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Certifications

Woman-Owned Small Business
GSA Schedule: GS-02F-0206N

Company Overview and Core Competencies

Rudolph's Office & Computer Supply, Inc. is *the* source for innovative business solutions. Rudolph's provides its customers with the best service in the industry resulting in simple, efficient, and seamless programs that fill all office, computer, and printer supply needs. We create long-term partnerships with each of our clients by providing flexible solutions that can be easily modified to accommodate changes. Unlike many independent office product dealers, Rudolph's serves a substantial number of government accounts. Some of the organizations we serve include: the State of Maryland, the City of Baltimore, Prince George's County Government and WSSC. We were also recently awarded a contract to serve the Baltimore County Government.

Our corporate office and warehouse facilities are located in Baltimore, Maryland. We are a woman owned Maryland State Certified Minority Business Enterprise (MBE-94-126). We also maintain woman-owned small business status in Washington DC, Baltimore City and Pennsylvania.

Since 1980, Rudolph's Office & Computer Supply, Inc. has continued to grow in size, expand its services, and build a loyal clientele. Our success can be attributed to our staff of dedicated professionals who make it their business to ensure your organization runs smoothly. We offer multiple types of ordering procedures including our user-friendly, online ordering tool. We also offer a variety of delivery schedules, billing methods, and reporting styles that can be modified to individual specifications. We remain dedicated to providing the latest in products, services, and technologies in order to best serve our customers. The scope of services we provide is routinely redefined by the needs and wants of our clientele.

Rudolph's account executives are always easily accessible. They perform routine onsite visits to monitor changing needs and usage trends. They also provide quotes, samples and information on new products and services. Your account executive will remain dedicated and active throughout your relationship with Rudolph's.

All orders received before 5 pm will be delivered the next business day. Desk top delivery is available for all customers, or we will deliver to a specified drop point. Rudolph's owns its own fleet of trucks and employs all of its drivers and installers. The routes and drivers are changed as rarely as possible allowing our drivers to know the people, drop points, and procedures of the companies they deliver to, as well as allowing our customers to become familiar with their drivers. Same day emergency delivery is also available at no additional charge.

Rudolph's maintains a 98.5% fill rate. In the event of a backorder, the end user is notified by phone of the backorder, the expected date of delivery and/ or the possibility of an alternate. Whenever possible, the end user is notified of the backorder the day the order is placed. If same day notification is not possible, the end user is notified the next business day.

It is not our goal to meet your needs; it is our mission to exceed your expectations.

We appreciate this opportunity to acquaint you with our company. We are confident you will see the difference a service oriented vendor can make from your very first order.

Experience

Serving the State of MD Government since 2002 as Office Products, Toner, Paper & Furniture Supplier, Desktop Delivery, 1500+ users, \$8.0 Million per year
Serving the City of Baltimore since 2004 as Office Products, Toner, Paper & Furniture Supplier, Desktop Delivery, 635 Departments, 500+ users, \$2.2 Million per year
Serving Prince George's County since 1990 as Office Products, Toner, Paper & Furniture Supplier, Desktop Delivery, 200+ users, \$700K per year
Serving WSSC since 2003 as Primary Office Products, Toner, Paper & Furniture Supplier, Desktop Delivery, 100+ users; \$500K per year
Serving Baltimore County Public Schools since 2002 Office Products, Toner, Paper & Furniture Supplier, Desktop Delivery, 500+ users, \$700K per year
FSSI Authorized Approved Vendor