quote.

Subtask 1.5 in support of Task 1: Travel to a renovated or new center may be required by the vendor. The vendor must be able to access military installations by successfully completing a background check, and providing required identification (Driver's License or Passport)

Task 2: The Vendor will provide GSA or lower pricing and product warranties.

Task 2 for this project may include matching rates on the GSA schedule or being a part of the GSA Advantage Program.

Subtask 2.1 in support of Task 2: Purchasing commercial grade furniture is crucial. The furniture purchased needs to be able to withstand heavy use, and have the ability to be replaced at limited or no cost to the USO under a warranty.

Subtask 2.2 in support of Task 2: Provide warranty information on items.

Subtask 2.3 in support of Task 2: Provide transparent pricing on items to USO staff.

Subtask 2.4 in support of Task 2: The vendor will be willing to submit invoices through USO's preferred invoice payment system.



Task 3: The Vendor will provide shipping information, must have knowledge about and experience shipping large quantities of packaged and/or palletized product throughout the United States and to destinations overseas, the ability to reverse plan ordering and transport product to meet center deadlines, and work closely with the USO Logistics Department to ensure on time delivery of product in the desired condition, ready for use.

Task 3 for this project may include collaborating on documentation, storage, fulfillment, and shipment of boxed and/or palletized and crated truck, air, and / or ocean freight.

Subtask 3.1 in support of Task 3: collaborate with USO Logistics on the creation and completion of Bill of Materials (BOM), Packing List (PL), Commercial Invoice (CI), Bill of Lading (BOL), Master Air Way Bill (MAWB), Certificate of Origin (COO), Shipper's Letter of Instruction (SLI), Electronic Export Information (EEI), Automated Export System (AES) Declaration, Military Shipping Label (MSL), Advanced Shipping Notice (ASN), Host Nation Customs' Military Customs Form (320s and 380s), as well as any other Host Nations and / or carrier specific paperwork required for a given import/export location.

Subtask 3.1.1 in support of Task 3.1: record Harmonized Tariff System codes, National Motor Freight Classification, and Truck Freight Class of each SKU for documenting in shipping documents; BOLs, MAWBs and SLIs.

Subtask 3.2 in support of Task 3: collaborate with USO Logistics on scheduling of consignment package and / or pallet pick-up by any contracted 3rd party carrier or division of FedEx; Express, Ground, Supply Chain, Trade Networks.

Subtask 3.3 in support of Task 3: collaborate with USO Logistics on scheduling of consignment package and / or pallet deliveries by any contracted 3rd party carrier or division of FedEx; Express (domestic and international package and pallet), Ground (package), Supply Chain (LTL/FTL/Dedicated truck freight), and Trade Networks (LCL/FTL/Dedicated Ocean and rail containers).

Technical Proposal

Describe a plan to provide, prioritize, and manage the tasks included in the Scope of Work (page 1)

Describe the knowledge, experience, and capabilities related to provision of the range of support needs described.

Statement of Understanding

- State a clear understanding of the mission of the USO and this project.
- Maximum length: 1 page

Technical Solution

- Describe your proposed approach to each requirement included in the Scope of Work.
- Maximum length: 2 pages



Management Approach

- Describe a plan to manage the operation to ensure successful program support, including program management, financial resources or ability to obtain them, equipment and facilities, quality assurance, internal controls, and staffing.

Management Plan

- Describe the overall plan for organizing, staffing, and managing the tasks required by the SOW. Indicate how roles and responsibilities will be divided, decisions made, work monitored, and quality and timeliness assured.
- Explain how this management and staffing plan will enable the Vendor to start projects quickly, conduct multiple projects concurrently, complete complex tasks within narrow time periods, and assure quality of products
- Maximum length: 3 pages

Proposed Project Team Members

- List proposed project team staff, subcontractors, and consultants. Identify key personnel. For key personnel, state of level of effort.
- Provide resumes for all proposed team members. Include proposed job title and a brief description of qualifications, including education and experience. Resumes should be no longer than two pages.
- Describe how the individual expertise of each proposed team member and the combined, complementary expertise of the project team are appropriate for supporting each of the requirement sections of the RFP.
- Maximum length: 3 pages

Subcontracting plans

- If the proposal includes subcontractors, we encourage large businesses to meet federal small business, labor surplus area, and minority business requirements.
- If applicable, please provide a description of planned usage of subcontractors
- Maximum length: 2 pages

Corporate Qualifications

The work described in this RFP must be performed quickly and meet exceptionally high-quality standards. It is essential that the Vendor demonstrate the technical and subject-matter expertise to design and conduct the activities described in the Scope of Work and to put qualified staff in place to begin work rapidly. The Vendor must also have the ability to organize and manage resources and personnel effectively.

- Describe projects that are currently being managed.



- Provide a discussion of directly relevant technical and substantive experience, including a list of prior, similar projects.
- Maximum length: 3 pages

Past Performance

It is essential that the Vendor demonstrate the previous experience required to design and conduct the various activities described in the Scope of Work. Of particular interest is experience in responding to similar requests from other clients or customers.

