FULTON COUNTY

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

Winner 2000- 2007 Achievement of Excellence in Procurement Award
National Purchasing Institute

Jerome Noble, Director

OUTSTANDING AGENCY ACCREDITATION ACHIEVEMENT AWARD NIGP

Effective September 1, 2008, the Department of Purchasing & Contract Compliance will only accept responses to quotes electronically using our online Vendor Self Service system. You must be a registered vendor in order to respond to quotes. We look forward to doing business with your firm.

REQUEST FOR QUOTE NUMBER: 08RD62767B

WILL BE RECEIVED UNTIL 7/21/2008 at 2:00 p.m.

DESCRIPTION: CUSTOMER SERVICE TRAINING MANUAL PRINTING – DEPARTMENT OF COMMUNICATIONS

For quicker respond on-line at www.fultonvendorselfservice.com
Or via Fax at (404) 893-1734

Procurement Officer:
Rodney E. Dority

Fulton County Purchasing Department
Public Safety Building, Suite 1168
130 Peachtree Street, S.W.
Atlanta, Georgia 30303
(404) 730-5800

ANY QUESTIONS REGARDING PURCHASING PROCEDURES OR THE SPECIFICATIONS SHOULD BE ADDRESSED ONLY TO THE PURCHASING CONTACT PERSON LISTED BELOW. BIDDERS MAY NOT HAVE CONTACT WITH COUNTY OFFICERS, ELECTED OFFICIALS OR COUNTY EMPLOYEES REGARDING THIS BID PRIOR TO AWARD OF PURCHASE ORDER. VIOLATION OF THIS INSTRUCTION WILL RESULT IN YOUR BID BEING FOUND NON-RESPONSIVE.

CONTACT NAME:	E-Mail Address :	Telephone Number:
Rodney E. Dority	Rodney.dority@fultoncountyga.gov	(404) 612-5821

All information requested on this sheet must be completed. The signature block and related information on each quote sheet must also be completed. Unless specifications indicate "NO SUBSTITUTE", items determined by Fulton County to be "EQUAL OR BETTER" will be given full consideration. All prices QUOTED must be "FOB DELIVERED" unless otherwise requested, and must be submitted in the format requested. The County reserves the right to cancel the solicitation and to reject any or all quotes in whole or in part and is not bound to accept any quote if rejection of that quote is determined to be contrary to the best interest of the County.

Company Name:

Company Address:

City | State | Zip Code

Telephone Number: | Fax Number: | E-Mail Address:

RESPONSES MUST BE DELIVERED TOTHE PURCHASING OFFICE BY THE DATE INDICATED.

Person submitting QUOTE: (Please Print) | Date

Title

*Signature of the person submitting QUOTE:

*This person has binding authority to sign contracts on behalf of the responding company. By signing this form and all attachments, vendor agrees that their quote is an offer to sell. All bidders shall comply with all Fulton County purchasing laws, policies, and procedures, as well as relevant state and federal laws— including compliance with EEOC hiring guidelines and requirements under the Americans with Disabilities Act.

NO BID: ☐ REASON:

REQUEST FOR QUOTE
GENERAL TERMS AND CONDITIONS

The following provisions are hereby made a part of this Request for Quote. Any contract or purchase order awarded as the result of this request shall be governed by these General Terms and Conditions. By signature in the space provided for vendor in these documents, vendor agrees to furnish the product(s) and/or service(s) pursuant to these conditions. The signed form must be submitted with your bid. Failure to do so may result in your bid being found non-responsive.

1. **GENERAL.** These provisions are standard for all County contracts. The County may delete or modify any of these standard provisions for a particular contract or purchase order by indicating a change in the special instructions or provisions. **Any vendor accepting a purchase order award as the result of this request agrees that the provisions included within this Request for Quote shall prevail over any conflicting provision within any standard form contract of the vendor.**

2. **SUBMISSION OF RESPONSES.** Responses may be submitted for quotes on the Vendor Self Service system at www.fultonvendorselfservice.co.ga.us, fax, or in person. Responses must be delivered to the Purchasing Office by the date indicated on the Request for Quote cover sheet. Quotes will be received until 2:00 p.m. on the date indicated. Quotes should be submitted on the forms provided by the County. Quotes must be signed by an authorized employee, if submitting a hardcopy.

