



November 30, 2009

REQUEST FOR QUALIFICATIONS & QUOTE

MANAGEMENT TRAINING AND BUSINESS ANALYSIS

INTRODUCTION

The City of Hayward (the "City") is seeking an experienced and qualified consultant to provide advice, counsel and project management/leadership training services to its management staff. The City's objective is to provide its managers and supervisors the skills and knowledge necessary to reevaluate City processes, systems, and procedures. The instruction will empower City staff to improve the effectiveness and efficiency with which services are provided to the community.

SCOPE

Training will include a core curriculum addressing the following knowledge and skills:

- Leadership principles
- Project management
- Documenting processes with flow charts
- Measuring productivity, efficiency, effectiveness in the provision of services to the community
- Business process analysis
- Creative thinking
- Problem solving
- Process mapping
- How to build a business case for a proposal
- Time management
- Presentations
- Budgeting
- Long range planning

Training is expected to be provided for 20 to 24 managers/students at a time and will include classroom time followed by a practical application phase where students will apply the new skills to solve a problem or recreate a current City business process. Processes that may be studied/improved include:

- Purchasing
- Hiring and orientation of new employees

- Preparation of a cost/benefit analysis
- Determining the fiscal/economic impact of a project
- Preparation, review and distribution of staff reports
- Building permit review
- Code enforcement case management
- Budget preparation
- Internal work order management, such as technology and facilities requests
- Rewrite & integrate Administrative Rules, Personnel Rules and Supervisor's Handbook
- Create an all encompassing, all department, safety, tactical & general, employee accessible electronic training record system.
- Create an on-line employee accessible all personal benefits record system – one stop benefits shopping & information platform.

Upon completion of the training, City management staff will be better equipped to answer questions such as: How do we determine whether or not a project was successful? Are we delivering a service to the public in the most efficient manner possible? How much did it cost to provide that service?

The City would like to begin this training program in February or March of 2010. We envision a timeline for the program to be approximately six months, with about two days of training per month. However, we are interested in your proposed timeline and schedule to accomplish the objectives listed above.

DEADLINE FOR QUESTIONS

Only written inquiries (e-mail is preferred) will be accepted. The deadline for submitting questions is December 15, 2009. Answers to questions will be posted on the City's website for the benefit of all consultants.

REQUIRED ELEMENTS OF SUBMITTALS

Responses must include the following elements. Each section shall not exceed the number of pages indicated.

1. Cover Letter (1 page) – Begin with a letter introducing your firm and summarizing your general qualifications and a summary of your approach to completing the training. Include a signature to verify that the person submitting the response is an authorized agent for the company.
2. Statement of Qualifications (3 pages) – Provide evidence of experience related to the services that will be provided to the City of Hayward.
3. Key Personnel (5 pages) – Names of key personnel who will be assigned to this project. Provide resumes including titles, experience, and periods of service with the firm.
4. Recommended Timetable (1 page) – The Consultant should provide a proposed schedule of classes and timetable for discussion purposes. The final schedule and timeline will be developed at a later date.

5. Budget and Fees (2 pages) – The Consultant should provide an estimate of the cost for providing the training. The cost should include all training hours and all other related expenses.
6. Evidence of Previous Experience (10 pages) – Provide documentation showing experience proving training similar to that requested by the City of Hayward.
7. Client References (3 pages) – Include budget, location, and whether or not the contract was with a public agency.

EVALUATION OF SUBMITTALS

Proposals should contain information sufficient to permit the City to evaluate properly the qualifications of the Consultant and any sub-consultants. The City will look for a firm demonstrating a proven track record training corporate and/or government staff and an ability to work closely with the City's executive management staff throughout the process. Depending on the qualifications and quotes received, the City may follow up with a Request for Proposals.

DEADLINE FOR SUBMITTAL AND DELIVERY OF QUALIFICATIONS & QUOTE

The deadline for submission is **Wednesday, December 23, 2009, at 5:00 p.m.**

Proposals must be submitted via e-mail by **Wednesday, December 23, 2009, at 5:00 p.m.** to:

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