

**RFP (Request for Proposal)
Customer Service Training
District Implementation**

Date Released: July 12TH, 2017

Bid Number 18-14

Bid Name: **Customer Service Training**

The Bibb County School District is soliciting bids for Customer Service Training for ALL staff within FY 2017-2018. Specification, terms and conditions are contained herein.

BID DUE DATE/TIME: **July 24, 2017 (10 AM)**
Attn: Elaine M. Wilson, Procurement Director
4580 Cavalier Drive
Macon, GA

RETURN BID VIA: Bids must be returned on the Bibb County School District, Bid Tabulation form within this proposal. We only accept hand delivered/mailed in responses. Attachments must be included in the bid package. FAXED BIDS are unacceptable.

The Bibb County School District is not responsible for bids that are not received in the Purchasing Department at the address below by the due date and time. Late bids will not be considered in bid evaluation.

All questions concerning this bid must be emailed to the procurement office, see information below.

TENTATIVE TIMELINE

RFP NUMBER: BID NUMBER, FISCAL YEAR
RFP QUESTION DEADLINE
RFP DUE DATE:

RFP 18-14
July 17th, 2017
July 21st, 2017

LOCATION AND TIME DUE:

PROCUREMENT OFFICE
484 MULBERRY STREET,
MACON GA 31201
STE. 280

This solicitation is a Request for Proposals. In using this method for solicitation we are asking the marketplace for its best effort in seeking a “best value” solution to our requirements. The Offeror proposal(s) will be evaluated by pricing, Quality of Services, as well as Demonstrated Ability.

- To be entitled to consideration, sealed proposals shall be presented in accordance with the instructions of this solicitation and within the time constraints stated.
- Proposals received after the date and time specified will not be considered.
- The Bibb County School District reserves the right to accept or reject any or all proposals and to waive minor irregularities and technicalities. The judgment of the Bibb County School District on such matters shall be final.
- From the issue date of the RFP until the award has been announced, vendors shall not communicate with any Bibb County School District employee, with the exception of the name stated within this bid document from the procurement officer; concerning this RFP or any information herein. The Board reserves the right to reject the bid response of any Offeror violating this provision.
- Whenever the terms “shall”, “must”, “will”, or “is required” are used in this RFP, the item being referred to is a mandatory requirement of this RFP and failure to meet any mandatory requirement may be cause for rejection of the bid.
- All addendums will be posted on the Bibb County School District website; it is the bidder’s responsibility to check this site on a regular basis. The board will not be responsible for any information viewed by the bidders.
- Price Quoted should include all training hours, all contact hour fees for the proposed proposal; as well as any other fees required to perform the services being requested.
- AWARD: The Bid may be made to one bidder.

1. GENERAL INFORMATION:

- a. The Bibb County School District (hereinafter, “Bibb County Schools” or “BCSD”) is requesting vendors to submit bids for items listed within this RFP.
- b. All communications regarding this solicitation must be with ELAINE WILSON, the assigned Procurement Officer for the BCSD, at www.bcsdk12.net.
- c. All questions or requests for clarification must be sent by email to Elaine.wilson@bcsdk12.net.
- d. By submitting a response to this request, the offeror accepts the responsibility for downloading, reading and abiding by the terms and conditions set forth in the General Terms and Conditions found on the BCSD web site at: <http://www.bcsdk12.net>
- e. All addendums related to this solicitation will be posted on the BCSD website at <http://www.bcsdk12.net>; Procurement, Outstanding Solicitations. It is the offeror’s responsibility to check the BCSD website for any addendums, responses to offeror questions or other communications related to this solicitation.

2. CURRENT SITUATION:

- A. To encourage our district and effectively ensure all internal and external customers are being held accountable to the vision of the Bibb County School District, we are seeking qualified contractors to conduct a semiannual training pertaining to customer service. This is new technique for the district, so we are looking for all ways to conduct the training as long as the bidder remains within the guidelines of scope of service.

3. SCOPE OF WORK:

- B. The Bibb County School District, is seeking qualified vendors to conduct Customer Service Training for employees of the Bibb County School District.
- C. Training can be done on a face-to-face implementation or Online Portal, (Please specify in your response).
- D. Please include specific information on how this training will be implemented to the district (from Start to Finish). We want to see what is required for sufficient results to be provided.
- E. All information via the customer service training should be sent to the district via a reporting tool, or outline at least 3 weeks after finalizing the training.

4. SPECIFICATIONS:

- F. The business should provide a pre-training audit at the beginning of the year, approximately in August 2017; which be a random audit of our 38 schools and Central Office departments. We will need a second audit around May 2018 for comparison. Customer service training would be for all clerical/secretary positions in the district, and we are open to format, though it should be geared toward school employees/personnel. All prospective vendors should describe the training they would offer in detail and why it would be a good fit for a school district.

