

DATE: APRIL 3, 2017

CLARKSVILLE TOWN COUNCIL
CLARKSVILLE, INDIANA

REQUEST FOR PROPOSALS (RFP) FOR AMERICAN WITH DISABILITY ACT AND TITLE VI IMPLEMENTATION PLAN AND COMPLIANCE ASSISTANCE AND EMPLOYEE HANDBOOK UPDATE

REQUEST SUMMARY

The Town of Clarksville is seeking one or more firms to provide assistance with the development and implementation of policies and procedures to meet Federal and State Americans with Disabilities Act (ADA) and Title VI regulations, as well as to review and possibly rewrite the Town's employee handbook. The Town prefers to have one firm complete both tasks, but is open to splitting the project between two firms with one focusing on ADA/Title VI and another on the handbook.

INTRODUCTION

TOWN PROFILE

The Town of Clarksville is located in Southern Indiana directly across the Ohio River from Louisville, Kentucky. The Town's current population is just under 22,000. The Town is considered the retail hub of Southern Indiana, with three main shopping areas located with its borders. The Town's current retail sales per capita is \$49,660, which is among the highest in the country. The Town is a total of 10 square miles with I-65 as the eastern border, Silver Creek as the western border and the Ohio River directly to the South.

The Town is a full-service community providing police and fire protection, garbage pick-up and Stormwater and wastewater utility services. The Town's annual budget is approximately 40 million dollars. The Town is governed by a 7-member council and operates under a Council-Manager form of government. There are currently 200 employees split between 10 departments, Public Works, Planning and Zoning, Building Commissioner, Police, Fire, Utility, Human Resources, Redevelopment, Court and Parks. The Clerk-Treasurer and Town Judge are separate elected officials, but their employees are expected to follow the Town's regulations and procedures. The police and fire employees are governed by union contracts with references to the Town's policies and regulations. Clarksville Parks, has a separate governing board and have their own separate handbook.

BACKGROUND

ADA/TITLE VI

The Town has always made an effort to meet the requirements of the Americans with Disabilities Act and Title VI. However, recently the Indiana Department of Transportation (INDOT) has made full compliance with these regulations a priority. As such in the Fall of 2016, the Town agreed to put forth a good faith effort to come into complete compliance with these regulations by March of 2018. Initially, the Town was going to complete the work

in house using existing staff members. However, staff quickly realized that the expertise and time required does not exist in-house and the best solution is to bring in an outside firm to help the Town come into compliance.

TOWN HANDBOOK

The Town handbook contains all policies and procedures that Town employees must follow. Employees are required to sign that they receive and agree to follow the handbook during employee orientation. If there is an update to the handbook, employees are required to reaffirm the receipt of the update. The last major update occurred in 2012, necessitating a review and update of the current manual.

SUBMITTAL INFORMATION

The selected firm will coordinate the work with a working group consisting of representatives from The Town of Clarksville. Please direct questions regarding the project or the RFP to Mrs. Montgomery at bamontgomery@townofclarksville.com.

A committee made up of representatives from the Town of Clarksville will evaluate proposals and rank them based on written materials only. The committee may select a firm based on written materials only, or may choose to conduct interviews of the two to three highest-ranking firms. Once the evaluation process has been completed, the Town will enter into negotiations with the highest ranked firm. If the parties are unable to negotiate a satisfactory agreement, the second ranked firm will then be contacted. Once a firm has been selected, all unsuccessful firms will be promptly notified.

QUESTIONS

All questions must be in writing and submitted no later than April 17, 2017. Questions should be submitted to Brittany Montgomery at bamontgomery@townofclarksville.com. No questions will be answered or information will be given over the phone or in person to interested individuals. All questions and the associated answers will be posted on the Town website as an addendum on April 14, 2017.

Respondents shall comply with all requirements identified in this Request for Qualifications. Noncompliance with all requirements may be grounds for disqualification.

SCOPE OF SERVICES

Below is a proposed scope of services for each main task. The scope is negotiable and the Town welcomes input on proposed changes to scope.

TASK 1 ADA/TITLE VI

The Town currently has a listing of deficiencies that were compiled for the Indiana Department of Transportation in regards to ADA and Title VI. A copy of the deficiencies and proposed steps to eliminate those deficiencies are include as Attachment A. The consultant shall take the listed deficiencies and develop a plan of action to resolve them in a timely manner.

The consultant shall then work with the Town to put the plan of action into force. It is expected that the consultant will oversee the entire process of resolving the deficiencies, including development of programs to monitor for long-term compliance.

