



Legislation Details (With Text)

**File #:** 2019-3348      **Version:** 1      **Name:**

**Type:** Resolution      **Status:** Preliminary Item

**File created:** 2/12/2019      **In control:** Board of Commissioners

**On agenda:** 3/12/2019      **Final action:**

**Title:** Commission District(s): All  
RFP - Request for Proposals No. 18-500503 for Customer Service Training Program Design and Implementation: for use by the Department of Human Resources & Merit System (HR). Consists of the design and implementation of a Customer Service Training Program. Recommend award to the highest scoring proposer: Moran Consulting, Inc. Amount Not To Exceed: \$323,788.00.

**Indexes:**

**Attachments:** 1. Agenda Notes, 2. UD Recommendation, 3. BAFO Request, 4. BAFO Response, 5. 18-500503 - Cumulative Score Report

Date	Ver.	Action By	Action	Result
3/26/2019	1	Board of Commissioners	approved	Pass
3/5/2019	1	ERPS-Employee Relations & Public Safety Committee	recommended for approval.	Pass
2/26/2019	1	Board of Commissioners		
2/19/2019	1	Committee of the Whole		
2/19/2019	1	ERPS-Employee Relations & Public Safety Committee	recommended holding in committee	

**Purchasing Type:** Request for Proposals (RFP)

**Public Hearing:** YES  NO       **Department:** Purchasing & Contracting

**AGENDA ITEM:**

**Commission District(s): All**

RFP - Request for Proposals No. 18-500503 for Customer Service Training Program Design and Implementation: for use by the Department of Human Resources & Merit System (HR). Consists of the design and implementation of a Customer Service Training Program. Recommend award to the highest scoring proposer: Moran Consulting, Inc. Amount Not To Exceed: \$323,788.00.

**Information Contact:** Talisa Clark, CPPO

**Phone Number:** (404) 687-2797

**PURPOSE:**

Consists of the design and implementation of a Customer Service Training Program. This project will include: 1) Customer Service Assessment; 2) Development of Servant Leadership Principles, Customer Service Standards/Branding and Sustainable Customer Service Strategies; 3) Customized Customer Service Training Curriculum and Delivery; and 4) Train-the-Trainer Model for County-wide Rollout. Eleven (11) proposals were received.

**RECOMMENDATION:**

Recommend award to the highest scoring proposer:

Moran Consulting, Inc., 883 W. Bell Plaine # 1, Chicago, IL 60613

Amount Not To Exceed: \$323,788.00

and authorize the Chief Executive Officer to execute the contract and all associated documents.

**Evaluation Committee Scores:**

<b><u>Firms:</u></b>	<b><u>Scores:</u></b>
Moran Consulting, Inc.	94.00
Turnkey Solutions, LLC	90.20
AETC, Inc.	84.85
Addo Worldwide	73.80
Diversified Technologies, LLC	72.60
MBR Joint Venture Team	64.60
BHFL Group, LLC	61.20
Performance Solutions by Design	62.20
MYP, Inc. dba P3 Delivery	61.10

**Short-listed Firms Interviewed:**

Moran Consulting, Inc.  
Turnkey Solutions, LLC  
AETC, Inc.

**Non-Responsive Firm:**

Signature, Inc.

**Non-Responsible Firm:**

JH Business Services, LLC

After evaluation of technical and cost proposals, the recommendation is to award to the highest scoring proposer.

**ADDITIONAL INFORMATION:**

- |                              |                          |
|------------------------------|--------------------------|
| 1. LSBE Participation:       | 20%                      |
| 2. Contract Effective Date:  | Date of Award            |
| 3. Contract Expiration Date: | 1 Year Term              |
| 4. Funding:                  | General - Operating (HR) |