

# REQUEST FOR PROPOSALS

## HUMAN RESOURCES CONSULTING SERVICES

The Urban League of Portland, a Community-Based, Not-for-Profit Organization (the League) is soliciting a Request for Proposal from a proposer or proposers qualified to provide Human Resource (HR) Consulting Services.

## PURPOSE

Responses are requested from proposers capable of providing the League and its staff with Human Resources Consulting Services. Upon review of the proposals, the League will make a final decision as to which specific services will be performed and the timeline of performance. The specific services are listed in the Scope of Work.

## BACKGROUND

Urban League of Portland is one of Oregon's oldest civil rights and social service organizations, empowering African-Americans and others to achieve equality in education, employment, health, economic security and quality of life. The League is one of the oldest Black-led organizations in the region, is led exclusively by persons of color, and has approximately 75 full-time employees, with just over 90% identifying as Black or African America.

The League carries out its mission by investing in stable housing; through workforce development; community health; education and well-being; for our youth, adults, and seniors. Our culturally specific programs and services, combined with our powerful advocacy and civic engagement, empowers Black communities to thrive across Oregon and SW Washington.

The League operates out of 4 worksites around the city of Portland and has adapted in 2020 to remote work for many administrative functions. Currently HR duties are managed by the Director of Finance and administration. The Director of Finance and administration's function is to oversee the day-to-day activities within the organization administration, including payroll. The Director is supported by an Accounting Assistant who is responsible for payroll and an Operations Supervisor who is responsible for onboarding and offboarding.

## IDENTIFIED NEEDS

ULPDX is requesting proposals from qualified professionals for Human Resource Consulting. The qualified proposal would provide necessary services, which would enable ULPDX to:

- Ensure the efficient operation of its mission
- Have well trained staff who feel empowered to achieve their professional goals
- Reduce turnover and improve employee job satisfaction
- Empower staff to communicate often and encourage communication across all levels of the organization providing context for employees, allowing employees to feel more confident
- Allow leadership team to spend less time on personnel duties and more time on program development and strategic leadership
- Improve strategic vision for long term growth
- Enhance its quality of service to the entire community
- Set Clear Expectations/Roles and Responsibilities for staff and HR processes

## SCOPE OF WORK

Below is a list of specific services for which we are seeking bids from qualified proposers to for a work period estimate from May 15 2021-Dec 31 2021, with an extension possible if needed.

### Conduct One-Time Human Resource Audit.

- Provide a comprehensive assessment of the HR tasks that should be completed by a non-profit agency with fewer than 100 employees, making recommendations to close the current gaps in League's HR operations, and comparison to best practices.
- Conduct HR Compliance Reviews including reviewing the legal compliance of personnel files, operational practices, and personnel policies
- Assessing the quality of job descriptions and assuring compliance of classification, pay-scale and benefits evaluation and benchmarking for competitiveness
- Assessing mandatory training needs, such as unlawful harassment

### Improve and Provide Ongoing Oversight to Employee Recruitment Process

- Provide direction and improve process for advertising vacancies, screening employees, using recruitment tools and HRIS software
- Oversee the recruitment of several high-ranking vacancies including at the executive level, staff for the office of the president, along with a dedicated human resources position
- Provide direction to and improve process for interviewing and conducting reference and background checks
- Lead the hiring process including negotiation, hiring documents, and onboarding
- Develop and implement orientation process, assigning key roles and documentation of process

### Ongoing Management and Oversight for Employee Relations

- Identifying and mitigating personnel issues
- Responding to and investigating policy violations and employee grievances
- Conducting ongoing personnel policies reviews to assure compliance to changing law
- Conflict management training and on-going guidance for Leadership Team
- Provide training and consultation to Leadership Team on disciplinary process, performance documentation, employee retention, and other management skills
- Provide job title review and guidelines for promotion and succession planning
- Implement process for employee satisfaction surveys and feedback
- Provide training on Employee Assistance Program and best practices for its use
- Develop and improve separation, including off-boarding and exit interviews

### Building Training and Organizational Development Plans

- Building diversity initiatives that celebrate Black culture and create an environment welcoming to all
- Support ongoing team building, personal and professional development process
- Develop ongoing training opportunities for healthy workplace skills like conflict management, listening skills, time management etc.
- Catalog and assess online education and training opportunities to be made of available to all employees
- Providing coaching and counseling on competency building and professional development planning
- Making recommendations on long-term HR considerations including succession planning, contingency/emergency planning and process

## SUBMISSION REQUIREMENTS

Urban League of Portland is requesting that the proposal submitted address the subjects with specificity. We are looking for a secure, efficient process that enhances rather than hinders our productivity and quality of service, and effective, affordable informational technology systems.

Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than 8 pages.