5. VENDOR REQUIREMENTS

- a. All contractors and vendors desiring to do business with the BCSD and/or to participate on BCSD contracts shall be required to comply with Board policy DJEA, Staff Conflict of Interest. All vendors and contractors doing business with the BCSD shall provide all persons with equal opportunity without regard to race, color, sex, religion, national origin, marital status, sexual orientation, age, or disability.
- b. Vendors shall not contact BCSD Board members individually for the purpose of soliciting a purchase or contract between the times a request for proposal, request for qualifications or invitation to bid is formally under development and a recommendation is made by the administration to the Board if applicable. If a vendor violates this prohibition during this time frame, consideration of the vendor for award shall be invalidated.
- c. **Conduct Background Checks on all employees if training will be conducted Face-to-Face.**

6. INSURANCE REQUIREMENT

- a. **General Insurance Requirements.**
- b. **Workers' Compensation Requirement.**
- c. **Workers' Compensation and Employer's Liability Insurance.**
 - i. The Contractor shall procure and maintain Workers' Compensation and Employer's Liability Insurance in the following limits. Such insurance is to cover each and every employee who is or may be engaged in work under this contract.
 - ii. **Workers' Compensation Statutory**

iii. **Employer's Liability**

- Bodily Injury by Accident \$100,000 each accident
- Bodily Injury by Disease \$100,000 each employee
- Bodily Injury by Disease \$500,000 policy limit
- This requirement does not apply to any business that has regularly in service less than three employees in the same business within the state of Georgia.

E-verify Information: Please ensure you have reached the state requirement for E-verify.

7. Indemnification.

- a. Bibb shall not be liable for any injuries incurred by the Contractor or any of its employees or agents during the performance of Contractor's duties as outlined in this Agreement. The Contractor agrees to indemnify, hold harmless and defend BIBB, its officers, agents and employees from any and against all claims, liabilities, damages, losses, judgments, charges, expenses (including attorney fees) and/or causes of action out of any alleged negligence or misconduct of the Contractor and for which Bibb County School District; the Bibb Board of Education, its agents, servants or employees are alleged to be liable.
- b. The Contractor further agrees to indemnify, hold harmless and defend the Board, BCSD, its agents, servants and employees from and against any claim, demand, liability, loss, charges, expenses (including attorney fees) and/or causes of action of whatever kind or nature arising out of any conduct or misconduct of the Contractor not included in the paragraph above and for which the Board, its agents, servants or employees are alleged to be liable.
- c. The Contractor further agrees that its agreement to indemnify and hold harmless the BCSD, its officers, agents and employees shall not be limited to the limits of any insurance that may be required under this Agreement. Nothing contained herein is intended to be a waiver in any respect whatsoever of the Board's right to assert under any circumstances whatsoever its claims of governmental and/or official immunity from any liability or damages asserted against it by any natural person or entities created by law. This paragraph represents the entire agreement between the parties regarding indemnification and replaces any other references to indemnification in contract documents.
- d. Organization, Licenses, and Regulations; The Contractor must be organized under the laws of the State of Georgia, or otherwise registered to do business in the State of Georgia pursuant to O.C.G.A § 14-2-1501. BCSD may require the Contractor to furnish a copy of documents evidencing such registration prior to or subsequent to the execution of a contract. The Contractor's failure to provide such documents upon demand by BCSD will constitute grounds for a determination that the Contractor's proposal is "non-responsive" and Contract will be deemed null and void. The Contractor shall secure and keep in full force and effect during the term of this Agreement, without additional cost to the BCSD, all business licenses and permits required for the Contractor's performance of the Services contemplated herein. The Contractor shall keep all records, give all notices, and provide all certificates or other assurances and otherwise comply with all applicable Federal, State and local laws, rules, and regulations applicable to an organization engaged in the Contractor's business including but not limited to, those bearing upon labor standards or practices, non-discrimination, equal employment opportunity and the like.
- e. Obligation to Perform. The Contractor shall continue to perform notwithstanding all disputes or disagreements with the BCSD. No work shall be delayed or postponed pending resolution of any disputes or disagreements, except as the Contractor and BCSD may otherwise agree to in writing.

8. DRUG-FREE WORKPLACE

- a. By submission of a proposal, the Offeror certifies that he/she will not engage in the unlawful manufacture, sale distribution, dispensation, possession, or use of a controlled substance or drug during the performance of the contract and that a drug-free workplace will be provided for the contractor's employees during the performance of the contract. The Offeror also certifies that he will secure from any subcontractor who works on the contract, written certification of the same drug free workplace requirements. False certification or violation by failing to carry out requirements of O.C.G.A. 50-24-3 may cause suspension, termination of contract, or debarment of such Offeror.
- b. All background checks have been submitted or completed for all staff members.

