

Hampton County

200 Jackson Avenue East

Hampton, SC 29924

803-914-2100

Request for Quotation (RFQ): 1.1.14.024.1

Hampton County Organizational Assessment

DUE: 5pm EST, November 29, 2024

DELIVER RESPONSE TO:

HAMPTON COUNTY

ATTN: Lavar Youmans, County Administrator

200 JACKSON AVENUE EAST HAMPTON, SC 29924

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A. OVERVIEW

Hampton County, South Carolina, is issuing this Request for Quotation (RFQ) to identify and engage a qualified firm to perform a comprehensive operational and performance assessment across selected county departments. This assessment is intended to evaluate the efficiency, effectiveness, and compliance of county operations, with the goal of enhancing service delivery, optimizing resource allocation, and aligning departmental practices with county objectives and best practices.

The primary objectives of this assessment are to understand each department's current operations, identify areas of improvement, and develop actionable recommendations to increase efficiency, strengthen internal controls, and ensure regulatory compliance. The selected firm will be expected to provide a Strategic Roadmap for implementing these recommendations, facilitating phased improvements across Hampton County's operations.

Through this RFQ, Hampton County seeks quotations that provide both a detailed approach to the assessment and an all-inclusive cost structure. The successful firm will have proven experience in conducting similar assessments for governmental entities, particularly at the county level. The anticipated start date for this project is December 9, 2024, and the project is expected to be completed within 10-12 weeks post the award date, with the possibility of additional phases as required.

Hampton County reserves the right to accept or reject any quotation and to negotiate the final terms, scope, and costs with the selected firm to ensure alignment with the county's needs and budgetary considerations.

B. SCOPE OF WORK AND SPECIFICATIONS

The awarded firm will conduct a comprehensive operational and performance assessment for specified departments within Hampton County. This assessment will evaluate current practices, identify areas for improvement, and recommend actions to enhance efficiency, compliance, and alignment with best practices. The Scope of Work includes, but is not limited to, the following components:

1 Evaluation of Current Operations

- **Operational Review:** Assess each in-scope department's organizational structure, staffing, workflows, and financial management practices.
- **Documentation of Current State:** Develop a high-level overview of each department's operations, covering:
 - Organizational structure and key roles
 - Core business processes and workflows
 - Financial activities, budget management, and resource allocation
- **Identification of Key Issues:** Highlight strengths, areas needing improvement, and potential risks or inefficiencies.

2 Comparative Analysis with Leading Practices

- **Benchmarking:** Compare Hampton County's operations to industry standards and best practices for similar governmental entities.
- **Gap Analysis:** Identify areas where Hampton County's practices are effective and areas that could benefit from adopting best practices.
- **Recommendations for Standardization:** Propose processes or practices that can be standardized across departments for consistency and efficiency.

3 Data Collection and Analysis

- **Data Gathering:** Collect and analyze documentation from each department, including:
 - Organizational charts, job roles, and responsibilities

- Policies, procedures, and compliance documents
- Financial data, budget reports, and resource allocations
- **Interviews and Observations:** Conduct interviews with department heads, staff, and key stakeholders to gain insight into operations, challenges, and potential improvements.
- **Analysis of Findings:** Use collected data and interview insights to identify patterns, strengths, and gaps in departmental operations.

4 Development of Recommendations

- **Actionable Recommendations:** Develop targeted recommendations for each department, focusing on:
 - Enhancements to operational efficiency, compliance, and performance
 - Resource requirements and potential risks associated with each recommendation
 - Expected benefits and timeline for implementation
- **Strategic Roadmap:** Provide a phased implementation plan with prioritized recommendations, anticipated resource needs, and estimated costs.

5 Reporting and Stakeholder Engagement

- **Biweekly Project Updates:** Submit a public-facing project schedule updated bi-weekly, including:
 - Accomplishments to date
 - Planned tasks for the upcoming period
 - Key milestones and projected project completion date
- **Monthly Status Reports:** Deliver monthly reports detailing:
 - Progress on data collection and interviews
 - Accomplishments and upcoming tasks
 - Identified risks, timeline, and budget status
 - Preliminary findings or observations

6 Final Report and Presentation

- **Draft Report:** Prepare a draft report summarizing findings, identified strengths and gaps, and a prioritized list of recommendations for improvement.
- **Final Report and Presentation:** After incorporating feedback from Hampton County, submit a final report and present findings and recommendations to county leadership, providing an overview of next steps and the Strategic Roadmap for implementation.

