



Department of Purchasing & Contracting
1300 Commerce Drive, 2nd Floor
Decatur, Georgia 30030
Fax: (404) 371-6243

Date: June 5, 2023

Request for Quotation No. 23-3003806

DeKalb County, Georgia is requesting a quotation for the following:

Computer Training Services

I. Proposed Term:

July 1, 2023 – June 30, 2024

1 year with the option to extend the term or renew for an additional year

II. Attachments:

- A. Scope of Work
- B. Sample Software Application Training Requested
- C. Quote Form- Computer Training Cost Schedule
- D. Reference Form and Reference Check Release Statement
- E. Contractor Affidavit
- F. Insurance Requirements

III. Payment Terms:

Net 30

IV. Scope of Work:

See Attachment A

V. Federal Work Authorization Program:

All qualifying contractors and subcontractors performing work with DeKalb County, Georgia must register and participate in the federal work authorization program to verify the work

eligibility information of new employees. In order for a Quotation to be considered, it is mandatory that the Contractor Affidavit, Attachment F, be completed with bidder's proposal.

VI. Due Date:

All questions are due to Angel Frazier via email at amfrazier@dekalbcountyga.gov on or before 5:00 p.m. EST on Friday, June 9, 2023.

Additional Information/Addenda

The County will issue responses to inquiries and any other corrections or amendments it deems necessary in written addenda issued prior to the due date. Bidders should not rely on any representations, statements or explanations other than those made in this RFQ or in any addendum to this RFQ. Where there appears to be a conflict between the RFQ and any addendum issued, the last addendum issued will prevail. It is the responsibility of the Bidder to ensure awareness of all addenda issued for this solicitation. Please acknowledge the addenda and submit it to the DeKalb County Department of Purchasing and Contracting as requested. Bidders may contact the above listed contact person to verify the number of addenda prior to submission. Addenda issued for this RFQ will be posted on DeKalb County's website, <https://www.dekalbcountyga.gov/informalbids>. Bidders should regularly check the County's website for addenda.

Quotes are due on or before 5:00 p.m. EST on Friday, June 16, 2023. Bidder must complete and return the quote form, requested documentation, reference form, contractor affidavit, addenda and provide a copy of bidder's valid business license to DeKalb County by email to the attention of Angel Frazier at amfrazier@dekalbcountyga.gov or the bidder will be deemed non-responsive.

All quotes are to be provided on Attachment C, Quote Form - Computer Training Cost Schedule.

Thank you for your interest in doing business with DeKalb County.

Sincerely,

Angel Frazier
Procurement Agent
Department of Purchasing and Contracting

Attachments A, B, C, D, E, and F

ATTACHMENT A

SCOPE OF WORK

Human Resources Department Computer Training

I. SCOPE OF SERVICES

DeKalb County Government continues to invest in its employees as it realizes the importance of having a well-trained and skilled workforce to be a high performing organization. To ensure employees have the technical skills to adapt to the modern workplace, and are effective contributors, the County seeks a qualified -agency, vendor or vendors to provide computer application training services for its employees. Microsoft Office 365 (M365) is the County's standard office productivity software application. M365 ran on MS Windows 10 and/or MS Windows 11 Enterprise Edition. Training should be available for the full M365 installed software application, along with the Internet browser-based applications included with M365 Office productivity software. The successful respondent(s) will consist of a team of Microsoft certified trainers or Microsoft Office and M365 User Master Trainers to facilitate the desired scheduled training.

II. GENERAL REQUIREMENTS/DESCRIPTION OF TASK

Computer Software Application Training will at a minimum consist of the following classroom instruction:

- **Microsoft Office:** Beginner/Introduction, intermediate and advanced level computer training in: *Word, Excel, PowerPoint, Outlook, Access, Project, Publisher, SharePoint, One Drive, One Note, Teams, , Visio, etc.*
- **Refresher and customized targeted training applicable to all offered training, i.e.,** *Excel-Formulas, Excel-Pivot Table, Microsoft Shortcuts/Tips for Managers/Executives, Microsoft Shortcuts/Tips, etc.*
- **Other specialized training may be requested based on business needs or recommended by the selected vendor based on industry training appropriate for DeKalb employees, license capacity, available software, etc., i.e.,** *Adobe Acrobat, Illustrator, Canva, InDesign, Photoshop, Google Suites, and related applications upon request.*

A sample of the desired computer software application training descriptions are attached (see Attachment B). Note the requested quote includes, but is not limited to, the desired course offerings listed or the expressed course descriptions.

III. REQUIREMENTS

The County reserves the right to make one or multiple awards.

