

**TOWN OF GLASTONBURY  
REQUEST FOR QUALIFICATIONS (RFQ)  
EXECUTIVE SEARCH FIRM – TOWN MANAGER  
RPGL-2023-09**

**DUE DATE AND TIME: April 22, 2022 BY 11:00 AM**

The Town of Glastonbury will be accepting proposals from executive search firms to assist the Town with recruitment of a Town Manager. Interested individuals and firms should obtain the complete Request for Qualifications (RFQ) and related information from the Town website at [www.glastonburyct.gov/rfp](http://www.glastonburyct.gov/rfp). Proposal responses must be submitted electronically no later than the time and date indicated above. **LATE PROPOSALS WILL NOT BE CONSIDERED.**

Responses can be submitted at the following link: <https://app.negometrix.com/buyer/2832> under the RFQ title “*RPGL-2023-09 – Executive Search Firm – Town Manager*”. Respondents will be required to create a profile before submitting their proposal. Step-by-step instructions on how to register as a vendor are available at this website:

<https://help.negometrix.com/en/support/solutions/articles/9000177626-register-on-negometrix4>

The Town reserves the right to waive informalities or reject any part of, or the entire proposal, when said action is deemed to be in the best interests of the Town.

The Town of Glastonbury is an Affirmative Action/Equal Opportunity Employer. Minority/Women/Disadvantaged Business Enterprises are encouraged to submit a proposal.

Mary F. Visone  
Purchasing Agent

**Town of Glastonbury, CT  
Request for Qualifications  
Executive Search Firm – Town Manager  
RPGL-2023-09**

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**Town of Glastonbury, CT**  
**Request for Qualifications**  
**Executive Search Firm – Town Manager**  
**RPGL-2023-09**

**I. GENERAL INFORMATION**

**A. INTRODUCTION**

The Town of Glastonbury is soliciting a Request for Qualifications (RFQ) from executive search firms to assist the Town with recruitment of a Town Manager. The Town is seeking a firm with extensive experience working with municipalities on the recruitment of municipal Chief Executive Officers.

The recruitment process will be conducted by the Town of Glastonbury's Town Council. The Town Council shall be considered an "executive search committee" for the purposes of the State of Connecticut's Freedom of Information Act, Connecticut General Statutes §1-200(2). Proposals received in response to this Request for Proposal shall be protected from disclosure until a contract is executed or negotiations for the award of a contract have concluded in accordance with Connecticut General Statutes §1-210(24).

**B. BACKGROUND INFORMATION**

The selected firm would be required to begin the assignment immediately following the Executive Search Firm selection process and would work closely with the Human Resources Director and the members of the Town Council on all steps of the recruitment process identified herein.

**C. TERM OF SERVICE**

The selected firm or individual will be expected to commence services on or before **June 1, 2022** subject to contract execution. The Town of Glastonbury reserves the right to cancel this proposal process at any time should any of the following conditions exist or as deemed in the best interest of the Town:

- Funds are not appropriated to allow continuance of this contract
- The Town, through changes in its requirements or method of operation, no longer has a need for this service
- The Town is not satisfied with the level of services provided under the contract or the contractor fails to comply with any terms and conditions outlined in the contract.

## **II. SCOPE OF SERVICES**

### **A. SPECIFIC SERVICES**

Throughout all steps of the recruitment process, the firm selected for the recruitment shall be required to conduct the recruitment in a manner consistent with applicable employment laws including but not limited to the Americans with Disabilities Act, the Age Discrimination in Employment Act, the Fair Credit Reporting Act, Title VII and their state law equivalents, as well as any and all other laws governing the recruitment, selection and hiring process. The selected firm shall also maintain regular communications with the Human Resources Director and Town Council members and shall keep candidates apprised of the status of the recruitment process.

1. Preparation of Qualifications Assessment: Work with the Town Council to identify the qualifications, skills and experience that would be possessed by the ideal Town Manager candidate. This may include a review of the scope of services provided by the Town, input from Town residents, staff, board and commission members and other stakeholders; identification of the short-term and long-term challenges and issues facing the Town and the Town Manager; and specification of the necessary qualifications and competencies (including interpersonal skills, presentation skills and management style) for the Town Manager based on this information.

2. Development of Recruitment Strategy and Content: Work with the Town Council and Human Resources Director, as necessary to prepare a candidate profile and the recruitment materials necessary to conduct the recruitment. Identify sources and sourcing methods likely to produce strong candidates.

3. Conduct Candidate Search: Conduct a national search to identify strong candidates for the Town Manager position using all appropriate sourcing methods.

4. Identify and Submit Candidates for Consideration: Conduct an initial evaluation of prospective candidates based upon the Qualifications Assessment, including screening interviews and other identified assessment tools to determine which candidates will be submitted to the Town's Search Committee for consideration.