7 Additional Services

- **Optional Engagements:** The awarded firm may be requested to provide additional related services on an as-needed basis, subject to a separate written request by the County Administrator or authorized designee.
- **Fee for Additional Services:** Any additional work will be documented in engagement memorandums, with fees negotiated separately based on the rates proposed in the quotation.

Quotation Requirements: Firms must provide an all-inclusive pricing structure that covers travel, administrative costs, and other incidental expenses. Pricing should be broken down by service component and, if applicable, by department to facilitate a detailed cost comparison.

C. QUOTATION REQUIREMENTS

Firms responding to this RFQ must submit a detailed and organized quotation that demonstrates their qualifications, proposed approach, and all-inclusive pricing structure. The quotation should be limited to 12 pages, excluding required forms and appendices. Each quotation must include the following sections:

1 Cover Letter

- A brief cover letter that introduces the firm, expresses interest in the project, and provides the primary contact's name, title, phone number, and email address.
- The letter should also confirm the firm's understanding of the project scope and its ability to meet the requirements outlined in the RFQ.

2 Introduction to the Firm

- Provide an overview of the firm's history, mission, and experience in performing operational and performance assessments for government entities, particularly at the county level.
- Include relevant certifications, licensing, or affiliations that support the firm's qualifications.

3 Specific Qualifications and Project Experience

- Detail the firm's experience in similar assessments, including:
 - A summary of past projects relevant to operational assessments in the public sector.
 - Project descriptions that include the client's name, project scope, outcomes, and a reference contact.
 - Any specialized expertise the firm offers in areas such as efficiency analysis, compliance reviews, or government operations.

4 Staffing and Key Personnel

- Provide an organizational chart and resumes for key personnel who will be assigned to this project.
- Describe the roles, responsibilities, and relevant experience of each team member, including any certifications or specialized training.
- Include a commitment that these team members will be available for the duration of the project.

5 Approach and Methodology

- Describe the firm's proposed approach to the assessment, including:
 - Methods for data collection, such as document reviews, interviews, and field observations.
 - Analytical techniques and frameworks to be used for benchmarking and gap analysis.
 - Planned strategies for stakeholder engagement and reporting.
- Outline how the firm will ensure transparency, maintain objectivity, and provide actionable recommendations.

6 Schedule and Milestones

- Include a proposed schedule that outlines key project phases, milestones, and deliverables, consistent with the anticipated timeline provided in the Scope of Work.
- Specify timelines for interim reports, biweekly updates, and final deliverables, as well as estimated timeframes for departmental assessments.

7 Fee Structure and Breakdown

- Provide a comprehensive, all-inclusive pricing structure covering all aspects of the project, including travel, administrative costs, and incidental expenses.
- Break down the cost by each service component and, if applicable, by department or project phase.
- Include any hourly rates or per-department rates for additional services that may be requested beyond the initial scope.

8 References and Past Performance

- Supply references for at least three recent projects similar to the scope of this assessment, including contact information, project description, and outcomes.

- Include client testimonials or performance evaluations if available, showcasing the firm's successful delivery and ability to meet client expectations.

D. INQUIRIES AND ADDENDA

1 Submission of Questions

- All questions regarding this RFQ must be submitted in writing via email to lyoumans@hamptoncountysc.org.
- Questions should be submitted no later than 5:00 PM EST. November 22, 2024. Questions received after this time may not receive a response.
- In the subject line of the email, please reference "RFQ – Hampton County Organizational Assessment Questions."

2 Addenda to RFQ

- Any changes, clarifications, or additions to the RFQ will be issued in the form of a written addendum.
- Addenda will be posted on Hampton County's official website [Bid Postings • Hampton County, SC • CivicEngage](#) by November 27, 2025.
- It is the responsibility of each bidder to monitor the website for any addenda or updates related to this RFQ. Hampton County is not responsible for notifying individual bidders of any updates.
- Bidders must acknowledge receipt of all addenda in their submitted quotation. Failure to acknowledge receipt of addenda may result in disqualification.