- For the Vendor and each proposed major subcontractor, identify up to three existing projects or projects completed within the last five years that are consistent in scope, nature, and effort for commercial customers, non-profit clients, or local, state, or federal governments.
- Complete table in Appendix A.
- For each selected project, submit a synopsis of work performed (no longer than two pages). Provide information on problems encountered on the contracts and subcontracts and corrective actions taken to resolve those problems. Do not provide general information on performance on the contracts because we will obtain that information from the references.

Cost Proposal

- Provide a quote in table form that supports the entire Scope of Work, including all expected expenditures and fees. The quote should list key services with corresponding prices. Vendors should break out costs by each task/heading within the project to include key personnel working on the project with expected hours per month. Travel will be reimbursed, at cost, according to USO travel guidelines (based on federal travel regulations).
- **Brief budget narrative** (no more than 2 pages) may be included to clarify unusual budget items or calculations.



TERMS AND CONDITIONS

Period of Performance

The period of performance for the project is from the award date until December 31, 2026.

Other Requirements

Coupa Sourcing Management Software

This RFX will be hosted using Coupa Sourcing Management Software. The Vendor is required to use Coupa Sourcing for all communication and submissions related to this RFP. The USO will provide the Vendor with all necessary tools to access the Coupa Sourcing Management Software.

Furnishing of Equipment/Property

The Vendor shall furnish its own office, equipment, personnel, and technology.

Place of Performance

With the exception of travel and/or specific requirements as outlined in the RFP that relate to the Scope of Work and/or Task Deliverables the Vendor is required to provide the facilities necessary to execute the SOW. The Vendor shall choose its staff or acquire the necessary personnel support and provide suitable work facilities.

Hours of Service

The Vendor shall be available Monday through Friday, between 8:30 am and 5:30 pm (ET). USO has regular observance of federal holidays: New Year's Day; Birthday of Martin Luther King, Jr.; Washington's Birthday; Memorial Day; Juneteenth; Independence Day; Labor Day; Veterans Day; Thanksgiving Day; Day after Thanksgiving Day and Christmas Day.

Insurance

The Vendor, at its own expense, shall provide and maintain the general liability insurance in support of an awarded contract for the entire duration, including option years, with \$1 million minimum coverage and up to \$3 million or at a level required and relevant to the project requirements. The Vendor assumes absolute responsibility and liability for any and all personal injuries or death and/or property damage or losses suffered due to negligence of the Vendor's personnel in the performance of the services required under this contract.

Non-Disclosure Agreement

The Vendor shall not release any sensitive, confidential, or proprietary information without prior written approval from the USO. At the time of the contract award, the Vendor may be required to sign a Nondisclosure Agreement (NDA), and at each subsequent option year, if applicable and exercised.

Organizational Conflict of Interest

The Vendor agrees to disclose any conflicts of interest on the part of the Vendor that has the potential to bias or has the appearance of biasing its obligations under this RFP. Vendor warrants that there is no undisclosed conflict of interest in Vendor's other contracts or agreements or other employment or in the operation of the Vendor's business with the proposed services to be performed under this RFP.



Compliance

Upon the request of employees or other persons with disabilities participating in official business, the Vendor must arrange necessary and reasonable accommodations for the impaired individual(s) per Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)).

Proposal Evaluation Criteria

Overview

The USO will evaluate proposals in compliance with the Scope of Work and requirements stated in this RFP. An award may be made to the Vendor who proposes the best overall value for the USO as determined by USO in its sole discretion. The USO will consider the evaluation factors indicated below. See Submission Guidelines (below) for a description of the categories.

The USO reserves the right to reject proposals that are unreasonable low or high in price.

The price will be determined with regard to the fulfillment of the requirements listed in the Scope of Work.

| Category | Weight of Rating Factor |
|---------------------|-------------------------|
| Technical Solution | 25% |
| Management Approach | 25% |
| Past Performance | 25% |
| Cost | 25% |

The USO will assign the following evaluation scores:

- **Outstanding** – The Vendor has demonstrated that there is a high probability of success in a combination of past results, low risk, and professional distribution of services.
- **Good** – The Vendor has demonstrated that there is a good probability of success in a combination of past results, moderate risk, and professional distribution of services.
- **Fair** – The Vendor has demonstrated that there is marginal probability of success in a combination of past results, marginal risk, and professional distribution of services.
- **Poor** – The Vendor has not demonstrated that there is a reasonable probability of success in this services-based effort.



SUBMISSION GUIDELINES

The USO utilizes **Coupa Sourcing** for all Vendor Bidding

Acceptance of Coupa Sourcing Event

- Click on the link provided in the email invite from Coupa Sourcing
- Download **Coupa Step-by-Step Documentation**
- Download and review **Terms & Conditions**

Format

- All text should be Arial or Times New Roman font, no less than 11 point with one-inch margins and single-spaced
- Graphics and tables may be included. We accept MS PowerPoint, MS Word, MS Excel, or Adobe PDF formats.

