

**TOWN OF  
APPLE VALLEY, CALIFORNIA**

**AGENDA MATTER**

**Subject Item:**

**REQUEST FOR PROPOSALS (RFP) - CONSULTATION AND/OR COUNSELING SERVICES FOR THE STAFF OF THE TOWN OF APPLE VALLEY**

**SUMMARY STATEMENT**

At the Town Council Meeting of July 27, 2010, the Town Council directed the Town Attorney to prepare for Council review a Request for Proposal (RFP) for counseling services for the staff of the Town of Apple Valley.

An RFP has been prepared to solicit proposals from firms experienced in these types of services. Staff recommends Council approve the RFP and authorize the Town Attorney to solicit proposals for Council's consideration.

**Recommended Action:**

That the Town Council approve the proposed Request for Proposal (RFP) and direct the Town Attorney to solicit proposals from experienced and qualified firms.

**Proposed by:** John Brown, Town Attorney

**Item Number** \_\_\_\_\_

**T. M. Approval:** \_\_\_\_\_

**Budgeted Item**  Yes  No  N/A

# TOWN OF APPLE VALLEY

## REQUEST FOR PROPOSALS FOR ORGANIZATIONAL DEVELOPMENT/TEAM BUILDING CONSULTANT FOR THE TOWN OF APPLE VALLEY

### Request for Proposals for:

Organizational Development/Team Building Consultant

The Town of Apple Valley (the "Town") is seeking an experienced consultant to perform the following service: **Observe the Town's current practices, procedures and records in order to develop an effective organizational development/team building plan to promote a more effective and goal oriented team relationship within its management and staff and assist the Town with implementation of the plan.**

### Issued on September \_\_\_\_\_, 2010 by:

Best Best & Krieger LLP  
Town Attorney  
Town of Apple Valley, CA

### Proposal Due Date:

5:00 p.m. on \_\_\_\_\_, 2010

### Proposal Due To:

John Brown, Town Attorney  
Town of Apple Valley  
Best Best & Krieger LLP  
3500 Porsche Way, Suite 200  
P.O. Box 4360  
Ontario, CA 91764



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### I. Introduction

The Town of Apple Valley is seeking a qualified organizational development/team building consultant with extensive experience in organizational and behavioral development. The successful candidate will be responsible for observing the Town staff and management's practices and procedures and developing a plan for Town management and staff to effectively and productively work together in establishing and achieving common goals. At the conclusion of the program, the consultant will be asked to present the Town Council with a written report regarding the management/staff relationship and his/her professional opinion outlining actions the Town should take to promote a more goal-oriented and cohesive team of management and staff. The successful candidate may also be asked to make an oral report of their findings as well.

## **II. Background**

The Town of Apple Valley is a General Law Council/Manager municipality located within the County of San Bernardino. The Town is currently managed by the Town Manager, three Assistant Town Managers, and several department heads.

The Council has determined a need for a qualified Consultant who would assist Town management and staff in finding more productive strategies and methods for working together and to nurture their professional relationships in order to broaden the lines of communication between management and all employees. This would promote a more fluid and more effective means of setting and attaining common goals. Town Council has also determined a need for the development of a more clear-cut description of management's expectations of Town staff in order to correctly assess Town staff's qualities and inefficiencies. This would promote a more focused, goal oriented team of staff with a higher performance rate.

## **III. Scope of Services**

The Town of Apple Valley's Town Attorney is seeking an experienced Organizational Developmental/Team Building Consultant to perform the following service: **Observe Town management and staff's practices and procedures and assist it in developing and implementing more efficient and effective ways for Town management and staff to work together in setting and achieving common goals.** The Consultant must also then make a written report containing its findings and determinations as to the management/staff relationship and their professional opinion outlining actions the Town should take to promote a more goal-oriented and cohesive team of management and staff. The Consultant should be prepared to make an oral report of their findings and conclusions if called upon to do so by the Apple Valley Town Council.

## **IV. Submission Requirements**

The proposal, **not to exceed 15 pages**, shall include the following information **submitted in the order requested**:

1. Name of Company or individual and contact information
2. A statement that demonstrates the Consultant's understanding of the project and services required
3. Proof of Consultant's prior Organizational/Behavioral Development background (at least 10 years of related experience)
4. Proof of Consultant's active and current qualifications
5. A summary of a similar project experience in which the Consultant or Company has taken a lead role.

