

Background

The Transportation Education and Economic Network (T.E.E.N.) was formed in 2005 by a group of transportation fleet companies, both national and local, who wished to address human resource shortages and retention issues specifically for commercial driver operator occupations. Recognizing the key traits necessary for all logistics and transportation operations, the T.E.E.N. has instituted a network for seeking experienced workers and entry level trainees in Trucking, Warehousing, Mechanics, Dispatch, Management and more. For additional information please refer to the partnership website www.teenindustrypartnership.com.

The purpose of the partnership is:

- to support and conduct non-partisan research, education, and informational activities to support regional workforce development, and increase the awareness of transportation and related careers as well as build the capacity of regional employers to recruit and retain qualified workers within the industry;
- to support and conduct non-partisan research, education and facilitate program development and implementation that improves the competitive position of transportation within the region and state of PA;
- to create economies of scale in educational and other programmatic activities to benefit regional employers and their incumbent workers.

Project Description

During the 2009-10 Fiscal Year, the Industry Partnership has several goals that it hopes to achieve. Those include:

- Widen the scope of partnership participation through drill down of local infrastructure identifying additional elements of logistics operations throughout the 17 counties of Northwest Pa
- Increase management efficiency through education and training opportunities via increased higher education and community college interaction
- Identify and implement consortia-based training opportunities for employee advancement into supervisory and management positions within participating firms
- Research additional advances in technologies and working with employers toward next generation implementation and training of those practices within warehousing, inventory, tracking and distribution functions

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Dispatch and Customer Service Consortium Training
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- Foster enhanced communication and relationships between economic development and national transportation and logistics firms to attract more localized depot, warehousing and support facilities for national interests
- Partnership dialogue and focus on emerging trends in commercial transportation related to biodiesel fuels, renewable energy systems, and national security relevant to the industry
- Increase the participation of regional education and training providers
- Maintain cognizance of proposed monorail transit system between Cleveland Ohio and Pittsburgh Pa to discern relevance to commercial transit and ancillary affects it might have upon local transit of goods
- Increased focus on commercial passenger transit issues for logistics and transportation workforce support occupations such as maintenance technicians and CDL class B passenger transit licensees

This Request for Proposal provides interested consultants and training providers with information to enable them to submit proposals for developing a one to two day process/program designed to **Customer Service as it relates to Dispatch.**

The training program/curriculum should include:

- Strategies to maximize utilization of equipment
- Hours of service
- Computer skills
- Customer service
- Communication skills
- Dealing with drivers
- An overview of customer service and the customer relationship management process.
- Identify individual and collective strategies to improve customer retention and loyalty.
- Include experiential learning/role playing to learn/build individual skills to improve customer service and customer relationship management skills.

Scope of Work & Proposal Format:

Prerequisites for Trainer/Consultant

Throughout this Request for Proposals, 'trainer' means educator, trainer, consultant, consultant(s), consulting firm, and/or consulting team comprised of representatives of multiple firms.



Trainer must be well versed in the analysis, research, development and implementation of customer service and customer relationship management strategies and programs. Trainer must have past experience in providing customer service training. Trainer must include prior successful related experience in each of the elements that are part of the purpose and scope of work for this training program.

The selected trainer will be required to assume responsibility for all coordination and implementation of the training program, including the site/location, materials, scheduling and delivery. The Industry Partnership will market the program to members and the IP's facilitator will coordinate reservations. Further, the trainer will direct contract with the West Central Job Partnership for the total cost of the training delivery, which will be paid upon completion of the program. Selection criteria to be used by the Industry Partnership will include:

- understanding of the need/expected outcomes associated with the training;
- trainer qualifications and prior experience;
- professional personnel;
- soundness of approach;
- cost.

The proposed training must reflect a thorough understanding of the concepts of customer service and customer relationship management and program/curriculum approach to meet the needs of the IP. .

Proposal Scope & Format

Each proposal should include:

- (1) Summary - an overview of the contents of your proposed approach;
- (2) Course format and outline - your technical plan for accomplishing the scope of work, according to each phase of the sales process including the minimum and maximum number of participants and the costs associated with each. Outline the ideal length of the course and format, in order to meet the overall objectives;
- (3) Prior experience in customer service and customer relationship management training, particularly within the advanced diversified manufacturing industry
- (4) Bios of key personnel to be involved with the training;
- (5) Cost and Price analysis for the program;

(6) Methods of program evaluation that will be implemented.

One e-mail copy and **one original signed proposal plus 7 copies** are required. No other distribution of proposals will be required. The costs included in the proposal must be valid for 180 days. This training is projected to start by the end of July 2010, but an official start date has not yet been determined. The group would prefer to have the training scheduled and funds allocated prior to June 30, 2010, although the training does not need to be completed at the time. The partnership will work with the selected training provider to identify the preferred time for the training which could carry over into 2011. The contents of the proposal of the successful trainer will become obligations of the executed contract. Proposals should be prepared simply and economically, providing a straight-forward, concise, description of the consultant's ability to meet the requirements of this RFP. Proposals must be received by Strategy Solutions, the facilitator for the Industry Partnership, by NOON on **May 14, 2010**. Facsimile transmittals are not permitted, nor are submittals via e-mail for actual proposals. Trainers mailing proposals should allow sufficient mail delivery time to ensure timely receipt of their proposal; late proposals will not be accepted.

Contact For More Information

For any further questions or clarification, please contact:

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Do not direct project-related questions to staff or members of the boards of directors of any of the member organizations of the Industry Partnership. By channeling questions through this central contact, symmetry of information is assured among the trainers who may be preparing competing proposals. A pre-proposal conference will not be conducted in connection with this RFP.