



**City of Phoenix, Arizona  
City of Phoenix Retirement Office  
City of Phoenix Employees Retirement System**

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**REQUEST FOR QUALIFICATIONS**

**Training Consultant Services**

**RTM RFQ 24-001**

**City of Phoenix Employees' Retirement System**

**200 W. Washington Street, 10<sup>th</sup> Floor**

**Phoenix, Arizona**

**85003**

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**EXHIBIT A – SCOPE OF SERVICES**

**EXHIBIT B – PERFORMANCE EVALUATION FORM**

# REQUEST FOR QUALIFICATIONS

## 1. 1..... Project Description

The City of Phoenix Employees' Retirement System (COPERS) is seeking up to 1-2 qualified firms to provide Professional Services for Training Consultation to include programming, study, and assessment creation. The Training Consulting Services will be provided at 200 W. Washington Street, 10th Floor, Phoenix, AZ 85003.

## 2. 2..... Introduction

### 2.1. 2.1. Summary

The City of Phoenix Employees' Retirement System (COPERS) is dedicated to administering a retirement plan for past, current, and future City of Phoenix employees that prudently invests plan assets and delivers comprehensive support to meet the needs of COPERS' members and their beneficiaries. COPERS is a single employer, defined benefit pension plan established by the City Charter. Its purpose is to provide retirement, disability retirement and survivor benefits for its members. The general administration, management and operation of COPERS are vested in a nine-member Retirement Board.

COPERS is seeking qualified vendors to provide a review of existing training materials and report of suggested improvements and enhancements; provide a project plan to include on-site and/or web-based instructor-led employee development training about the Retirement Plan and the benefits available to members. COPERS is seeking two services under this request. Proposers may respond to one or both of the below sections.

### 2.2. 2.2. Contact Information

#### **Project Contact:**

**Trista Sims**

Management Assistant

Email: [trista.sims@phoenix.gov](mailto:trista.sims@phoenix.gov)

Phone: [\(602\) 256-4323](tel:(602)256-4323)

#### **Procurement Contact:**

**Scott Steventon**

Retirement Director

Email: [scott.steventon@phoenix.gov](mailto:scott.steventon@phoenix.gov)

Phone: [\(602\) 262-7653](tel:(602)262-7653)

#### **Department:**

Retirement

### 2.3. 2.3. Timeline

<b>Release Project Date</b>	March 15, 2024
<b>Proposal Submission Deadline</b>	April 5, 2024, 5:00pm

**3.....Request For Qualifications**

**3.1. Scope of Work**

Please refer to attached Scope of Services document for details.

**4.....Statement of Qualifications Evaluation Criteria**

A Firm / Firms will be selected through a qualifications-based selection process based on the criteria below. Sub-criteria are listed in order of importance in relation to project services. COPERS' project experience is not required.

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	<p><b>Qualifications and Experience (Narrative)</b></p> <p>A. Business History: Provide a history of the business including the date established, the type of ownership or legal structure of the business (sole proprietor, partnership, corporation, etc.), the length of time that the firm has been operating as the legal entity and the length of time the firm has been providing the requested services. Discuss the areas of expertise and resources available both nationally and locally to provide the requested services. If you do not have an office in the Phoenix area, are you willing to establish an office for the key personnel identified in this submittal?</p> <p>B. Key Personnel: List the proposed key members of staff to be assigned to the COPERS contract including their roles and estimated participation in delivering the services. Attach resumes of the key personnel that will be assigned to these services. Include education, certifications, associations, and training. Resumes shall state clearly any experience specifically related to the Scope of Services and list any similar work successfully completed. [Limit three (3) pages per resume.]</p> <p>C. Communication Materials and Reports: Provide samples of relevant communication materials and reports.</p>	Points Based	400 (40% of Total)

