



**REQUEST FOR PROPOSAL  
OFFICE & JANITORIAL SUPPLIES**

450 W. Paseo Redondo  
Tucson, Az 85701  
Website: <https://www.elrio.org>  
RFPs: <https://www.elrio.org/about-elrio/rfps/>  
Email: [contracts@elrio.org](mailto:contracts@elrio.org)

Proposals must be received by February 24, 2026, by 5:00 P.M. MST

Submit proposals to [contracts@elrio.org](mailto:contracts@elrio.org) with the subject line: El Rio Health Office & Janitorial Supplies  
RFP

Questions may be directed to the attention of the  
El Rio Health Compliance Department at [contracts@elrio.org](mailto:contracts@elrio.org) .



## **MISSION STATEMENT**

El Rio Health Santa Cruz Neighborhood Health Center Inc.'s mission is to improve the health of our community through comprehensive, accessible, affordable, quality, and compassionate care. El Rio Health's mission is to provide our patients with integrated comprehensive quality care with the ongoing vision to optimize their overall health and quality of life.

## **ABOUT EL RIO HEALTH**

El Rio Health is dedicated to providing health care services for all people. Since El Rio Health began in 1970, we have grown from 10,000 patients to over 130,000 patients and currently serve 1 in 9 community members for primary, dental, and behavioral health care. We are proud to be one of the most innovative, highly regarded, non-profit health centers in the United States. Our focus is on positive outcomes and treating the whole person. Annual revenues are approximately \$320 million per year, and the organization has more than 1,900 dedicated employees. Our health care is delivered by compassionate, professionally trained, and integrated health teams who give from their hearts to provide world class care. Our motto is "Your Health is Our Passion."

El Rio Health receives funding from health insurers, patient co-pays, reduced patient fees from those that qualify for our sliding fee scale, government grants and private donations to the El Rio Health Center Foundation. El Rio Health is a 501(c)(3) Non-Profit organization, as well as a Federal Tort Claims Act Deemed Facility. This health center receives Health & Human Services funding and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

El Rio Health provides comprehensive health care services at 14 locations. Our patient-centered healthcare teams include Pediatricians, Internists, OB/GYN practitioners, Midwives, Nurses, Nurse Practitioners, Family Medicine Practitioners, Medical Assistants, Dentists, Health Coaches, Pharmacists, Licensed Clinical Social Workers, Radiologists, Behavioral Health Professionals, Community Health Advisors and Referral Specialists.

## **PROJECT OVERVIEW**

El Rio Health is seeking proposals from qualified Offerors that can provide competitive pricing for both office and janitorial supplies for administrative and clinical locations. Currently one vendor supplies El Rio Health with both office and janitorial supplies. Preference will be given to the Offeror that can provide supplies for both categories. El Rio Health reserves the right to select a vendor for each category in the event the proposals best meet the needs of the organization. Offerors should be able to provide a comprehensive and guaranteed pricing structure for the necessary goods and services, achieve cost savings for El Rio Health and leverage aggregate purchasing volume of El Rio Health. Attached Exhibit A shows the usage for both supply categories for 2025.

No contract resulting from this RFP will guarantee a specific volume of services to a Vendor. The attached figures are estimates only. The purchase of office and janitorial supplies based on any agreement resulting from this RFP may involve more or less than the estimates provided. El Rio Health does not represent, warrant or guarantee that it will purchase a specific dollar amount or quantity of products or services.



## SCOPE OF SERVICES

Offerors will be responsible for providing the following:

1. Competitive pricing for both types of supplies.
2. Completing the attached Exhibit A to show UOM Cost quoting, whether an exact product match is available, whether the product is stocked locally, and whether the product can be delivered within 1-2 days.
  - a) If Offeror cannot provide the exact item required by El Rio Health, please list the closest cross product that matches the product specifications, unit of measure, and your cost.
  - b) If additional explanation is needed, please attach an addendum. Preference is placed on Offerors who complete the attached spreadsheet from El Rio Health.
3. Pricing is expected to be frozen for one year with no increases or decreases in supply cost. Offerors will review the price list with El Rio Health thirty (30) days prior to the end of each contract period to create the price freeze for the upcoming contract period.
  - a) If during any review period the Offeror and El Rio Health cannot agree on the pricing schedule, El Rio Health reserves the right to seek the needed supplies from other vendors.
  - b) It is the intention of El Rio Health to purchase all supplies from both categories from the awarded Offeror for a period of three (3) years. El Rio Health may extend the period to five (5) years, whereafter best practice dictates that another RFP will be issued.
4. Orders placed by El Rio Health with the Offeror will be made via Purchase Order (PO). The ability to create a punchout with Microsoft Dynamics Finance and Operations, with no additional cost to El Rio Health is required.
  - a) Orders will be placed as needed with no limitation on the number of orders per day/week.
  - b) Preference will be given to suppliers with a zero-dollar order amount threshold limit.
5. Online portal access will be needed for the El Rio Health Procurement team to review the catalog of supplies and create custom lists if needed.
6. Desktop or specific delivery location within our buildings is highly preferred and directions will be provided at each location as needed. Please see Exhibit B for El Rio Health locations.
7. For large/oversize/heavy orders, El Rio Health will need delivery with a lift gate.
8. Deliveries are expected to be next-day delivery, with no more than two-day delivery for any items that are in stock.
  - a) Preference is to have 90% of supply list available in stock, with 100% of the top 50 items always in stock.
9. Regardless of order size or amount, no shipping fees are expected.
10. Self-service portal should have supply spend reporting for all orders.
11. Quarterly business reviews will be requested for the first year and semi-annually thereafter.
12. Invoicing will be done on a purchase order to invoice matching and not on a consolidated invoice. Payment will be Net 60 or greater.
  - a) All invoices should be sent to El Rio Health via email at [apinvoices@elrio.org](mailto:apinvoices@elrio.org).
  - b) Account statements and specific payment questions should be sent to [accountspayable@elrio.org](mailto:accountspayable@elrio.org).



## OBJECTIVES AND REQUIREMENTS

The following items are to be clearly addressed in the Offeror's response. If an item is not applicable, please indicate why and note "not applicable".

1. Please tell us about the structure of your company. This summary should include the following:
  - a) Company name and contact information.
  - b) Brief overview of the company history.
  - c) Outline the organizational structure of the company.
  - d) Who will be the account manager assigned to this project? Will they be available during regular working hours?
  - e) Share what sets your company apart from your competitors.
2. Vendor will fill out the attached spreadsheet (Exhibit A) with the requested information.
3. Any email communication to El Rio Health regarding this RFP should be sent to [contracts@elrio.org](mailto:contracts@elrio.org) and use the subject line "El Rio Health Office & Janitorial Supplies RFP".

## SCHEDULE

The following timeline is based on requirements of El Rio Health and represents the activities planned as part of the due diligence process of making an award. El Rio Health reserves the right to change the times and activities as deemed necessary.

<b>RFP Issue Date</b>	February 9, 2026
Submit Written Questions to <a href="mailto:contracts@elrio.org">contracts@elrio.org</a> Subject Line: El Rio Health Office & Janitorial Supplies RFP	February 16, 2026 @ 5:00pm (MST)
Answers to Submitted Questions will be emailed to all Offerors and posted at <a href="https://elrio.org/about/rfps">https://elrio.org/about/rfps</a>	February 20, 2026 @ 5:00pm (MST)
<b>Proposal Submission Deadline</b>	February 24, 2026 @ 5:00pm (MST)
Submit Proposal to via email	<a href="mailto:contracts@elrio.org">contracts@elrio.org</a>
Proposals Opened	February 25, 2026
Issuance of Award	March 6, 2026

## PROPOSAL INSTRUCTIONS & REQUIREMENTS

1. Responses should include only the information requested and no other marketing materials. To ensure that RFP documentation and subsequent information (modifications, clarifications, addendum, written questions & answers, etc.) is directed to the appropriate persons within El Rio Health, please submit one electronic PDF copy of your RFP submission to [contracts@elrio.org](mailto:contracts@elrio.org) according to the schedule listed above. To ensure that RFP documentation and subsequent information including modifications, clarifications, addendum, written questions



and answers are directed to the appropriate person within your organization, please provide the following information:

- Name of primary contact
- Mailing address of primary contact
- Telephone number and email address of primary contact
- Any additional contact person and their information

