



Request for Quote # 814

The Early Learning Coalition of Miami-Dade/Monroe ("the Coalition"), a Florida not-for-profit corporation, is seeking to purchase Leadership Training for its Staff. In order to select a vendor to deliver the above-referenced services, the Coalition requests a quote for services based on the specifications listed below. The quote for services will include the following information: company name and address with year incorporated, if applicable; total amount for services; and the quote should be signed and dated by an authorized representative of the vendor. Upon receipt of all quotes, the Coalition will review and make a decision based on the best value offered. Most importantly, the selected vendor will be required to enter into an agreement with the Coalition so to guarantee the specifications listed, as well as to ensure adherence to all applicable state and/or federal laws.

The Coalition would like to thank you in advance for your time and attention to this matter. Should you have any questions and/or comments, please submit them no later than **Tuesday, September 9TH, 2008**, via the contact information listed below.

Description of Services:

The Coalition is seeking a vendor who has the capacity to conduct on-site training for leadership skills. The objective of the training needs to be focused on how Coalition Leadership and Staff can enhance internal and external communication and organization structure. Several programs have been researched, and we have picked over a dozen specific elements from one of the programs that we are looking to enhance at the Coalition. These elements will help to achieve the objective we have set, and help to explain in more detail what the vendor will need to provide:

- The importance of reinforcing the company culture every day
- Why every company should have a written service strategy
- The quality of your organization by the responsiveness of the first person they come in contact with
- The role of leadership in driving service excellence
- The importance of personal accountability in delivering legendary service
- The benefits of positive employees
- The relationship with your supervisor is a two way street
- Staying "in the moment" is key to anticipatory service
- The role of consistency in legendary service
- The Needs and Issues of a New Employee in the Organization
- How to Drive the Mission and Vision Through the Organization to Achieve Desired Behaviors and Results from Your Employees
- Know how to build a workplace that increases personal happiness, natural productivity, authenticity and fun
- Learn how to dramatically affect the lives of your employees beyond the walls of the office by giving them the gift of a clear path to achieve a centered life
- Understand the work characteristics and communication style of each generation
- Learn how to effectively respond and retool the workplace to attract and retain top performers

- All of the aforementioned items need to be tied into the current Mission and Vision of the Coalition, and customer service and branding development training should be directly tied into the overall Coalition Branding Strategy. Essentially, the materials presented need to reinforce the Coalition ideology.

In addition, the Coalition will need to know the following specifics:

1. Cost:
 - 1.1 What is the cost of one day on-site training? What is participant cost, are there ranges of participants that are covered, can we have additional participants at a discounted rate?
 - 1.2 Will there be travel/ lodging costs included in the quote?
 - 1.3 What presentation materials will the Coalition need to provide/ be responsible for, or with it be included in the quote.
2. Space:
 - 2.1 What do you require as the space needed to conduct the training? Is a boardroom sufficient? Please explain exactly what you will need in terms of training space.
3. Commitment:
 - 3.1 How long do we need to give you as lead time to reserve services? What, if any, type of cancellation policy do you have?
4. Follow-up:
 - 4.1 Is there continuing education that will be provided?

Please submit your quote no later than **Wednesday, September 17, 2008** to Early Learning Coalition located at 2555 Ponce de Leon, Suite 500, Coral Gables, FL 33134.

Lissandra Curbelo
Contracts Administrator
2555 Ponce de Leon Blvd., Suite 500
Coral Gables, FL 33134
Email: lcurbello@elcmdm.org
Phone: 305-646-7220 ext. 255