2.	<p><b>Method of Approach</b></p> <p>Identify projects your firm has completed. Include key personnel if different from personnel performing the requested services. For each project listed, provide:</p> <ol style="list-style-type: none"> <li>1. Description of the project including scope and project owner</li> <li>2. Role of the firm and explain how this relates to the services being solicited</li> <li>3. Project's original contract value, final contract value, and reason for variance</li> <li>4. Project's start date and completion date</li> <li>5. Describe your firm's understanding of COPERS' need for this project, including important considerations such as project issues and challenges. Describe the team's approach to the project, including important considerations such as scope, schedule, and budget.</li> </ol>	Points Based	300 <i>(30% of Total)</i>
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3.	<p><b>Experience of the Key Personnel and Subconsultants</b></p> <p>A. Describe the experience and qualifications of the specific project team expected to be assigned to this project in providing training consultant services for similar projects. For each key person identified, list their length of time with the firm. List each key person's role in the projects provided. If a project selected for a key person is the same as one selected for the firm, provide just the project name and the role of the key person. For each project listed, provide:</p> <ol style="list-style-type: none"> <li>1. Description of the project including scope and project owner</li> <li>2. Role of the team or team member and explain how this relates to the services being solicited</li> <li>3. Project's original contract value, final contract value, and reason for variance</li> <li>4. Project's start date and completion date</li> </ol> <p>B. Staffing Information for Key Personnel, provide the following:</p> <ol style="list-style-type: none"> <li>1. Team's availability and commitment to the project, including subconsultants</li> <li>2. Team's plan to maintain continuity of the proposed services</li> <li>3. Organization chart showing key personnel, current professional licenses or certifications, and assigned roles for the project</li> <li>4. Identify the location of the firm's principal office and the home office location of key staff on this project</li> </ol>	Points Based	100 <i>(10% of Total)</i>
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4.	<p><b>Pricing</b></p> <p>All services listed in the Scope of Services are expected to be included in the fixed fee proposal. Fees must be submitted in U.S. dollars in the format prescribed below. The proposed fixed fee must include all costs and expenses related to providing full-service training consultant services as described in this RFQ to COPERS, including travel. Other unusual or extraordinary expenses may be allowed, but only if requested by the Offeror and authorized by COPERS in advance. The proposed fixed fee must be guaranteed for the term of the contract.</p>	Points Based	150 (15% of Total)
5.	<p><b>Reference Check</b></p> <p>Use the form provided (Exhibit B) to obtain at least three references. It is preferred no more than one be a COPERS project. If your firm has not completed prior projects with other agencies, you will not be penalized. It is recommended there be references outside COPERS.</p>	Points Based	50 (5% of Total)

## 5. Submittal Requirements

**New Electronic Submittal Process:** Firms interested in this project must submit a Statement of Qualifications (SOQ) electronically through the e-Procurement Portal online portal

**Note: All pages exceeding the specified maximum page limit will be removed from the submittal and not considered in evaluating a submitted SOQ.**

### 1. Confirm that your firm is registered in the City's Vendor Management System\*

All firms must be registered in the City's Vendor Management System prior to submitting a proposal. For new firms, the City will send an email to your firm with a vendor number within two business days of submitting the request. The vendor number should be included on the cover of the SOQ. Information on how to register with the City is available at:

<https://www.phoenix.gov/financesite/Pages/EProc-help.aspx>

If your firm is already registered with the City of Phoenix's e-Procurement Portal system, please visit <https://eprocurement.phoenix.gov/irj/portal> to login and access the electronic solicitation.

Please confirm

\*Response required

## 2. Submittal Requirements\*

- Submittals must be emailed to the Project Contact listed in the solicitation.
- Submit only one SOQ electronically, in .PDF format only, addressing all evaluation criteria. No hard copies will be accepted.
- Clearly display the firm name, vendor number, project title, and project number on the cover of the SOQ.
- A maximum of 100 pages is permitted to address all content in the SOQ submittal. (**Maximum page limit includes evaluation criteria and all additional content. It does not include information sheet.**)
- Submit electronically the Statement of Qualifications by 5:00 pm Arizona Time, Phoenix Time, on Friday, April 19, 2024.
- Upload one complete version of the SOQ addressing all the criteria. Upload format is .PDF.
- Page size must meet requirements of 8½" x 11".
- Font size must not be less than 10 point.
- Content count:
  - Each side of a page containing evaluation criteria and additional content will be counted toward the maximum page limit noted above.
  - Pages that have project photos, charts and/or graphs will be counted towards the maximum page limit noted above.
  - Front and back covers, information sheet, Table of Contents pages, and divider (tab) pages **will NOT** be counted toward the maximum page limit noted above, unless they include evaluation criteria and additional content that could be considered by the selection panel.
  - Provide an information sheet that includes project title, project number, RFQ number, **legal firm name (not a trade name)**, address, phone number, vendor number, and the name, title, email address and signature of your contact person for the project. Do not include any additional information.

