

REQUEST FOR PROPOSAL AND QUALIFICATIONS (RFP/RFQ)

HUMAN RESOURCES SERVICES

CALIFORNIA-NEVADA SECTION, AMERICAN WATER WORKS ASSOCIATION.

10435 ASHFORD STREET, 2ND FLOOR

RANCHO CUCAMONGA, CA 91730

JANUARY 3, 2018

1. SUMMARY AND BACKGROUND

The California-Nevada Section of the American Water Works Association (herein after referred to as “the Section”) is requesting proposals from a qualified firm to provide human resources consulting services, including an initial organizational needs assessment. The term will be for three (3) years with two (2) one year options to renew, at the sole discretion of the Section.

The purpose of this Request for Proposal (RFP) is to solicit proposals from various candidate organizations, conduct a fair and extensive evaluation based on criteria listed herein, and select the candidate who best represents the direction the Section wishes to go.

The Section is a non-profit regional membership association of water professionals founded in 1920 and operating under section 501(c)(3) of the Internal Revenue Code. Our mission is to lead, educate, and serve the water community to provide effective solutions and ensure public health. Our programs include:

- Education, through conferences and events, classroom and on-line learning
- Certification in several occupational disciplines
- Communication to members and advocacy for effective, science-based public policy

The employee base of our organization is currently twelve full-time, and one part-time employees (non-union, and at-will), who are paid on a bi-weekly basis and are part of various benefit programs.

2. PROPOSAL GUIDELINES

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until 5pm Pacific Time, January 17, 2018. Any proposals received after this date and time will be returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs. Cost is not the determinative factor in consultant selection; rather, selection will be based on a qualitative assessment of multiple factors including professional qualifications, references, and cost.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by the Section's legal counsel and will include scope, budget, schedule, and other necessary items pertaining to the project.

3. PROJECT PURPOSE AND DESCRIPTION

The purpose of this project is as follows:

To support the Section's employees, management, and governing board by providing human resources functions which staff is unable or inappropriate to provide, as further specified in the Project Scope (below) and Exhibit A. Specific services may be further defined and selected from the results of an initial human resources needs assessment, which will be the first order of work to be performed.

Project Description:

The Section seeks a highly responsive, hands-on human resources services firm to advise Section management and provide, either wholly or complementary to Section staff, a comprehensive suite of human resources functions. It is expected some services will be provided on site at Section facilities in California (Rancho Cucamonga and/or Sacramento area).

4. PROJECT SCOPE

The scope of this project includes services specified as follows (see also Exhibit A):

- A. **Organizational Needs Assessment.** Assess organizational capabilities, culture and climate. Recommend follow-up tasks, provider, budget and schedule. Identify if new HRIS or HRMS software program is warranted, and areas where Board engagement is necessary and/or helpful. Submit report to Board EC and Executive Director within 4 months of NTP. Board EC/Executive Director will authorize tasks after reviewing report. Reassess organizational culture and climate after follow-up tasks completed.
- B. **Advise and Support Section, with Staff as Lead.** Provide professional and technical guidance and support to staff on:
 - i. Job classification, and compensation/salary structure

- ii. Administration of 401(k) retirement savings plan
 - iii. Hiring, on-boarding, workforce planning, and off-boarding
 - iv. Performance management, including work planning, performance appraisal, bonus program, and discipline
 - v. Compliance, including Equal Employment Opportunity, protected leave, Section policies and procedures
 - vi. Employee health and safety, including safety management and training, wellness program, and workers compensation
 - vii. Volunteer management (extensive interaction of Section volunteers with staff)
- C. **Manage (Consultant Leads), with Support from Section Staff.** Provide active management, with support from Section management, of:
- i. Employee suggestion procedure
- D. **Manage in Full.** Provide in full, the following services:
- i. Employee learning and development (training) on proper supervision, including issues of harassment, hostile work environment, and performance management; ethics; workplace etiquette; grievance processes; communication; team dynamics and collaboration; executive coaching; and a Learning Management System
 - ii. Whistleblower process
 - iii. Employee Assistance Program

NOTE: Proposers have the option to include information on insurance (life, health, vision, dental) products, and payroll services (shown in parentheses on Exhibit A). If provided however, this supplemental information will not be considered in the screening and evaluation of proposals. Supplemental information should not exceed the 25 page limit.

