



Request for Qualification- Customer Service Training Program with Train-the-Trainer Certification

Introduction and Scope of Work

The City of Belton is looking for a customer service training program that will also include a train-the-trainer certification/education.

The selected vendor's training program needs to provide the fundamental foundation of customer service, with tools for in-person interactions as well as email, telephone, and chat for delivering outstanding customer service.

We are looking for a program that focuses on emotional intelligence, identifying customer needs, resolving conflict, empathy and compassion. The program must help build a solid foundation with procedures to create consistency for internal and external customer service. It also needs to be customizable to meet our unique needs.

The proposed training should also include a train-the-trainer certification so we can offer in-house training in the future for new employees. The train-the-trainer certification must include an in-depth training class, facilitator's script and guide, presentation slides, a participant manual, product licensing, and ongoing training and support.

Statement of Interest: All parties intending to submit a proposal under this RFQ must contact the City of Belton and provide an email address by no later than 5 pm. on Friday, November 1. This address will be used for official communications from the city, including notice of any addendums. All addenda will also be posted on the City's website.

Questions: Questions regarding proposals or technical questions should be made in writing to Customer Service Specialist Ahlara Kent at akent@belton.org by 5 pm on Friday, November 1. The written requirements in this RFQ shall not be changed or superseded except by a written addendum. Failure to include all required items may result in disqualification from the RFQ process.

Response must include qualifications that indicate successful delivery and partnership with other local government entities.

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RFQ Response Requirements:

The RFQ response is limited to 25 double (or 50 single) sided 8.5" x 11" pages, including the title page and cover letter. The proposal must contain the following information:

- 1) **Title page:** Applicant's name, address, and telephone number; individual point of contact name, address, telephone number, and email.
- 2) **Cover Letter:** Provide a statement regarding the applicant's interest in and understanding of the Project. The letter should include a statement that the firm has read and understands the RFQ and agrees to all conditions, requirements, and terms stated in the RFQ. Include a summary of the firm's understanding of the Project as described in this RFQ, the City of Belton, and the unique issues facing the City. The transmittal letter shall be signed by a duly authorized officer or agent empowered with the right to bind the firm submitting a proposal for consideration.
- 3) **Qualifications:** Provide information on the size, location, project cost, public engagement used, and a brief discussion on past experiences related to the launch and support of the product with a similarly sized City or organization, preferably within the past five (5) years.
- 4) **Project team:** Identify the project team and provide a statement of qualifications for each. The following information should be included:
 - a. Identify the project manager who will lead the Project;
 - b. Identify any sub-consultants that will be part of the Project team;
 - c. Names and proposed roles of other individual team members;
 - d. Education, experience, and brief biographies of all team members addressing the qualifications and considerations of the RFQ;
- 5) **Project timeline:** Provide a proposed schedule from the start to the completion of the Project. The schedule should include phasing, milestones, and approximate completion dates.
- 6) **References:** Provide a list of at least three municipal clients for which the firm was the lead agency in providing services like the ones described in this RFP. Provide contact information (name, position, address, telephone number, and email) of those who the city may contact to verify work completed and performance.
- 7) **Verify firm capacity:** Provide a statement of the firm's ability to begin and complete the project within the timeframe identified in this RFQ and in the manner described in the RFQ response. Provide information regarding any other projects that the firm has already committed to that may occur simultaneously with this project.
- 8) **Cost breakdown:** Submit in a separate sealed envelope a not-to-exceed cost for the project, including travel and material expenses. The costs should be broken out to correspond with the completion of major tasks as described in the project timeline. Provide a comprehensive Project budget as well as a payment schedule.



Teams responding to this RFQ must:

Provide one (1) electronic PDF response to this RFQ in accordance with the Response Requirements named herein. The sealed envelope with pricing can be mailed separately but must include contact information and identify that it is part of your RFQ. Mailed items can be sent to:

Ahlar Kent
City of Belton
520 Main Street
Belton, MO 64012

Submittals must be received by the City of Belton no later than November 1 at 5 PM CST.

All questions received will be answered in an Addendum Document on October 25. That document will be posted on the City of Belton's website: www.belton.org.