\*Response required

## 3. Evaluation Criteria\*

Address the SOQ evaluation criteria.

\*Response required

## 4. Additional Content\*

Resumes and other information may be included (*content shall be included within the permitted maximum page limit*).

\*Response required



## No Pre-Submittal Meeting

There will be no pre-submittal meeting for this project.

## 6. Grounds for Disqualification

The following **will be grounds for disqualification**, and will be strictly enforced:

- Uploading of submittal to the wrong project.
- Violating the “Contact with COPERS Employees” policy contained in this RFQ.

## 7. Selection Process and Schedule, no Interviews

Interested firms will submit a SOQ. The firm(s) will be selected through a qualifications-based selection process. A selection panel will evaluate each SOQ per the criteria set forth in Section IV above.

COPERS will select a firm based on the SOQs received; no formal interviews will be conducted. The COPERS Board may conduct a due diligence review on the firm(s) receiving the highest evaluation.

COPERS expects to create a final list of at least three, but not more than five firms for this project. The COPERS Board will enter into negotiations with the selected firm(s) and execute a contract upon completion of negotiation of fees, contract terms, and COPERS Board approval.

[The following tentative schedule has been prepared for this project. Firms interested in this project must be available on the dates as specified below.](#)

Pre-submittal meeting	N/A
SOQs due	Friday, April 5, 2024
Scope Meeting	Friday, May 3, 2024

If COPERS is unsuccessful in negotiating a contract with the best-qualified firm/s, COPERS may then negotiate with the next most qualified firm until a contract is executed, or COPERS may decide to terminate the selection process. Once a contract is executed with the successful firm, the procurement is complete.

All submitting firms will be notified of selection outcome for this project. The status of a selection on this project will be posted on the City of Phoenix’s “Tabulations, Awards, and Recommendations” website:

<http://solicitations.phoenix.gov/awards>

## 8. General Information

**Changes to Request for Qualifications.** *Any changes to this Request for Qualifications (RFQ) will be in the form of a Notification.* COPERS shall not be held responsible for any oral instructions. Notifications are available on both the Current Opportunities and e-Procurement Portal webpage.

***It shall be the responsibility of the registered RFQ holder to determine, prior to the submittal of the Statement of Qualifications, if a Notification has been issued.*** Registered RFQ holders may refer to the web page or call the Contracts Specialist (listed below) to ascertain if a Notification has been issued for this project.

**Alternate Format.** For more information or a copy of this publication in an alternate format, contact the Contracts Specialist (listed below) - Voice or TTY 711. Requests will only be honored if made within the first week of the advertising period.

**Release of Project Information/Public Records Request.** COPERS shall provide the release of all public information concerning the project, including selection announcements and contract awards. Those desiring to release information to the public must receive prior written approval from COPERS. To submit a Public Records Request, visit [phoenix.gov/prr](http://phoenix.gov/prr).

**COPERS' Rights.** COPERS reserves the right to reject any or all Statements of Qualifications, to waive any informality or irregularity in any Statement of Qualifications received, and to be the sole judge of the merits of the respective Statements of Qualifications received.

**Contact with COPERS and COPERS Employees.** This policy is intended to create a level playing field for all Proposers, assure that contracts are awarded in public, and protect the integrity of the selection process. **OFFERORS THAT VIOLATE THIS POLICY WILL BE DISQUALIFIED.**

Beginning on the date the RFQ is issued and until the date the contract is awarded or the RFQ withdrawn, all persons or entities that respond to the RFQ, including their authorized employees, agents, representatives, proposed partner(s), subcontractor(s), joint venture(s), member(s), or any of their lobbyists or attorneys (collectively the Proposer), will refrain from any direct or indirect contact with any person (other than the designated Contract Specialist) who may play a part in the selection process, including members of the evaluation panel and the COPERS Board. As long as the RFQ solicitation is not discussed, Proposers may continue to conduct business with COPERS and discuss business that is unrelated to this RFQ solicitation with COPERS staff.

