



Request for Proposal Benchmarking and Developing Key Performance Indicators (KPIs) Consulting Services

Department of City Manager

Bid Number: UA23-42

Issue Date: May 9, 2023

Close Date and Time: May 23, 2023 @ 11:00AM

This Bid contains:

- ✓ Request for Proposal
- ✓ City of Upper Arlington Procurement Code
- ✓ Bidding Forms
- ✓ Required Contract Terms
- ✓ Information to Bidders
- ✓ Local Business Preference

Notes:

- By submitting a bid for the City's consideration, bidder acknowledges and agrees that the attached terms will be part of any contract with the City.

REQUEST FOR PROPOSAL

Purpose

The City of Upper Arlington (City) is soliciting proposals for Benchmarking and developing Key Performance Indicators (KPIs) for the procurement policies and practices.

Background

Upper Arlington's City Council is comprised of seven citizens who are elected at-large by residents to serve a maximum of two, four-year terms. Council selects a President and Vice President from among its ranks. The President of Council presides over City Council meetings and serves as Mayor for ceremonial duties. The Vice President assumes the duties of the President in their absence.

Council's responsibilities include establishing local laws, setting policy, approving programs and generally overseeing the operations of the City.

City Council has requested that the procurement process performance be measured against those cities similar in size/spend as Upper Arlington. The benchmarking will be utilized to identify internal opportunities for improvement.

In addition to the Benchmarking, the Consultant will set KPIs that measure procurement based on the City's goals and objectives.

Scope of Services

The Consultant will provide a review and recommendations regarding the City's procurement policies and practices. This review should include benchmarking, as well as, the development of related Key Performance Indicators (KPIs). The review/recommendations should include, but not be limited to, the following areas:

1. Staff Productivity/Staffing
2. Ohio Small Business Spend/Tracking (specifically, MBEs, EDGE, WBEs, and DBEs)

When developing KPIs, the following criteria will need to be considered:

- Easy to measure promptly and accurately
- Align with the overall company objectives and strategy
- Cover a wide array of procurement perspectives

Subject to successful negotiation, the City will expect the awarded consultant to begin work immediately. A point person must be designated as the City's day to day contact, who will then be responsible for directing and coordinating all activities planned and executed under the final contract agreement.

Consultant Requirements

1. 3+ years' experience in the same/similar consulting field
2. A firm grasp of current market trends
3. Strong written and verbal communication skills

Submittal Requirements

Proposals will be received through IonWave until **11:00 AM E.S.T. on May XX, 2023.**

Please be advised that failure to comply with the following criteria will be grounds for disqualification:

- Receipt of submittal by the specified date and time
- Adherence to maximum page limits (this includes the proposal and cover letter)
- Prohibition against contact or communication with any elected official, representative, or employee of the City of Upper Arlington regarding this solicitation or the type of work contemplated therein, unless otherwise provided for within subsequent instructions. The City is not responsible for the accuracy of any information regarding this RFP that was obtained through a source other than the IonWave inquiry process.

Please be advised that once awarded, proposals become "public record" and are available to all for inspection and copying, upon request.

Proposal Format (only the following format will be accepted):

Submit proposals electronically through IonWave including the firm name and project title. The proposal shall be in PDF or WORD format.

Firm shall limit the proposal to no more than ten (10) total pages including the cover letter. The 10 pages does not include the proposal cover, table of contents, or sections dividers.

The proposal shall be accompanied by a one-page cover letter.

All pages shall be able to be printed on an 8-1/2" by 11", with 1-inch margins (headers and footers may encroach with the margins).

The minimum font size shall be 11 point, Times New Roman or Arial.

Evaluation Criteria

Consultant Team (Based on the training, education, experience, and availability of the individuals assigned to assist the City.) (20 points)

Past Performance (Past performance on similar contracts based on quality of work, ability to meet deadlines, previous communication history, organizations skills, and the ability to work within the contract budget. Provide a minimum of three professional references including contact information.) (45 points)

Understanding of scope and professional services being requested. (This should include a definition of the services and responsibilities you believe should be required of the City.) (35 points)

Selection Process

The firms will be ranked from the proposal evaluation criteria and top ranking firms may be selected for additional discussion and a presentation. The firm deemed to be the most-qualified will be selected to negotiate Scope and Fee for the work.