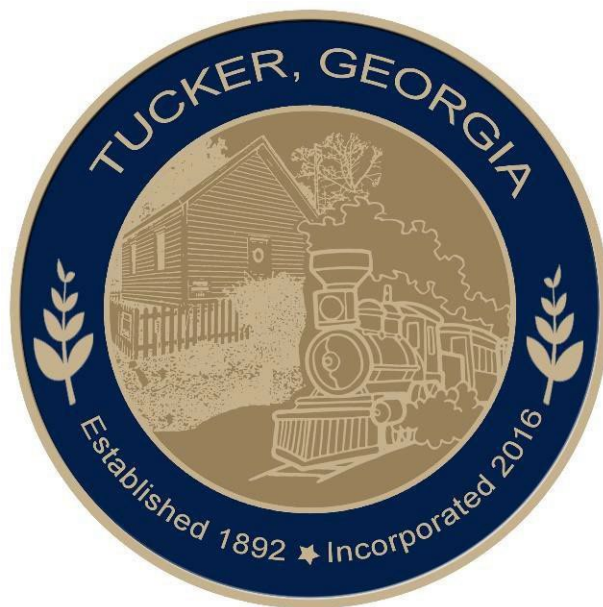


City of Tucker

Request for Proposal

RFP 2025-007

CALL CENTER SERVICES



BID MANUAL

City of Tucker
1975 Lakeside Parkway, Suite 350
Tucker, Georgia 30084

City of Tucker Request for Proposal RFP 2025-007 Call Center Services

INVITATION: The City of Tucker, Georgia requests that interested parties submit proposals for call center services. Proposals will be accepted until the date and time listed below and will be awarded to the most responsible and responsive proposer submitting the proposal which is deemed to be the most advantageous to the city. Addenda and updates to this bid manual will be posted on the City of Tucker website <http://tuckerga.gov/bids>, the DOAS/Georgia Procurement Registry (http://ssl.doas.state.ga.us/PRSapp/PR_index.jsp) or may be requested by email procurement@tuckerga.gov.

BID ACTIVITY SCHEDULE	
RFP Issued	April 15, 2025
Pre-Bid Conference	N/A
Deadline for Questions	April 29, 2025 at 1:00 p.m. (EST)
Responses to Questions Posted (Addenda)	May 2, 2025
Proposal Deadline	May 15, at 1:00 p.m. (EST)
Scoring by Evaluation Committee	May 16 – May 23, 2025
Award at Council Meeting (Tentative)	June 23, 2025

SCOPE OF WORK: Refer to Exhibit A.

PRE-PROPOSAL CONFERENCE: There will not be a pre-proposal conference for this solicitation.

QUESTIONS: Submit all questions in writing to procurement@tuckerga.gov so they are received by the deadline for questions stated in the schedule. Reference RFP 2025-007 in the subject line of the email.

ADDENDA: Responses to the questions received will be by addenda and will be posted on the City website www.tuckerga.gov/bids and the DOAS/Georgia Procurement Registry (http://ssl.doas.state.ga.us/PRSapp/PR_index.jsp). The signed acknowledgement issued with each addendum must be submitted with the proposal. It is the consultant's responsibility to verify if any addenda were created.

SUBMITTAL REQUIREMENTS: Consultant shall submit RFP Response electronically to procurement@tuckerga.gov so that is received no later than May 15, 2025 at 1:00pm EST with the subject line "Submittal: RFP 2025-007". The email must contain the vendor's contact information. The submittal shall be two PDF files:

- The proposal shall be named "<Company Name>.RFP 2025-007.Bid Submittal.pdf".
- The Cost Proposal shall be named "<Company Name>.RFP 2025-007.Cost Proposal.pdf"

The submittal email will be opened to confirm receipt of the submittal; however, the attached PDF files will remain unopened until the public opening.