9. CERTIFICATION OF NONCOLLUSION

- c. By submitting a proposal the Offeror certifies: "that this proposal is made without prior understanding, agreement, or connection with any corporation firm, or person submitting a proposal for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud. That collusive pricing is understood to be a violation of State and Federal law and can result in fines, prison sentences, and civil damage awards."

10. IMMIGRATION REFORM AND CONTROL ACT

- d. Offerors must abide by all federally mandated laws enforced by United States Department of Homeland Security which are established to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA) P.L. 99-603), in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91.

11. AUTHORIZED OFFICIAL

It is agreed that all conditions of the proposal shall be abided and that the person signing this proposal is authorized to sign the proposal for the Offeror.

12. SOLICITATION TERMINATION

In any event in which this solicitation is terminated or cancelled, in whole or in part, or all proposals are rejected, there shall be no liability on the part of BCSD for any costs incurred by Offerors or potential Offerors in relation to the solicitation.

13. RIGHTS AND REMEDIES

The rights and remedies of BCSD provided above shall not be exclusive and are in addition to any other rights and remedies provided by law or under the contract.

14. RFP Evaluation Breakdown:

Proposals will be evaluated and scored based upon the following criteria:

- **Demonstrated Ability 30 points**

Proposer must demonstrate its ability to provide the services requested under this RFP.

- **Quality of Service 30 points**

Proposer must demonstrate the quality of the service provided and value the service will bring to BCSD

- **Reasonableness of Costs 40 points**

Based on hourly rate, daily rate, and price per session, flat fee, and cost of materials.

Total Possible Points

	POINTS
(1) Demonstrated Ability	30
(2) Quality of Service	30
(3) Reasonableness of Cost	40
TOTAL POSSIBLE RATING POINTS	100

15. SUBMISSION REQUIREMENT

- a. Contractual Terms/Forms with RFP
- b. Offeror Information
- c. Non Discrimination
- d. Non Conclusion
- e. Completion of Vendor Update/Registration on Vendor Registry
<https://vrapp.vendorregistry.com/Vendor/Register/Index/bibb-county-schools-ga-vendor-registration>.



BIBB COUNTY SCHOOL DISTRICT

ATTACHMENT A

Certification Letter

(Form must be completed and returned with bid.)

I certify that I have read and understand the terms and conditions herein. I further state that I am and/or my company is capable, able to, and will provide the requested product(s) and/or service(s) described herein. I am the owner or agent of the company stated below and am authorized and empowered to contract. By my signature on this RFP, I/we guarantee and certify that all items included in my bid meet or exceed specifications.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a bid for the same materials, supplies, equipment, or services and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of State and Federal Law and can result in fines, prison sentences, and civil damage awards. I agree to abide by all conditions of this RFP and certify that I am authorized to sign this bid for the Contractor.

SUBMITTED BY _____ DATE _____

TITLE _____ EMAIL: _____

COMPANY NAME _____

ADDRESS _____ CITY _____ ST _____ ZIP _____

TELEPHONE NUMBER _____ FAX NUMBER _____

COMPANY WEBSITE _____

SIGNATURE _____

DO YOU ACCEPT VISA? _____

ADDITIONAL FEE IF PAYMENT MADE WITH VISA: _____



BIBB COUNTY SCHOOL DISTRICT

ATTACHMENT B

Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of Bibb County School District has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

_____ Date of Authorization
Federal Work Authorization User Identification Number

_____ Name of Project
Name of Contractor

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, ____, 201__ in _____ (city), _____ (state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE _____ DAY OF _____, 201__.

NOTARY PUBLIC

My Commission Expires:



ATTACHMENT C

Certificate Regarding Debarment, Suspension, Ineligibility
(Form must be completed and returned with bid.)

The Bibb County School District is a recipient of Federal monies. As such we require that participating vendors not be debarred, suspended, ineligible or excluded from doing business with the Federal government or any agency thereof.

The prospective participant certifies, by submission of the bid, that neither it, nor its principals, is presently debarred, suspended, proposed for debarment, declared ineligible, or excluded from participation in this transaction by any Federal department or agency.

Organization Name

Name(s) and Title(s) of Authorized Representative(s)

Signature(s)

Date

ATTACHMENT D

Non-Collusion Affidavit

(Form must be completed and returned with bid.)