3. **AMENDMENTS TO THE REQUEST FOR QUOTE.** Any amendment to pricing is valid only if in writing and issued by the County.

4. **NO BID.** Persons desiring not to submit a quote should return the acknowledgement marking it "No-Bid", not later than the stated submittal deadline.

5. **NON-COLLUSION.** Bidder certifies that this bid is made without prior understanding, agreement or connection with any other corporation, firm or person submitting a bid for the same work, labor or service to be done or the supplies, materials or equipment to be furnished and is in all respects fair and without collusion or fraud. Bidder further understands collusive bidding is a violation of state and federal law and can result in fines, prison sentences and civil damage awards. Bidder agrees to abide by all conditions of this bid and certifies that person signing is authorized to sign this bid or proposal for the bidder.

6. **CONFLICT OF INTEREST.** Vendor states that no County officer or employee, nor any business entity in which they have an interest: a) Has an interest in the contract awarded; b) Has been employed or retained to solicit or aid in the procuring of the resulting contract; c) Will be employed in the performance of such contract without immediate disclosure of such fact to the County.

7. **BASIS OF AWARD.** The County shall award to the overall lowest responsible and responsive vendor complying with the provisions of the Request for Quote. The following criteria may be considered by the County in selecting the most advantageous quote: a) Ability to perform the service required within the specified time; b) Conformance to specification; c) The quality of performance in previous contracts; d) Financial ability to perform the contract; e) Item pricing; f) vendor references. The County reserves the right to cancel the solicitation and to reject any or all quotes in whole or in part and is not bound to accept any quote if rejection of that quote is determined to be contrary to the best interest of the County.

8. **SAMPLES.** Samples of items when required, must be furnished free of expense to the County and upon request, be returned to the Vendor at the Vendor's expense. Samples of selected items may be retained for comparison purposes.

9. **BRAND NAME SPECIFICATIONS AND APPROVED EQUIVALENTS.** Unless otherwise specified, manufacturer's names, trade names, brand names, information and/or catalog numbers listed in the specifications are intended only to identify the quality and characteristics desired. They are not intended to limit competition. The Vendor may offer any equivalent product which meets or exceeds the specifications. If quotations are based on equivalent products, the quote must: a) Indicate the alternate manufacturer's name and catalog number; b) Include complete descriptive literature and/or specifications; c) Include proof that the proposed equivalent will meet the specifications. The County reserves the right to be the sole judge of what is equal and acceptable to meet its needs in all respects. If Bidder fails to name a substitute, goods identical to the published standard must be furnished.

10. **INDEMNIFICATION.** Contractor/Vendor hereby agrees to release, indemnify, defend and hold harmless the County, it's Commissioners, officers, employees, subcontractors, successors, assigns and agents from and against any and all losses (including death), claims, damages, liabilities, costs and expenses (including but not limited to all actions, proceedings, or investigations in respect thereof and any outcome of any such action, proceeding, or investigation), caused by, relating to, based upon or arising out of any act or omission by contractor, it's directors, officers, employees, subcontractors, successors, assigns or agents, or otherwise in connection with it's acceptance, of the performance, or nonperformance, of it's obligations under this agreements.

11. **TAXES.** Fulton County is exempt from the State of Georgia sales tax and exemption certificate will be furnished upon request.

12. **DELIVERY.** All prices must be FOB Destination, unloaded inside and assembled unless otherwise indicated.

13. **RIGHTS AND REMEDIES OF COUNTY FOR DEFAULT.** If any item furnished by the Vendor fails to conform to specifications, or to the sample submitted by the Vendor, the County may reject it. Upon rejection, the Vendor must promptly reclaim and remove such item without expense to the County, and shall immediately replace all such rejected items with others conforming to such specification and samples. If the Vendor fails to do so, the County has the right to purchase in the open market a corresponding quantity of any such items and to deduct from any monies due the Vendor the difference between the prices named in the purchase order and the actual cost to the County. If the Vendor fails to make prompt delivery of any item, the County has the right to purchase such item in the open market and to deduct from any monies due the Vendor the difference between the prices named in the purchase order and the actual replacement cost to the County. The rights and remedies of the County identified above are in addition to any other rights and remedies provided by law or under the purchase order.