PROPOSAL OPENING: All proposals received prior to the deadline will be opened publicly on May 15, 2025 at 1:05pm EST at Tucker City all located at 1975 Lakeside Parkway, Suite 350, Tucker GA. A list of submittals will be posted on the City's website, www.tuckerga.gov/bids and the DOAS/Georgia Procurement Registry (http://ssl.doas.state.ga.us/PRSapp/PR_index.jsp) following the opening of the proposals.

DOCUMENT SUBMITTAL REQUIREMENTS:

1. Proposal, including requirements outlined in Exhibit C
2. Cost Proposal, formatted according to requirements outlined in Exhibit B
3. W-9 Form (provided)
4. Certificate of Current Insurance
5. Notarized E-Verify Affidavit Form (provided)
6. Notarized Oath of Non-Collusion (provided)
7. Acknowledgement of Addendum issued with each Addendum.
8. Contact Information Form (provided)

All responses must be received electronically by the Bid Deadline. (Addenda will show any schedule updates). No proposals will be received orally or by phone. Late proposals will not be considered. Proposals received after the deadline will be filed unopened. The City of Tucker reserves the right to reject any and all proposals or any part, to waive any formalities to make an award and to re-advertise in the best interest of the City.

The City reserves the right to negotiate pricing with the top scoring bidder(s) and may, in its discretion, award a contract to the responsible and responsive proposer(s) submitting the proposal(s) which are deemed to be the most advantageous to the City, price and other factors being considered, as described in the selection criteria.

EXHIBIT A – SCOPE OF WORK **RFP 2025-007 Call Center Services**

PURPOSE

The City of Tucker is requesting proposals for a full-service call center vendor. The goal of this service is to proactively field calls and provide callers with high level knowledge, determine the need for escalation and correctly direct the call to the subject matter expert on staff.

BACKGROUND

The City of Tucker was incorporated in 2016 after a landmark vote of nearly three quarters of voters approving the grass roots efforts of their neighbors and the Tucker 2015 organization. The City of Tucker operates under a council-manager form of government with a city council comprised of a mayor and six council members elected by the people on a nonpartisan ballot for four-year terms.

The City of Tucker covers more than 22 square miles with a population of over 38,000 residents. It provides core services including planning and zoning, code enforcement, parks and recreation, and public works. Other services like water, sewer and sanitation happen through intergovernmental agreements (IGAs) with DeKalb County. Law enforcement is provided through an IGA with DeKalb County Police. Officers from the Tucker Precinct enforce laws and ordinances throughout the boundaries of the city. Tucker is also home to the headquarters for DeKalb County's Police and Fire Rescue operations.

Located in northeastern DeKalb, Tucker was always considered a place with strong community engagement and representation in the county government. Through volunteer organizations like the Tucker Civic Association and Main Street Tucker Alliance, the residents advocated for the community, held festivals and fundraisers to support and celebrate each other.

It is this pride in Tucker's neighborly kindness that has helped guide the city government in its decision and policy making and created the Tucker Way.

The number of calls received in 2023 was 13,209. The number of calls received in 2024 was 14,010. For both years, approximately 8% of the calls were received after standard business hours.

PROJECT OBJECTIVES

The vendor shall provide a proposal for the following services but are not limited to:

- All incoming calls answered on a 24-hour basis
- After hours triaging for emergency public works issues
- Receptionist service – transfer calls to staff at caller request
- Agents will answer frequently asked questions in an effort to not transfer to staff
- Agents will provide information to callers concerning Court dates and citation information

- Vendor will report call metrics monthly to include number of calls, call duration, hold times, and other metrics agreed upon with the City
- Vendor shall record all calls and maintain recordings and metric data to comply with all local, state and federal documentation retention requirements, including, but not limited to, the City’s document retention schedule, as adopted and amended by the City Council.