Bibb County Board of Education, Macon GA 31208

I state that I am _____ of _____
Title Name of Company

And that I am authorized to make this affidavit on behalf of my firm, and its owners, directors, and officers. I am the person responsible in my firm for the price(s) and the amount of this bid and I state that this bid is made in good faith.

I state that:

1. The price(s) and amounts of this bid have been arrived at independently and without consultation, communication or agreement with any other contractor, bidder, or potential bidder; neither the approximate price(s) have been disclosed nor will they be disclosed before bid opening to any other contractor, bidder or potential bidder.
2. No attempt has been made or will be made to induce any firm or person to refrain from bidding on this contract, or to submit a bid higher than this bid, or to submit any intentionally high or noncompetitive bid or other form of complimentary bid.

_____, its affiliates, subsidiaries, officers,
Name of Company

Directors and employees are not currently under investigation by any government agency and have not in the last three years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract.

I understand and my firm understands that any misstatement in this affidavit is and shall be treated as fraudulent concealment from the Bibb County Board of Education of the true facts relating to submission of bids for this contract.

Name/Date

Title or Position

Signature

OFFEROR AFFIRMATION FORM:

Company Name: _____
RFI Name: _____
RFI Number: _____

After careful examination of the solicitation document in its entirety, _____ and any addendum(s) issued, the undersigned proposes to satisfy all requirements in accordance with said documents.

For Consideration of this proposal, the undersigned hereby affirms that:

1. He/She is a duly authorized official of the offeror.
2. NO changes were made to the original RFI document,
3. The proposal is being submitted on behalf of the offeror in accordance with any terms and conditions set forth in this document.
4. The offeror will accept any awards made to it as a result of the proposal submitted here in for a minimum of one hundred and twenty (120) days following the date of submission.
5. The offeror will accept the terms and conditions set forth in the contract template attached here to.

If notified in writing by mail or delivery of the acceptance of the award, the undersigned agrees to furnish and deliver to the assigned procurement professional within five (5) days of the request, a certification of insurance indicating the coverage specified within this solicitation.

A contract shall be established which will set forth the terms of this agreement. The contract shall be interpreted, constructed, and give effect in all respects according to the laws of the State of Georgia.

Nondiscrimination in Employment: We, the supplier of goods, materials, equipment and services covered by this bid or contract, have not discriminated in the employment, in any way, against any person or person, or refused to continue the employment of any person or persons on account of their race, color, sex, religion, national origin, marital status, sexual orientation, age, or disability.

Respectfully Submitted,

Company Name

Authorized Official Name

Signature

Title: _____

Date: _____

E-mail Address: _____

The legal name of the bidder is: _____

PLEASE PRINT OR TYPE RESPONSE

CERTIFICATE OF NON-COLLUSION

By responding to this solicitation, the supplier understands and agrees to the following:
 That the submitted response constitutes an offer, which when accepted in writing by the State Entity, and subject to the terms and conditions of such acceptance, will constitute a valid and binding contract between the undersigned and the State Entity; and
 That the supplier has read the specifications and requirements shown or referenced in the solicitation and that the supplier's response is made in accordance with the provisions of such specifications and requirements except as expressly stated otherwise in the supplier's response; and
 That the supplier guarantees and certifies that all items included in the supplier's response meet or exceed any and all such stated specifications and requirements of the solicitation except as expressly stated otherwise in the supplier's response; and
 That, if awarded a contract, the supplier will deliver goods and/or services that meet or exceed the specifications and requirements of the solicitation except as expressly stated otherwise in the supplier's response; and
 That the response submitted by the supplier shall be valid and held open for a period of **one hundred and twenty (120) days (or such other time period as identified in the solicitation)** from the final solicitation closing date and that the response may be held open for an additional period of time subject to the supplier's consent; and
 That the supplier's response is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and is in all respects fair and without collusion or fraud. The supplier understands and agrees that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards; and
 That the provisions of the Official Code of Georgia Annotated, Sections 45-10-20 et seq. have not been violated and will not be violated in any respect.

DO NOT MODIFY THE BID/PROPOSAL CERTIFICATION TERMS IN ANY WAY. THIS FORM MUST BE COMPLETED, SIGNED AND SUBMITTED WITH YOUR RESPONSE.

Contractor's Full Legal Name: (PLEASE TYPE OR PRINT)	
Authorized Signature:	
Printed Name and Title of Person Signing:	
Date:	
Company Address:	
FAX Number:	
Email Address:	
*This table must be completed in its entirety by the supplier.	

BID TABULATION PAGE Addendum II

Description: Please Indicate what our total bid package will cover upon your submittal.	
Total Amount of Bid.	
Additional Fees: If Applicable	