5. REQUEST FOR PROPOSAL AND PROJECT TIMELINE

Request for Proposal/Qualifications Timeline:

All proposals in response to this RFP/RFQ are due no later than 5pm Pacific Time, January 17, 2018.

Deadline for questions about this RFP/RFQ is 5pm, January 8, 2018. Send questions by email to tworley@ca-nv-awwa.org.

Interviews, if held, will be conducted the week of January 22, 2018. The selection decision for the winning bidder will be made no later than January 31, 2018.

Upon notification, the contract negotiation with the winning bidder will begin immediately. A Notice to Proceed (NTP) will be issued upon execution of a contract.

Notifications to bidders who were not selected will be completed by February 9, 2018.

Project Timeline:

Organizational Needs Assessment must be initiated within ten (10) days from Notice to Proceed, and completed within four (4) months.

Acceptance and review by the Section of the Needs Assessment report will determine the timeline/schedule for the remaining tasks of the project.

6. BUDGET

All proposals must include the cost to complete each task, including the Organizational Needs Assessment as an hourly rate cost (HRC) based on the time and rate(s) of personnel assigned to complete the task, and other fees, if any. Pricing should be listed for each of the following items in accordance with the format below:

Service / Task	HRC	Fees
ABC...		
XYZ...		

NOTE: All costs and fees must be clearly described in each proposal. Increases in rates or fees, if any, must be clearly identified. If not, the proposal shall be deemed to include NO increases for the duration of the project contract.

7. BIDDER QUALIFICATIONS

Bidders should provide the following items as part of their proposal for consideration:

- Description of experience in human resources consulting service.
- List of how many full time, part time, and contractor staff in your organization
- Examples of 3 or more human resources consulting projects by your organization
- Testimonials from past clients on human resources needs assessment and on-going human resources service
- Anticipated resources you will assign to this project (total number, role, title, experience)

8. PROPOSAL EVALUATION PROCESS AND CRITERIA

The Section will screen proposals for completeness, and reserves the right to eliminate from further consideration proposals deemed incomplete or nonresponsive. Complete proposals must not exceed 25 pages including attachments, and will include at a minimum, the following:

- Cover page, stating the company name and physical address, the person responsible for the proposal, with his/her email address and telephone number.
- Approach to the project, both the organizational needs assessment and the other services designated in Section 5 and Exhibit A.
- Qualifications of the firm, and of principal personnel to be assigned to this project (with résumés, and specifying their role and tasks to be worked on).
- References for the same or similar work performed for other clients within the past two years.
- Cost table stating time, rates, and any fees to be charged to each task.

The Section will evaluate all qualified proposals based on the following criteria. To ensure consideration, your proposal should be complete and address all of the following criteria:

- **Overall Proposal Suitability and Approach:** Proposed approach to provision of requested services must meet the scope included herein and be presented in a clear and organized manner (25%)
- **Qualification of Entity and Key Personnel:** Bidders will be evaluated on their qualifications and experience as it pertains to the scope of this project (25%)
- **Previous Work:** Bidders will be evaluated on examples of their work pertaining to the scope of this project as well as client testimonials and references (25%)
- **Value and Cost:** Bidders will be evaluated on the cost of their services based on the work to be performed in accordance with the scope of this project (25%)

Each bidder must submit one original and four copies of their proposal to the address below by January 17, 2018 at 5pm Pacific Time:

CA-NV Section AWWA
10435 Ashford Street, 2nd Floor
Rancho Cucamonga, CA 91730