



ORANGE COUNTY PUBLIC SCHOOLS
PROCUREMENT SERVICES DEPARTMENT
445 W. Amelia Street, Orlando, Florida 32801 Telephone 407.317.3219
Fax 407.317.3414

REQUEST FOR INFORMATION (RFI)
ACKNOWLEDGEMENT FORM

CUSTOMER SERVICE TRAINING AND CONSULTING SERVICES, RFI1210273

Due Date/Time: November 9, 2012 at 10:00 a.m.
Request for Information (RFI) Cut-off Date: October 30, 2012

Sealed responses must be received by the School Board of Orange County, Florida, Procurement Services Department, located at 445 West Amelia Street, Orlando, FL 32801 by the due date and time as indicated above. All responses shall be submitted in sealed mailing packages and clearly marked with the RFI number, title, opening date, and time.

REQUEST FOR INFORMATION IDENTIFICATION LABEL

NOTICE TO ALL SUPPLIERS: For your convenience, a label has been provided to properly identify your responses submittal. Place completed proposal in a sealed envelope, type or print company name and address on the label and affix the label to the front of the envelope or mailing package.

PLEASE FILL OUT THE LABEL BELOW AND ATTACH IT TO THE OUTSIDE OF YOUR RFP REPLY ENVELOPE.

DO NOT OPEN - SEALED RESPONSES - DO NOT OPEN

From: _____

Address: _____

TITLE: ***CUSTOMER SERVICES TRAINING AND CONSULTING SERVICES***

PROPOSAL TO BE OPENED ON: November 9, 2012 10:00 AM

DELIVER TO:

THE SCHOOL BOARD OF ORANGE COUNTY, FLORIDA
PROCUREMENT SERVICES
NELLIE NIDO
445 WEST AMELIA STREET
ORLANDO, FL 32801

NO SUBMITTAL RESPONSE FORM

If your company will not be submitting a response to this Request for Information, please complete this form and return or fax, prior to the RFI due date established within, to:

The School Board of Orange County, Florida
Procurement Services
Attn: **Nellie Nido**
445 W. Amelia St., 4th Floor
Orlando, FL 32801
Fax (407) 317-3971 or (407) 317-3414

This information will assist Procurement Services in the preparation of future RFIs.

RFI Number: **RFI1210273** Title: **CUSTOMER SERVICES TRAINING AND CONSULTING SERVICES**

Company Name: _____

Contact: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____

Please check reason for a "no submittal."

____ Specifications "too tight", geared toward one brand or manufacturer (explain below)

____ Insufficient time to respond

____ Specifications unclear (explain below)

____ We do not offer this product/service or an equivalent

____ Our product schedule does not permit us to perform

____ Unable to meet specifications

____ Unable to meet bond requirements

____ Unable to hold prices respondent throughout the term of the contract period

____ Unable to meet insurance requirements

____ Other: _____

Print Name: _____

Signature: _____ Date: _____

If submitting this form, **only** this form needs to be returned.
It is not necessary to return the entire RFI package.

ORANGE COUNTY SCHOOL BOARD

PROCUREMENT SERVICES DEPARTMENT

445 W. Amelia Street, Orlando, Florida 32801 Telephone 407.317.3219 Fax 407.317.3414

REQUEST FOR INFORMATION

No. RFI1210273 – CUSTOMER SERVICE TRAINING AND CONSULTING SERVICES

SECTION 1

INTRODUCTION

REQUEST FOR INFORMATION FOR PLANNING PURPOSES. School Board of Orange County, Florida (SBOC) is conducting market research to identify, as potential sources, companies that may possess the expertise, capabilities, and experience to competently and competitively develop, design, and provide customer service training and consulting services. This RFI is issued solely for information and planning purposes and does not constitute a solicitation. Responses to this notice are not offers and cannot be accepted by the School Board of Orange County, Florida to form a binding contract. Respondents are solely responsible for all expenses associated with responding to the RFI. Respondents needing confidential treatment for any proprietary information they furnish must mark their responses accordingly to the law to ensure proper handling. Responses to this RFI will not be returned.

OCSB Organization:

OCSB is the 10th largest district in the nation and is the 4th largest in Florida. The district is the second largest employer in Orange County, Florida with over 21,000 full and part-time employees. The total full time enrollment of public school students is over 175,000. Currently the total number of schools equal 195.

The School Board of Orange County, Florida's Vision: To be the top producer of successful students in the nation.

The School Board of Orange County, Florida's Mission: To lead our students to success with the support and involvement of families and the community.

As the School Board of Orange County, Florida has expanded in complexity and size, so too has its infrastructure for providing customer service for internal and external customers. This growth has occurred with a strong departmental focus, with units adding positions or functions as dictated by local demand and priority. This has resulted in opportunity for improving efficiencies and effectiveness for our district. Every organization faces similar challenges in finding ways within one's existing resources to add services or offerings or to streamline functions.

