



# REQUEST FOR PROPOSALS

*Bid For Human Resources Services*

**Richland County First Steps Partnership Board**

**Request for Proposals (RFP) issued:** June 21, 2021

**Bid Proposals due:** July 16, 2021, at 2:00 PM

**Proposals reviewed and finalists notified:** July 19-23, 2021; Finalists may be asked to attend an in-person review.

**Finalists notified of contract award:** On or before July 30, 2021

## **PART I: BACKGROUND AND NEEDS**

Richland First Steps (RFS) is a 501(c)(3) agency formed in 2000 with a mission to get Richland County's children ready to thrive in school. RFS is funded by the state of South Carolina (via SC First Steps), federal grants, and private donations. RFS works directly with parents, children, and childcare teachers/directors through three program options: center-based care (RFS Early Head Start childcare centers), home-based Family Strengthening through weekly home visitation with families, and childcare coaching to raise the quality of care available to young children in the county. RFS partners with agencies across the county to create a community where families have the information and program resources they need to give their children a solid foundation for success.

RFS has a staff of 51 and is growing. The contracted Human Resources (HR) Consultant will work with an HR Administrator, the CEO, Program Directors, and the RFS Partnership Board.

## **PART II: BID REQUIREMENTS**

### **A. SCOPE OF WORK**

RFS anticipates the selected HR Consultant will conduct the following detailed services in collaboration with the HR Administrator and executive staff when appropriate.

#### **Ongoing Consulting Services**

- Classification, Compensation, and Benefits Studies: Review current and historical overall compensation programs and complete compensation study updates based on current market data.
- Provide ongoing support for administration of HR policies and procedures for directors.
- Participate in the strategic planning, goal setting, and action-planning of leadership/ programs.
- Conduct internal HR compliance audit and coordinate updates.

- Implement HR policies and best practices.
- Conduct workplace investigations and dispute resolution.
- Review and evaluate job descriptions across RFS.
- Facilitate corrective action, terminations and exit interviews.
- Assist with succession planning.
- Facilitate employee surveys, focus groups, and stay interviews, as needed.
- Review and evaluate the adequacy of the staffing levels in each program by conducting position analysis.
- Evaluation of organizational/program(s) structure and organizational development.
- Update Employee Handbook and other relevant policies.
- Evaluate recognition, engagement, and reward systems for all levels.
- Attend RFS Management Team meetings monthly.
- Be present onsite at least twice a week.
- Partner closely with the CEO and HR Administrator.

### **Management Training**

The successful consultant shall develop performance appraisal processes and train directors on goal setting, leadership, and communication as related to the RFS operational values.

- Facilitate HR and leadership coaching/trainings based on identified needs.
- Determine appropriate needs and provide administrative support and training to management level employees.
- Recommend, facilitate, and/or provide training classes.
- Lead team-building activities that strategically impact the key team issues.

### **B. CRITERIA**

The criteria to be considered by RFS in selecting a firm will be as follows:

- Quality of proposal, including depth of information and specificity of information as to provision of services to RFS (*40 points*);
- Qualifications of firm and potential consultant (*20 points*);
- Demonstrated experience in similar engagements (*10 points*);
- Reference checks (*15 points*)
- Cost (*15 points*).

RFS reserves the right to the following:

- Request oral information or additional written documentation to supplement any or all written proposals.
- Supplement, amend or otherwise modify the terms of this Request for Proposals
- Conduct all investigations and background checks necessary for adequate evaluation.

## PART III: BID REQUIRED INFORMATION

### A. ITEMS TO SUBMIT

The potential contractor shall provide the following information with their responses:

1. Description of the firm
2. A description of how the potential contractor will implement the services/activities in the Scope of Work.
3. A brief narrative explaining past experiences in conducting the activities in the Scope of Work.
4. A resume including education and experience for each individual that may provide the services (if applicable, include certifications).
5. Contact information for references for at least three (3) prior clients with similar engagements for HR services, including contact name, email and phone number.
6. A proposal of cost: Proposing parties are requested to provide hourly rates for each principal staff member that is expected to provide services or alternate billing methods, such as monthly retainers.

Proposals must be submitted via email to RFS CEO Marcia Bacon at [mbacon@richlandfirststeps.org](mailto:mbacon@richlandfirststeps.org). Each proposal should be submitted as a PDF in an attachment to an email with "HR RFP" and the firm's name in the subject line. A confirmation email will be sent to verify that the proposal has been received.

### B. INQUIRIES

Questions regarding this RFP may be submitted by email until July 8, 2021, 2:00 p.m. Responses to inquiries will be emailed to the inquiring firm. All inquiries should be directed to Marcia Bacon at [mbacon@richlandfirststeps.org](mailto:mbacon@richlandfirststeps.org).

### C. SUBMISSION DEADLINE

Any bid proposal in response to this RFP must be submitted by **July 16, 2021**, no later than **2:00 p.m.** by email as provided above. ***No submissions will be accepted after that time.***

### D. EVALUATION PROCESS

RFS's selection committee will initially screen the proposals, rate according to scoring criteria, and at our discretion interview the most qualified firms. Award may be made without discussions if RFS deems no purpose would be served. RFS reserves the right to reject any and all proposals.

Offers must be submitted in accordance with instructions provided in the RFP. Failure to furnish a complete offer at the time and date due will result in elimination from award consideration.

## E. TERMS AND CONDITIONS

The following shall be essential terms and conditions of each agreement resulting from the selection of a successful proposing party, which terms shall be in addition to such other terms as RFS may require in such an agreement:

- Term and Termination. The anticipated initial term of any agreement resulting from this Request for Proposals is one (1) year with two optional one-year extensions, at the option of RFS in its sole discretion. RFS will reserve the right to terminate such agreement for its convenience or in the event it shall abandon or indefinitely postpone the selection process. In such case, payment to the successful proposer shall be made for the value of work performed prior to receipt of the termination notice.
- Indemnification. Each successful proposer shall agree to indemnify and hold RFS, its officers, agents and/or employees harmless from and against any and all lawsuits, damages and expenses, including court costs and attorney's fees, by reason of any claim and/or liability imposed, claimed and/or threatened against RFS, its officials, agents and/or employees for damages because of any damages arising out of or in consequence of the performance of services by the successful proposer to the extent that such damages are attributable to the negligence of the successful proposer or its agents and/or employees.
- Ownership of Information. All data or documents prepared under the agreement by a successful proposer shall be made available, upon request, to RFS without restriction or limitation on their use, and all such data or documents shall be deemed the property of RFS.
- Insurance. Each successful proposer shall maintain appropriate insurance, including liability and Workers' Compensation insurance, and shall name RFS as an additional insured where appropriate as to liability insurance.