

# REQUEST FOR PROPOSAL FROM CONTRACTOR

To prepare a business case statement for  
a collision industry standards  
organization

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Version 1.4

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Chair, Repair Standards Advisory Committee

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## **Project Background**

In July 2010, the Collision Industry Conference (CIC) Repair Standards Committee proposed the creation of a new, non-profit organization, the United States Collision Repair Standards Institute (USCRSI) to manage the creation, maintenance and implementation of ANSI-approved repair standards for the automotive collision industry in the United States.

The proposal is the culmination of over four years work by the CIC Repair Standards Committee to analyze the value of standards, examples of standards development and implementation in other countries, and the drafting of actual technical standards.

In November 2010, an open meeting was held to discuss the CIC Repair Standards Committee's proposal to determine a path forward for the effort to assure its success. During that meeting a Repair Standards Advisory Committee was formed that will be chaired by Russell Thrall III, the immediate past chairman of the CIC in conjunction with Michael Quinn, the current CIC chairman.

As the former Collision Industry Conference Repair Standards Committee and the current Repair Standards Advisory Committee are comprised entirely of volunteers, the decision was made to engage an independent contractor to prepare a business case statement for the USCRSI during 2011.

The business case statement will be used by Repair Standards Advisory Committee to raise funds to establish the USCRSI, serve as the basis for a formal business plan and guide its start-up and initial work.

## Statement of Work

The USCRSI Business Case Statement contractor will draft the initial business case statement of the organization using the existing work product of the CIC Repair Standards Committee, input from the Repair Standards Advisory Committee and input from collision industry stakeholders garnered during interviews conducted by the contractor.

The Case Statement will describe:

1. The Mission of the USCRSI
2. The Value to Industry Stakeholders
3. The Structure of the USCRSI
4. The Objectives of the USCRSI
5. The Performance Measures of the USCRSI
6. A Needs Assessment of the Organization
7. The Work Plan and Timeline
8. The Financial Plan

The contractor will conduct in-person and telephone interviews with industry stakeholders including:

- Operators of Independent, Franchise and OEM Dealer Collision Repair Facilities of varying facility sales volumes and geography across the U.S. (Minimum 20)
- Operators of Independent, Franchise and OEM Dealer Collision Repair Facilities of varying facility sales volumes and geography in the U.K. (Minimum 2 who are validated to UK PAS 125 standard. Minimum 2 who have chosen not to meet standard.)
- Claims Management Leadership at leading Automobile Physical Damage Insurance Companies (Minimum 5)
- Vehicle Manufacturers (Minimum 5)
- Paint and Materials Manufacturers (Minimum 5)
- Equipment Suppliers (Minimum 5)
- Training and Certification Organizations (Minimum 2)

The committee-approved interviews will serve to supplement the existing work product of the former CIC Repair Standards Committee and the current Repair Standards Advisory Committee to provide a comprehensive business case statement for the organization.

A draft business case statement in Microsoft Word format by July 15, 2011.

A final business case statement in Microsoft Word format will be due September 30, 2011.

Proposals for this project are to be submitted no later than Wednesday, March 16th, 2011 at 12:00 noon, EST.

## Objectives

- Prepare an initial draft business case statement for the United States Collision Repair Standards Institute containing the following sections:
  1. The Mission of the USCRSI
  2. The Value to Industry Stakeholders
  3. The Structure of the USCRSI
  4. The Objectives of the USCRSI
  5. The Performance Measures of the USCRSI
  6. A Needs Assessment of the Organization
  7. The Work Plan and Timeline
  8. The Financial Plan

This draft will be completed by July 15, 2011.

- Revise and prepare a final business case statement based upon the input received and additional information requested during the review of the draft by the Repair Standards Advisory Committee.

This final business case statement will be due September 30, 2011.

## **Outcomes**

The business case statement will provide a comprehensive overview of industry input and opinion on how the United States Collision Repair Standards Institute should be founded, organized, funded and the scope of its operation.

## **Roles/Responsibilities**

The contractor has primary responsibility for the drafting and revisions to the USCRSI business case statement. They are responsible for managing the day-to-day activities necessary to assure its completion.