3 Contact Restrictions

- During the RFQ process, firms are prohibited from contacting any Hampton County staff or representatives other than the designated contact listed in this section regarding this RFQ.
- Any unauthorized contact may be grounds for disqualification from consideration.

All inquiries and responses, as well as any addenda, become part of the RFQ and will be binding on all bidders. Hampton County encourages interested firms to review the RFQ thoroughly and seek clarification through the established inquiry process to ensure complete and accurate responses.

E. INSTRUCTIONS FOR SUBMISSION

All firms interested in responding to this RFQ must adhere to the following submission instructions to ensure their quotations are considered:

1 Submission Format and Required Copies

- Submit one (1) original hard copy of the complete quotation, clearly marked as "Original."
- Provide three (3) additional hard copies, each marked as "Copy."
- Include one (1) electronic copy of the quotation on a USB flash drive in PDF format. Ensure that all files are complete, legible, and properly formatted.

2 Document Organization

- Quotations should be organized according to the structure outlined in the "Quotation Requirements" section of this RFQ.
- Each section must be clearly labeled to facilitate review. Ensure that all pages are numbered and that the quotation includes a table of contents.

3 Deadline for Submission

- All quotations must be received by 5:00 PM EST, November 29, 2024.
- Late submissions will not be accepted. It is the responsibility of the submitting firm to ensure that its quotation is received by the deadline.

4 Delivery Address

- Deliver all copies of the quotation to the following address:

Hampton County Government

ATTN: Lavar Youmans, County Administrator
200 Jackson Avenue East
Hampton, SC 29924

- The outer packaging of each submission should be clearly labeled with:
 - The firm's name and address
 - "RFQ – Hampton County Organizational Assessment"
 - The RFQ number (if applicable)

5 Quotation Validity Period

- Quotations must remain valid for a minimum period of 60 days from the submission deadline. This allows Hampton County sufficient time for review and selection.

6 Modifications and Withdrawal of Submissions

- Firms may modify or withdraw their quotations prior to the submission deadline by submitting a written request to the designated contact in the "Inquiries and Addenda" section.
- No modifications or withdrawals will be allowed after the submission deadline has passed.

7 Confidentiality and Public Disclosure

- Quotations submitted to Hampton County become public records and are subject to the South Carolina Freedom of Information Act (FOIA).
- Firms should clearly mark any proprietary or confidential information in their submissions. However, Hampton County cannot guarantee that such information will be exempt from public disclosure requirements.

F. SELECTION CRITERIA

Hampton County will evaluate each quotation based on a set of defined criteria to ensure the selected firm demonstrates the necessary qualifications, experience, approach, and cost-effectiveness. The following criteria will be used to assess each submission:

1 Responsiveness to RFQ Requirements

- Adherence to the submission instructions and completeness of the quotation.
- Inclusion of all required sections as outlined in the "Quotation Requirements" section.
- Clarity and organization of the response.

2 Qualifications and Experience of the Firm

- Demonstrated experience with operational and performance assessments, specifically within government or public sector entities.
- Relevant project experience, including the firm's success in conducting similar assessments and the outcomes of those projects.
- Depth of expertise and any specialized skills applicable to the scope of this RFQ.

3 Qualifications and Experience of Key Personnel

- Relevant qualifications, certifications, and experience of the proposed project team.
- Appropriateness of assigned roles and responsibilities for key personnel, particularly for those leading the assessment.

- Availability and commitment of key personnel throughout the project duration.

4 Approach and Methodology

- Proposed approach to conducting the operational assessment, including data collection, analysis, and reporting methods.
- Understanding Hampton County's objectives and proposed methods for achieving them.
- Clear articulation of the firm's strategy for stakeholder engagement, transparency, and accountability.

5 Schedule and Ability to Meet Timelines

- Feasibility of the proposed project schedule, including key milestones and deliverables.
- Demonstrated ability of the firm to complete projects on time, as evidenced by past performance.

6 References and Past Performance

- Quality and relevance of references provided, specifically related to similar projects in the public sector.
- Positive feedback from references regarding the firm's performance, timeliness, and ability to deliver on objectives.