- Each quote for courses offered by the qualified - agency, vendor or vendors must include a per-class cost, inclusive of the printed or digital participants' guide and instructor costs.
- For courses billed on a per class basis, the County's target audience will be a minimum of 8 participants, unless otherwise requested or approved by the County (i.e., one-on-one sessions at a prorated cost)
- Quotes should be submitted in the requested format (see Attachment C, Quote Form - Computer Training Cost Schedule).
- One or more samples of the instructor's guide and participant's guide should be submitted for format and content evaluation.
- Responders are required to provide the credentials for all qualified trainers and include as attachments to the quote. Credentials for trainers added after the agreement is established should be submitted prior to confirmation of the scheduled training date.
- Responders are required to describe:
 - their ability to adapt to the client's hybrid training environment to achieve the required services;
 - describe hardware, software, and other requirements necessary to achieve services provided in scope of work;
 - describe compliance with all local, state, and federal requirements for obtaining background information as described in scope of work.
- Responders are required to provide complete and detailed outline of tasks required to provide services requested in scope of work, including start-up activities and on-going processes (i.e. billing, etc.) specifying County responsibilities and Responder responsibilities

IV. OTHER

The selected - agency, vendor or vendors will:

- Provide virtual and on-site training at designated County locations. The current training site has workstations for at least 12 students and one instructor. Audiences will consist of:
 - Combined countywide groups, or
 - Targeted groups (specific job class, departments or divisions with identified skill building goals)
- Partner with County HR to establish course objectives, descriptions, and prerequisites.

- Develop participant training guides for each course with sufficient details to serve as a reference and provide a hard or digital copy to each attendee.
- Develop or provide materials to assist with the marketing of the trainings, as needed

Sessions should range from 2 to 6 hours in length for one-day courses.

Courses 8 hours or more in length should be a minimum of two half day sessions.

Approximately 650 or more employees will participate in training opportunities each fiscal year (January - December). The types and levels of training in each software application will vary depending on department and employee needs and interests.

The County will request additional quotes based on needs for individual courses or related services (not included in the RFQ) and the selected vendor may be based on cost, availability, quality of the training, etc. or a combination thereof.

The County will evaluate vendor's sample curriculum to determine if it meets the targeted course objectives as described in this RFQ.

The County reserves the right to request that the selected responder provide supplemental training topics and information related to the scope of work as prescribed by the Director of the Department of Human Resources and Merit System (HRMS).

If the County cancels a course due to inclement weather or other extreme circumstances (natural disaster, fire, outages that impact operations, etc.), the course will be rescheduled on a mutually agreed upon date at no additional cost.

If the County cancels a course at least three (3) business days prior to the scheduled session, the vendor shall not charge the County.

If the vendor cancels a course, written notice should be provided to HRMS no later than three (3) business days prior to the scheduled session and should be rescheduled within two weeks of the initial scheduled date. In the event of an emergency cancellation, the vendor will make every effort to reschedule to a date convenient to the County. However, the County reserves the right to provide another authorized selected vendor with the opportunity to provide the services on the same day, if available, to minimize schedule changes for the enrolled students - without any financial obligation to the initial scheduled vendor.

Vendor(s) will ask each student to complete a County provided digital evaluation form after each course. to be submitted to HRMS. If the average overall course rating is below average or course training hours commitment was not fully met and may have impacted the authorized course content, the County employee(s) reserve the right to take a course provided by the vendor as a refresher within six months upon course completion. The vendor will allow employees to re-take the course at no additional cost on a mutually agreed date provided space is available. This will not count against the number of targeted enrollees for the agreement period.

Once the training is underway, HRMS reserves the right to observe course instructors and recommend changes to curriculum, method of instruction, and vendor designated facilitator/trainer. If after a 60-day trial period the County determines that the vendor performance is not satisfactory, the County will meet with the vendor to review the concerns and issue a notice to cure. The vendor will be given 30 days to address the concerns and make the necessary performance adjustments. If the performance issue(s) have not been rectified to County’s satisfaction (based on feedback provided by end-user evaluations and HRMS Director or designee observation/evaluation) after 30 days receiving the notice to cure, the County reserves the right to cancel the agreement with vendor.

In coordination with the vendor, HRMS will develop a training and project schedule. Upon HRMS and the vendor(s) receipt of a signed agreement, a project schedule will be developed within ten (10) business days and training will commence no later than 30 days, unless otherwise agreed in writing.

HRMS reserves the right to utilize all training materials independent of the organization for County training and resource needs, without expressed permission to copy from the vendor.