Conduct a background check, compliant with all legal requirements for background checks (including but not limited to the Fair Credit Reporting Act), for advancing candidates including but not limited to references; employment and educational verifications; driving history; local, state and federal criminal history checks; civil litigation history; complaints by or against candidates with local, state and/or federal agencies; bankruptcy and credit checks; and any other screening processes deemed appropriate.

Prepare a comprehensive written summary for each qualified candidate to be submitted to the Town Council for consideration.

5. Interview Process: Coordination of interviews, assistance with development of evaluation criteria, preparation of the Town Council members to conduct interviews and prepare assessments in an effective and legally compliant manner. Consultant will oversee interview process including up to three (3) interview panels.

6. Hiring Process: Assistance as necessary with the hiring process.

## **B. INSURANCE**

The Respondent shall, at its own expense and cost, obtain and keep in force during the entire duration of the Project or Work the following insurance coverage covering the respondent and all of its agents, employees, sub-contractors and other providers of services and shall name the **Town of Glastonbury its employees and agents as an Additional Insured** on a primary and non-contributory basis to the respondent's Commercial General Liability and Automobile Liability policies. **These requirements shall be clearly stated in the remarks section on the Respondent's Certificate of Insurance.** Insurance shall be written with insurance carriers approved in the State of Connecticut and with a minimum Best's Rating of A-VIII. In addition, all carriers are subject to approval by the Town. Minimum limits and requirements are stated below:

1) Worker's Compensation Insurance:

- Statutory Coverage
- Employer's Liability
- \$1,000,000 each accident/\$1,000,000 disease-policy limit/\$1,000,000 disease each employee
- A Waiver of Subrogation shall be provided in favor of the Town and its employees and agents.

2) Commercial General Liability:

- Including Premises and Operations, Products and Completed Operations, Personal and Advertising Injury, Contractual Liability and Independent Contractors.
- Limits of Liability for Bodily Injury and Property Damage  
Each Occurrence \$1,000,000  
Aggregate \$2,000,000 (The Aggregate Limit shall apply separately to each job.)
- A Waiver of Subrogation shall be provided in favor of the Town and its employees and agents.

3) Automobile Insurance:

- Including all owned, hired, borrowed and non-owned vehicles
- Limit of Liability for Bodily Injury and Property Damage:  
Per Accident: \$1,000,000
- A Waiver of Subrogation shall be provided in favor of the Town and its employees and agents.

4) Errors and Omissions Liability or Professional Services Liability Policy

- Provide Errors and Omissions Liability or Professional Services Liability Policy for a minimum Limit of Liability \$1,000,000 each occurrence or per claim.
- The respondent agrees to maintain continuous professional liability coverage for the entire duration of this Project, and shall provide for an Extended Reporting Period in which to report claims for seven (7) years following the conclusion of the Project.

The respondent shall provide a Certificate of Insurance as "evidence" of General Liability, Auto Liability including all owned, hired, borrowed and non-owned vehicles, statutory Worker's Compensation and Employer's Liability and Professional Services Liability coverage.

The respondent shall direct its Insurer to provide a Certificate of Insurance to the Town before any work is performed. The awarded Respondent(s) will be responsible to provide written notice to the Town 30 days prior to cancellation or non-renewal of any insurance policy. The Certificate shall evidence all required coverage including the Additional Insured on the General Liability and Auto Liability policies and Waiver of Subrogation applies on all policies. The respondent shall provide the Town copies of any such insurance policies upon request.

### **Indemnification**

To the fullest extent permitted by law, the respondent shall indemnify and hold harmless the Town It's respective consultants, agents, and employees from and against all claims, damages, losses and expenses, direct, indirect or consequential (including but not limited to fees and charges of engineers, attorneys and other professionals and court and arbitration costs) to the extent arising out of or resulting from the performance of the Respondent's work, provided that such claim, damage, loss or expense is caused in whole or in part by any negligent act or omission by the Respondent, or breach of its obligations herein or by any person or organization directly or indirectly employed or engaged by the respondent to perform or furnish either of the services, or anyone for whose acts the Respondent may be liable.

The above insurance requirements are the Town's general requirements. Insurance requirements with the awarded respondent are subject to final negotiations.