OPTIONAL ADD-ON SERVICES

- Webchat: Provide and maintain the ability for residents to chat on the City webpage as an informative option versus calling
- Multi-lingual translation services for in-bound calls

GENERAL

- The City anticipates the need for the successful proposer to assist the City during transition from the existing operator. The phase-in period shall be July 1 – July 31, 2025. The proposer’s project manager shall work with City staff during this period to establish complete understanding of the knowledge base necessary for a successful launch, establish key performance indicators, reporting metrics and to train staff.
- The City anticipates the launch of provided services no later than August 1, 2025.
- The vendor shall meet with City staff monthly to review the key performance indicators and address any needs, clarifications or issues.

RESOURCES

- The City of Tucker will provide a complete knowledge base for the agents to reference in addition to the website.

EXHIBIT B – COST PROPOSAL

The contract will run concurrently with the city of Tucker’s fiscal year. The contract will be a 3-year, annual renewal contract. Please submit your cost fee proposal in the following format:

Start Up / Phase-In Costs	July 1 – July 31, 2025	\$ _____
Fiscal year 2026 Costs	August 1, 2025 – June 30, 2026	\$ _____
<u>Total Fiscal Year 2026 Cost</u>	July 1, 2025 – June 30, 2026	\$ _____

Annual Renewal(s) Costs:

Fiscal Year 2027	July 1, 2026 – June 30, 2027	\$ _____
Fiscal Year 2028	July 1, 2028 – June 30, 2028	\$ _____

Optional Add-On Services Cost Proposal: These costs will not be considered when evaluating and scoring the Cost Proposal.

Webchat (if qualified to provide)

<u>Fiscal Year 2026 Costs</u>	August 1, 2025 – June 30, 2026	\$ _____
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Annual Renewal(s) Costs:

Fiscal Year 2027	July 1, 2026 – June 30, 2027	\$ _____
Fiscal Year 2028	July 1, 2028 – June 30, 2028	\$ _____

Translation (if qualified to provide)

<u>Fiscal Year 2026 Costs</u>	August 1, 2025 – June 30, 2026	\$ _____
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Annual Renewal(s) Costs:

Fiscal Year 2027	July 1, 2026 – June 30, 2027	\$ _____
Fiscal Year 2028	July 1, 2028 – June 30, 2028	\$ _____

EXHIBIT C

Technical Requirements and Proposal Instructions

1.0 RFP STANDARD INFORMATION

1.1 Authority

This RFP is issued under the authority of the Purchasing Division of the City of Tucker. The RFP process is a procurement option allowing the award to be based on stated evaluation criteria. The RFP states the relative importance of all evaluation criteria.

1.2 Procurement Officer Review of Proposals

A. Determination of Responsiveness

The procurement officer will determine whether a proposal is classified as either “responsive” or “non-responsive”. Proposals may be found non-responsive any time during the evaluation process if any of the required information is not provided; the submitted price is found to be excessive or inadequate as measured by criteria stated in the RFP; or the Proposal is not within the plans and specifications described and required in the RFP. If a Proposal is found to be non-responsive, it will not be considered further. If an offeror is found non-responsive, the determination will be in writing, made a part of the procurement file, and communicated to the affected offeror.

B. Determination of Responsibility

The procurement officer will determine whether an offeror has met the standards of responsibility. Such a determination may be made at any time during the evaluation process if information surfaces that would result in a determination of non-responsibility. If an offeror is found non-responsible, the determination must be in writing, made a part of the procurement file, and communicated to the affected offeror.

1.3 Evaluation of Proposals

All responsive Proposals will be evaluated based on stated evaluation criteria. In scoring against stated criteria, the City may consider such factors as accepted industry standards and a comparative evaluation of all other qualified RFP responses in terms of differing price, quality, and contractual factors. These scores will be used to determine the most advantageous offering to the City.

1.4 General Information

- A. Only those firms or teams with the necessary resources and a commitment to complete all work on schedule should submit a Proposal.
- B. The City may select the best qualified consultant based on the information received from interested firms as a result of this solicitation.
- C. City of Tucker also reserves the right to increase, reduce, add or delete any item in this solicitation as deemed necessary.