The School Board of Orange County, Florida seeks assistance to examine, design, develop, and provide customer services training to its staff.

Purpose:

The purpose of this Request for Information (RFI) is to (1) identify areas of training and services to be included in a future solicitation and (2) identify potential sources for training and services provided. Training and services shall be designed to support the skills and knowledge of OCSB staff and be relevant to internal and external customers.

Description:

SBOC desires to create a contractual relationship with a Strategic Supplier for Customer Service Training capable of helping to define our customer services approach, needs, drive the planning and training process, and flawlessly execute superior ideas that create a culture of exceptional customer service.

It is expected that a Strategic Supplier will be able to offer a training solution that is robust enough to grow with OCSB's business needs. We must be able to evaluate the effectiveness of the programs and monies spent with thorough measurement and analytical capabilities.

Training must be customer service focused designed to enhance the skills and abilities of professionals representing all levels of service delivery from front line to executive level staff. It is critical that the provider has the capacity to stay abreast of current trends, future expectations for internal and external customers, and organizational changes that frequently take place at the district level. Training must address the most current legal/program/operational requirements. It must also have the capability of on-going training for the new employees joining the district in the future.

Providers responding to this RFI must possess experience conducting customer service training for different staff members on different levels and interactions with customers.

The following are listed as potential areas for consideration for the provision of training and services. This list is not exclusive; additional areas may be identified as part of this RFI. Respondents, whether or not choosing an item from this list, should explain how the area(s) for training and services provide needed information to OCSB staff and their level of expertise in providing such information to similar audiences in the past.

Training Areas:

- Workshops, target audiences competencies

Services:

- Approach/methodology to inform internal and external customers of customer service policy and persuade the public of its value
- Survey to assess the need for customer service training
- Review of survey results and implications for training program. Use of results to design the program.

Training:

- Development and delivery of training sessions
- Methods of delivery (ie, webcast, classroom, on-line)
- Train the trainer model for future on-going needs for new employees
- Evaluations of sessions

SUBMITTAL REQUIREMENTS

RESPONSE INSTRUCTIONS

Response Due Date: All responses must be received no later than 2:00 p.m. EST, on November 9, 2012. The Responder will be responsible for its timely delivery to The School Board of Orange County, Florida, Procurement Services, 445 West Amelia Street, Orlando, Florida 32801.

The Orange County Education Leadership Center (ELC) is a controlled access building. All visitors are required to check-in at the Reception Desk. If you are hand delivering a response, a time/date stamp is available at the Reception Desk. Date stamp your envelope/label and notify Procurement Services via the Lobby Telephone that you have delivered a proposal to the Reception Desk.

Provide one original with manual signatures, 5 copies of the proposal (for a total of 6), and one scanned copy of the original with signatures burned on a CD or DVD in PDF or TIFF format. Proposals must be sealed and clearly labeled **CUSTOMER SERVICES TRAINING AND CONSULTING SERVICES**, on the outside of the package. Once accepted, all original proposals and any copies of proposals become the sole property of the District and may be retained by the District or disposed of in any manner the District deems appropriate.

TIME SCHEDULE

The District will attempt to use the time schedule as indicated below. Note: References to Education Leadership Center (ELC) address is: 445 West Amelia Street, Orlando, FL 32801. The below dates and times are subject to change. All changes will be posted to the Procurement website as it becomes available.

OCTOBER 23, 2012	RFI Date
OCTOBER 30, 2012	Request for Information cut-off
NOVEMBER 9, 2012	Response Due Date at 10:00 a.m., ELC, Lobby Conference Room

1. REQUEST FOR INFORMATION

Questions: Any questions concerning the RFI should be directed in writing to Procurement Services Department attention myrnellie.nido@ocps.net via email.

2. PREPARATION OF RESPONSE

PREPARATION

In order to ease comparability and enhance the review process, it is requested that responses be organized. Proposals should be bound and should include covers and dividers.

REQUIRED INFORMATION AND FORMAT

Responses shall provide the information in the following order and format.

Tab 1 Supplier Information

Coversheet to include Company Name; Address; Point of Contact; Phone Number; E-mail Address; Web Page URL; whether your company is a Woman Owned Business, a Small Disadvantaged Business.

Tab 2 Qualifications

Discussion of capabilities and your organization's ability and experience in providing the services in the training and service areas noted above.

Discussion of firm's experience in delivering the training and services requested. Include discussion of experience on recent projects of similar type, scope and magnitude, both private and public sector. Include brief description of project and nature and extent of involvement, total dollar value of project and key personnel involved and their roles.

A list of planned (and new if proposed) training areas that your company would likely respond to in a solicitation. Provide a brief summary of each workshop topic, target audience and any competencies associated with training completion.