



REQUEST FOR PROPOSAL

RFP # HR – 001 – 10/11

REQUEST FOR PROPOSAL FOR: EMPLOYEE RECOGNITION PROGRAM

Notice is hereby given that sealed proposals will be received by the Yavapai County Clerk of the Board, 1015 Fair St., #310, Prescott, Arizona 86305 until 1:30pm on **May 28, 2010**.

All proposals must be signed, sealed and marked “**RFP (HR-001-10/11) Request for Proposal for Employee Recognition Program.**”

Proposals will be opened on **June 1, 2010 at 1:30pm** at an open meeting at the above address. Attendance is not required.

Proposal envelopes with insufficient postage will not be accepted by Yavapai County.

DIRECT ALL INQUIRIES TO:

Esther Hunt
Human Resources Department
(928) 442-5677
esther.hunt@co.yavapai.az.us

TABLE OF CONTENTS

NOTICE

TABLE OF CONTENTS

SECTIONS:

1.0	PURPOSE
2.0	PROGRAM REQUIREMENTS
3.0	TIMELINE
4.0	YAVAPAI COUNTY PROFILE
5.0	VENDOR INSTRUCTIONS
6.0	TERMS AND CONDITIONS
7.0	OPTION TO RENEW CONTRACT

REQUEST FOR PROPOSAL FOR: EMPLOYEE RECOGNITION PROGRAM

1.0 PURPOSE:

Yavapai County is seeking proposals from Vendors who can provide a cost effective employee recognition program with a choice of awards.

2.0 PROGRAM REQUIREMENTS:

- **Multiple Methods** – The program must include a web-based program as well as a mail-in and call-in option since not all county employees have access to a computer.
- **Special requirements** –
 - o Must provide administrators and employees with self-service functionality.
 - o Must provide capability to produce on-demand reports that will enable administrator to monitor employees who have or have not selected an award.
 - o Must provide tracking and report functions by account or activity.
 - o Must provide ability to download data to Excel spreadsheets.
- **Vendors support and responsiveness** – The Vendor should be responsive and proactive to the County's needs in a timely manner.
- **County Seal** – must be included with each service award with an option for the seal to be placed on the award or sent separately in the form of a charm/pin.
- **Web-based program** – Online options would include: award selection, award tracking and program administration
- **Mail-in order option** – For employees who do not have access to a computer
- **Customized program** – Development and planning to assure the process is easy for both administrators and participants
- **Proven experience** – multiple support options, and hands-on approach to simplify startup or transition from an existing program
- **Oversee recognition process** – Ability to manage process using a desktop computer tracking program.
- **Delivery method** – Option of delivering awards to multiple locations throughout Yavapai County
- **Samples** – Submit a small sample of awards

3.0 TIMELINE:

The County intends to complete the selection process using the following schedule. However, the County reserves the right to modify or reschedule procurement milestones as necessary.

Event	Date
Release RFP to vendors	April 12, 2010
Vendor Questions Due	April 23, 2010
Answers to RFP Questions Published to Web Site	April 30, 2010
RFP Responses Due	May 28, 2010
RFP Read	June 1, 2010
Evaluation of Vendor Proposals Complete	June 15, 2010
Finalist Notified	June 18, 2010
Implementation	July 2010
Service Awards Delivered	November 19, 2010

4.0 COUNTY PROFILE:

Yavapai County is located in the center of the state of Arizona. The County seat is located in the City of Prescott with remote locations throughout the County.

The County has approximately 1,800 employees. The following table lists the years of service and the current number of employees who will receive a service award in 2010:

Years of Service	Number of Employees
5 – Year	134
10 – Year	65
15 – Year	37
20 – Year	18
25 – Year	12
30 – Year	1
35 – Year	1
TOTAL	268

5.0 Vendor Instructions:

Proposal Responses. The County must receive responses to this RFP no later than 1:30pm on the date specified on the cover page. Proposals received after the due date will not be accepted. No additional time will be granted to any vendor unless by addendum to this RFP. Vendors must submit one (1) original with signatures, four (4) copies, and one (1) electronic version on a CD, of the Requirements in section # 2 **in Microsoft Word format** to the following address:

Send original, hard copies and the CD to:

Clerk of the Board
Room 310
Administrative Services Building
1015 Fair Street
Prescott, Arizona 86305

Note: Yavapai County assumes no responsibility for Proposals that are late due to postal problems. The responsibility for delivering the Proposal by the due date and time rests with the Vendor. You may mail your Proposal or you may deliver it personally to Yavapai County at the above address.

