



Request for Proposals

Professional Development Training

Proposals will be received until

12:00 Noon, Tuesday, September 17, 2019

in

**Purchasing Department, City Hall Building, Suite 324
101 North Main Street, Suite 324 Winston-Salem, NC 27101**

ADVERTISEMENT FOR PROPOSALS

Sealed proposals endorsed **Professional Development Training** for the City of Winston-Salem's Human Resources Department will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, **until 12:00 Noon, Tuesday, September 17, 2019**. Instructions for submitting proposals and/or receiving the complete RFP document specifications may be obtained during regular office hours at the same location, or by contacting Jerry Bates via email jerryjb@cityofws.org (Email is preferred) or phone 336-747-6939. The City reserves the right to reject any or all proposals.

Jerry Bates
Purchasing Director

This document IS NOT the complete proposal. To obtain the completed proposal specifications contact Jerry Bates via email jerryjb@cityofws.org, by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.

SECTION I - INSTRUCTIONS TO PROPOSERS

INTRODUCTION:

This entire set of documents constitutes the RFP. The proposer must return the RFP with all information necessary to properly analyze the proposer's response in full, in the same numerical order in which it was issued. Proposer's notes, exceptions, and comments may be rendered on an attachment, provided the same format of this RFP text is followed.

Proposer Questions and Inquiries

Proposer Questions and Inquiries relative to this RFP must be submitted **in writing only** by **12:00 Noon, Friday, September 6, 2019**, to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: jerryjb@cityofws.org (**Email is preferred**), Fax: (336) 727-2443. The City will provide written responses to all inquiries received by this date, and responses will be made available to all recipients of this RFP. Any oral responses made by any representative of the City may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.

RFP Response Submission

All proposals shall be returned in a sealed container or envelope containing one original proposal (please mark document as original) showing original signatures and seals and two (2) copies of the complete proposal marked Professional Development Training. Proposals must be submitted to the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, 27101, no later than **12:00 Noon, Tuesday, September 17, 2019. Late proposals will not be considered. Submittals will not be accepted by fax or electronic mail.**

The City will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the City or any other party for any reason (including the cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the City. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the City will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form. The City reserves the right to reproduce proposals for internal use in the evaluation process.

Proposers are expressly forbidden from contacting any other city employee or city of Winston-Salem elected official regarding this Request for Proposals. Any such outside contact may result in disqualification from the request for proposal process.

The City reserves the right to hold proposals open for a period of sixty days (60) days after due date before making awards.

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SECTION 2 - SCOPE OF WORK/TECHNICAL SPECIFICATIONS

2.1 SCOPE

Introduction

The purpose of this Request for Proposal is to solicit bids for the facilitation and/or development of training classes, which will be a part of the professional development program for City of Winston-Salem employees for fiscal year 2020 with an option to extend the contract for a 2nd year.

Based on industry standards, these proposals should include the following components:

1. Development and facilitation of a customized interactive leadership development program for Department Heads including tools to measure learning and outcomes.
 - a. Training should consist of two 3-hour workshops to be delivered in the 3rd and 4th quarters of FY2020 and seven 30-minute mini-sessions to be delivered at the monthly Department Head meetings on the last Thursday of each month
 - b. Optional second year training of four 3-hour classes and 10 mini-sessions for FY2021
 - c. Mini-sessions should reinforce the topics delivered in the quarterly workshops and be delivered without a PowerPoint presentation
2. Facilitation of two Supervision II series (one in the fall and one in the spring) for current and prospective supervisors.
 - a. Class content provided by the City.
 - b. Classes should be interactive.
 - c. Each series consists of 6 classes which include the following topics: DiSC Personality Profile and Myers-Briggs Type Indicator, Effective Communication (based on DiSC), Conflict Management, Change Management, Teamwork, Coaching and Feedback
3. Facilitation of two “Creating a Professional Brand” series (one in the fall and one in the spring) for employees who need assistance in developing themselves to make them better suited for internal promotional opportunities.
 - a. Class content provided by the City.
 - b. Classes should be interactive.
 - c. Each series consists of 8 classes for the fall which include the following topics: Oral Communication, Business Writing, Building a Resume (2 classes), Professional and Accountability, Interviewing Skills and Practice (2 classes), Marketing Yourself
4. Facilitation of two 3-hour workshops for our Succession Planning Program participants and their mentors.
 - a. Class topics selected by program participants and content provided by the City.
 - b. Classes should be interactive.
5. Facilitation of eleven free-standing classes with topics and content provided by the City.
 - a. Topics include but are not limited to Presentation Skills, Emotional Intelligence, Effective PowerPoint Presentations, Managing Up, etc.
6. Availability of facilitators from 8:30 – 11:30 a.m. on the following dates:
 - a. October 1, 2, 8, 15, 16, 22, 23, 29, 30
 - b. November 5, 6, 7, and 12
 - c. December 4, 5, and 10
 - d. January 16, 23, 28
 - e. February 12, 18, 19, 25, 26

- f. March 3, 4, 10, 11, 17, 18, 19, 24, 25, 16, 31
 - g. April 1, 7, 8, 21
 - h. May 5, 14, 19
 - i. June 3, 18, 9
7. Availability of facilitators from 9:15 – 9:45 a.m. on the following dates:
- a. October 31
 - b. January 30
 - c. February 27
 - d. March 26
 - e. April 30
 - f. May 28
 - g. June 25
8. All class materials will be printed by the City so printing costs should not be included in the proposal.
9. The City will provide audiovisual equipment, computers, flipcharts, markers, etc.
10. Total budget for FY2020 for the above components should not exceed \$45,000.
11. The contract period for FY2020 will be October 1, 2019 – June 30, 2020.
12. The contract period for year two of the contract will be July 1, 2020 – June 30, 2021.