Attachments

- Download **Coupa Sourcing Guide for Bidding**
- Download **Supporting Documentation** (if applicable)
- Download **Cover Letter** Guide
- Upload completed **Cover Letter**

Forms

- **Download** Scope of Work Forms in Coupa Sourcing and **Upload** responses.
 - Statement of Understanding
 - Technical Task 1:
 - Technical Task 2:
 - Technical Task 3:
 - Management Plan:
 - Proposed Project Team:
 - Subcontracting Plan (if Proposed):
 - Corporate Qualifications
 - Past Performance
 - Cost Proposal

Cost (Items & Lots)

- **Enter Total Cost of Your Proposal**

Post-Submission Information

Withdrawal or Modification of Proposals

A Vendor may modify or withdraw its proposal on or before December 16, 2022. This is done through Coupa Sourcing.

Late Submissions

Late proposals, requests for modification, or requests for withdrawal shall not be considered.



Best and Final Offers

Subsequent to receiving the original proposals, USO reserves the right to notify all technically acceptable Vendors within the competitive range and to provide them an opportunity to submit written best and final offers (BAFOs) at the designated date and time. This will be done through Coupa Sourcing “Messaging” tool.

BAFOs shall be subject to the late submissions, late modifications, and late withdrawals of proposals provision of this RFP. After receipt of a BAFO, no discussions shall be reopened unless the USO determines that it is in the USO’s best interest to do so (e.g., that information available at that time is inadequate to reasonably justify Vendor selection and award based on the BAFOs received). If discussions are reopened, the USO shall issue an additional request for BAFOs to all technically acceptable Vendors still within the competitive range.

At its discretion, the USO reserves the right to also invite Vendors who are technically acceptable to make a presentation to the USO on the proposed effort for technical and management approaches identified in the submission. The USO will notify Vendors who meet the qualifications and provide the date, time, and format for the presentation.

This RFP does not commit the USO to engage in any business transactions or enter into any contractual obligations with Vendors.

Retention of Proposals

All proposal documents shall be the property of the USO, retained by the USO, and not returned to the Vendors.

Post-Award Information

Anticipated Award Date

The anticipated notice of award date is December 30, 2022

Post-Award Conference/Kickoff Meeting

Upon notice of award, the USO will coordinate an award kickoff meeting within 7 days with the Vendor. The date, time, and location will be provided at the time of the award.

Notice to Proceed

Immediately upon receipt of notice of award, the Vendor shall take all necessary steps to prepare for performance of the services required hereunder. The Vendor shall have a maximum of 10 calendar days to complete these steps.

Following receipt from the Vendor of acceptable evidence that the Vendor has obtained all required licenses, permits, and insurance and is otherwise prepared to commence providing the services, the USO shall issue a Notice to Proceed.

On the date established in the Notice to Proceed (this notice will allow a minimum of seven calendar days from the date of the Notice to Proceed unless the Vendor agrees to an earlier date), the Vendor shall start work.



Period of Performance

The performance period of this contract is from the start date established in the Notice to Proceed and continuing until December 31, 2026. The initial period of performance includes any transition period authorized under the contract.

Documentation Requirements

The Vendor may be required to provide documentation to support its legal ability to operate facilities in the United States.

Basis of Compensation to the Vendor

The USO expects to award a Time and Materials contract for the SOW and budget that is proposed; negotiated with the USO during the contract award or the Best and Final Offer process; and listed in the agreement executed between the organizations. Any Vendor quality issues that result in the re-drafting of work or increased labor required to meet deliverables during the performance of the contract are the financial responsibility of the Vendor, and re-work will be done at the Vendor's expense.

Billing and Payment Procedures

The USO currently utilizes electronic invoicing. Invoices shall be provided to the USO on a monthly basis by submission to "Coupa Supplier Portal". Instructions on accessing the portal will be provided post-award.

Debrief – Post-award

The Vendor(s) not selected may receive a post-award debriefing provided a written request is submitted to procurement@uso.org within three calendar days from the Notice of an Award. At the USO's sole discretion, the debriefing will be provided verbally.

Protests/Appeals

USO is not a government agency and therefore, USO's procurement decisions, including awards and decisions not to award, resulting from requests for procurement, requests for quotes, requests for information, or other procurement processes, are made in USO's sole discretion and are not subject to protest or right of appeal.



Appendix A: Past Performance Chart

FSP shall submit the following information as part of the proposal for both the vendor and proposed major subcontractors. A list of three contracts completed during the past five years, or currently in process, Contracts listed may include those entered into by the federal government, agencies of state and local governments, and commercial clients. Include the following information for each contract and subcontract:

| | Contract 1 | Contract 2 | Contract 3 |
|--|-------------------|-------------------|-------------------|
| Name of contract | | | |
| Name of client or customer | | | |
| Contract type | | | |
| Dates of performance | | | |
| Total contract value | | | |
| Program manager and telephone number | | | |
| Contracting officer and telephone number | | | |
| Administrative contracting officer, if different from contracting officer, and telephone number | | | |
| List of major subcontracts | | | |