## **III. SUBMISSION OF PROPOSAL**

### **A. PROPOSAL INSTRUCTIONS**

- By submitting a proposal, Respondent represents that they have thoroughly examined, and become familiar with the Scope of Services outlined in this RFQ and are capable of performing the work necessary to achieve the Town's objectives.
- Respondents submitting a proposal for this solicitation are directed to respond online through a secure e-Procurement portal. Responses can be submitted at the following link: <https://app.negometrix.com/buyer/2832>, under the RFQ title "*RPGL-2023-09 – Executive Search Firm – Town Manager*". Respondents will be required to create a profile before submitting their proposal. Step-by-step instructions on how to register as a vendor are available at this website:

<https://help.negometrix.com/en/support/solutions/articles/9000177626-register-on-negometrix4>

- Respondents will be required to upload their response as **ONE (1) consolidated pdf file** to include the following:
  1. Proposal Response as per the requirements herein
  2. Attachment A - Town of Glastonbury Response Page
  3. Attachment B - Town of Glastonbury Non-Collusion Statement

All respondents are required to submit the information detailed below. **Responses shall be organized and presented in the order listed below to assist the Town in reviewing and rating proposals.** Responses should be presented in appropriate detail to thoroughly respond to the requirements and expected services described herein and presented and clearly marked in the order within this written proposal.

- a. Table of Contents to include clear identification of the material provided by section and number.

A letter of transmittal indicating the firm's interest in providing the service and any other information that would assist the Town in making a selection. This letter must be signed by a person legally authorized to bind the firm to a contract. This letter also must affirm that the firm or their representative has made themselves knowledgeable of those matters and conditions in the Town which would influence this proposal.

- b. Name and telephone number of person(s) to be contacted for further information or clarification.
- c. A background and qualifications statement including, name of firm/individual, capabilities, and description and history of your firm and the servicing office. Respondent shall provide evidence that they are authorized to do business in the State of Connecticut.
- d. Include a list of not less than three municipal client references (cities or towns) for which services similar to those outlined herein have been provided within the past five (5) years or are currently being provided. This list shall include the following information:
  1. Name of the city/town
  2. Timeframe of Executive Search services
  3. Specific recruitment services being provided by the firm
  4. Name, address, and telephone number of the principal contact of the city/town.

The Town reserves the right to contact these organizations regarding the services performed by the firm.

- e. List of personnel to be assigned to the Town of Glastonbury, including the assigned designated liaison to the Town. Please list the number of years of experience in their

current position, municipalities served and their roles services provided. Also provide their resumes, and document the chain of command for these individuals.

- f. Understanding of the Scope of Work. Include information that explains your firm's ability to perform, implement and administer these services, emphasizing experience with other similar municipal Town Manager/CEO recruitments. Summarize all areas of expertise and experience including the types of services supplied to past and present clients.
- g. Description of the Recruitment Process: In connection with the Scope of Services, describe in detail the steps respondent would take to conduct the search for and recruitment of a Town Manager for the Town, including the time necessary for each step, respondent's personnel involved with each step, the role of Town personnel and others in the process and any Town resources necessary to support the process. Respondent must be the primary contractor and must identify in the response any and all subcontractors proposed for provision of requested services including availability and responsiveness. The process must include opportunities for input by Town residents and businesses.
- h. Proposed Cost: Respondent must provide a detailed explanation of its proposed fees and expenses for the recruitment process with a breakdown explaining the basis of each cost item. To the extent that certain services are recommended but optional, please provide a specific cost with breakdown for each such service.
- i. A concluding statement as to why the respondent is best qualified to meet the needs of the Town, including any other information relative to this proposal.
- j. **Proposal Response Page (ATTACHMENT A).** Respondent is required to review the Town of Glastonbury Code of Ethics adopted July 8, 2003 and effective August 1, 2003. Respondent shall acknowledge that they have reviewed the document in the area provided on the attached Ethics Acknowledgement form included on ATTACHMENT A. The selected respondent will also be required to complete and sign a Consultant Acknowledgement Form prior to award. The Code of Ethics and the Consultant Acknowledgment Form can be accessed at the Town of Glastonbury website at [www.glastonbury-ct.gov](http://www.glastonbury-ct.gov) . Upon entering the website click on **Bids & RFPs**, which will bring you to the links for the **Code of Ethics** and the **Consultant Acknowledgement Form**.
- k. **Signed Non-Collusion Statement (ATTACHMENT B)**

## **B. TOWN CONTACTS**

1. All technical inquires relative to this RFQ must be directed in writing to Ms. Sherri Tanguay, Human Resources Director at [sherri.tanguay@glastonbury-ct.gov](mailto:sherri.tanguay@glastonbury-ct.gov). For administrative or procurement questions concerning this proposal, please contact Mary F. Visone, Purchasing Agent at (860) 652-7588 or [purchasing@glastonbury-ct.gov](mailto:purchasing@glastonbury-ct.gov). All questions, answers, and/or addenda, as applicable will be posted on the Town's website. Responses to requests for more



specific contract information than is contained in the RFQ shall be limited to information that is available to all respondents and that is necessary to complete this process. The request must be received at least five (5) business days prior to the advertised response deadline. **It is the respondent's responsibility to check the website for any addenda prior to submission of any proposal.**

2. No other Glastonbury Town employee, elected official, or evaluation committee member should be contacted concerning this RFQ during the proposal process. Failure to comply with this requirement may result in disqualification.

