



## **Brunswick-Glynn County Joint Water and Sewer Commission**

### **Request for Qualifications (RFQ)**

### **Administration of Customer Payment Assistance Program for the Brunswick-Glynn County Joint Water and Sewer Commission**

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**Responses Due by:**

**12:00 NOON, EST Tuesday, February 6, 2018 to:**

**Purchasing Division  
Joint Water and Sewer Commission  
1703 Gloucester Street  
Brunswick, Georgia 31520  
(912) 261-7127**

**Submit responses in hard copy only; electronic or fax responses will not be accepted.  
Responses received after the deadline or at any other locations will not be accepted.**

**Deadline for questions is Thursday, January 25<sup>th</sup>, no later than 5:00 p.m. EST.**

**Questions must be directed in writing (via e-mail) to the  
Purchasing Director, Pamela Drury-Crosby, email- [pcrosby@bgjwsc.org](mailto:pcrosby@bgjwsc.org)**

**FOR COMPLETE DETAILS OF THIS SOLICITATION, please visit the BGJWSC website, utilizing the  
following link:**

**<http://www.bgjwsc.org/departments/procurement/>**

## I. Summary

The Brunswick-Glynn County Joint Water and Sewer Commission (JWSC) is in the process of evaluating agencies for the development and administration of a Customer Payment Assistance Program. The goal in establishing this program is to provide emergency assistance funds to JWSC customers in a crisis situation, who are unable to pay their bill. Program funding will be through customer and corporate donations, non-profit agency and JWSC employee donations.

JWSC requests qualified individuals and firms with experience in administration of emergency assistance programs to submit a qualifications proposal for partnering with the JWSC in the development and administration of this program. Listed below are elements to include in your proposal:

1. Please list the alternatives you believe the JWSC should explore in establishing its program.
2. The criteria your agency uses to determine assistance eligibility.
3. Outreach and marketing of services you would deploy for the launch and ongoing support of this program.
4. The standard cycle time from referral to assistance availability for customers.
5. Transactional processes for fund disbursements with JWSC, including examples and timelines for reporting.
6. Measurement criteria to be used in determining the programs overall impact and effectiveness to the JWSC customer base.

At this time, JWSC is looking specifically to establish an emergency payment assistance program. However, if your agency administers other forms of assistance programs that would complement or supplement the proposed JWSC assistance offering, please provide examples of those as well. The JWSC is interested in ongoing consideration and addition of elements that would further the value of assistance provided to JWSC customers.

Four (4) copies of your response must be submitted no later than 12:00 Noon on Tuesday, February 6, 2018 to:

Pamela Drury-Crosby, Purchasing Director  
Brunswick-Glynn County Joint Water and Sewer Commission  
1703 Gloucester Street  
Brunswick, Georgia 31520

Following the receipt of your responses, your proposal will be evaluated and your organization may be invited to an oral interview. If interviews are conducted, firms may be scheduled the week of February 12, 2018, for an in-person oral presentation to the evaluation committee. This interview, not to exceed one hour's duration, will be conducted in order to respond to questions from the evaluation committee relevant to the firm's proposal.

The evaluation committee will make its recommendation for entering into contract negotiations to the JWSC Commission, who will make the final decision as to award of contract. The agency to develop and market the program will be selected by the JWSC Commission on March 1, 2018.

## **II. Qualifications**

1. The agency will work with the JWSC to establish a plan of service assistance and to recommend appropriate and advantageous alternatives.
2. The agency shall maintain the highest integrity in business relationships and practices, and shall make full and timely disclosure to the JWSC of any conflicts of interest. The broker shall be familiar with state statutes regarding gifts and favors for public officers and employees, and shall adhere to those standards in the conduct of JWSC business.
3. The agency shall be insured for general liability, vehicle liability, professional errors and omissions, and workers compensation. The agency shall be responsible for all employer taxes and social security due to the state and federal governments. The agency shall be responsible for all funds handled by the agency on behalf of the JWSC, and shall carry a bond sufficient to cover any losses of this nature. The broker shall not subcontract work without the prior written permission of the JWSC.
4. The agency shall maintain office hours consistent with the JWSC's core business hours of 8:00am to 5:00pm. The broker shall provide a primary contact for the administration of the program.
5. The agency shall keep written records of marketing efforts for the JWSC and shall make this available to the JWSC upon request.
6. The agency's recommendations to modifications in working processes or program policies shall be made in writing and shall be sufficiently detailed to explain alternatives and to support the recommended change.
7. The JWSC wishes to contract with a service partner for one year with 2 one-year optional renewals at the JWSC's option, for a total contract term of up to 3 years. At the end of the three-year period, or earlier in annual renewal is not executed, the JWSC may use a competitive process to solicit new offers for future services and administration of the program.

## **III. Requirements of Proposals**

1. Proposals shall include an explanation of all processes and any associated costs.
2. Any additional programs your agency administers that might have correlation with those to be provided through the JWSC Customer Assistance Program.
3. All proposals shall be in writing.
4. Proposers shall include information about qualifications of staff and the individual administrators of this program within the organization. Three business references are required and should be government or not-for-profit clients if available.

## **IV. Contract**

After selection of the agency, a proposed contract shall be supplied and is subject to review and approval of the JWSC Attorney. Specific insurance requirements will be established and added as an attachment to the final contract.

## **V. Process and Basis for Selection**

A team of JWSC staff and the JWSC Commissioners will review the responses beginning February 7, 2018. Staff will present a recommendation for selection to the Commission on March 1, 2018.