The contractor will report regularly to the chair of the Repair Standards Advisory Committee on progress. Questions that may arise during the course of the project will be directed by the contractor to the chair of the Repair Standards Advisory Committee. The chair will respond to these questions, seek counsel from committee members and others as necessary and report back to the contractor on a timely basis.

## Deliverables

Contractor will meet with the Repair Standards Advisory Committee Chair at key intervals during the interview and draft business case statement creation and revision process.

The components to be delivered by the contractor include:

- A bi-weekly activity report to the Repair Standards Advisory Committee Chair.
- Documented process for interviewing, reviewing, updating and validating the content of the business case statement
- A list of individuals and organizations to be interviewed based upon contractor and committee input.
- A list of questions to be used during the interview process
- A schedule of interviews
- Detailed notes from interviews conducted
- Periodic review copies of individual sections of the business case statement as they are prepared
- A draft business case statement in Microsoft Word format by July 15, 2011.
- A final business case statement in Microsoft Word format will be due September 30, 2011.

## **Conditions**

The contractor must provide a fixed price for the creation, review and finalization of the United States Collision Repair Standards Institute Business Case Statement including administrative fees, materials costs, and miscellaneous costs. The contractor will agree to progress payments during the conduct of the project as key milestones are achieved. The contractor will provide a separate budget for the travel they propose to undertake to perform the work. Travel costs will be approved by the RSAC chair prior to incurring the expense.

The contractor will provide:

- Details about any third-parties involved with the project.
- Details regarding prior or current consulting or employment with organizations to be interviewed including any direct or indirect ownership of the organizations.
- A detailed work plan to complete the project
- Complete notes, drafts, interview contacts and documentation generated during the conduct of the project.
- Copies of receipts for any and all travel related expenses incurred during the project.

## **Copyright/Intellectual Property Rights/Confidentiality**

Any and all notes, recordings, draft and final documents generated by the contractor during the project are the property of the Repair Standards Advisory Committee and will be provided to the chair in a reasonable length of time upon request during the conduct of the project and a final set at project completion. The contractor will not use information developed during the conduct of this project in future engagements.

The contractor will agree to disclose and assign to the Repair Standards Advisory Committee any and all inventions and innovations resulting from the conduct of the project.

The contractor will not issue any written or verbal statements or comments on the project, its status, or the information generated during the project.

## **Non-Compete**

The contractor will agree not to compete with the United States Collision Repair Standards Institute.

## Submission Format

The Proposal should be a maximum of 20 pages and will be submitted electronically. Samples of work may be submitted as an appendix to the proposal. Prospective contactors proposals will include the following sections:

1. **Title page**  
including RFP title, contractor name, address, telephone number, email address, fax number and contact person.
2. **Letter of introduction**  
one page, introducing the contractor's company.
3. **Table of contents**  
Include all sections and appendices.
4. **Contractor profile**  
one page overview of contractor's available services and relevant experience.
5. **Corporate references**  
a list of relevant references and related projects.
6. **Sample of work**  
a sample of previous work with related references.
7. **Work plan & critical path**  
Full details of the actual scope of the work including general approach or development strategy, activity plans with time frames and explanations of how the RFP requirements will be achieved.
8. **Pricing**  
Indicate the proposed pricing and payment terms with the understanding that negotiation of the final project details and pricing will be undertaken with the successful contractors.

Questions about the submission and final proposal should be directed to:

Russell Thrall III  
Chair, Repair Standards Advisory Committee  
PO BOX 538  
Tannersville, PA 18372  
T: 570-629-8010  
E: [rthrall@collisionweek.com](mailto:rthrall@collisionweek.com)

## **Evaluation Criteria**

A sub-group of the Repair Standards Advisory Committee will be formed by the chair to evaluate proposals submitted. Key factors of the proposal that will be evaluated include:

- Demonstrated Capacity to perform the work
- Detailed Work Plan
- Expertise
- Cost

Once a decision has been made, all bidders will be notified as to the results of the evaluation.

An in-person interview may be required during the evaluation process.