### **III. EVALUATION AND SELECTION PROCESS**

#### **A. EVALUATION CRITERIA**

The following factors will be considered by the Town when evaluating proposals.

- Accuracy, overall quality, thoroughness and responsiveness to the Town's requirements as summarized herein.
- Firm's overall familiarity with municipal Town Manager/CEO recruitment.
- Firm's approach to assignment including firm's demonstrated understanding of the Scope of Services and of the customer's needs and objectives.
- Firm's proposed Fee Structure
- Demonstrated flexibility, efficiency and timeliness in providing day to day service to municipal clients.

#### **B. SELECTION PROCESS**

Following the review and evaluation of proposals, the Town reserves the right to request certain additional information. The Human Resources Director and the Town Council will review the proposals based upon the criteria herein. Based on the review and rating of proposals, a short list of respondents will be invited to interview with the Town Council. **Respondents are advised that the Town expects to hold interviews with the top-rated firms either the Week of May 1<sup>st</sup>, 2022 or the Week of May 8<sup>th</sup>, 2022 (late afternoon or evening), as applicable.**

The information in this Request for Qualifications will serve as the basis for the review and recommendation for firm/individual interviews. Respondents are encouraged to address each of the factors thoroughly and provide additional information concerning background, experience, and qualifications as deemed appropriate.

Based on the results of the interview process, the Human Resources Director & Town Council will review the Scope of Services, proposed fee structure, and other factors with the top rated firm(s) and negotiate a specific agreement and final fee based on these discussions.

This request for qualifications does not commit the Town of Glastonbury to award a contract or to pay any costs incurred in the preparation of a proposal to this request. All proposals submitted in response to this request for qualifications become the property of the Town of Glastonbury. The Town of Glastonbury reserves the right to accept or reject any or all proposals received as a

result of this request, to negotiate with the selected respondents, the right to extend the contract for an additional period, or to cancel in part or in its entirety the request for qualifications, and to waive any informality if it is in the best interests of the Town to do so.

**C. TIMELINE**

The following schedule is anticipated. The Town intends to adhere to this schedule as closely as possible but reserves the right to modify the schedule in the best interest of the Town as required.

Publicize RFQ	<b>April 8, 2022</b>
RFQ Due Date	<b>April 22, 2022 @ 11 AM</b>
Interviews with Top Respondents	<b>Expected to be the Week of May 1, 2022 or the Week of May 8, 2022</b>
Commence Services	<b>On or before June 1, 2022</b>

**ATTACHMENT A**



**TOWN OF GLASTONBURY**

**PROPOSAL**

**RPGL # 2023-09**

**DATE ADVERTISED**

**April 8, 2022**

**DATE/ TIME DUE**

**April 22, 2022  
@ 11 AM**

**DESCRIPTION**

**Executive Search Firm – Town Manager**

**Insert this completed form in respondent's proposal**

**CODE OF ETHICS:**

**I / We have reviewed a copy of the Town of Glastonbury's Code of Ethics and agree to submit a Consultant Acknowledgement Form if I /We are selected. Yes \_\_\_\_\_ No \_\_\_\_\_ \***

**\*Respondent is advised that effective August 1, 2003, the Town of Glastonbury cannot consider any bid or proposal where the Agent has not agreed to the above statement.**

\_\_\_\_\_  
**Type or Print Name of Individual**

\_\_\_\_\_  
**Doing Business as (Trade Name)**

\_\_\_\_\_  
**Signature of Individual**

\_\_\_\_\_  
**Street Address**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**City, State, Zip Code**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Telephone Number / Fax Number**

\_\_\_\_\_  
**E-mail Address**

\_\_\_\_\_  
**SS # or TIN#**

**ATTACHMENT B**

**TOWN OF GLASTONBURY  
PROFESSIONAL SERVICES PROCUREMENT NOTICE  
REQUEST FOR QUALIFICATIONS  
EXECUTIVE SEARCH FIRM – TOWN MANAGER  
RPGL-2023-09  
NON-COLLUSION STATEMENT**

The company submitting this proposal certifies that it is being submitted without any collusion, communication or agreement as to any matter relating to it with any other respondent or competitor. We understand that this proposal must be signed by an authorized agent of our company to constitute a valid proposal.

Date: \_\_\_\_\_

Name of Company: \_\_\_\_\_

Name and Title of Agent: \_\_\_\_\_

By (SIGNATURE): \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone Number: \_\_\_\_\_