2. The Offeror agrees to provide their best and final price in the submitted proposal. El Rio Health will only accept the first and final offer; we will not allow secondary proposals or pricing to be presented.
3. The Offeror agrees if they are awarded the Request for Proposal, that they will deliver the goods/services at the prices set forth in the submitted proposal.
4. The Offeror must submit to background checks and provide information to the El Rio Compliance Department at [contracts@elrio.org](mailto:contracts@elrio.org) , if requested, prior to any person being allowed on El Rio Health property.
5. The Offeror will provide a signed and dated copy of the Company IRS W-9 form with the submitted proposal.
6. The Offeror agrees to provide a certificate of insurance coverage to El Rio Health if they are awarded the request for proposal.
7. If requested, the Offeror shall provide three (3) reference clients and three (3) trade references. Reference clients shall be of a similar scope of work as defined herein. Trade references may be banks, equipment suppliers, consumables vendors, staffing agencies, repairs, and maintenance vendors, etc. and shall contain names and phone numbers. References will be checked.
8. The successful Offeror will have attested to following Equal Opportunity Employment Practices: performing background checks on employees, having proof of right of work status of employees, providing employees training on moving and heavy lifting practices, and having appropriate business licenses and insurance policies. All these documents will be shared with the El Rio Health Compliance Department.
9. The Offeror and employees must not appear on the Office of Inspector General (OIG) list of excluded individuals or entities. Offeror must be able to provide the full name (first, middle, last), date of birth and SSN to El Rio Health Compliance Department for regulatory purposes.
10. Offeror will abide by and follow all applicable El Rio Health policies and procedures while on El Rio Health premises.
11. The Offeror (including any officers, trustees, partners, or employees) must not have a business interest or a close family or domestic relationship with any El Rio Health official, officer, board member, trustee, or employee who was, is, or will be involved in selection, negotiation, drafting, signing, administration, or evaluating Offeror performance. El Rio Health shall make the sole determination as to compliance with its Conflict-of-Interest Policy.
12. Offeror must represent that its proposal, including all work, materials, equipment, and network services comply with governmental and telecommunications regulatory law, ordinances, and regulations within their respective jurisdictions.
13. Persons with disabilities may request accommodation by contacting [contracts@elrio.org](mailto:contracts@elrio.org). Please make all requests as early as possible to allow time to arrange the accommodation.



## **SELECTION CRITERIA**

1. All eligible proposals will be reviewed and rated based on the award criteria.
2. El Rio Health may request presentations from a short list of Offerors and/or request additional information.
3. The award of a contract based on this request for proposal represents the best value for and is in El Rio Health's best interest.
4. In no event will El Rio Health be limited to selecting a proposal based solely upon total cost submitted.
5. Although critical, price is only one of the determining factors for the award. El Rio Health reserves the right to make an award without further discussion of the proposals submitted. Proposal evaluations are based solely on the information provided.
6. All Offerors will be notified whether they have or have not been:
  - Selected to provide a presentation
  - Have been awarded the contract for this RFP

## **OPENING OF PROPOSALS**

1. Proposals will be opened promptly after the deadline to submit proposals. This is not a public opening, and vendors are not invited to attend.
2. Proposals received on time will be opened in the presence of one or more witnesses and the name and address of the Offeror will be recorded.
3. Proposals not received on time will not be opened.

## **AWARD OF CONTRACT**

1. El Rio Health reserves the right to accept the proposal and award this request for proposal to an Offeror that is in the best interest and provides the best value for El Rio Health.
2. El Rio Health reserves the right to reject all proposals or any part thereof.
3. El Rio Health reserves the right to enter contractual negotiations and if necessary; modify any terms and conditions of a final contract with the respondent whose proposal offers the best value to El Rio Health.
4. The final Agreement will be signed by El Rio Health and the successful Offeror and returned within an agreed timeframe after the date of Notice of Award. No Agreement will be effective until it has been fully executed by all parties thereto.
5. El Rio Health would prefer to have an ongoing relationship with the chosen Offeror. The character and operating principles of the successful Offeror are important to El Rio Health. After contractual Award it will be important to continue to work with the RFP Team throughout Implementation of the services.

## **GENERAL INFORMATION**

1. Any questions from Offeror must be submitted on February 16, 2026, by 5:00pm MST, allowing sufficient time for a reply to reach all Offerors prior to the submission of their proposals. El Rio Health will post answers to all questions to our website at <https://elrio.org/about/rfps/> under the title of this RFP.
2. Answers to any questions submitted prior to the deadline to submit any questions will be provided to all Offerors to maintain fair and open competition. No response will be given to any questions submitted after 5:00 pm MST February 16, 2026.



