

REQUEST FOR PROPOSALS

Customer Service Training for Transfer Station Attendants

Background

The Upper Valley Lake Sunapee Regional Planning Commission (Commission) has received a grant from the U.S. Department of Agriculture to provide solid waste assistance within our region of 27 municipalities. See www.uvlsrpc.org for more information about the Commission and our region. The Commission is a political subdivision under New Hampshire state statute.

All questions related to this Request for Proposals must be presented in writing, sent by U.S. Mail, courier service, or e-mail to:

Victoria Davis, Planner
Upper Valley Lake Sunapee Regional Planning Commission
10 Water Street, Suite 225
Lebanon, NH 03766
E-mail: vdavis@uvlsrpc.org

Deadline for Submitting Proposals

Three original copies of the proposal **must be received by U.S. Mail or courier service by 4:00 p.m. Thursday, November 13, 2014** to Victoria Davis, UVLSRPC, 10 Water Street, Suite 225, Lebanon, NH 03768. Proposals must be clearly marked, "Customer Service Training Proposal."

SCOPE OF SERVICES TO BE PROVIDED:

- A. Provide one half-day workshop for up to 40 students. The date for the workshop may be negotiated prior to the contract, but will occur before September 30, 2015.
- B. Develop curriculum to include methods for providing excellent customer service and proactive engagement with customers to increase recycling participation rates. Discuss methods to deal with difficult people and dangerous situations.

Interactive workshop activities are preferable to maintain interest in the workshop. On-site workshop locations at appropriate transfer stations or other facilities, to be determined by consultant and the Commission.

1. Proposal must include:

a) Work Plan

The Work Plan shall include an outline of the approach proposed to accomplish the scope of services. This shall include a general description of the proposed workshop(s) including major topics, activities, and length of workshop.

b) Qualifications

The Qualifications shall include a description of the consultant capabilities, and if an organization, structure. Identification of the support team including experience, and specific responsibilities of the project manager and staff that will be assigned to the project is required. Please include a resume for each person.

c) Relevant Work Experience and References

Include three (3) examples of projects similar in scope and scale completed by the staff that would be assigned to this project. Provide a brief description including completion date, type, scope of project, and contact person with telephone number for reference.

d) Work Schedule

The work shall be completed in the spring or summer of 2015. Specific dates will be negotiated and included in a contract, if possible.

2. Cost Proposal

The consultant's proposed cost for providing services must be in a **separate** sealed envelope clearly labeled with the bidder's name, project name, and the title "COST PROPOSAL—Customer Service Workshop."

Modification of Proposals

Modifications to proposals received prior to the submission deadline will be accepted, and must be submitted in a sealed envelope identifying the name and address of the consultant and clearly marked "Modification to Proposal—Universal Waste Training."

Selection Process

Proposals will be evaluated based on technical merit and on the criteria listed below. Finalists may be interviewed as part of the evaluation process. After the evaluation and/or interviews are completed, the finalists will be ranked and a contract will be awarded to the consultant submitting the proposal most favorable to the Commission. Bid protest procedures are provided in Attachment A.

Proposal Evaluation Criteria

Technical Criteria (70 Points) The Consultant Review Selection Committee will review and evaluate all proposals based on the following technical criteria:

1. Qualifications of the consultant and the personnel to be assigned to this project. (10 Pts.)
2. Submission of a complete proposal with the consultant's approach to the project containing all information, services, and requirements in this RFP. (7 Pts.)
3. Clarity of the proposal and creativity/thoroughness in addressing the scope of work. (15 Pts.)
4. Demonstrated knowledge of project area. (7 Pts.)
5. Overall experience and past performance on similar projects, as well as the experience of the consultant personnel working together as a team to complete similar projects. (10 Pts.)
6. Demonstration of overall project understanding and insights into local conditions and potential issues. (10 Pts.)
7. Quality of representative work sample. Preferably, one that is similar to this project (7 Pts.)
8. Innovative or creative suggestions from the consultant. (4 Pts.)

Cost (25 Points)

1. Comparative cost of the proposal (25 Points)

DBE/MBE/WBE Certification of Respondent (5 Points)

Documentation of certification as a Disadvantaged Business Enterprise (DBE), Minority Business Enterprise (MBE), or Women's Business Enterprise (WBE) (5 Points)

