



HUMAN RESOURCES SOLUTION

REQUEST FOR PROPOSAL

Massachusetts Growth Capital Corporation
Schrafft's City Center, 529 Main Street, Suite 201, Charlestown, MA 02129

EmpoweringSmallBusiness.org

RFP Issued: 04/02/2024

Responses Due: 04/23/2024

Response Deadline Extended: 05/07/2024

Request for Proposals Human Resource Consulting Firm

I. GENERAL INVITATION

Massachusetts Growth Capital Corporation (MGCC) is issuing a RFP for a human resource solutions company to assist in a range of human resource services.

It is MGCC's policy to evaluate our corporate needs and bid major services. We are soliciting proposals from a number of human resource companies. The company selected will be hired to assist MGCC in our human resource needs in a part-time capacity.

MGCC is a quasi-public corporation established in 2010 under Chapter 40W of Massachusetts General Laws. The governor of the Commonwealth appoints the twelve-member Board of Directors. In addition, MGCC is exempt from Federal income taxes under Section 501(c)(3) of the Internal Revenue Code. MGCC was created from the consolidation of the Massachusetts Community Development Finance Corporation (CDFC) and The Economic Stabilization Trust (EST).

The scope of the assignment will be focused on the following areas:

- Human Resource Planning
- Recruitment & Selection
- Compensations & Benefits
- Training & Development
- Performance Management & Evaluation
- Health & Safety
- Confidentiality
- Personnel Files to Review
- Legal Compliance
- Quasi Training & Reporting Requirements

Human Resource Consulting Firms or Individuals with demonstrated experience in these areas, and with an interest in making their services available to MGCC, are invited to respond to this RFP. There is no expressed or implied obligation for MGCC to reimburse responding firms for any expenses incurred in preparing proposals in response to this request. The selected Respondent(s) (hereinafter "Contractor") awarded a Professional Services Contract shall perform all tasks and functions associated with the Services as required in this RFP. It is the intent of MGCC to award a contract based on their qualifications and specialized experience in HR as a result of this RFP.

The work contemplated is professional in nature. It is understood that the Respondent acting as an individual, partnership, corporation or other legal entity, is of professional status, and will be governed by professional ethics in its relationship to MGCC. It is also understood that all reports, information, or data prepared or assembled by the Respondent under a contract awarded pursuant to this RFP are confidential in nature and will not be made available to any individual or organization, except MGCC, without prior written

approval from MGCC. Any contract resulting from this document will require the Respondent to execute a statement of confidentiality.

The Contractor shall be financially solvent and each of its members, if a joint venture, its employees, agents or subcontractors of any tier shall be competent to perform the services required under this RFP document.

II. SCOPE OF SERVICES

The firm or individual will conduct an in-depth review of the MGCC Human Resource planning, recruitment, and processes, identify key challenges, lessons learned, and recommendations to strengthen the management, practices, and processes and prepare an inception report defining the scope of review, data collection and approach. The following are some of the components MGCC expects the contractor to review and provide recommendations where necessary. The List is only indicative and not exhaustive.

Human Resource Planning

- Verify Human Resource Planning, forecasting, estimation, and proper deployment of staff in various departments to ensure MGCC activities and operations are conducted in an efficient and economic manner

Recruitment and Selection

Reviewing of the recruitment and selection processes and procedures to measure the effectiveness of these processes, actions and to confirm compliance with MGCC's policies. The review will consist of, but not limited to, the following:

- Job Postings
- Screening
- Job Descriptions/Position Descriptions/Duty Lists
- Hiring and Orientation/Training
- Documentation and adequate checks (background, medical, etc.) with regards to new recruitment

Compensation and Benefits

- Verify the compensation and benefits to employees is as per MGCC's Policy
- Verify the compensation and benefits are in accordance with labor laws

Training and Development, Reviewing of:

- Process for assessing the organization's immediate and future training and development needs

- Process of evaluation of the effectiveness of the training and development programs
- Employee Handbook and its implementation

Performance Management and Evaluation

- Process for identifying and mitigating personnel issues in a timely basis
- Conflict management policy
- Adherence to applicable labor laws and policies
- Verification of procedure and format of performance reviews/reports. Comment on its adequacy, job functionality etc.

Health and Safety

- Protection and prevention of diseases and/or illnesses according to the CDC recommendations for office and business spaces
- Workplace accidents, injuries and illness reporting guidelines and reporting procedures
- Security Procedures

Confidentiality

- Review Confidentiality & Non-Disclosure Agreement for compliance
- Review any other Code of Conduct to ensure compliance
- Sensitive materials, customers files, employees' files and confidential information securely stored

Personnel Files Review to Ensure:

- Audit of personnel files
- Personnel files confirm that information is updated and filed in an organized manner, and kept for their required duration
- Disciplinary actions and resolution
- Types of training provided

Legal Compliance:

- Enforcing all applicable labor laws of Massachusetts and the U.S.
- Ensure ongoing alignment of all applicable labor laws of Massachusetts and the U.S.
- All appropriate labor notices and circulars are displayed in an easily visible location
- Ensure that all Quasi State Agency compliance forms are updated

Quasi Training & Reporting Requirements:

- Ensure that all Quasi State Agency compliance forms and trainings are complete and up to date: SFI Filer Role, Conflict of Interest Law, Whistleblower Policy, Written Information Security Policy, Confidentiality & Non-Disclosure Agreement, W-9, & Cyber Security.