14. **INVOICES AND PAYMENT TERMS.** Invoices are to be mailed to the County department specified on the resulting purchase order or master agreement. All invoices must include the purchase order number or master agreement number. Failure to comply may result in delayed payments. The County payment terms are Net 30 days unless a cash discount is allowed for payment within not less than twenty (20) days. The payment term shall begin on the date the merchandise is inspected, delivered and accepted by the County and the correct invoice is received in the office specified on the purchase order.

15. **LEGAL REQUIREMENTS.** Federal, State, County and local ordinances, rules and regulations, and policies shall govern development, submittal and evaluation of quote and disputes about quotes. Lack of knowledge by any Vendor about applicable law is not a defense.

16. **ASSIGNMENT.** Any purchase order awarded shall not be assignable by the Vendor without the express written approval of the County, and shall not become an asset in any bankruptcy, receivership or guardianship proceedings.

17. **REJECTION OF BID.** Bids may be considered irregular and may be rejected if they show omissions, alternations of form, additions not called for, conditions, limitations, unauthorized alternate bids or other irregularities of any kind. The County reserves the right to waive minor technicalities or irregularities of bid.

18. **TERMINATION.** In the event any of the provisions of the purchase order are violated, the County may serve written notice of its intention to terminate the purchase order. Such notice will state the reason(s) for such intention, and unless within ten (10) days after serving notice upon the contractor, such violation has ceased and satisfactory arrangements for correction made, the purchase order shall, upon expiration of ten (10) days, be terminated. Further, the County reserves the right to terminate for its convenience any purchase order in whole or in part upon giving thirty (30) days prior written notice to the other party.

19. **DEBARMENT.** If a Bidder is presently debarred, suspended, proposed for debarment, declared ineligible, or otherwise excluded from doing business with any government agency which prohibits your firm from participating in any procurement, the Bidder must provide the County with that information as part of its response to this solicitation. Failure to fully and truthfully provide the information required, may result in the disqualification of your bid from consideration or termination of the purchase order, once awarded.

20. **RIGHT TO PROTEST.** Any actual or prospective Bidder who is aggrieved in connection with a solicitation or award of a contract/purchase order must submit its protest in writing to the Director of Purchasing, 130 Peachtree St. S.W., Suite 1168, Atlanta, GA 30303. A protest must be submitted to the Director of Purchasing in writing within 14 days after such aggrieved entity knows or should have known of the solicitation, the award of contract/purchase order to another or other acts giving rise to a protest. An oral protest or a protest to an official, employee, user department, or other person apart from the Director of Purchasing does not comply with Fulton County Code Section 2-324 and does not toll the protest time period.

SIGNATURE BELOW IS THAT OF A PERSON AUTHORIZED TO SIGN CONTRACTS FOR THE QUOTING COMPANY WHO HAS READ, UNDERSTANDS, AND AGREES TO COMPLY WITH THE ABOVE GENERAL TERMS AND CONDITIONS.

COMPANY: _____ **SIGNATURE:** _____

NAME: _____ **TITLE:** _____ **DATE:** _____

THIS SIGNED FORM MUST BE SUBMITTED WITH YOUR BID. FAILURE TO DO SO MAY RESULT IN YOUR BID BEING FOUND NON-RESPONSIVE.

Fulton County Government
Purchasing Department

Reference: Request for Quote:

The Fulton County Purchasing Department is requesting quotes for the following items:

1. **PRINTING OF CUSTOMER SERVICE TRAINING MANUALS, 3,000 EACH.**

   Specifications are as follows; Size – 8 1/2 X 11 White Copy Paper, Black & White Print, Front Page Color (Wt. 60 card stock, semi gloss), Back Cover Blank. One sided print (16 single pages including front and back cover). Price rush and regular, GBC bind.

Unit Price: _____ **Total Price:** _____

2. **SHIPPING CHARGE:** _____

3. **ESTIMATED DELIVERY (DAYS)** _____

ANY AWARD MADE AS A RESULT OF THIS QUOTE WILL BE FOR THE CALENDAR YEAR 2008.
ALL PRICES QUOTED ARE BINDING AND WILL REMAIN IN EFFECT FOR ONE YEAR FROM THE DATE OF AWARD.

