



WORKFORCE ALLIANCE, INC.

**PROCUREMENT SCOPE OF WORK
REQUEST FOR WRITTEN PROPOSALS (RFP) FOR
CUSTOMER SERVICE TRAINING
RELEASED JANUARY 6, 2012 / DUE FEBRUARY 27, 2012**

Workforce Alliance, Inc. (Alliance) is accepting written proposals for the provision of Customer Service Training. It is necessary that the successful proposal meet or exceed the parameters outlined in this Scope of Work. In order to more effectively implement Alliance's five-year Strategic Plan and provide world class customer service to Alliance's customer the employer and the client the job seeker, Alliance is implementing a Customer Service Training Program for all Alliance employees.

The main objective of this Customer Service Training is to develop a customer service culture at Alliance which will be nurtured by senior management and permeate every aspect of what Alliance does. The success of the Customer Service Training will be measured by monitoring Alliance staff and conducting third party surveys with Alliance clients and customers.

I. OUTCOMES

The proposal should provide at a minimum the following outcomes:

- A. Recognized by people in the Workforce Development industry and the government as the model for world class customer service
- B. Recognized by Alliance's customers and business associates as easy to do business with.
- C. The first choice for customers to look to for talent at all levels.
- D. Considered a valued partner by other agencies in the community.
- E. Other workforce boards and agencies seek Alliance out on how to effectively deal with clients.
- F. Clients feel welcomed, safe and empowered after using Alliance's services
- G. Clients feel that every interaction with an Alliance employee is the best part of his/her day.

II. ELEMENTS

At a minimum the proposal should include some or all of the following elements:

- A. Assessment of current status of customer service.
- B. Identification of areas that are hampering a positive experience for the Alliance customer and client such as:
 - Facilities, structure, flow and process
 - career center locations
 - Forms used by staff or clients

- Phone systems
- Time to process clients or customers
- C. A Training Plan including Two Levels of Training:
 - Level 1 - Training (all staff)
 - Level 2 - Training (train the trainer)
- D. Creates monitoring tools to ensure Alliance's customer service standards are upheld.
- E. Trains Alliance management on the use of the tools.

III. **GENERAL REQUIREMENTS**

The Proposer in replying to this Customer Service Training RFP shall provide the following:

- A. A broad outline of the major milestones Proposer will take to get a customer to the level of providing world class customer service.
- B. References from at least three corporate customers who are widely recognized as providing world class customer service (name of reference, telephone number, e-mail address, fax number, individual contact name).
- C. Pricing for such services.
- D. Description of proposed general billing practices for the services to be offered.

IV. **PROPOSAL SCORING CRITERIA**

Proposals will be scored according to the criteria outlined below.

A. PROPOSAL INCLUDES ALL OF THE FOLLOWING ELEMENTS (up to a maximum of 50 Points):

1. Provides a broad outline of the major milestones Proposer shall take to get a customer to the level of providing world class customer service, including a timeline and follow-up meetings to evaluate progress.
2. Describes in as much detail as Proposer can how Proposer will assess the current quality of customer service.
3. Identifies other areas Proposer will evaluate to determine if Proposer is adversely or positively affecting the experience for the Alliance customer and client, e.g.
 - Facilities, structure, flow and process
 - Center locations
 - Forms used by staff or clients
 - Phone systems
 - Time to process clients or customers
4. Describes the training plan Proposer will initiate in a brief outline for each level:
 - Level 1 - Initial or baseline customer service training
 - Level 2 - More advanced or continuation training
 - Level 3 - Train the Trainer for levels one and two
5. Provides a brief outline of strategies to reinforce the gains already made and to monitor, evaluate and continuously improve Alliance customer service

B. PROPOSAL PROVIDES REFERENCES THAT MEET THE FOLLOWING CRITERIA (up to a maximum of 30 Points):

1. Companies Proposer has consulted with regarding improving customer service, both public and private.
2. Names of at least three corporate customers that as a result of Proposer's services are widely recognized within their industry as providing world class customer service. Include name of reference, telephone number, e-mail address, fax number, individual contact name.
3. Provides any articles, stories, media coverage that showcases training or services Proposer has provided to other clients regarding customer service.
4. Provides any testimonials from customers Proposer has provided consulting services in the area of customer service

C. PROPOSAL PROVIDES THE COST OF SERVICE (up to a maximum of 20 Points):

1. Provides an outline of the services Proposer will provide and the dates and costs for each.

END OF SCOPE OF WORK REMAINDER OF PAGE INTENTIONALLY BLANK