7 Cost Proposal

- Overall cost competitiveness and value for services proposed.
- Clarity and breakdown of pricing by project component, ensuring all costs are all-inclusive and comparable.
- Cost-effectiveness relative to the proposed scope and methodology.

Hampton County reserves the right to request additional information, conduct interviews, and perform further evaluations as needed. The county may also negotiate with one or more firms based on the evaluations before making a final selection. Hampton County seeks to award the contract to the firm whose quotation best meets the criteria outlined and aligns with the county's goals and budget.

G. SPECIFIC TERMS AND CONDITIONS

The following terms and conditions apply to this RFQ and will be incorporated into the resulting contract between Hampton County and the awarded firm:

1 Contract Award and Execution

- Hampton County reserves the right to accept or reject any and all quotations, in whole or in part, and to negotiate contract terms with the selected firm.
- The selected firm must be prepared to enter into a formal contract within 10 days of award notification.
- Final award is contingent upon approval by the Hampton County Council and successful negotiation of contract terms.

2 Competition and Non-Restriction of RFQ

- This RFQ is intended to promote full and open competition. Any language or specifications that restrict or limit the RFQ to a single source must be identified by the firm as restrictive no later than (5) five business days before the submission deadline.

3 Respondent Qualifications

- Hampton County reserves the right to request additional information to determine a firm's qualifications and ability to perform the services outlined in this RFQ.
- The County may make the final determination as to the firm's ability to meet the qualifications and requirements.

4 Withdrawal and Modification of Quotation

- Quotations may be withdrawn or modified prior to the submission deadline. After the deadline, no changes or withdrawals will be allowed without prior approval from Hampton County.

5 Rejection of Quotations

- Hampton County reserves the right to reject any or all quotations that fail to meet the requirements of this RFQ or are determined to be non-responsive.
- The County may waive minor informalities or technicalities if deemed to be in the best interest of the County.

6 Contract Duration and Termination

- The contract will remain in effect for the duration specified in the final agreement, with extensions possible upon mutual agreement.
- The County reserves the right to terminate the contract for convenience with 30 day written notice to the awarded firm.
- Termination for cause may occur if the firm fails to meet contractual obligations, with immediate termination at the discretion of Hampton County.

7 Confidentiality and FOIA Compliance

- Quotations submitted in response to this RFQ are subject to public disclosure under the South Carolina Freedom of Information Act (FOIA).
- Firms must clearly mark any proprietary or confidential information, but Hampton County cannot guarantee exemption from disclosure requirements.

8 Non-Assignment

- The awarded firm may not assign or transfer any part of the contract without prior written consent from Hampton County.

9 Insurance Requirements

- The awarded firm must maintain, at a minimum, the following insurance coverages throughout the contract term:
 - **General Liability Insurance:** \$1,000,000 per occurrence
 - **Professional Liability Insurance:** \$1,000,000 per claim
 - **Workers' Compensation:** As required by South Carolina state law
 - **Automobile Liability Insurance:** \$1,000,000 combined single limit
- Hampton County must be named as an additional insured on all applicable policies, and proof of insurance must be provided before contract execution.

10 Indemnification

- The awarded firm agrees to indemnify and hold harmless Hampton County, its officers, and employees from any claims, damages, losses, or expenses arising from the firm's performance of services under this RFQ, except to the extent that such claims or damages result from Hampton County's negligence.

11 Governing Law and Jurisdiction

- This RFQ and any resulting contract will be governed by the laws of the State of South Carolina.
- Any disputes arising from this RFQ or the contract will be resolved in a court of competent jurisdiction within Hampton County, South Carolina.

12 Equal Employment Opportunity

- The awarded firm must comply with all federal and state requirements concerning fair employment and treatment of all employees without regard to race, color, religion, sex, national origin, or disability.

13 Ownership of Deliverables

- All reports, materials, data, and other deliverables produced under this contract will be the exclusive property of Hampton County.
- The awarded firm may not use, reproduce, or disseminate the deliverables for any purpose other than the contract without written permission from Hampton County.