2.0 PROPOSAL SUBMISSION AND EVALUATION

2.1 Preparation of Proposals

Each Proposal should be prepared simply and economically, avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete presentation.

2.2 Submittal Requirements

Failure to meet these requirements will result in the Proposals being determined “non-responsive” and the entire submittal will be rejected.

- A. Submittals of firm information and Proposals should be no more than ten (10) pages single-sided, 8½” x 11” pages in length. The 10-page limit does not include the required City forms. Any other supplemental information and pages outside the page limit will not be reviewed and will be considered as non-responsive to the page limit requirement.
- B. Provide firm name, address, telephone number, e-mail address for the primary contact person, former firm names, official Georgia address (if applicable), and joint venture partner information (if applicable). If the firm has branch offices, state which office will be performing the majority of the work.
- C. The consultant should provide a minimum of three (3) references.
- D. The consultant shall provide a Certificate of Insurance with current Worker’s Compensation, General Liability and Professional Liability policies for the purposes of verifying current policies. This document will not be counted toward the 10-page limit.
- E. The consultant shall submit the required forms provided as part of the bid package, which will not be counted toward the 10-page limit.

2.3 Evaluation and Selection Criteria

The following are the evaluation criteria the committee will consider in determining which proposal is most advantageous to the city:

Project Understanding – 40 points (Included in 10-page limit)

Successful proposers will demonstrate an understanding of the magnitude of the task, the constraints, and the desired outcomes for the project.

Similar Experience/Past Performance – 30 points (Included in 10-page limit)

Successful proposers will have experience completing similar projects which should be demonstrated by providing case studies (of no more than two pages each) describing three projects that best match the scope and desired outcomes for this project. Each case study should highlight any similarities to the proposed Tucker project. For each case study, reference and contact information should be provided. The City may consider any past performance on a previous contract with the City.

Project Personnel – 15 points (Included in 10-page limit)

Successful proposers will provide information on personnel of no more than one (1) pages each to be assigned to this project, including the proposed project manager. Personnel should have experience of similar projects and/or in fields necessary to complete the proposed scope of work.

Pricing – 15 points (Not included in the 10-page limit)

Successful proposers will provide their most competitive pricing in a separate document as the proposal.

3.0 TERMS AND CONDITIONS

3.1 RFP Amendments

The City reserves the right to amend this RFP prior to the due date. All amendments and additional information will be posted to the DOAS/Georgia Procurement Registry, located at: http://ssl.doas.state.ga.us/PRSapp/PR_index.jsp and also the City's website at: www.tuckerga.gov Offerors are encouraged to check this website frequently.

3.2 Proposal Withdrawal

No proposal may be withdrawn for a period of ninety (90) days after the time has been called on the date of opening.

3.3 Cost for Preparing Proposals

The cost for developing the Proposal is the sole responsibility of the Offeror. The City will not provide reimbursement for such costs.

3.4 Conflict of Interest

If an Offeror has any existing client relationship that involves the City of Tucker, the Offeror must disclose each relationship.

3.5 Minority Business Policy

It is the policy of the City of Tucker that minority business enterprises shall have a fair and equal opportunity to participate in the City purchasing process. Therefore, the City of Tucker encourages all minority business enterprises to compete for, win, and receive contracts for goods, services, and construction. The City encourages all companies to sub-contract portions of any City contract to minority business enterprises, however there is no minimum DBE requirement for this project.

3.6 Insurance Requirements

The consultant shall procure and maintain the following insurance policies; all policies shall name the City of Tucker as an additional named insured and shall provide for waiver of subrogation in favor of the City of Tucker:

- a. Commercial General Liability coverage at their sole cost and expense with limits of not less than \$1,000,000 in combined single limits for bodily injury and/or property damage per occurrence.
- b. Statutory Workers Compensation and Employers Liability Insurance with limits of not less than \$1,000,000.
- c. Professionally Liability Insurance with limits of not less than \$2,000,000 per occurrence and in aggregate.