Regular mail is routed through an internal mail system. If you choose to mail your Proposal, please allow enough time for it to go through normal channels and arrive at the Clerk of the Board office on time. **All proposals must clearly have the RFP number listed on the outside of the package.**

Bids will be publicly opened and read aloud at 1:30pm on the specified Date in room 208 of the Administrative Services Building, 1015 Fair Street, Prescott, Arizona 86305.

Bidders are invited to be present at the opening of bids but absence will not be considered cause for disqualification. Interested parties are invited to download the detailed Bid Specifications from this page for examination. Detailed response requirements, delivery instructions and deadlines are contained in each Bid Specification document. Questions regarding a specific Bid Specification should be directed to the contact person(s) specified on the cover page of this document.

Notice to Bidders: Amendments, Addenda, Revisions and other changes to Bid Specs will be posted as they are developed. It is the Bidder's responsibility to check this site for any changes made to a Bid Spec prior to the Closing Date. Changes will be clearly identified and incorporated into the Bid Specs file(s). It is NOT necessary to download Bid Specs more than once unless changes are indicated.

Your Proposal Response Format.

Your RFP response **must** adhere to the following format:

Section	Title	Contents
Section 1	Business Objectives	Overview description of proposed solutions, vendor experience, and contact information (one page).
Section 2	Requirements	Vendors should provide a detailed description of how each program requirement can be supported.
Section 3	Pricing	Estimates that include pricing for set-up, awards, taxes, shipping and handling and any other fees associated with an employee recognition program.
Section 4	Implementation Methodology	Summary overview of implementation methodology and typical timeframe including required resources, training approach, and a sample project timeline.
Section 5	Support Strategy	Description of strategy for administrative support after the initial implementation.
Section 6	Attachments	A. Client Reference List B. Other information that may provide value to the evaluation of your service and products.

Vendors that deviate from this format may be deemed unresponsive. Proposals should be prepared simply, providing a straightforward, concise delineation of the capabilities necessary to satisfy the requirements of the RFP. Emphasis in the proposals should be on completeness, clarity of content and adherence to the presentation structure required by this RFP. Costs for developing proposals in response to the RFP are the obligation of the vendor and are not chargeable to the County. All proposals and accompanying documentation will become the property of the County and will not be returned.

After the **submission** of the RFP to the County, inquiries concerning the progress of the selection process shall be directed to:

Yavapai County
Attn: Human Resource Department
1015 Fair Street, Room 338
Prescott, AZ 86305
Fax : 928-771-3419
e-mail: esther.hunt@co.yavapai.az.us

RFP Amendments. The County reserves the right to request clarification on any proposal or to ask respondents to supply any additional material deemed necessary to assist in the evaluation of the proposal. The County reserves the right to change the RFP schedule or issue amendments to the RFP at any time. The County also reserves the right to cancel or reissue the RFP.

Rejection of Proposals. The County reserves the right to waive any minor informalities or irregularities contained in any proposal and to reject any or all proposals.

Proposal Validity Period. Submission of a proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the County and the successful Vendor.

Disclaimer. The County reserves the right to share, with any consultant of its choosing, the RFP and any resultant Proposals in order to secure expert opinion. The County reserves the right to accept any proposal deemed to be in the best interest of the County.

Non-Obligation. Receipt of proposals in response to this RFP does not obligate the County in any way. The right to accept or reject any proposal shall be exercised solely by the County. The County shall retain the right to abandon the Proposal process at any time prior to the actual execution of a contract with a Vendor, and the County shall bear no financial or other responsibility in the event of such abandonment.

Public Disclosure. All materials provided to the County by Vendors are subject to State and City public disclosure laws.

Note: Vendors must submit all of Section 5 of this RFP in an Electronic format, on a CD, using Microsoft Word.

Vendor Information	
Vendor	Vendor Response (Type Below)
1. Contact Information	
▪ Company Name	
▪ Name and Title of Contact Person	
▪ Address	
▪ Phone, Fax, E-mail	
▪ Company Website	
2. Company Information	
▪ Year Founded	
▪ Private vs. Public and Listing Exchange	
▪ Revenue and Income: Current and Prior Year	
▪ Regional offices closest to Prescott, AZ	
3. Number of Clients	
▪ Total	
▪ Government Entities	
▪ Government Entities in Arizona	

Pricing Information	Vendor Response (Type Below)
1. Set-up and Implementation Cost	
2. Cost of Awards: Price Range of awards in each Service Level	
3. Other – Applicable taxes, shipping and handling must be included.	

6.0 TERMS AND CONDITIONS:

This Request for Proposal is for awarding a firm, fixed contract to cover one (1) year beginning July 1, 2010 through June 30, 2011.

7.0 OPTION TO RENEW CONTRACT:

The County may, at its option, extend the contract one year up to a total of five (5) years.