

City Wide / Professional Services

Professional Consulting Services

The City of Charlotte (“City”) will be seeking professional consulting services for strategic planning, research, analysis, and development to advance more streamlined and effective local government operations. 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.

The City is interested in Consultants who have experience in any of the following service areas, at a minimum: diversity and inclusion, economic development, human resources, information technology, public safety, social justice, sustainability and resiliency, and workforce needs and development.

Details

Posting Number 2022-Q3(Jul-Sep)-CTW-4733

Anticipated Posting Date 2022-09-15

Commodity Code(s): 91804, 91806, 91812, 91820, 91821, 91826, 91827, 91832, 91835, 91849, 91858, 91865, 91866, 91875, 91881, 91883, 91890, 91892, 91893

Requirements

Last Updated: 03/19/21

Estimated Total Value

The total project value is anticipated to be:

\$250,000 - 499,999

Contract Term

The term of the project is anticipated to be:

Multi-Year

One year plus two one-year renewals

Utilization

The City anticipates setting goals for the following types of subcontractor utilization:

To be determined on a task order basis.

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

For Questions, Contact:

Shannon Wilson

City Contact

Shannon.Wilson@ci.charlotte.nc.us