GEORGIA SECURITY AND IMMIGRATION COMPLIANCE ACT AFFIDAVIT

GEORGIA E-Verify and Public Contracts: The Georgia E-Verify law requires contractors and all sub-contractors on Georgia public contract (contracts with a government agency) for the physical performance of services over \$2,499 in value to enroll in E-Verify, regardless of the number of employees.

Contractor Name:	
Solicitation/Bid number or Project Description:	RFP 2025-007 Call Center Services

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, entity or corporation which is engaged in the physical performance of services under a contract on behalf of the City of Tucker, Georgia has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91.

Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period as required by O.C.G.A. § 13-10-91(b) and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present and affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number
(EEV/E-Verify Company Identification Number)

Date of Authorization

Name of Contractor

I hereby declare under penalty of perjury that the foregoing is true and correct

Printed Name (of Authorized Officer or Agent of Contractor)

Title (of Authorized Officer or Agent of Contractor)

Signature (of Authorized Officer or Agent)

Date Signed

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE

____ DAY OF _____, 20____

[NOTARY SEAL]

Notary Public

My Commission Expires: _____



OATH OF NON-COLLUSION

COMES NOW, _____ (“Consultant”),
[*name of Consultant*]

appearing by and through _____,
[*name of individual with authority to bind Consultant*]

its _____ (“Individual And Representative Affiant”), and
[*title*]

[*insert the names of all those required to give the oath*]

(collectively, “Individual Affiants”), and each of the Individual And Representative Affiant and Individual Affiants, after first being duly sworn, deposes and says that:

1. Consultant has not directly or indirectly violated subsection (d) of the Official Code of Georgia Annotated Section 36-91-21, which provides as follows:

Whenever a public works construction contract for any governmental entity subject to the requirements of this chapter is to be let out by competitive sealed bid or proposal, no person, by himself or herself or otherwise, shall prevent or attempt to prevent competition in such bidding or proposals by any means whatever. No person who desires to procure such work for himself or herself or for another shall prevent or endeavor to prevent anyone from making a bid or proposal therefor by any means whatever, nor shall such person so desiring the work cause or induce another to withdraw a bid or proposal for the work.

Code Section 36-91-21(d) also applies to municipal street system contracts pursuant to Official Code of Georgia Annotated Section 32-4-122.

2. Individual And Representative Affiant is the officer of Consultant whose duty it is to make the payment.

3. If Consultant is a partnership, then Individual and Representative Affiant and Individual Affiants together constitute all of the partners and any officer, agent or other person who may have represented or acted for Consultant in bidding for or procuring the contract.

4. If Consultant is a corporation, then Individual and Representative Affiant and Individual Affiants together constitute all officers, agents, or other persons who may have acted for or represented Consultant in bidding for or procuring the contract.

Further affiants sayeth not.

This ____ day of _____, 20__.

By: _____, individually and on behalf of Consultant
[signature of Individual And Representative Affiant]

Name: _____

Title: _____

Individual Affiants' signatures and names:

Name:

Name:

Name:

Name:

Name:

Name:

Subscribed and Sworn before me on this
____ day of _____, 20__.

NOTARY PUBLIC
My Commission Expires:

Contact Information Form

Please fill out this form with the appropriate contact information for your company.

Full Legal Name of Company: _____

Date: _____

Contractor Information:

Primary Contact Person: _____

Title: _____ Telephone Number: _____

E-mail Address: _____

Secondary Contact Person: _____

Title: _____ Telephone Number: _____

E-mail Address: _____

Preferred Contact for Administration: (i.e. Document Processing) (Choose one)

Primary Contact

Secondary Contact

Address: _____

City / State / Zip: _____

Mailing Address (If different than above): _____

City / State / Zip: _____

Federal Employee ID Number (FEIN): _____