Commencing on the date and time a solicitation is published, potential or actual proposers (including their representatives) will only discuss matters associated with the solicitation with the COPERS Board directly associated with the solicitation (including in each case their assigned staff, except for the designated procurement officer) at a public meeting, posted under the Arizona Revised Statutes, until the resulting contract(s) are awarded or all offers or responses are rejected and the solicitation is cancelled without any announcement by the procurement officer of COPERS' intent to reissue the same or a similar solicitation.

Proposers may discuss their proposal or the RFQ solicitation with the COPERS Board, provided such meetings are scheduled through the Contract Specialist (listed below), conducted in person at 200 W. Washington, Phoenix, Arizona 85003, and are posted as open meetings with the City Clerk at least twenty-four (24) hours prior to the scheduled meetings. The City Clerk will be responsible for posting the meetings. The posted notice shall identify the participants and the subject matter, as well as invite the public to participate.

**Conflict of Interest.** COPERS reserves the right to disqualify any Proposer on the basis of any real or apparent conflict of interest that is disclosed by the proposal submitted or any other data available to COPERS. This disqualification is at the sole discretion of COPERS. Any Proposer submitting a proposal herein waives any right to object now or at any future time, before anybody or agency, including but not limited to, the COPERS Board.

**Protest Procedures.** Firms responding to disqualification, or a procurement outcome are referred to the Code of the City of Phoenix Chapter 2, Article XII, Section 2-187 to 2-190.4, which governs protest procedures utilized throughout the selection process. The procedures may be reviewed through the City of Phoenix website at:

<http://www.codepublishing.com/az/phoenix/>

**Questions** - Questions pertaining to this selection process or contract issues should be directed to the Contracts Specialist, Scott Steventon at (602) 262-7653 or email [scott.steventon@phoenix.gov](mailto:scott.steventon@phoenix.gov).

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**ADDENDUM A**

(please sign and return with the submittal)

**CHANGES**

1. Section 5, Submittal Requirements, Subsection 2, Timeline – Schedule of Events is amended. The Statement of Qualifications Due Date on page 8 of Friday, April 19, 2024, is corrected to a due date of Friday, April 5, 2024 at 5:00 p.m.
2. Section 7, Selection Process and Schedule, no Interviews, Scope Meeting on page 9 is amended. The Scope Meeting scheduled for Friday, May 3, 2024 is removed and will no longer be required.

**VENDOR’S INQUIRIES AND COPERS’ RESPONSES**

Please make the following changes to the above-referenced solicitation:

**QUESTIONS AND ANSWERS:**

Note: Spelling, grammar, and punctuation of the questions are shown exactly as submitted by the potential respondents.

No.	Question	Answer
1.	Please note that the RFQ list two dates for submittal, April 5 <sup>th</sup> and April 19 <sup>th</sup> . Please update the final date to submit a response.	Addendum has been attached to the RFQ to reflect the correct submittal date of Friday, April 5, 2024 by 5:00 p.m.

**CHANGES**

1. Section 5, Submittal Requirements, Subsection 2, Timeline – Schedule of Events is amended. The Statement of Qualifications Due Date on page 8 of Friday, April 19, 2024, is corrected to a due date of Friday, April 5, 2024 at 5:00 p.m.
2. Section 7, Selection Process and Schedule, no Interviews, Scope Meeting on page 9 is amended. The Scope Meeting scheduled for Friday, May 3, 2024 is removed and will no longer be required.

The balance of the specifications and instructions remain the same. Bidder must acknowledge receipt and acceptance of this addendum by signing below and returning the entire addendum with the bid or proposal submittal.

Name of Company: \_\_\_\_\_

Address: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Print Name and Title: \_\_\_\_\_