H. GENERAL CONTRACTUAL REQUIREMENTS

The following general contractual requirements will be applicable to the contract between Hampton County and the awarded firm:

1 Abandonment or Delay

- If the awarded firm abandons or delays work, or if Hampton County determines that the firm is not performing work according to the agreed schedule, the County reserves the right to terminate the contract or any part thereof. The firm will be notified in writing of such determination and given 30 days to remedy the situation before termination.

2 Cooperation with Hampton County

- The awarded firm shall maintain regular communication with Hampton County's designated project manager and cooperate fully with the County in all aspects of the contract.
- The firm must ensure that all work is performed to meet the County's standards and objectives.

3 Compliance with Laws and Regulations

- The awarded firm shall comply with all applicable federal, state, and local laws, ordinances, rules, and regulations in the performance of this contract, including all relevant South Carolina statutes.

4 Indemnification

- The awarded firm shall indemnify and hold harmless Hampton County, its officers, employees, and agents from and against all claims, damages, losses, and expenses, including attorney's fees, arising from or related to the performance of services under this contract, except for damages resulting from the County's sole negligence.
- This indemnification obligation will survive the termination of the contract.

5 Force Majeure

- Neither party will be held liable for failure to fulfill contractual obligations due to causes beyond their control, including natural disasters, acts of government, strikes, and other unforeseeable events that prevent performance.
- If a force majeure event occurs, the affected party must notify the other party in writing as soon as possible and make reasonable efforts to resume performance promptly.

6 Arbitration and Dispute Resolution

- In the event of a dispute arising under this contract, the parties agree to attempt to resolve the issue through negotiation and mediation before pursuing litigation.
- Any litigation arising from this contract shall be conducted in a court of competent jurisdiction within Hampton County, South Carolina.

7 Publicity Releases

- The awarded firm shall not reference or use Hampton County's name, logo, or project details in commercial advertising, promotional materials, or public announcements without prior written consent from the County.
- Any press releases or public statements regarding the project must be coordinated with Hampton County's designated representative.

8 Governing Law

- The contract shall be governed by and interpreted in accordance with the laws of the State of South Carolina, without regard to its conflict of laws principles.

9 Assignment and Subcontracting

- The awarded firm may not assign or subcontract any part of the contract without prior written approval from Hampton County.
- The firm remains responsible for all services performed under the contract, regardless of subcontracting, and will ensure that subcontractors comply with all terms and conditions.

10 Equal Employment Opportunity

- The awarded firm shall comply with all federal and state regulations pertaining to equal employment opportunity and fair treatment of employees without discrimination based on race, color, religion, sex, national origin, age, disability, or veteran status.

11 Ownership of Materials

- All documents, reports, data, and deliverables produced under this contract will become the property of Hampton County upon completion.
- The firm shall not use, copy, or distribute these materials for any purpose other than fulfilling contract obligations without the County's written consent.

12 Insurance Requirements

- The awarded firm shall maintain all required insurance policies, including but not limited to:
 - **General Liability:** \$1,000,000 per occurrence
 - **Professional Liability:** \$1,000,000 per claim
 - **Workers' Compensation:** As required by South Carolina law
 - **Automobile Liability:** \$1,000,000 combined single limit
- Hampton County shall be named as an additional insured on applicable policies. Proof of insurance must be provided prior to contract execution and maintained throughout the contract term.

13 Termination of Contract

- **Termination for Convenience:** Hampton County reserves the right to terminate the contract at any time, for any reason, with 30 days' written notice to the awarded firm. In such cases, the County will pay for work completed up to the date of termination.
- **Termination for Cause:** The County may terminate the contract immediately if the firm fails to perform in accordance with the contract terms. The County will notify the firm in writing and provide an opportunity to remedy the issue within a specified period, if applicable.

14 Non-Appropriations Clause

- If funds are not appropriated or made available for the continuation of this contract, Hampton County may terminate the contract at the end of the fiscal year without penalty. The County will provide written notice to the firm if this situation arises.

I. ADDENDA ACKNOWLEDGEMENT

The undersigned acknowledges receipt of the following addenda issued as part of the RFQ for the Hampton County Organizational Assessment. By signing below, the respondent affirms that all issued addenda have been reviewed and incorporated into the submitted quotation.

Addendum Number	Date Received

The respondent understands that failure to acknowledge receipt of all issued addenda may result in the disqualification of the quotation.

