Northeast Ohio Regional Sewer District
Protecting Your Health and Environment

Request for Quotation

for

General Information Technology Training Services

for the

Northeast Ohio Regional Sewer District

April 16, 2013

Northeast Ohio Regional Sewer District
Protecting Your Health and Environment

DEADLINES

Quotation Due Date: **May 6, 2013**

Pre-Quotation Questions: Please submit questions to Gina Alicea at aliceag@neorsd.org **by 4:30 p.m. on April 26, 2013**. All questions will be answered with an addendum placed on the District's website www.neorsd.org.

Submit Quotations To: Please submit quotations and all required items to Gina Alicea at aliceag@neorsd.org **by 4:30 p.m. on Monday, May 6, 2013**. ***Quotations will not be accepted after 4:30 p.m. on May 6, 2013***.

The following information is included with this document:

1) Request for Quotation
2) Attachment A – Training Service Rates Table
3) Attachment B – References

INTRODUCTION

The Northeast Ohio Regional Sewer District (District) is a political subdivision of the State of Ohio created and operating under Chapter 6119 of the Ohio Revised Code. Originally named Cleveland Regional Sewer District, it was created in 1972 to assume ownership, operation and management of wastewater collection, treatment and disposal facilities serving the member communities in the Cleveland metropolitan area and surrounding communities. As a leader in wastewater management, the District has an operating budget of over $100 million dollars; a capital budget of over $200 million dollars; and an employee population of more than 600.

LOCATIONS

District Administration is located in the George J. McMonagle Building (GJM Building) at 3900 Euclid Avenue, Cleveland, Ohio 44115. This location includes the Engineering & Construction, Operations & Maintenance Administration, Administration & External Affairs, Human Resources, Finance, Law and Information Technology Departments.

In addition to the GJM Building, the District owns and operates an Environmental and Maintenance Services Center (EMSC), located at 4747 East 49th Street, Cuyahoga Heights 44125 (north of the Southerly Wastewater Treatment Center) houses the Sewer Maintenance & Control Department, the Water Quality & Industrial Surveillance Department, Analytical Services, and Fleet Services and three wastewater treatment facilities:

- Westerly Wastewater Treatment Plant, located at 5800 West Memorial Shoreway, Cleveland, 44102 (near Edgewater State Park);
- Southerly Wastewater Treatment Center, located at 6000 Canal Road, Cuyahoga Heights, 44125 (near the Interstate 77/Interstate 480 intersection); and
- Easterly Wastewater Treatment Plant, located at 14021 Lakeshore Boulevard, Cleveland, 44110 (near the Cleveland/Bratenahl border)

BACKGROUND

The Northeast Ohio Regional Sewer District is responsible for providing training on desktop software applications across the five locations listed above within the Greater Cleveland Area. The District has adopted a strategy for outsourcing Information Technology training for their end users. This Request for Quote (RFQ) is for training services in desktop applications for end users at all five District locations. The District has two training facilities, one at GJM (District Administration) location, and one at EMSC. Eight desktop computers and a ceiling mounted projector are available at each location.

SCOPE OF SERVICES

The District is requesting that Vendors submit a rate quote for general IT training services so that the District can establish a contract with the selected Vendor at the quoted rate, and use an allocation of funds to complete training requests from the District's end users. The Vendor must be a registered Vendor with the District. In order to become a registered Vendor, please visit https://www.neorsd.org/Vendor_registration.php/Vendor_registration and follow the instructions provided.

The trainer must be certified in the respective application, and in the same version of the application that training is requested in. The contract will be valid until funds are exhausted.

Currently the District is expected to provide training on the following District desktop applications:

Required

- Microsoft Office 2007 Pro (including Word, Excel, PowerPoint, Outlook)
- Microsoft Project 2007
- Microsoft Visio 2007
- Microsoft Access 2007
- Adobe Professional 8/9
- Adobe Photoshop
- Windows Operating System

Optional

- Reporting tools (Oracle Discover; Crystal Reports).

Please see Additional Considerations section.

Examples of training requests may include the following:

1. Off-site (Vendor's Site) Venue
    a. Request to provide application training to a group of District employees (specify minimum and maximum size of groups).
    b. Request to provide one-on-one off-site training for a District employee.
2. On-site (District Facility) Venue
    a. Request an instructor to provide two-hour on-site group training sessions at one of the two District training rooms everyday for a week, maximum three sessions per day.
    b. Request an instructor to perform one-hour on-site training sessions during the lunch hour (identified as "Lunch and Learn") to expose and educate employees on specific functions or uses of an application (e.g. creating a

spreadsheet, or using data sort for data analysis, or making presentations more effective, etc.).

c. Request one-on-one on-site training for a District employee.
d. Scheduled sessions at each plant location where the trainer is available to respond to specific training requests, related to specific applications identified above.

ADDITIONAL CONSIDERATIONS

- Include all added value training and assessment services that your organization offers in your quotation.
    - As an example of value-added training, the District utilizes the Oracle Enterprise Resource Planning application for its Human Resources and Finance departments. The ability to provide training for Oracle Discover (a reporting tool) would be considered additional training services.
- Please provide a detailed syllabus for each class offering.
- Please provide your cancellation policy, with details around timeframe, training materials, etc.
- If training materials are not included, please specify cost.
- The District will have an option to replace a trainer if he/she does not meet the District's expectations of quality of training, knowledge of application, or training delivery approach, etc. The District has the ability to interview, approve and reject any proposed trainers before and during the project's lifecycle.
    - For example, if the District is dissatisfied with the trainer, communication with the Vendor will be held, and a request will be made for changes and/or replacement of the trainer. The Vendor would be expected to provide a replacement trainer within a specified agreed-upon period of time.
- The District has the ability (right) to cancel a portion or all of this contract at its discretion based upon any of the following criteria, including but not limited to:
    - Budget constraints
    - Vendor's performance
    - Trainer's performance

QUOTE REQUIREMENTS, FORMAT and SUBMISSION

The District's training window is from 6:00 a.m. to 6:00 p.m. Monday through Friday. The Vendor is expected to provide training within this timeframe, either off-site or on-site.

The quote must include the following required items:

1) Please use "Attachment A" to provide details of costs associated with training services. Please specify if rates are seasonal or change for after-hours work. Please provide any other relevant company information and related cost information (such as travel, parking charges, or other types of charges/fees that may be incurred

related to the training provided). Also, please provide detail around what type of training materials you will provide for each offering.

2) Please use "Attachment B" to include three references of present or past clients where similar services were offered; preferably with public entities.

3) Please include a general biography of all instructors that would participate in this contract and provide training in the defined set of desktop applications.

SELECTION PROCESS

1) Completeness of the quotation - 30%
   a) Adherence to specified format and requirements
   b) Detailed syllabus for each class offering
2) Experience and record of past performance of delivering such services - 40%
3) Ability to provide adequate number of qualified and competent personnel - 20%
4) Cost - 10%

Please submit questions to Gina Alicea at aliceag@neorsd.org. All questions and answers will be posted on the District's website, http://www.neorsd.org/neorsd_bids.php as an Addendum. **All questions should be submitted by 4:30 p.m. on April 26, 2013.**

Please submit all other required items to Gina Alicea at aliceag@neorsd.org **by 4:30 p.m. on Monday, May 6, 2013** in electronic format.

VENDOR SELECTION AND NOTIFICATION

The District will select a Vendor by **May 17, 2013** in order to submit to the District's Consultant Review Committee (CRC) on **May 23, 2013**. Only the selected Vendor will be contacted after the selection. Pending approval by the CRC, the District at that time will begin working with the selected Vendor on the contract and statement of work.