V. EVALUATION CRITERIA

Responses will be evaluated based on the following scoring matrix:

Criteria	Description	Maximum Points	Score
Approach	a) Responders are required to describe their ability to adapt to the client’s hybrid training environment to achieve the required services. b) Describe hardware, software, and other requirements necessary to achieve services provided in scope of work. c) Describe compliance with all local, state, and federal requirements for obtaining background information as described in scope of work. d) Provide complete and detailed outline of tasks required to provide services requested in scope of work, including start-up activities and on-going processes (i.e. billing, etc.) specifying County responsibilities and Responder responsibilities	8	
Capability	Responders provide samples of instructor and participant guides displaying the content utilized by the facilitator and provided to the participants with an emphasis on curriculum beyond MS365 offerings (<i>as all Microsoft curriculums are pre-approved for MS certified trainers</i>)	14	

Agency/Vendor Qualifications	Responders - a) Provide number of trainers available to provide the required training services b) Provide documentation supporting stated qualifications for each facilitator/trainer named for (i.e., certificates, letters of notifications from the certifying agency, etc.)	20	
Cost	Responders provide per course costs for all indicated and vendor proposed training otherwise indicating <i>n/a</i> if service cannot be provided utilizing the RFQ Attachment C – Quote Form - Computer Training Cost Schedule	8	

While cost is not the sole determining factor, the County reserves the right to request “best and final offer” if the highest scoring quote(s) exceed budget projections.

If the “best and final offer” exceeds budget projections, the County reserves the right to reject the quote and to award the next highest scoring quote. The County also reserves the right to reject any and all bids, cancel, or re-solicit.

ATTACHMENT B

SAMPLE SOFTWARE APPLICATION TRAINING REQUESTED

Word Level 1 – Editing & Formatting Documents

Gain basic knowledge and navigation of Microsoft Word; learn to create, format, edit and save documents; work with text and paragraphs; insert and format tables; bullets, header/footer, styles, use symbols and graphics; and utilize proofreading features.

Word Level 2 – Styles, Templates & Mail Merges

Learn a variety of intermediate formatting skills to create, modify and enhance complex documents and build efficiency in addition to mail mergers, labels, and templates.

Word Level 3 – Creating & Managing Long Documents

Enhance skills to manage lengthy documents, collaborate with others, and secure documents, as well as create, manage, revise, track changes, table of contents, development, forms (fields) and distribute documents.

Word: Transition from Word 2016 to M365

Designed for experienced Word users to identify and use new and enhanced features.

Publisher: Creating Newsletters & Publications

Develop skills in creating and editing publications like newsletters and flyers to include modifying the layout and structure of a document, formatting text, working with graphics, and preparing a publication for distribution.

Excel Level 1 – Worksheets, Formulas & Formatting

Create and edit basic worksheets and workbooks to build skills using short cuts to enhance spreadsheet use.

Excel Level 2 – Advanced Functions, Charts & PivotTables

Use advanced formulas and various tools to analyze and organize data, present data as charts, and enhance the look and appeal of worksheets by adding graphical objects.

Excel Level 3 – Macros, Auditing, What-If Analysis & VL00KUP

Learn how to automate common tasks; apply advanced analysis techniques to more complex data sets; troubleshoot errors; collaborate on worksheets, and import/export data.

SAMPLE SOFTWARE APPLICATION TRAINING REQUESTED (Cont'd)

Excel Transition from Excel 2016 to M365

Designed for experienced Excel users to identify and use new and enhanced features.

Access Level 1 – Creating Databases

Establish a foundational understanding of how to construct a database to perform day-to-day responsibilities and enhance business processes.

Access Level 2 – Queries, Forms & Reports

Designed for the learner seeking to improve skills in table customization, creating queries/reports, building forms, and sharing data with other applications.

PowerPoint: Level 1 – Creating Presentations

Explore ways to create a presentation including formatting; visual appeal; adding and modifying graphics; inserting tables and charts to present data in a structured format for final delivery.

PowerPoint Level 2 – Working with Graphics & Animation

Use features to transform and customize presentations into powerful means of communication creating dynamic and visually appealing presentations.

Windows 10/Windows 11 Level 1

Explore Windows 10 interface, identify different components, customize desktop, manage files and folders, use common tools and programs, etc.

Refresher Course Options

The selected vendor(s) will teach refresher courses on applicable Windows applications.