J. CERTIFICATE OF FAMILIARITY

The undersigned, having fully familiarized themselves with the information contained within this entire RFQ and all issued addenda, hereby submits the attached quotation in response to the Hampton County Organizational Assessment RFQ. The respondent certifies that all information provided in the quotation is true and correct to the best of their knowledge.

The respondent further certifies that this quotation is made without prior understanding, agreement, or connection with any corporation, firm, or individual submitting a response for the same services and is in all respects fair and without collusion or fraud. The respondent agrees to abide by all conditions set forth in this RFQ and certifies that they have the authority to bind the firm.

Firm Name: _____

Authorized Representative/Signature: _____

Date: _____

Printed Name: _____

Title: _____

Mailing Address: _____

City, State, Zip: _____

Phone Number: _____

Email Address: _____

Federal Tax ID Number: _____

K. MINORITY BUSINESS CERTIFICATION

The undersigned certifies the following information regarding minority business status:

1. Minority Business Status

- Is your business a minority-owned business?
 - Yes
 - No

2. If Yes, specify the category of minority ownership (check all that apply):

- Women-Owned Business
- Disadvantaged Business Enterprise (DBE)
- Minority-Owned Business (specify minority group): _____

3. Certification

- Please attach a copy of any relevant certification(s) demonstrating your business's minority-owned status. These may include federal, state, or local government certifications or certifications from recognized minority business councils.

Firm Name: _____

Authorized Representative/Signature: _____

Date: _____

Printed Name: _____

Title: _____

Mailing Address: _____

City, State, Zip: _____

Phone Number: _____

Email Address: _____

L. DEBARMENT CERTIFICATION

The undersigned certifies, to the best of their knowledge and belief, that neither the firm nor any of its principals:

1. Are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participating in contracts by any federal, state, or local government agency.
2. Have, within a three-year period preceding this RFQ, been convicted of or had a civil judgment rendered against them for:
 - o Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) contract.
 - o Violation of federal or state antitrust statutes.
 - o Embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.
3. Are not presently indicted or otherwise criminally or civilly charged by a government entity with commission of any of the offenses enumerated in paragraph (2) of this certification.
4. Have not, within a three-year period preceding this RFQ, had one or more public contracts terminated for cause or default.

If the respondent is unable to certify to any of the statements in this certification, they shall attach an explanation to this form.

Firm Name: _____

Authorized Representative/Signature: _____

Date: _____

Printed Name: _____

Title: _____

SAM's Number (if applicable): _____

CAGE Code (if applicable): _____

DUNS Number (if applicable): _____

M. EVALUATION AND SCORING FORM

The following Evaluation and Scoring Form will be used by Hampton County to assess each quotation based on the criteria established in the RFQ. Each criterion is assigned a score on a scale, with the maximum score noted for each category. The total possible score is [insert total score].

Evaluation Criteria	Score Range	Maximum Score	Evaluator's Score
1. Responsiveness to RFQ Requirements Adherence to submission guidelines and completeness of the quotation.	0-5	5	
2. Qualifications and Experience of the Firm Demonstrated experience with similar assessments for government entities.	0-15	15	
3. Qualifications and Experience of Key Personnel Relevant qualifications and experience of the project team members.	0-15	15	
4. Approach and Methodology Proposed methods for data collection, analysis, and reporting.	0-20	20	
5. Schedule and Ability to Meet Timelines Feasibility and clarity of the proposed project schedule and milestones.	0-10	10	
6. References and Past Performance Quality and relevance of references provided, including client feedback.	0-15	15	
7. Cost Proposal Cost competitiveness and clarity of the all-inclusive pricing structure.	0-20	20	
Total Score	0-100	100	

Scoring Guide

- **0** = Does not meet requirements
- **1-2** = Partially meets requirements
- **3-4** = Meets requirements
- **5** = Exceeds requirements (only applicable for criteria with a 5-point maximum)
- **6-10** = Scale for criteria with higher point ranges, with higher scores indicating stronger responses or greater alignment with RFQ expectations

Evaluator's Comments

Provide any relevant comments or observations regarding the quotation's strengths or weaknesses, based on the evaluation criteria.

Evaluator's Signature: _____
Date: _____