

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 | 2024-05-31                                    |
| Commodity Code(s):       | 918, 91800, 91804, 91806, 91807, 91812, 91817 |

# Requirements

Last Updated: 05/15/24

Estimated Total Value

The total project value is anticipated to be:

Contract Term

The term of the project is anticipated to be:

☒ Multi-Year

For Questions, Contact:

Kasandra Davis

City Contact

[kasandra.davis@charlottenc.gov](mailto:kasandra.davis@charlottenc.gov)