Proposal Evaluation

As part of the evaluation process, the Evaluation Panel, consisting of City Staff, may engage in discussions with any Proposer. Discussions might be held with individual Proposers to determine in detail the Proposer's qualifications, to explore with the Proposer the scope and nature of the required contractual Services, to learn the Proposer's proposed method of performance and the relative utility of alternative methods, and to facilitate arriving at a contract that will be satisfactory to the City.

Since the City may choose to award a contract without engaging in discussions or negotiations, the Proposals submitted shall define the Proposer's best offer for performing the services described in this RFP.

Selection Process

Proposals will be evaluated for quality, completeness, and price value to the City of Winston-Salem by an Evaluation Panel. Selection shall be made from all offers deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation of factors included in the RFP, including price. Price shall be considered, but need not be the sole determining factor. The Evaluation Panel may cancel this RFP or reject proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous.

The City reserves the right, as part of the selection process, to request on-site (or virtual) demonstrations and/or presentations. In the event that such demonstrations or presentations take place, proposers will be selected for this process based on scores derived from the scoring matrix, which includes M/WBE participation, local availability, and all other applicable criteria. The scoring of the demonstration or presentation must be based upon the criteria from one or more of the original evaluation factors. After the demonstrations or presentations, each proposer will then be re-graded on the same criteria. The number of proposers chosen to take place in the demonstration/presentation process is subject to administrative discretion.

Evaluation Criteria

Below is a description of the evaluation criteria that will be used to evaluate the proposals. To be deemed responsive, it is important for the firm's proposal to contain appropriate detail to demonstrate satisfaction of each criterion and compliance with the performance provisions outlined in this RFP. The proposal will be the primary source of information used in the evaluation process. Proposal must contain information specifically related to the proposed services requested in this RFP. Failure of any firm to submit information requested may result in the elimination of the proposal from further evaluation.

Respondents will be evaluated for selection on the basis of the Proposer most qualified to meet the requirements of this RFP. Major criteria to be considered in evaluation may include, but shall not necessarily be limited to:

- **M/WBE Commitment** – Proposer’s efforts to comply with all the terms and conditions of the City of Winston-Salem’s Minority and Women Business Enterprise (M/WBE) Program through award of subcontracts to minority and women-owned business enterprises and utilization of minority and women owned business enterprise suppliers to the fullest extent consistent with the efficient performance of this contract. **Please refer to pages 10 through 23**
- **Location of Business** - “Location of Business: (A) Presence in Winston-Salem: Proposer must have a physical office within the corporate limits Winston-Salem (PO Box does not qualify). For proposals submitted to a City/County joint department, a physical office within Forsyth County is acceptable. (B) Presence in North Carolina: In order to determine a proposer’s presence or presence/location within the State of North Carolina, the proposer or at least one of the proposer’s employees must have a physical office location in North Carolina and the proposer must submit under confidential cover with his/her proposal, evidence that as the employer, the proposer has paid payroll taxes in North Carolina for at least one employee, (i.e. North Carolina Income Tax Withholding Form). Said employee(s) must work in an office, which may be an office physically located within the employee’s home in North Carolina. If it is a home office in North Carolina, then the proposer must also submit with his/her proposal, evidence of a valid home occupation permit for said office, or evidence that said home office is not in violation of any zoning requirements in the event the applicable city does not require a home occupation permit.
- **Relevant Experience/Qualification**
Service Providers will be evaluated on the background and experience information provided in tis RFP. In addition, Service Providers will be evaluated based upon their understanding and qualifications in performing the same or substantially similar Services, as reflected by its experience in performing such Services. The evaluation will include references regarding work for organizations with needs similar to the City's, and the feasibility of the Service Provider's approach for the provision of the Services.
- **Cost Effectiveness and Value.**
Under this criterion, Proposals will be compared in terms of the most reasonable and effective pricing options - The fixed price cost or hourly rate to provide services as required.
- **Quality of Proposal** - Meets RFP requirements - The respondent’s responsiveness and compliance with the RFP requirements and conditions. The respondent’s demonstrated ability to provide the service requested by the City through this RFP. The ability, capacity, and skill to fully and satisfactorily provide the service required in this RFP.

The following “Weighted Scale” will be used to evaluate each proposal

Evaluation Criteria	Weight
MWBE Commitment	20.00
Business Location	20.00
Relevant Experience/Qualifications	30.00
Cost Effectiveness/Value	10.00
Quality of Proposal	20.00

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