



Office Supplies for Desk Top Delivery

General Services

Christine Williams, Management Support Specialist

May 27, 2026

Strategic Plan for Our **Smart One Water Future**



Vision

In every home, in every business, we make everything possible by ensuring access to dependable and safe water for everyday life.

Smart One Water Mission

WSSC Water ensures all communities thrive by ethically delivering safe, reliable and sustainable water and wastewater services.

Promise

Continue the legacy of treasuring our water, customers and employees through dedicated service for current and future generations.

Values

Just. Accountable. Caring. Community Focused. Excellent. Trustworthy.

Strategic Priorities



**Workforce
Development**



**Culture
Shift**



**Affordability &
Financial
Viability**



**Sustainability &
Resiliency**



**Asset
Management &
Infrastructure
Reliability**



**Optimizing
Operations**



**Customer
Engagement &
Partnerships**



**Digital
Transformation**

Agenda

1. Team Introductions
2. Contract Objectives
3. Contract Overview
4. Keys to Success
5. Contract Compliance
6. Questions



Team Introductions

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General Services: **Support Services**

- **Yvonne Farr**, Section Manager
- **Christine Williams**, Management Support Specialist/Project Manager



Contract Objectives

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- Provide a comprehensive office supply program that supports WSSC Water operations across all facilities in Prince George's and Montgomery County, Maryland.
- Ensure timely desktop delivery of office supplies to designated WSSC Water locations with next-business-day service for stocked items.
- Deliver a secure, user-friendly online ordering platform with 24/7 access, customized catalog, real-time tracking, and reporting capabilities.
- Supply high-quality, new, and manufacturer-packaged office products that meet or exceed industry standards.
- Offer a wide range of office supply categories, including stationery, binders, paper products, desk accessories, planners, and technology accessories.
- **Support operational efficiency through accurate order fulfillment, detailed packing slips, and reliable inventory availability.**

Contract Objectives (cont.)

- Provide responsive customer service with dedicated account management and issue resolution within 24 hours.
- **Accommodate emergency and last-minute office supply requests to support critical business operations.**
- Enhance financial transparency through detailed invoicing, monthly and quarterly reporting, and analytics accessible to the WSSC Water Contract Manager.
- **Maintain an efficient returns and exchange process with timely credits and no restocking fees for contractor-related issues.**
- Support WSSC's sustainability initiatives by offering environmentally preferable and energy-efficient products whenever possible.
- Establish a scalable and dependable office supply solution that improves convenience, accountability, and service performance across WSSC Water facilities.



Contract Overview

Project/Contract Overview

The Commission aims to select a highly qualified firm to provide and deliver office supplies on an as-needed basis. Office supplies are divided into the following categories: General Office Supplies and Paper.

Reporting Requirements

The contractor shall provide monthly, quarterly, and annual reports in an exportable Microsoft Excel format.

Monthly Reporting

Provide WSSC Water's Disbursement Office with monthly view-only access for invoice and payment tracking purposes.



Keys to Success

Keys to Success

- **Strong communication** between the vendor and WSSC Water Stakeholders
- **Timely delivery** and consistent product availability
- Competitive pricing and cost control
- Responsive customer services and first call issue resolution
- **A dedicated Account Manager will serve as the primary point of contact to ensure effective communication,** timely issue resolution, and consistent contract support throughout the duration of the contract



Contract Compliance

Contract Compliance

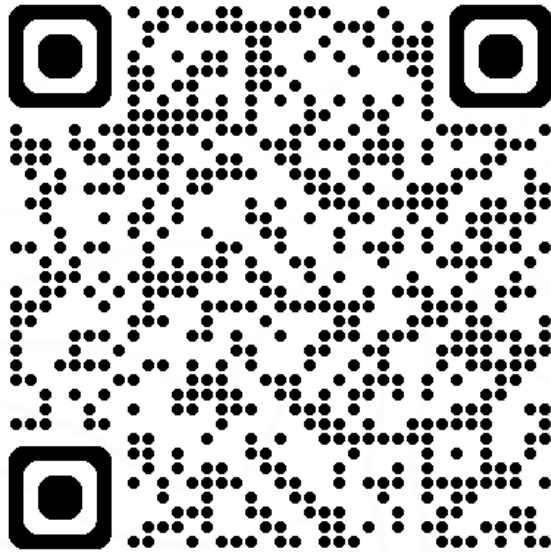
- Compliance with contract requirements and service expectations
- Accurate invoicing, reporting, and order tracking
- Flexibility to support operational and department needs
- Reliable supply chain management
- Cost-effective purchasing solutions
- Operational responsiveness



Supplier Portal and OpenGov Platforms

Supplier Portal and OpenGov Platforms

Scan to register with the Supplier Portal



or **Visit:**

<https://www.wsscwater.com/supplier>



Scan to register with OpenGov



or **Visit:**

<https://procurement.opengov.com/portal/wsscwater>



Questions?

Early Engagement Vendor Session Inquiry Form



<https://forms.office.com/g/c3xHCEqjgG>

For past event's presentations and sign in sheets, visit
www.wsscwater.com/work-us/procurement/outreach-events



Early Engagement Vendor Session Post-Event Survey



<https://forms.office.com/g/57Ws7Ur0Xf>

