



## / Opportunities

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City Wide / General Services, Technology Goods & Services

### Professional Consulting Services RFP

The City of Charlotte is soliciting a Request for Proposals (RFP) to acquire professional consulting services for strategic planning, research, analysis, and development to improve local government operations. This multi-year contract will be awarded to multiple vendors that best meet its needs for these services. The Consultant(s) shall be established, qualified, and experienced consulting firms capable of providing versatile strategic planning resources, support, and consultation in the local government arena. The Consultant(s) must be capable of performing various tasks, up to and including, but not limited to:

- Providing strategic planning for various City departments, programs, services, initiatives, and activities;
- Providing expert- and research-based advice on strategic development, capacity building, business strategies, and process improvement;
- Conducting operational analyses, assessments, and audits in an effort to ascertain organizational effectiveness and identify opportunities for improvement. Analyses and assessments may involve such areas as operational effectiveness and accountability, organizational structure and performance, resource management and alignment, change management, workforce needs and development, succession planning, and management practices;
- Analyzing, developing, and implementing management strategies, to include but not be limited to, crisis management, protection of the City brand, and reinforcing City relationships;
- Conducting surveys regarding the City's reputation and perception by residents, employees, customers, local business partners, regional partners, and other stakeholders;
- Conducting market research based on current market trends and best practices among peer cities, at a minimum;
- Facilitating and/or conducting strategic mapping initiatives, to include benchmarking metrics;
- Assisting City staff in testing and implementing strategy map recommendations;
- Facilitating and supporting strategic conversations, meetings, trainings, focus groups, and retreats with internal and external stakeholders; and
- Providing appropriate support as requested for special projects as assigned by the City Manager or designee.

### Details

Posting Number	2024-Q2(Apr-Jun)-CTW-14465
Anticipated Posting Date	2024-06-03

Commodity Code(s): 918, 91800, 91804, 91806, 91807, 91812, 91817, 91821, 91826, 91827, 91828, 91829, 91830, 91832, 91835, 91838, 91840, 91841, 91843, 91846, 91858, 91861, 91869, 91871, 91874, 91875, 91876, 91883, 91890, 91892, 91894, 91896

## Requirements

Last Updated: 06/07/24

### Insurance Requirements

The City requires the awarded vendor(s) to obtain and maintain the following insurance coverage types:

- Automobile-For automobile operations liability
- Errors & Omissions / Professional Liability-For negligence or failure to perform in a professional capacity
- General Liability-For bodily injury or property damage, arising from products, premises, completed work, personal & advertising injury
- Workers Compensation-For lost wages and medical expenses of injured workers

### Estimated Total Value

The total project value is anticipated to be:

- \$1,000,000 -4,999,999

### Contract Term

The term of the project is anticipated to be:

- Multi-Year

## For Questions, Contact:

**Kassandra Davis**

City Contact

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