



Addendum 1

RFP 23-24-10 HR Consultant

June 21, 2024

The following highlighted items have been amended or updated:

A. DETAILED SCOPE OF WORK

The Town of Taos is soliciting proposals from a qualified Human Resources Consultant or Firm to assist in various aspects of our HR Processes. The Town is seeking professional services to facilitate exit interviews, receive employee concerns, design and administer employee satisfaction surveys, and evaluate the capabilities of our current HR practices with recommendations for improvement.

The awarded firm will be expected to deliver the following requirements including but not limited to:

1. Conduct Exit Interviews:
 - a. Evaluate current exit interview date and the exit interview process and procedures.
 - b. Develop a 2 tier exit interview approach that uses online virtual or in person tools such as surveys or questionnaires and an in person or virtual interview with each departing Town employee to gather valuable insights to their reason for leaving.
 - c. Create a communication process to be notified with an employee submits a resignation notice
 - d. Provide a confidential space for the employee(s) to speak freely and openly.
 - e. Analyze the exit interview and data and identify trends, patterns and areas of improvement.
 - f. Provide comprehensive reports highlighting key findings and recommendations for addressing identified issues.
 - g. Compare exit interview analysis to the employee's employment file to identify if there is a history or any trends and/or patterns.
2. Facilitate Employee Concerns:
 - a. Evaluate the current mechanism in place for employees to raise concerns confidentially to understand the current process and procedures.
 - b. Evaluate the current HR conflict resolution plan and previous improvement opportunities that were implemented.
 - c. Establish an online mechanism for employees to raise concerns confidentially.
 - d. Coordinate a communication plan to educate employees on mechanisms to voice their concerns.
 - e. Respond promptly and effectively to employee concerns, providing guidance on conflict resolution and improvement opportunities to the Town.
 - f. Collaborate with the Town HR to address systemic issues and improve overall employee satisfaction.
 - g. Create a metric system to measure overall employee satisfaction.
 - h. Conduct mediation services**
3. Conduct Employee Surveys:
 - a. Evaluate current and historical employee satisfaction survey results and compare to improvements that were implemented as a direct result of historical surveys.
 - b. Design and implement employee satisfaction surveys that are focused on non-compensation related factors such as work environment, career development, communication, and work/life balance.
 - c. Analyze survey results to identify strengths, weaknesses and areas for improvement.
 - d. Develop an action plan based on survey results to enhance satisfaction.

4. Conduct Random Drug Screening Selection Services
 - a. The Town will provide the eligible pool list either monthly or quarterly
5. Management Training
 - a. New Managers Training
 - b. Performance Management Training
6. Job Description Overhaul
 - a. Review, Revision and overhaul of current job descriptions
7. Evaluate Current HR Practices:
 - a. Review current HR practices and policies for baseline of understanding.
 - b. Asses the effectiveness of current HR practices, policies and procedures.
 - c. Compare employee surveys, employees' confidential concerns to HR practices, and identify areas of strength, weakness and improvements.
 - d. Provide detailed recommendations for enhancing HR processes to align with best practices and organizational goals.
8. Finding Presentations and Recommendations:
 - a. The offeror is to present all findings and recommendations to the Town of Taos's Executive Department and HR Department.
 - b. The offeror is to work collectively with internal stakeholders to implement recommended changes for improvement.
 - c. The offeror is to create a lasting metrics system to continually analyze the effectiveness of the implemented improvements.
9. Timeline and Milestones:
 - a. The offeror must provide a detailed timeline outlining key milestones for improvements
 - b. The offeror must update the Town on progress and address any issues with weekly progress updates for any findings and improvement implementations.

**ALL OTHER INFORMATION NOT ADDRESSED IN THIS ADDENDUM
REMAIN UNCHANGED.**

Bailey Andrea

Chief Procurement Officer, Town of Taos

Office: (575) 751-2025

bandrea@taosnm.gov

**PROSPECTIVE BIDDERS SHALL ACKNOWLEDGE RECEIPT OF THIS ADDENDUM IN THE
SPACE PROVIDED ON PAGE 2 (BID FORM). FAILURE TO DO SO MAY BE CAUSE FOR
REJECTION OF THE BID PROPOSAL.**