

RFP #25-04 Citywide Staffing Assessment Questions and Answers

August 21, 2025

1. *What would be the number of awards you intend to give?*
 - A. One award

2. *What are the estimated funds that are estimated to be allocated for this contract?*
 - A. \$100,000 was adopted in the FY 2025-2026 Budget. Any selected or preferred proposed services exceeding the FY 25-26 adopted budget will require separate City Council appropriation of funds.

3. *What is the tentative start date of this engagement?*
 - A. Contract award is expected to be October 7, 2025, commencing immediately thereafter.

4. *What is the work location for the proposed candidates?*
 - A. Consultant and contract work may occur remotely and at City facilities.

5. *Is this a new contract or are there any incumbents?*
 - A. This is a new contract, no incumbents.

6. *Are there any point points or issues with the current vendor(s)?*
 - A. Not applicable.

7. *Could you please share the previous spending on this contract, if any?*
 - A. Not applicable.

8. *Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?*
 - A. No.

9. *How many positions were used in the previous contract (approximate)?*
 - A. Not applicable.

10. *How many positions will be required per year or throughout the contract term?*
 - A. Not applicable.

11. *If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could vendors replace them with equally qualified resources?*

A. No, all final resources must be provided at time of proposal submission.

12. *Can we provide hourly rate ranges in the price proposal?*

A. Yes.

13. *Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?*

A. Onsite and remote work may be provided.

14. *Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?*

A. Yes. All actual resumes must be provided at time of proposal submission.

15. *Could you please provide the list of holidays?*

A. El Segundo observes the following holidays: January 1, Martin Luther King Jr. Day, Presidents Day, Memorial Day, July 4th, Labor Day, Veteran's Day, Thanksgiving Day and Friday after Thanksgiving Day, December 24th, December 25th, December 31st.

16. *Are there any mandated Paid Time Off, Vacation, etc.?*

A. No.

17. *Does the 20-page limit include title page, table of contents, team member resumes, and Exhibit B?*

A. All required materials are included in the 20-page limit, except the team member resumes may be excluded.

18. *Are the staff titles on Exhibit B (Partners, Managers, Supervisory Staff, etc.) editable, or are we required to classify our proposed team members into those categories?*

A. You may edit staff titles or provide them in similar format, as long as the information provided is consistent with Exhibit B.

19. *Please Confirm the Staffing Assessment is for all city departments.*

A. Yes.

20. *Can the City elaborate on who is intended to be on the project team?*
- A. The “project team” are the team members of the proposing firm or subconsultants intended to provide the service to the City.
21. *Can the City clarify how many departments are intended to be included in this assessment?*
- A. Ten departments total, including: City Managers Office, Police, Fire, Finance, Human Resources, City Clerk, Public Works, Community Development, Recreation, Parks, and Library, and Information Technology.
22. *Has the City already identified peer cities for benchmarking purposes?*
- A. No.
23. *The City expects a detailed review of routine procedures and workflows as part of the Operational Efficiency Review. Are these already documented, or will that documentation be part of the review process?*
- A. Some routine procedures and workflows may be documents already, some will be acquired through the review process.
24. *For scoping and planning purposes, can the City clarify expectations for in-person, virtual, and/or hybrid participation with the selected firm?*
- A. All options may be provided to provide the most effective and cost efficient services.
25. *Could you please let us know the length of the contract?*
- A. The contract term will be 1-year, however we anticipate the project to be completed in less than 6 months.
26. *The RFP is for the Citywide staffing assessment requested from the Community Development Department. Will the Community Development Department be serving as the project coordinator for the Organizational Assessment, Operational Efficiency Review, and Fiscal and Cost-Savings Review? If not, please share which department will be the primary contact for coordinating the project.*
- A. Project coordination will be managed by the Community Development Director, Chief Financial Officer, and Human Resources Director.
27. *When did a Citywide staffing assessment (or Citywide Organizational Assessment, Operational Efficiency Review, and Fiscal and Cost-Savings Review) last occur?*
- A. Unknown.

28. *For the requested Operational Efficiency Review Scope of Work outlined in the RFP, please share a couple examples of the types of a department's internal and external business processes the City would like consultants to review. The intent of this question is to gain insights for preparing adequate tasks and fees for the City's Operational Efficiency Review scope of work that states "This includes a detailed review of routine procedures, approval workflows, and cross-functional interactions that may be contributing to bottlenecks or delays."*

A. Internal and external business processes vary for each department, but examples may include but are not limited to: issuing building permits, processing of purchase orders and payments, finance treasury deposits, processing film permits, response to public works service calls internally and externally, project reporting, document management, etc.

29. *In number of months, what would an ideal timeline look like to have the Citywide staffing assessment completed?*

A. Less than 6 months.

30. *What are the main challenges or pain points that the City is currently facing in terms of staffing and workload distribution?*

A. Several employee association MOU negotiations are anticipated to commence in 12-24 months; long term financial forecasts show increasing expenditures against flat line revenue stream.

31. *Can the citywide staffing assessment scope be divided so that it evaluates one or more individual departments separately, rather than all departments collectively?*

A. City would like to evaluate individual departments.

32. *The RFP states, "The selected firm will be expected to recommend operational improvements that enhance the City's overall effectiveness and identify and propose realistic cost saving opportunities." Can you elaborate on the motivation behind the cost saving focus?*

A. Cost saving focus is geared towards achieving greater efficiency in providing public services.

33. *Has the City conducted a customer and/or internal survey in the past 2 years and if so, will we be given access to the survey and results?*

A. Yes, citywide employee engagement survey and results may be provided.

34. *Does the City have a comprehensive list of all software utilized to track City processes? If so, will we have access to workflows, reports, etc.?*

A. Yes.

35. *Do any City Departments collect and track any performance measures or metrics? If so, will we have access to that information?*

A. Yes, some departments collect and track key performance metrics which will be provided.