VENDOR WILL COMPLY: YES_____ NO_____

RESPONDENT ACKNOWLEDGES HAVING READ, UNDERSTAND AND AGREES TO COMPLY WITH THE ABOVE STATEMENTS AND IS AUTHORIZED TO SIGN CONTRACTS ON BEHALF OF THE RESPONDING COMPANY.

COMPANY:_____SIGNATURE_____

NAME:_____TITLE:_____DATE: _____

FULTON COUNTY

The Fulton County Customer

CONNECTION

YOUR COUNTY @ YOUR SERVICE!

Purpose

- To learn why customer service is key to Fulton County's success
- To learn more about making a positive connection with customers
- To give you tools to deal with challenges
- To improve service delivery by fostering high level of customer care

FULTON COUNTY

Purpose

To provide an ongoing improvement program for:

- Employees
- Managers
- Executives

FULTON COUNTY

Goal

- To exceed customers expectations for service
  - Every employee
  - Every office
  - Every customer
  - Every day

FULTON COUNTY

Mission
"To Delight Our Customers"

- To make a positive customer connection
- To perfect the first contact
- To be professional, accountable, and responsible for your own actions
- To accentuate the positive
- To go above and beyond providing high-quality service
- To treat each customer with courtesy, dignity, and respect

FULTON COUNTY

A Service Industry

- Service delivery is Fulton County's business
- Everyone who is part of this organization has a role in providing world-class service
- The more contact you have with the public, the more impact you have in making an impression on customers

FULTON COUNTY

Who is a Customer?

- Any person, family or organization in need of service from your organization

- May be internal (inside Fulton County) or external (the general public)

FULTON COUNTY

What Happens When We Provide Poor Customer Service?

- Research shows that people who experience a service problem are likely to tell eight to ten people about it
- Your department – and Fulton County as a whole – could receive bad publicity, reflecting poorly on the organization and the people who work here

FULTON COUNTY

What is the Payoff of Great Customer Service?

- Better relationship with customers
- Personal satisfaction
- A better impression in the community
- A better work atmosphere

FULTON COUNTY

When is the Customer Satisfied?

- When they feel welcome and respected
- When services are provided in a professional and courteous manner
- When requests and complaints are handled promptly and problems are solved quickly

FULTON COUNTY

When is the Customer Satisfied?

- **SATISFIED** - When the customer perceives the service to be BETTER than they expected

- **DISSATISFIED -** When the customer perceives the service to be WORSE than what they expected

FULTON COUNTY

Challenges

- Everyone works within constraints:
  - Budget
  - Staffing
  - High work volume
- We all have personal challenges:
  - Family
  - Financial
  - Medical
- These challenges are not the Customer's fault or responsibility
- We must move beyond them to exceed customers' expectations

FULTON COUNTY

Providing Information
The Customer Expects...

- Your courtesy, respect, honesty and professionalism
- You to listen actively to their question or concern, ask for clarification if needed, and provide a response that is complete, knowledgeable, accurate and precise
- That you will make a reasonable effort to provide information about the services offered by your department, by Fulton County Government, and, as appropriate, other agencies that serve the customer's needs

FULTON COUNTY

Telephone Etiquette

- Calls will be answered promptly (by the third ring) and you will provide your name and office
- Greet the Caller as Follows:
  1. "Good Morning" or "Good Afternoon"
  2. Your Department and/or Division
  3. This is (your first and last name)
  4. How may I help you?
- Thank the caller before ending the call

FULTON COUNTY

Telephone Etiquette Cont'd

- People, not voice mail, will answer main telephone numbers
- Before transferring a call:
  - Listen carefully to nature of the call
  - Ask the caller to hold while you transfer them
  - Provide the name and phone number
  - Stay on the line until the call is connected
  - Provide the option of leaving a voicemail message if no one answers

FULTON COUNTY

Telephone Etiquette Cont'd

- You will provide periodic updates to callers who are on hold for an extended period
- When leaving a message for a customer, you will provide their full name, department, phone number, and best time to reach you

FULTON COUNTY

Greeting & Talking with the Customer

- Greet the Customer
- Make eye contact
- Smile
- Use a pleasant tone of voice
- Say "Please" and "Thank You"
- Before ending the interaction, ask if all of their needs from you have been met

FULTON COUNTY

Active Listening

- **ACTIVE LISTENING** ensures that we place our full attention on the customer and listen for their full meaning
- CONCENTRATE
- Listen carefully
- Ask open-ended questions and give feedback
- In Active Listening, we confirm with the customer that we have heard and understand their concern or issue
  - "It sounds like you need some information about flu shots…is that correct?"