6. A summary, with resumes (**include resumes as exhibit in addition to Proposal**), of any other staff persons that will be directly involved in the project. Staff resumes should focus on individuals who will have primary responsibility for performance of the work with less emphasis on company principals unless company principals will be directly involved in project implementation.
7. Client references (name and title, addresses, phone number) of other cities/agencies who can address the quality of the work, and related issues, of the Consultant or key staff to be involved in the project.
8. Designation of a single point of contact for coordination of the project and primary office from which the work will take place.
9. Proposed use of Town staff, as well as any equipment, materials or additional data that will be expected from the Town during the course of the project.
10. Projected timeline.
11. Cost and payment schedule, including method for calculating total cost estimate and any other projected costs.
12. A description of the Consultant's proposed approach to the project, including an outline of the proposed tasks in sequential order, milestone dates, and proposed methodology.
13. Previous work done for and connections with individuals associated with the Town of Apple Valley.
14. Submit three (3) copies of the proposal and one (1) copy on CD to the address indicated on the cover.

#### **V. Evaluation and Selection Criteria**

All responsive proposals will be evaluated and scored in accordance with adopted evaluation criteria by the Review Panel. Depending upon the number of responsive proposals received, the Review Panel will, as appropriate, recommend the top-scoring Respondent to the Town Council. In the sole discretion of the Review Panel, Respondents rated #2 and #3 may be submitted to the Town Council in the event the Town Council selects Respondent #1 and the Town and Respondent #1 are unable to consummate negotiations by entering into an appropriate agreement. Proposals will be ranked based primarily upon the following criteria:

- A. Consultant's understanding of the project requirements
- B. Consultant's approach to the project
- C. Consultant's proposed completion date of the project
- D. Consultant's related project experience
- E. Consultant's experience as both a Organizational and Behavioral Development Consultant
- F. Consultant's neutrality concerning the members of the Town Council of the Town of Apple Valley management and staff
- G. Reference checks
- H. Project Cost

A Review Panel interview will be scheduled with the highest scoring respondents. The agreement shall include a "Not to Exceed" total for the contract.

In the discretion of the Review Panel, or at the request of the Town Council, in addition to the Proposal of the top-scoring Respondent, Proposals, or summaries of Proposals of additional Respondents, may also be submitted to the Town Council for its consideration before awarding a contract for Developmental/Behavioral Consulting, and also for future consideration in the event the Town Council and the recommended Respondent are unable to consummate negotiations for and enter into an appropriate agreement. The Council reserves the right to enter into an agreement with the top-scoring Respondent, or may determine not to enter into an agreement. The decision of the Town Council is final.

**VI. Authority to Withdraw**

The Town of Apple Valley reserves the right to reject any and all proposals and waive any irregularities or informalities in the Request for Proposals process. The Town of Apple Valley further reserves the right to award the contract to other than the lowest, responsible proposer if such action is deemed to be in the best interest of the Town of Apple Valley

**VII. Indemnification**

The chosen Consultant will agree to protect, defend, indemnify and hold harmless the Town, its Town Attorney, officers officials, directors, agents, employees, servants, and volunteers free and harmless from any and all liability, claims, judgments, costs and demands, including demands arising from injuries or death of persons (including employees of the Town and the supplier) and damage to property, directly or indirectly out of the obligations herein undertaken or out of the operations conducted by the supplier, its employees, agents, representatives or subcontractors under or in connection with this contract.

**VIII. Agency Discretion, Non-Liability Waivers and Hold Harmless**

The information in this RFP is intended to provide general information regarding the need for services. This information is not intended or warranted to be a complete statement of all of the information respondents may be required to ultimately submit.

This RFP does not commit the Town of Apple Valley's Town Attorney or the the Town of Apple Valley to pay any costs incurred in the preparation of a response to this RFP. The Town reserves the right to accept or reject any proposal in part or in its entirety. The Town reserves the right to choose any number of qualified finalists. In addition, the Town reserves the right to issue written notice to all participants of any changes in the proposal submission process and schedule, should the Town determine, at its sole and absolute discretion, that such changes are necessary. **The proposing entity, by submitting a response to the RFP waives all rights to protest or seek any legal remedies whatsoever regarding any aspect of the RFP.**

**VIII Project Tentative Timetable**

<u>Date(s)</u>	<u>Action(s)</u>
September ____, 2010	RFP disseminated
_____, 2010	Proposals submitted to Best Best & Krieger LLP by 5:00 p.m.
_____, 2010	Interviews (if necessary)
_____, 2010	Award of Contract
_____, 2010	Completion date and presentation of Consultant's report

**IX. Contact**

All questions regarding this Request for Proposals shall be directed to:

John Brown  
Town Attorney for Apple Valley  
Best Best & Krieger LLP  
3500 Porsche Way, Suite 200  
P.O. Box 4360  
Ontario, CA 91764  
Phone: (909) 466-4940  
Email: [John.Brown@bbklaw.com](mailto:John.Brown@bbklaw.com)