3. General marketing and promotional material are neither required nor desired. The Offeror should concisely but completely describe the service they feel is appropriate for El Rio Health.
4. All questions about the meaning or intent of this request for proposal shall be submitted in writing via email to the Compliance Department via the following email address: [contracts@elrio.org](mailto:contracts@elrio.org). A prompt e-mail response may be expected with copies of the Question(s) and Answer forwarded to all Offerors responding to this RFP. Questions received less than five (5) business days prior to the date for opening of proposals may not be answered.
5. El Rio Health will not be responsible for any costs incurred by an organization in preparing, delivering, or presenting proposals to this RFP. Once submitted, vendor proposals will become property of El Rio Health and will not be returned.
6. El Rio Health cautions Offerors to assure actual delivery and receipt of any proposal prior to the response deadline. El Rio Health will in no way be responsible for delays caused by any occurrence. El Rio Health will not accept or consider proposals submitted via facsimile transmission.
7. Alternate proposals are NOT authorized and will not be considered.

#### **INVITATION IS THE ENTIRE AGREEMENT**

This Request for Proposal constitutes the entire agreement between the parties with respect to its subject and will not be modified, altered, or amended in any way except as provided for in this Request.

#### **GENERAL DISCLAIMER**

The RFP process does not commit El Rio Health to award a contract to any respondent. Any response, including written documentation and verbal communication, by any respondent to this RFP, shall become the property of El Rio Health and may be subject to public disclosure.

<b>SIGNATURE OF AUTHORIZED REPRESENTATIVE</b>	
<b>Signature</b>	<b>Title</b>
<b>Name</b>	<b>Date</b>
<b>Address</b>	<b>Email</b>
<b>CONTACT OTHER THAN SIGNATORY</b>	
<b>Name</b>	<b>Title</b>
<b>Address</b>	<b>Email</b>

**(A completed copy of this page must be included with the proposal)**



**EXHIBIT A**

See attached spreadsheet



## EXHIBIT B

<b>Location</b>	<b>Address</b>	<b>Hours of Operation</b>
Abrams	3950 S. Country Club Rd.	Mon-Fri 8:00am – 5:00pm
Center of Opportunity	4550 S. Palo Verde Rd.	Mon-Fri 8:00am - 5:00pm
Cherrybell	1230 S. Cherrybell Strav.	Mon-Fri 7:00am – 8:00pm
Congress (Peds/Dental)	839 W. Congress	Mon-Fri 7:00am – 8:00pm Sat 8:00am – 4:00pm
Congress (Gomez)	839 W. Congress	Mon-Fri 7:00am – 8:00pm Sat 8:00am – 4:00pm
El Pueblo	101 W. Irvington Rd., Bldg. 10	Mon-Fri 7:00am – 8:00pm Sat 8:00am – 4:00pm
Grant	3655 E. Grant Rd	Mon-Fri 7:00am – 5:00pm Sat 8:00am – 4:00pm
HealthOn Broadway	1 W. Broadway, Suite 151	Mon-Fri 8:00am – 5:00pm Sat 8:00am-12:00pm
HealthOn University	434 E. University Blvd., Suite 100	Mon-Fri 8:00am – 5:00pm
Manning House I	450 West Paseo Redondo	Mon-Fri 8:00am-5:00pm
Manning House II	450 West Paso Redondo	Mon-Fri 8:00am - 5:00pm
Northwest	320 W. Prince Road	Mon-Fri 7:00am – 8:00pm
Northwest Dental	340 W. Prince Road	Mon-Fri 7:00am – 6:00pm
OB/GYN Associates	225 W. Irvington Road	Mon-Fri 8:00am – 5:00pm
Pascua Yaqui	7490 S. Camino de Oeste	Mon-Fri 7:00am – 5:00pm
Southeast	6950 E. Golf Links	Mon-Fri 7:00am – 8:00pm Sat 8:00am-4:00pm
Southwest	1500 W. Commerce Court, Bldg. B	Mon-Fri 8:00am – 5:00pm
Southwest Dental	1500 W. Commerce Court, Bldg. C	Mon-Fri 8:00am – 5:00pm
Southwest Pediatrics	1500 W. Commerce Court, Bldg. A	Mon-Fri 8:00am – 5:00pm
University	434 E. University Blvd., Suite 200	Mon-Fri 8:00am – 5:00pm
Stone	4888 N. Stone Avenue	Location scheduled to open Q1 2026