**Proposals should be emailed no later than 05/15/21 attn: Sebastian Viteri to [rfp@ulpdx.org](mailto:rfp@ulpdx.org)**

Each proposal shall provide the following information:

## **Letter of Transmittal - must contain the following statements and information:**

- Company name, address, telephone number(s), and website.
- Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the proposer and to whom correspondence should be directed.
- A brief statement of your understanding of the services to be performed and a positive commitment to provide services as specified.
- The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
- A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date, and will become part of the contract negotiated with ULPDX
- A statement indicating that the contract to be awarded does not obligate the Urban League of Portland to purchase additional software, HR tools, or information systems from the vendor.
- The applicant must provide documented proof of ability to obtain professional liability insurance, e.g., copy of insurance binder or letter from carrier promising to provide the required coverage.

## **Profile - Provide a short profile of the proposer including at a minimum:**

- Diversity and professional background of leadership and staff
- The principal(s) and their experience and qualifications
- The experience and qualifications of the “key” staff to be assigned to the project
- Number of clients in the nonprofit, human services sector
- Location of office to service the account

## **Proposal – Must include the scope of work referenced above and a good proposal will include:**

- Description of the approach the proposer will use in providing the services requested. Description of how the proposer is positioned to provide the services requested, with a history of experience on providing similar services.
- A short description of how the proposer would provide a solution for the specific issues in the scope
- An estimated timeline (assume a May 2021 start date) to complete each one-time task, and an ongoing hours per month estimate
- Name, title, address, and telephone number of three references for clients, whom similar services have been provided, including a brief description of services performed
- A description of prior experience, including any similar projects
- A description of current work activities and how these would be coordinated with the project, as well as the proposer’s anticipated availability during the term of the project
- Scope of services beyond the RFP that the proposer provides which may be of interest to the Urban League of Portland



- Proposal summary, including why the proposer is pursuing the work and how it is uniquely qualified to perform the services to the Urban League specifically

## In addition to showing how you will meet the requirements outlined above, Proposers should also provide information regarding the following:

- Provide an overview of how proposers' practices and recommendations remain up to date on all State & Federal rules and regulations
- Provide an overview of how proposers define, evaluate, and implement best practice solutions and recommendations
- Explain how diversity equity and inclusion manifests in proposer's work and how proposer would bring that lens to a culturally-specific organization with a focus on the Black community

## Fee Structure

- Provide the Proposer's fee structure, including appropriate "rate sheets."
- A total, maximum price to accomplish all the work described in Scope of Work.
- A budget and fee structure for each category/task/subtask.
- Provide fee structure for services outside the Scope of Work.
- Budget should include account management fees, out-of-pocket expenses. Travel to and from the League offices, and the costs associated with it, will be the responsibility of the Proposer. However, the League reserves the right to adjust both the budget and related services.

## Draft Contract Language

- The successful Proposer(s) will enter into a contract for services with the League and should submit a draft contract with their proposal.
- The duration of the initial contract between the League and the successful Proposer is expected to begin upon the date of contract approval.
- The draft contract must estimate the billing rate or fee that would be applicable to each section of the scope above

## EVALUATION CRITERIA

Proposal Area	Points
Qualifications and experience of the Proposer (the person or entity legally responsible for the provision of services) in the professional areas listed in this RFP. Includes the diversity, qualifications and experience of the Proposer's team leader and other Key Personnel (including subcontractors, if any) in the professional areas listed in this RFP and in similar projects.	20
Demonstrated ability to establish, maintain, and communicate project consensus, demonstrated ability to complete projects timely and efficiently; demonstrated ability to provide all of the necessary coordination to complete projects. (20 points)	20



Proposed approach to provision of services. Includes philosophy and understanding of how to deliver the services in line with the Urban League’s Mission and an approach to external awareness and issues that might arise. (15 points)	15
Proposed methodology of management approach of project team and assigned work tasks; including status updates. (15 points)	15
Experience working with nonprofits organizations, most especially those that serve the Black community or other communities of color. (15 points)	15
Proposed fees and expenses. (15 points)	15
Total	100

Designated League staff or selected advisors will evaluate the written proposals. The League may at any time during the evaluation process seek clarification from the Proposers regarding any information contained within their proposal. Final scores for each Proposer will reflect a consensus of the evaluations.

The League may require an interview in addition to the evaluation of written proposals.

The award will be to the most qualified company or individual(s) whose proposal is deemed most advantageous to the League; all factors considered.

## MISCELLANEOUS

ULPDX President & CEO and selection committee reserve the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in ULPDX’s sole judgment, best meet the requirements of the program.

The RFP creates no obligation on the part ULPDX to award a contract or to compensate the Proposer for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews. ULPDX reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any discussions.

Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets. The vendors may be required to justify why ULPDX should not, upon written request, disclose such materials anonymously.

The League reserves the right to award to one or more Proposers.

**Please Direct Questions via Email to [RFP@ulpdx.org](mailto:RFP@ulpdx.org) with HR RFP in the subject line, no later than 04/30/21. Final proposal due no later than 05/15/21.**