**ATTACHMENT C
QUOTE FORM**

Computer Training Cost Schedule

Organization:			
Physical Address:			
Mailing Address:			
Point of Contact:			
Best Contact Number:			
Submitted By:			
Date:			
ITEM NO.	COURSE	HOURS PER COURSE	COST PER CLASS SESSION
MICROSOFT OFFICE			
1.	<u>Excel</u>		
	Beginner	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Intermediate	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Advanced	1-Day Course	\$ _____
2-Day Course		\$ _____	
2.	<u>Word</u>		
	Beginner	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Intermediate	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Advanced	1-Day Course	\$ _____
2-Day Course		\$ _____	
3.	<u>PowerPoint</u>		
	Beginner	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Intermediate	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Advanced	1-Day Course	\$ _____
2-Day Course		\$ _____	

ITEM NO.	COURSE	HOURS PER COURSE	COST PER CLASS SESSION
4.	<u>Outlook</u>		
	Beginner	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Intermediate	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Advanced	1-Day Course	\$ _____
2-Day Course		\$ _____	
5.	<u>Access</u>		
	Beginner	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Intermediate	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Advanced	1-Day Course	\$ _____
2-Day Course		\$ _____	
6.	<u>Project</u>		
	Beginner	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Intermediate	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Advanced	1-Day Course	\$ _____
2-Day Course		\$ _____	
7.	<u>Publisher</u>		
	Beginner	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Intermediate	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Advanced	1-Day Course	\$ _____
2-Day Course		\$ _____	
8.	<u>SharePoint</u>		
	Beginner	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Intermediate	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Advanced	1-Day Course	\$ _____
2-Day Course		\$ _____	

ITEM NO.	COURSE	HOURS PER COURSE	COST PER CLASS SESSION
9.	OneDrive		
	Beginner	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Intermediate	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Advanced	1-Day Course	\$ _____
2-Day Course		\$ _____	
10.	OneNote		
	Beginner	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Intermediate	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Advanced	1-Day Course	\$ _____
2-Day Course		\$ _____	
11.	Teams		
	Beginner	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Intermediate	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Advanced	1-Day Course	\$ _____
2-Day Course		\$ _____	
12.	Visio		
	Beginner	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Intermediate	1-Day Course	\$ _____
		2-Day Course	\$ _____
	Advanced	1-Day Course	\$ _____
2-Day Course		\$ _____	

NOTE TO RESPONDER

NOTE #1: Each session will have a targeted minimum of 8 participants, unless otherwise requested or approved by the County.

NOTE #2: Each class will be 2 to 16 hours in length. 8 to 16-hours sessions will be a two-day commitment, unless otherwise approved by HRMS designated authority.

REFRESHER/ CUSTOMIZED TARGETED COURSES			
ITEM NO.	COURSE	# OF HOURS PER COURSE	COST PER CLASS
13.	Excel		\$ _____
14.	Word		\$ _____
15.	PowerPoint		\$ _____
16.	Outlook		\$ _____
17.	Access		\$ _____
18.	Project		\$ _____
19.	Publisher		\$ _____
20.	SharePoint		\$ _____
21.	OneDrive		\$ _____
22.	OneNote		\$ _____
23.	Teams		\$ _____
24.	Visio		\$ _____
25.	Microsoft Shortcuts/Tips		\$ _____
26.	Teams Productivity Apps		\$ _____
VENDOR SUGGESTED COURSE(S)			
Suggested Course			\$ _____
Suggested Course			\$ _____
NOTE TO RESPONDER			
<p>NOTE #3: The Department of Human Resources and Merit System (HRMS) may request refresher or customized courses. Examples of courses are located within Attachment B.</p> <p>NOTE #4: Other courses offered by your organization may be added for consideration for County inclusion in the vendor suggested course section.</p>			

ATTACHMENT D

REFERENCE CHECK AND RELEASE

List below at least three (3) references, including company name, contract period, contact name, email address, telephone numbers and project name of individuals who can verify your experience and ability to perform the type of services listed in the solicitation.

Company Name	Contract Period		
Contact Person Name and Title	Telephone Number (include area code)		
Complete Primary Address	City	State	Zip Code
Email Address	Fax Number (include area code)		
Project Name			

Company Name	Contract Period		
Contact Person Name and Title	Telephone Number (include area code)		
Complete Primary Address	City	State	Zip Code
Email Address	Fax Number (include area code)		
Project Name			

Company Name	Contract Period		
Contact Person Name and Title	Telephone Number (include area code)		
Complete Primary Address	City	State	Zip Code
Email Address	Fax Number (include area code)		
Project Name			

REFERENCE CHECK RELEASE STATEMENT

You are authorized to contact the references provided above for purposes of this RFQ.