Miscellaneous

1. Claims and Insurance Requirements – The consultant shall, at its sole expense, obtain and maintain in force liability insurance and shall be solely responsible for all claims of whatever nature arising out of the rendering of services during the term of the contract. The following insurance shall be required:
 - a. Commercial or comprehensive general liability insurance including contractual coverage, for all claims of bodily injury, death, or property damage, in policy amounts of not less than \$250,000 per occurrence and \$2,000,000 in aggregate (The consultant shall indemnify and hold harmless the Commission to the extent permitted by law); and
 - b. Comprehensive automobile liability insurance covering all motor vehicles, including owned, hired, borrowed, and non-owned vehicles, for all claims of bodily injury, death, or property damage, in policy amounts of not less than \$500,000 combined single limit; and
 - c. Professional liability (errors and omissions) insurance coverage of not less than \$2,000,000 in the aggregate. If coverage is “claims-made”, the period to report claims shall extend for not less than three years from the date of substantial completion of the contract. No retention (deductible) shall be more than \$25,000; and
 - d. Workers' compensation and employer's liability insurance as required by law.
2. Equal Opportunity – The Commission is an Equal Opportunity Employer. The selection of a consultant shall be made without regard to race, color, sex, age, religion, national origin, sexual orientation, or political affiliation. The Commission encourages proposals from qualified Disadvantaged Business Enterprises (DBE), Minority Business Enterprises (MBE), and Women's Business Enterprises (WBE).
3. The Commission reserves the right to withdraw this Request for Proposals, to accept or reject any or all proposals, to advertise for new proposals if it is in the best interest of the Commission and its municipalities to do so, and to award a contract as deemed to be in the best interest of the Commission and its municipalities.
4. Compliance with Law – The selected consultant shall comply with all applicable federal, state, and local laws and regulations in the performance of service.
5. All proposals submitted in response to this RFP become the property of the Commission. The Commission has the right to disclose information contained in the proposals after an award has been made. All reports, documents, and materials developed by the consultant for this project shall be considered public information and shall be the property of the Commission.
6. Each consultant or organization, by submitting its proposal, understands, represents, and acknowledges that:
 - a. The consultant has read and understands the terms and conditions of the Request for Proposal, and the proposal is made in accordance with those terms and conditions.
 - b. The cost proposal has been arrived at independently and without consultation, communication, or agreement with any other consultant, or potential consultant.
 - c. No attempt has been made or will be made to induce any potential consultant to refrain from submitting a proposal, or to submit any intentionally noncompetitive proposal or other form of proposal that would support the proposal of another consultant.
 - d. The bid is made in good faith and not pursuant to any agreement, discussion with, or inducement from, any bidder or potential bidder to submit noncompetitive bids.

- f. If an award is made to the consultant, the consultant agrees that it intends to be legally bound to a contract that is made between the Commission and the consultant.

Award

The Commission intends to complete consultant selection on or about December 1, 2014 and notice award of its contract no later than December 15, 2014.

Attachment A: Bid Protest Procedures**Bid Protest Procedures**

The Commission will work with contractors and vendors to resolve disputes arising from its procurement of goods and services. If such disputes cannot be resolved through negotiation between the vendor and the staff, the Commission's Executive Committee may render a decision on the matter. Nothing in this policy mitigates the right of the vendor to seek legal remedy in a court of competent jurisdiction. The Commission may seek the assistance of the grantor agency in resolving disputes.

Protests will only be accepted by the Commission from prospective bidders or bidders whose direct economic interest would be affected by the award of a contract or refusal to award a contract. The Commission will consider all such protests, whether submitted before or after the award of a contract. All protests must be in writing and conform to the following requirements:

1. Protest shall be clear and concise.
2. Provide name, address, and telephone numbers of protestor.
3. Identification of the solicitation or contract number.
4. Provide a clear and detailed statement of the legal and factual grounds of the protest including copies of all relevant documents.
5. Provide a statement as to what relief is requested.

Protests Prior to Award

Protests before award must be submitted within the time frame specified below. If the written protest is not received by the time specified, the bid or evaluation process shall continue.

Protests addressing the adequacy of the Request for Proposals (RFP), the instruction to bidders, general terms and conditions, specifications and scope of work, must be filed with the Commission not less than fourteen (14) full working days before the due date for receipt for proposals. Thereafter, all issues and appeals regarding adequacy of the RFP are deemed waived by all interested parties.

Upon receipt of the written protest, the Commission's Executive Committee will determine if the date of receipt for proposals should be postponed. If the bid due date is postponed, an appropriate addendum will be issued regarding a rescheduling of the bid due date.

Any protest may be withdrawn at any time before the Commission has issued its decision.

Protests After Bid Opening/Receipt of Proposals

Any party aggrieved by an award of a contract may protest to the Commission's Executive Committee in writing, within seven days after such aggrieved party knew or should have known of the facts giving rise thereto. Such protest shall include the detailed facts leading up to the protest. The Commission's Executive Committee is authorized to settle and resolve any protest relating to the solicitation or contract award. Protests received later than 30 days after an award has been made shall not be considered.

In the absence of a settlement, the Commission's Executive Committee shall make their decision known, in writing, within one month of receipt of the protest. The written decision of the Executive Committee shall be final, binding, and conclusive on the parties. Protests should be transmitted to:

The Executive Committee
Upper Valley Lake Sunapee Regional Planning Commission
10 Water Street, Suite 225
Lebanon, NH 03766