FULTON COUNTY

Active Listening Cont'd

- Observe the customer's body language and behavior
- Listen for tone and feelings
- Do not rush the customer as they are talking
- Wait until the customer is finished speaking
- Keep an open mind, focus on the situation and offer suggestions

FULTON COUNTY

What You Say and How You Say It

- In general, avoid slang, profanity or other inappropriate language
- Use language the customer can understand – don't be overly technical
- Speak audibly enough to be understood, but don't yell
- Let the customer define the problem
- If a customer has special needs and doesn't understand you the first time, patiently repeat the information

FULTON COUNTY

Words Make a Difference

DON'T SAY	DO SAY
■ "I have no idea."	■ "Let me find that answer for you."
■ "That's not my job."	■ "I will get… who is the best person to assist you with this matter."
■ "We don't do that here."	■ "That matter is handled by…here is the phone number…"

FULTON COUNTY

Problem Solving Techniques

- Be professional and follow through personally.
- Try to resolve issues as quickly as possible
  - If the problem cannot be resolved immediately, take notes and review them with the customer.
  - Take the person's name and contact information and call them back.
- Work within your team to achieve a culture of service
- "Follow Up & Follow Through" on questions and complaints

FULTON COUNTY

More Problem Solving Tips

- When you cannot meet a customer's request, provide that information tactfully and respectfully
  - "I understand your concern, but that matter is the jurisdiction of another Court."
  - "I hear what you are saying, but our County policies are intended to be fair to everyone."

FULTON COUNTY

Beyond Your Four Walls

- Remember…customers may not distinguish your office from all of Fulton County
- Learn more about how the County works so you can answer customers' questions or direct them to the right place
- Every customer's need is important – help them get to the right service

FULTON COUNTY

Customer Diversity

Our customers may be different than ourselves…

- Race or ethnicity
- Age
- National origin
- Religion
- Culture
- Physical Ability
- Socio-economic status
- Language
- Literacy
- Sexual orientation

Respect the customer's difference and continue to offer outstanding service.

FULTON COUNTY

Difficult Customers

- Sometimes your customers may have incorrect information, or may be upset
- Listen to them and provide the correct information
- You do not have to accept abusive language – but you must remain calm and professional
- If needed, forward this person to a higher-level manager

FULTON COUNTY

What Does the Customer Have to Say?

- The more we learn from our customers, the better our service can be - welcome compliments, comments and complaints

- Complaints offer opportunities for improvement

- A customer whose complaint was resolved will also be likely to tell friends and family

FULTON COUNTY

Voice Mail Etiquette

- You will acknowledge your messages within 24-hours
- Your voicemail message will provide current information and at least one alternate number
- You will provide an out-of-office message when needed, including an alternate number

FULTON COUNTY

E-Mail Etiquette

- You will acknowledge your messages within 24-hours
- You will provide an out-of-office reply if you are not available, including an alternate email and phone number
- You will not use email for inappropriate purposes

FULTON COUNTY

Work Life Balance

- Schedule some time for yourself
- Exercise regularly
- Learn new hobbies
- Cultivate a relationship with someone you trust
- Laugh a little
- Read motivational books
- Keep a few daily victories

FULTON COUNTY

Key Points to Remember

- You are the image of Fulton County
- Do what you say you will do
- Strive to make a lasting impression
- Listen to your customers carefully
- Apologize for their inconvenience
- Solve their problems quickly and efficiently
- Thank them and encourage a positive relationship

FULTON COUNTY

The Fulton County Customer

CONNECTION

YOUR COUNTY @ YOUR SERVICE!

FULTON COUNTY

Notes

FULTON COUNTY