



Request for Proposal (RFP): Coaching and Consultant Services

Background:

Budget Code 0 1210002.7076.776

The New Orleans Transit Authority (RTA) is undergoing a leadership change and has identified a need to support current, emerging, and new executive team members in their professional development and in team building amongst the executive team. Executive Coaching is recognized as a valuable tool that can provide tremendous benefits by empowering high performance, effective communication, and leadership development.

The RTA invites qualified consultants to submit a proposal to provide executive coaching services for its Chief Executive Officer and Executive Team as further detailed in the Scope of Services:

Scope of Services:

A. Individual Coaching Services

Coaching services would focus on identifying and prioritizing developmental issues and goals with an action plan.

- The coach will collect data through various sources such as client cluster and air at 360-degree feedback and/or other assessments such as Myers-Briggs DiSC, Hogan, etc.
- The coaching will be for up to one year.
- Most coaching relationships are expected to be one-on-one, however, occasional team/group coaching approaches may be used or requested.
- Delivery may be an in-person coaching, virtual coaching, or blended delivery using in person and electronic delivery methods.
- The coaching relationship will start with a meeting between the employee and the coach client and the coach. Together a coaching agreement will be defined. The coaching agreement will include assessments to be used desired outcomes, frequency of coaching meetings, duration of the engagement and a statement outlining confidentiality, and metrics of success.
- Coaching relationships will be for specified. Once the coaching approach is defined, the coach will provide the client with his/her manager/sponsor with a detailed coaching plan.
- Assessments and other team slash diagnostic tools can be used to provide the most comprehensive coaching plan for the coaching client.

B. Assessments/Diagnostic Tools



A collaborative development process may require individual, manager, and peer/coworker assessments.

- Assessment tools may vary based on the individual needs of the individual/manager/team.
- The utilization of assessment tools including purpose, value, cost, and ownership of results will be reviewed prior to their use, to ensure the best value for the organization.

C. Teambuilding

Team building will be used to enhance social relations and define roles within the executive team. These services are an essential piece of the development process for the teams and manager relationships.

- Delivery may be an in-person facilitation or blended learning of in person and electronic delivery methods. Specific topics and focus areas will be defined by management and vary based on the needs of the team/or RTA. Examples of topics include strategy, vision and purpose, teamwork, motivation, understanding perspectives, finding efficiencies, behavior awareness, manager assumptions, and accountability.
- The type of team building activities may vary from activities focused on high functioning highly productive teams to teams needing techniques to improve productivity and inclusion.
- Workshops may vary in length from one hour, half day or full day increments depending on the organizational needs.

D. Facilitation Services

Facilitation services may be an integral component of successful workshops and meetings, especially if the message requires complicated outcomes, requires accountability, commitments, or if the topics are sensitive.

- Specific topics and focus areas will vary based on the needs of the client and/or specific organization with whom the affiliation occurs. Small or group facilitation may be needed with topics such as but not limited to strategic planning workshops, understanding diversity, addressing inclusion in the workplace, manager accountability, goal setting, minor level conflict resolution topics, executive and/or mid manager coaching, team building change management or specific topic discussions.
- Facilitation sessions may vary in length from one hour, half day or full day increments depending on organizational needs. Facilitation may require multiple sessions. The length and number of sessions will be agreed in advance at the facilitation services.

E. Deliverables

- Meet with required staff to assess level of commitment and willingness to participate in the coaching program, determine goals, assess strengths and challenges.
- Meet with supervisory staff to discuss goals and staff strengths and challenges.
- Conduct the diagnostic assessment after staff takes the assessment, to best identify issues, and discuss development of a work plan with staff and supervisors.

Proposer's Minimum Qualifications:

A. Required Minimum Qualifications:

The following qualifications are the minimum required qualifications that a Proposer must have in order for a Proposal to be considered:

1. Experience in a public-sector setting and an understanding of the union environment.
2. Experience with trauma-informed approaches to communications and culture change systems.
3. Ability to offer ongoing coaching services.
4. Experience conducting interviews and focus groups exploring challenges and opportunities for improvement.

B. Preferred Qualifications: The Proposer is expected to have the following:

- Expertise in social equity, racial equity, and cultural equity.
- A good understanding of organizational system change models.
- The ability to facilitate safe dialogue with management and union members.
- Experience creating on-going learning and accountability systems.
- Experience reviewing complex government processes and documents, including personnel policies, standard operating procedures, collective bargaining agreements, etc.
- Experience coaching in public transit environments with the ability to provide technical resources related to fleet management, service delivery, and Federal Transit Administration resources or other identified needs.

Pricing:

The respondent will provide pricing for the following categories of coaching and assessment services:

Category	Frequency	Cost/hour or Cost/participant
CEO 1-1 Coaching	Weekly (52 Sessions)	\$20,800/year
Transit Specific Technical Assistance	As needed	\$10,100.00
C-Suite Executive Coaching (10 Chiefs)	Monthly (1hr/chief)	\$48,000.00
Meeting, Group, Teambuilding facilitation	10 4-hour sessions	\$36,000.00
Assessment Tools	As Needed	\$10,100.00

Evaluation Criteria:

The following criteria will be used to evaluate

Proposals: Qualification of the Firm 35 Points

Staffing and Project Organization 20 Points

Work Plan/Project Understanding 30 Points

DBE/SBE Participation 10 Points

Cost Proposal 5 Points

Terms:

Three years, with an option to renew for two additional years,

Budget:

\$125K Annually.