TASK 2 EMPLOYEE HANDBOOK REVIEW

PHASE I: REVIEW OF EXISTING HANDBOOK

The consultant shall review the existing handbook and supporting documentation. After the review is complete, the firm shall create a “baseline assessment” which identifies recommended changes to items in the handbook and items that shall be added. The baseline will be used to determine the extent of Phase II

PHASE II: REWRITING OR REVISING OF THE HANDBOOK

The consultant shall rewrite the handbook based on the results of the baseline assessment. It is expected that the handbook will go through three (3) iterations with the Town’s working group before being presented to the department heads for review and comment

PHASE III: PRESENTATION OF THE DRAFT HANDBOOK TO DEPARTMENT HEADS

The consultant shall present and review the draft handbook to Department Heads in a workshop setting. The workshop will be an opportunity for department heads to provide feedback to the consultant. It is expected that the workshop will take 2-3 hours and will be followed by a second workshop on the modifications made based on feedback from the first meeting.

PHASE III: PRESENTATION TO AND ADOPTION OF THE HANDBOOK BY THE TOWN COUNCIL

The consultant shall make one presentation of the final draft to the Town Council during a schedule Work Session. The presentation should focus on the major changes and will be limited to 1 hour. Feedback from the Council will be incorporated into the final product.

PHASE VI: FINAL ADOPTION AND IMPLEMENTATION OF THE HANDBOOK

Once the handbook has been reviewed and approved by the Town Council, the consultant shall provide training to Town staff on the handbook. Number of trainings and length will be determined based on the changes to the handbook and needs of the departments.

PROPOSAL REQUIREMENTS

Proposals shall be organized in a clear and concise manner within a single binder. Six(6) paper copies and one (1) electronic copy of the proposal shall be submitted describing the firm’s qualifications. Proposals are limited to 40 pages, not including the appendix material and shall include the following information in the following format:

COVER LETTER: addressed to Paul Fetter, President, Clarksville Town Council. The cover letter should include the name and address of the firm, point of contact for the project and an overview of the firm.

TABLE OF CONTENTS

EXECUTIVE SUMMARY – 1-2 page summary of the proposal.

FIRM OVERVIEW- A description of the firm and a statement of the firm's qualifications for performing the requested consulting services. Indicate any specialized expertise relevant to the project and discuss the firm’s in-house abilities and commitment to delivering the project within a timely manner.

Provide a narrative of your firm’s typical approach to a project as described in the scope of services and describe what considerations should be taken into account to produce a comprehensive final

document. Describe your firm's past record on controlling costs, maintaining quality of work and following established schedules.

EXPERIENCE – Provide examples of similar projects completed within the last 5 years.

PROJECT TEAM AND QUALIFICATIONS - include an organization chart with proposed roles, relevant experience, education, and other qualifications. Include local presence, the name and location of the Project Manager and key personnel that will be assigned to the project on a daily basis. Include timeliness and staff availability to complete the process. Information regarding any sub-consultants should be included here.

PROJECT APPROACH – Based on the preliminary scopes of work provided above, prepare proposals for you will approach each Task (ADA/Title VI and Handbook Update). The proposals are limited to 5 pages for each task and shall include timeframes for completion.

REFERENCES - include for similar projects only, phone number, address, contact name.

APPENDIX - a brief profile of the firm, resumes for proposed project personnel, and other information, which is pertinent to this project. Inclusion of extraneous material is discouraged, and such material will not be considered. (Appendix material is not included in the page count).

COST PROPOSAL – complete cost proposal shall be submitted in a separate sealed envelope labeled “Cost Proposal.” The proposal shall include an itemized breakdown showing how the proposal was developed, all anticipated tasks, estimated time requirements, and team member hourly rates based on the Consultant’s proposed work plan. The cost proposal shall include all services described other than reimbursable expenses.

SUBMISSION DATE

All RFP’s are due by 2:00pm on Tuesday, May 2nd, 2017. They must be submitted in a sealed package to the Clarksville Town Council Offices, located at 2000 Broadway, Suite 208, Clarksville, IN 47129

VI. RATING OF PROPOSALS

Responses will be rated in accordance with the following criteria with total maximum points of 150:

Experience (40 points)

 Similar projects completed by firm (25 points)

 Similar projects completed by Project Manager with firm (15 points)

Project Team (30 points)

 Experience of Project Manager (10 points)

 Experience of proposed team members (15 points)

 Staff availability (5 points)

Project Approach (70 points)

Estimated Costs (10)

The Town of Clarksville reserves the right to reject any and all responses, to waive any technicalities, and to negotiate with the respondent of its choosing. The Town will not be responsible or liable for any cost incurred by Consultants in replying to this RFP. Minority and/or Women Owned firms are encouraged.