Signed _____ Title _____

Company Name _____ Date _____

ATTACHMENT E

CONTRACTOR AFFIDAVIT

By executing this affidavit, the undersigned verifies its compliance with O.C.G.A. § 13-10-91, as amended, stating affirmatively that the Quoter submitting a quote, contractor, firm or corporation which is contracting with DEKALB COUNTY, GA, a political subdivision of the State of Georgia, has registered with and is participating in a federal work authorization program* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603, in accordance with the applicability provisions and deadlines established in O.C.G.A. § 131091, as amended]. The affiant agrees to continue to use the federal work authorization program throughout the contract period.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to this contract with the COUNTY, contractor will secure from such subcontractor(s) similar verification of compliance with O.C.G.A. § 1310-91, as amended, on the Subcontractor Affidavit form. The contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the COUNTY, within five (5) days from when the subcontractor(s) is retained to perform such service.

BY: Authorized Officer or Agent

Federal Work Authorization
Enrollment Date

Title of Authorized Officer or Agent of Quoter

Identification Number

Printed Name of Authorized Officer or Agent

Company Name & Address (do not include a post office box)

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE

_____ DAY OF _____, 20__

_____ Notary Public

My Commission Expires: _____

ATTACHMENT F

INSURANCE REQUIREMENTS

IMPORTANT NOTICE

IMPORTANT — PLEASE READ CAREFULLY & FOLLOW INSTRUCTIONS LISTED HEREIN

1. If the County sends to you notice of award on this quote, take this form to your insurance agent as this form contains requirements that may be non-standard in the insurance industry.
2. Instruct your insurance agent that the County's requirements are listed in Section III, and that you *must* comply with these requirements before you may proceed with the work.
3. Before the starting of any work, the successful contractor must furnish to DeKalb County certificates of insurance from companies doing business in Georgia and acceptable to the County as follows:
 1. Certificates must cover:
 - **Statutory Workers Compensation**
 - (1) Employer's liability insurance by accident, each accident \$1,000,000.
 - (2) Employer's liability insurance by disease, policy limit \$1,000,000.
 - (3) Employer's liability insurance by disease, each employee \$1,000,000.
 - **Business Auto Liability Insurance** with a minimum \$500,000 Combined Single Limit/Each Occurrence (Including operation of non-owned, owned, and hired automobiles).
 - **Commercial General Liability Insurance**
 - (1) Each Occurrence - \$1,000,000
 - (2) Fire Damage - \$250,000
 - (3) Medical Expense - \$10,000
 - (4) Personal & Advertising Injury - \$1,000,000
 - (5) General Aggregate - \$2,000,000
 - (6) Products & Completed Operations - \$1,500,000
 - (7) Contractual Liability where applicable
 2. DeKalb County, GA shall be named as Additional Insured under any General Liability, Business Auto and Umbrella Policies. Coverage shall apply as Primary and non-contributory with Waiver of Subrogation in favor of DeKalb County, Georgia. Such

additional insured coverage shall be endorsed to Contractor's policy by attachment of ISO Additional Insured Endorsement forms CG 20 10 10 01 (ongoing operations) and CG 20 37 10 01 (products completed operations), or form(s) providing equivalent coverage.

3. This insurance for the County as the additional insured shall be as broad as the coverage provided for the named-insured Contractor. It shall apply as primary insurance before any other insurance or self-insurance, including any deductible, non-contributory, and waiver of subrogation provided to the County as the additional insured.
4. Contractor agrees to waive all rights of subrogation and other rights of recovery against the County and its elected officials, officers, employees or agents, and shall cause each Subcontractor to waive all rights of subrogation for all coverages.
5. Certificates shall state that the policy or policies shall not expire, be cancelled or altered without at least sixty (60) days prior written notice to the County.
6. Contractor understands and agrees that the purchase of insurance in no way limits the liability of the Contractor.
7. The insurance carrier must have a minimum A.M. Best rating of not less than "A" (Excellent) with a Financial Size Category of VII or better.
8. Certificates to contain policy number, policy limits and policy expiration date of all policies issued in accordance with this contract.
9. Certificates to contain the location and operations to which the insurance applies.
10. Certificates to contain successful contractor's protective coverage for any subcontractor's operations. If this coverage is included in General Liability, please indicate on the Certificate of Insurance.
11. Certificates to contain successful contractor's contractual insurance coverage. If this coverage is included in the General Liability, please indicate this on the Certificate of Insurance.
12. The successful contractor shall be wholly responsible for securing certificates of insurance coverage as set forth above from all subcontractors who are engaged in this work.
13. Certificates shall be issued and delivered to the County and must identify the "Certificate Holder" as follows:

DeKalb County, Georgia Director of
Purchasing and Contracting
Maloof Administration Building
1300 Commerce Drive, 2nd Floor
Decatur, Georgia 30030