Kindly note the above scope is only indicative and not exhaustive.

III. DELIVERABLES

The Firm or Individual should submit a report at the end of the review, as per the Scope stipulated above, which includes analysis, review findings, observations, lessons learned, and recommendations. Before releasing their review findings, the selected Firm or Individual should validate the findings of the review as well as the recommendations with the President of MGCC or delegate.

IV. GENERAL INFORMATION AND GUIDELINES

We hope this information proves useful and that your company will respond to our request for proposals.

Your proposal should include:

- ✓ The services you propose to offer and a summary of qualifications of the company's principals, particularly the person proposed to manage this relationship
- ✓ A summary of current clients we might call for references. We would prefer a good mix of non-profit and government clients you have. (This list doesn't have to be more than three clients)
- ✓ Your proposed fee for services
- ✓ Any other information you feel would be useful in evaluating your proposal

Deadline and Procedures for Submitting Proposals:

To be assured of consideration, Proposal responses must be received by MGCC no later than **5:00pm on May 7, 2024**.

Please submit an electronic copy in PDF format sent to Jaime Montesano, Executive Assistant, at jmontesano@massgcc.com and the email subject line should be marked:

Request for Proposal (RFP) for Human Resources Solution

MGCC will not accept responses delivered after the established deadline stated above. If the response is delivered after the established deadline, a Respondent shall be deemed non-

responsive to the solicitation requirements.

No paper submissions will be accepted.

MGCC is within its rights to consider a proposal non-responsive and disqualify a prospective Respondent if it does not follow this format or if the proposal fails to include all of the requirements of this RFP.

All questions about the RFQ should be directed to the RFQ contact listed above.

MGCC is soliciting proposals pursuant to a determination that such a process best serves the interests of MGCC and not because of any legal requirement. MGCC reserves the right to accept any proposal, to withdraw or cancel this RFP, to modify or amend any proposal, to waive any informality and otherwise affect any agreement that MGCC deems in the best interest.

MGCC does not discriminate on the basis of race, color, religion, sex, national origin, ancestry, sexual orientation, gender identity, age, familial status, children, marital status, veteran status or membership in the armed services, the receiving of public assistance, or physical or mental disability in the access or admission to its programs or employment, or in its programs' activities, functions or services.

V. PREPARING PROPOSALS: REQUIRED INFORMATION

Each Proposal response must contain all of the following documents and must conform to the following requirements.

A. Cover Letter

Respondent must submit a cover letter signed by an authorized representative of the entity committing Respondent to provide the services as described in this RFP in accordance with the terms and conditions of any contract awarded pursuant to the RFP process. The cover letter must:

1. Indicate the number of years the company and/or Individual has been in the HR business. For Individuals, an up-to-date resume will suffice.
2. Identify the legal name of the company/Individual, address, its principal place of business, and the names of its principal(s).
3. Indicate the name, number and e-mail address of the principal contact for this submittal, oral presentation or negotiations.

B. Executive Summary

Respondent must provide an executive summary which explains its understanding of MGCC's intent and objectives and how their Proposal would achieve those objectives. The summary must discuss Respondent's strategy and methodology for successfully conducting the Human Resource audit for MGCC; capacity to perform satisfying the scope of services in the RFP and any additional factors for consideration.

C. Company Profile Information

Respondent must provide a brief history and description of their firm's business and its performance experience in Human Resource Review.

Professional Qualifications & Experience

Respondent must provide a summary of individuals who will be dedicated to the services. For each key person identified, Respondent must provide the following information:

- Summary of the key personnel who will be dedicated to the services as proposed.
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- Resumes or corporate personnel profiles with past experience for each of the key personnel, including a description of their roles and responsibilities on recent projects of similar type, and scope relating to the Scope of Services as described in this RFP.

D. Human Resource Audit Approach

Respondent must describe the methodology for providing the services solicited by this Request for Proposals. Respondent should set forth a work plan and timeframe.

E. Cost Proposal/ Pricing

Respondent must provide a cost proposal and/or pricing for the scope of services described in this RFP.

VI. EVALUATING PROPOSALS

An Evaluation Committee, which will consist of the President of MGCC and Committee members, will review and evaluate the Proposal.

Disclaimer

This RFP is a request for proposals only and not an offer document. Answers to this RFP must not be construed as an acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, Respondents shall be deemed to have satisfied themselves with and to have accepted all terms and conditions of this RFP. MGCC makes no representation, warranty, assurance, guarantee or endorsements to Respondent concerning the RFP, whether with regard to its accuracy, completeness or otherwise, and MGCC shall have no liability towards the Respondent or any other party in connection therewith.