



Request for Proposal Organizational Assessment

**Issued: July 14, 2020
Proposals Due: July 28, 2020**

Description

The Town of Rolesville is seeking proposals from established vendors who have been in the business of conducting organizational municipal organizational assessments and staffing plans for a minimum of five years.

Background

The Town of Rolesville, North Carolina is a municipality of 8,500 people located in northeastern Wake County, within the Raleigh metropolitan area. Over the past 15 years, the Town has been recognized as one of the most rapidly growing municipalities in North Carolina.

This strong growth is expected to continue for the foreseeable future, bringing additional demands for municipal services and personnel. The organization currently has 44 authorized positions among 7 departments, and the General Fund budget for Fiscal Year 2020-21 is \$9.5 million.

Scope of Services

The vendor should conduct a thorough evaluation of the Town organization. Primary focus on non-Police Department, with some overlap of administrative procedures and policies that could be included. Additional focus on the Police Department may be included in a next phase of the study.

The organizational assessment and staffing report should be focused particularly in relation to:

- Current and future staffing needs, including existing services provided by contractors
- Organizational lines of supervision
- Functions and activities to benefit from process improvement
- Effective and efficient customer service experiences
- Recommended policies including statutory and federal requirements
- Best practices for encouraging and growing diversity and inclusiveness in the work force
- Minimum five-year staffing plan

The Town desires to have the study complete by the end of the 2020 calendar year.

Proposal

Submitted proposals should contain the information outlined below:

Letter of Intent to include:

- 1) Signature of an officer of the company authorized to bind the vendor to the proposal.
- 2) Company name, address, telephone number, and website.
- 3) Background of the company and relevant work experience of the staff assigned to the project.
- 4) References of at least two recent local government clients.

A written description that outlines the vendor's approach and methodology for the assessment. This description should detail the specific areas of focus, project timeline, and the staff hours anticipated on the project. Pricing should be submitted for the project as a whole, as well as for any proposed phasing of the project.

Timeline & Submission

Date of advertisement: July 14, 2020
Proposal due date: July 28, 2020

Responses may be submitted by mail, in person, or via email to:

Kelly Arnold, Town Manager
Town of Rolesville
PO Box 250
502 Southtown Circle
Rolesville, NC 27571
kelly.arnold@rolesville.nc.gov

Selection Process

Proposals will be evaluated based on:

1. Qualification of project staff
2. Experience in similar consulting services
3. Cost of services
4. Performance history per references

Vendors may be requested to participate in an oral interview subsequent to proposal submission.

General Requirements

- This solicitation and any subsequent contract shall be awarded consistent with and governed by the laws of the State of North Carolina.
- Proposals submitted shall not be subject to public inspection until a contract is awarded.
- The Town reserves the right to reject any or all proposals and to waive any informalities as may be permitted by law.
- The Town reserves the right to request oral interviews or request additional information from any or all vendors.
- The Town reserves the right to award a contract based on proposals received without further discussion or negotiation.
- All proposals shall be signed by an authorized officer or employee of the submitting organization. The name of the company, contract person, telephone number, fax number, and address shall be included.
- The RFP does not commit the Town to award, nor does it commit the Town to pay any cost incurred in the submission of a proposal, or in making necessary studies or designs for the preparation thereof, no procure or contract for service or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract or award.