



REQUEST FOR QUOTE 2020-9 Technical Writer Services

Objective:

ChildCareGroup (CCG) is seeking a technical writer to assist in the design, creation, and/or revision of management handbooks, teacher and parent handbooks, and content area policies and procedures manuals for various departments within the agency. ChildCareGroup has experienced a period of rapid growth and expansion which has created a need to better align all policies and procedures and codify them in our handbooks and manuals.

Deadline for questions:

Questions regarding this solicitation will be received until 12:00pm (central time) on May 27, 2020. All questions shall be forwarded to the attention of Anna Esparza, Procurement Assistant, at aesparza@ccgroup.org. Questions received after this deadline will not be answered.

Due Date and Time:

Responses to this solicitation are due on June 3, 2020 by 11:00am (central time). Responses will be received in electronic form **only** and shall be sent to Anna Esparza, Procurement Assistant, at aesparza@ccgroup.org. Late responses will not be accepted.

Scope of Work:

This fixed cost contract, if awarded, will be utilized by various departments for the design, creation, revision and/or update of new or current materials. The objectives of the overall contract are as follows:

- Work with CCG staff to understand needs of handbooks and policies and procedures manuals or other needed documents
- Recommend appropriate medium for message and audience
- Organize and write documents with appropriate photographs, drawings, diagrams, and visual aids, as applicable, to increase understanding
- Standardize content across platforms
- Provide documents in editable format for extended use
- Recommend or create training modules based on policies and procedures, as needed

The most immediate need under this contract is for the following manual and handbooks:

- Early Childhood Program Management Handbook – 100 pages
- Early Childhood Teacher Handbook – 100 pages
- Early Childhood Parent Handbook – 50 pages

Objectives for immediate needs:

Early Childhood Program Management Handbook and Teacher Handbook are approximately 100 pages in a Word document. Handbooks may be created with another software, but CCG will need to have final PDF's and the Native files so future edits may be made. The handbooks will be sent to a printer but will also need to be able to be printed in-house after the initial printing.

- a. Edit text of 100-page handbook for ease of reading
- b. Organize sections for ease in reading
- c. Add various graphics to illustrate processes – flowcharts, etc. – and add visual interest using the CCG style guide
- d. Handbooks should be able to be printed in single pages

For this project, a maximum of 250 hours may be billed at the rate proposed. **THIS PROJECT MUST BE COMPLETED AND BE READY FOR USE ON OR BEFORE July 31, 2020.**

Submittals:

Vendors responding to this RFQ shall submit the following:

- Plan for providing the services requested
- Specific plan for meeting the deadline for the first project detailed above
- Professional credentials
- Demonstration of expertise in this area
- List of three (3) references to include name, address, email and telephone number
- Proposed rate for service (proposed rate shall be all inclusive as CCG will not reimburse additional expenses)

Evaluation Criteria:

Responses will be evaluated based on the following:

- Ability of entity to provide requested services (35%)
- Demonstrated expertise in this area (25%)
- References (10%)
- Price (30%)

Contract Terms:

This fixed-cost contract shall be for a period of (1) one-year with and additional (1) one-year renewal option, subject to funding availability.

General Terms and Conditions:

1. **APPLICABILITY:** These standard terms and conditions apply to all goods or services procured by the CCG, unless otherwise stated in the specifications. The instructions contained herein shall be incorporated into the contract as well as any subsequent purchase order(s) issued for goods or services and shall be included as part of the specifications issued herewith.
2. **ADDENDA:** Any revisions to the information contained herein will be issued in the form of addenda. The sole issuing authority shall be vested in the CCG Procurement Division. If addenda contain material changes to the specifications or pricing form, the Proposer shall acknowledge receipt of addenda in the designated section on the Proposal Certification Form. It is the responsibility of the Proposer to obtain and acknowledge any and all addenda. Failure to acknowledge receipt of addenda may be cause to deem such submission non-responsive.
3. **MINOR DEFECT:** CCG reserves the right to waive any minor defect, irregularity, or informality in any proposal. Minor defects, irregularities or informalities will not affect the end product/performance intended by the specifications. CCG also reserves the right to reject any or all proposals with or without cause prior to award.
4. **PRICING:** Prices offered shall be submitted as part of a monthly retainer, with any additional expenses pre-approved by CCG.
5. **TAXES:** CCG is exempt from paying federal excise and transportation taxes and Texas State or local sales and use taxes. **Tax shall not be included in prices offered.** A Tax-Exempt Form will be provided by CCG upon request. A request for a Tax-Exempt Form can be submitted in writing to khuff@ccgroup.org or by contacting the Finance Department at 214-905-2408. In no event is it the CCG's responsibility to provide a tax-exempt form without a request for the same.
6. **CHANGE ORDER:** CCG reserves the right to modify or change plans and specifications as deemed necessary after the performance of the contract has commenced, to decrease or increase the quantity of work to be performed, materials, equipment or supplies to be furnished, or address other provisions of the contract as approved by the CEO and/or CFO/COO, the CCG Board of Trustees, and as appropriate under state law. No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the contract. All change orders or modifications to the contract will be documented in written form by CCG and acknowledged by the contracted proposer. **All change orders and modifications to the contract shall be processed through the Procurement Department only.**
7. **INVOICES:** Invoices shall be submitted to the attention of Accounts Payable Department, 1420 W. Mockingbird Lane, Dallas, Texas 75247.
8. **PAYMENT TERMS:** Payment terms are net 30 days, unless otherwise specified by CCG in the proposal document.

9. **PRICE ESCALATION**: Unless otherwise stated in the Special Provisions or specifications herein, prices must remain firm for the initial term of the contract. The contracted proposer may request an adjustment at the time of contract renewal by submitting a request in written form to the Procurement Manager. The basis for price escalation should be based on the Consumer Price Index for the most recent twelve-month period reported for the Dallas-Fort Worth area. The contracted proposer shall provide CCG with copies of the appropriate indices for verification purposes. CCG reserves the right to approve or reject any and all requests for price escalations.
10. **PRICE REDUCTION**: If during the life of the contract, the contracted proposer's net prices to other customers for the same goods or services are lower than CCG's contracted prices, an equitable adjustment shall be made in the contract price in favor of CCG.
11. **INDEMNITY**: The proposer agrees to release, defend, indemnify and hold harmless CCG, its officers, agents and employees from and against any and all costs, expenses, suits, demands, claims, liabilities, liens, encumbrances or damages, including attorneys' fees and costs of suit, of any character, name and description, incurred or resulting from any injuries or damages received or sustained by any person, persons or property on account of any intentional wrongful conduct whether intentional or unintentional or any negligent act, omission, or fault of the successful proposer, or of any agent, employee, authorized representative, subcontractor, or supplier in the execution of, or performance under this contract or any contract which may result from the proposal and the proposer so agrees upon the submission of the proposal. The proposer must deliver, if so requested by CCG, a written release of all liens or other proper evidence of same, to the satisfaction of CCG prior to the issuance of final payment by CCG.
12. **TERMINATION FOR DEFAULT**: ChildCareGroup reserves the right to enforce the performance of this contract in any manner prescribed by law or deemed to be in the best interest of CCG in the event of breach or default of this contract. CCG reserves the right to terminate the contract immediately in the event the contracted proposer fails to meet delivery schedules, or otherwise perform in accordance with the specifications contained herein or in the contract documents. Breach of contract or default authorizes CCG to award the contract to another proposer, or purchase from an alternate source, and charge the full increase in cost to the defaulting contracted proposer.
13. **TERMINATION FOR CCG CONVENIENCE**: Whenever CCG, in its discretion, deems it to be in CCG's best interests, it may terminate this contract for CCG's convenience. Such termination shall be effective thirty (30) days after CCG delivers written notice of such termination for convenience to the contracted proposer. Upon receipt of such notice from CCG, proposer shall not thereafter incur, and CCG shall have no liability for, any costs under this contract that are not necessary for actual performance of the contract between the date of the notice of termination for convenience and the effective date of that termination for convenience. In the event of a termination for convenience hereunder, CCG shall have no liability to proposer for lost or anticipated profit resulting therefrom.