

## Questions and Responses

### Commercial Printing, Marketing and Warehousing Services RFP

**Does the first bullet point under requirement 4.2 Customer Service on page 9 of 33 mean the printer must have someone present in Dallas in order to qualify to complete Step 1 and possibly Step 2?**

As noted in the RFP document, SMU expects the highest level of customer service possible. If the vendor can deliver this level of customer service without a Dallas/Fort Worth presence, the response to this section must clearly outline how the assigned account manager will engage with the campus users and meet all of the expectations listed in the second bullet point. The vendor's response will be evaluated as noted in 7.0 STEP 1 Basis of Selection.

**Section 3.6 Press Checks indicates press checks are required for jobs with critical color and estimated at 40%-50% of jobs from DEA Marketing and Communications. If our facility does not allow in-person press checks due to a conflict with security protocols designed to maintain strict privacy for clients with confidential material, can our company still submit a proposal?**

SMU intends to award contracts to more than one vendor and will have jobs that require press checks.

For this RFP, the vendor should respond in one of two ways:

- 1) A vendor that cannot provide press checks but is selected by SMU would be required to note that press checks are not an option on any job quoted. The vendor's response will be evaluated as noted in 7.0 STEP 1 Basis of Selection.
- 2) A vendor that can provide press checks but is located outside the DFW area, should describe their plan on handling an out-of-state press check and SMU travel, and describe how color or production approvals would be addressed as an added step in the process. The vendor's response will be evaluated as noted in 7.0 STEP 1 Basis of Selection.

**Are the Service/Capability and Equipment spreadsheets the only information you need for now? I don't see any information about specific pricing requests.**

This RFP will be evaluated in a two-step process.

STEP 1 – written proposal detailing company services and capabilities.

STEP 2 – price proposal for services as detailed in the market basket to be provided.

All suppliers are asked to participate in Step 1. The RFP Evaluation Committee will down select to a smaller number of suppliers who will be asked to proceed to Step 2. Criteria for Step 2 are not included in this document. In addition to completing the 2 attachments, please submit a proposal as outlined in Section 5.0 of the [RFP Document](#).