CALIFORNIA LUTHERAN UNIVERSITY
REQUEST FOR PROPOSAL
Ombudsperson

SECTION I
SCOPE OF WORK

A. Introduction

California Lutheran University (“University”) is located on a 225-acre main campus in Thousand Oaks, California, with additional sites in Woodland Hills, Westlake Village, Oxnard, Santa Maria, and Berkeley. With an enrollment of nearly 4,400 students, Cal Lutheran offers undergraduate and graduate programs through its College of Arts and Sciences, School of Management, Graduate School of Education, Graduate School of Psychology, and Pacific Lutheran Theological Seminary. Members of the student body come from across the nation and around the world and represent a diversity of faiths and cultures. The mission of the University is to educate leaders for a global society who are strong in character and judgment, confident in their identity and vocation, and committed to service and justice. Rooted in the 500-year-old Lutheran tradition, Cal Lutheran offers a diverse, open-minded, and challenging academic environment that honors and respects personal convictions and beliefs. Cal Lutheran was designated a Hispanic-serving institution in 2016. Cal Lutheran employs 195 full-time faculty, 263 part-time faculty, and 445 full and part-time staff and administrators.

Our strategic goals through 2022 are:

Inclusion: As a community committed to inclusion and excellence, to reflect the demographic composition of the state of California.

Innovation: As a community of educators that develops programs for current and potential students, to foster a culture of innovation.

Investment: As a community committed to the future, to complete the physical master plan of the main campus, to enhance off-campus centers, and to increase the endowment.

As a university, we are committed above all to academic excellence and the rigorous pursuit of truth. As a church-related university, we are nourished by the Christian heritage, encourage active faith, and seek to serve our neighbors. As a community, we embrace people of all faiths, value diversity and inclusiveness, practice tolerance and acceptance, and treat one another with respect, civility, and compassion. As an employer, we expect a high level of performance and nurture the professional and personal growth of our faculty, administration, and staff. As a civic organization, we actively promote the social, cultural, economic, and environmental health of our community.
California Lutheran University is seeking an individual/firm to provide organizational ombudsman services to facilitate the informal resolution of concerns of faculty, staff, and administrators.

1. Incurred Costs: This RFP does not commit the University to reimburse any costs incurred by the Vendor in preparation of a proposal. The Vendor agrees that all costs incurred in developing this proposal are the Vendor’s responsibility.

2. Correspondence: All written correspondence and other communications, including electronic proposals, are to be submitted to:

   Ms. Sydney Newmark  
   Human Resources Assistant  
   California Lutheran University  
   60 West Olsen Road, #1100  
   Thousand Oaks, CA 91360  
   (805) 493-3354  
   snewmark@CalLutheran.edu

B. Proposal Timelines:

   a. Release of RFP                     May 15, 2020
   b. Deadline for receipt of proposal submission    July 31, 2020 at 12:00 PM PDT

C. Requirements and Objectives

Such services shall include, but not be limited to, the following:

a. Work with individuals and groups including University faculty, staff, and administrators to explore and assist them in determining options to help resolve conflicts, problematic issues, or concerns.
b. Operate in a manner to preserve the confidentiality of those seeking services.
c. Maintain a neutral/impartial position with respect to the concerns raised.
d. Work at an informal level of the University.
e. Remain independent of formal University structures.
f. Fulfill the function in a manner consistent with the International Ombudsman Association’s Standards of Practice.
g. Operate as a confidential repository for visitors’ concerns, and aid them in potential assessment of next steps.
h. Assist visitors to learn how to deal with matters directly.
i. Serve as a facilitator between parties via shuttle diplomacy.
j. Informally bring parties together, and serve as a facilitator or mediator.
k. Influence systems change which could obviate the individual problem.
l. Bring systemic concerns to the attention of the President for resolution.
D. Reporting

The ombudsperson prepares an annual report to the President. Based on anonymous aggregate data, this report discusses trends in the reporting of issues or concerns, identifies patterns or problem areas in existing policies and practices, and may recommend revisions and improvements.

E. Accountabilities

Dispute Resolution, Consultation, and Referral

a. Provide impartial and confidential conflict resolution services to University faculty, staff, and administrators.
b. Remain independent, neutral, and impartial, and exercise good judgment.
c. Assist visitors in obtaining and providing relevant information regarding University policies and procedures.
d. Assist visitors in clarifying issues and generating options for resolution.
e. Facilitate the visitors’ assessment of the pros and cons of possible options.
f. Consult with appropriate individuals, including academic and administrative leadership, to develop cooperative strategies for resolving concerns and complaints.
g. Consult with all parties to clarify and analyze problems, focus discussions, and develop a mutually-satisfactory process for resolution.
h. Facilitate group meetings and use shuttle diplomacy or negotiation skills to facilitate communication among parties.
i. Encourage flexible administrative practices to maximize the University’s ability to meet the needs of University faculty, staff, and administrators equitably.
j. Ensure timely attention to the resolution of issues while treating people with dignity and respect.
k. Provide visitors with referrals to other resources as appropriate.
l. Follow up with visitors as appropriate to determine outcome and further need of assistance.

Policy Analysis and Feedback

a. Act as a liaison between individuals or groups and the campus administrative structure, serving as a communicator or informal facilitator as appropriate.
b. Function as a sensor within the campus community to identify problems or trends that affect the entire campus or significant parts of the community. If appropriate, recommend ways to address these concerns while protecting the anonymity of the visitor.
c. Provide early warning of new areas of organizational concern and critical analysis of systemic needs for improvement, and make systems change recommendations.

Campus Community Outreach and Education

The ombudsperson is responsible for ongoing education and communication about the office’s role to all potential visitors as well as to campus leadership.
F. Professional Membership and Ongoing Development

Maintain active membership in relevant professional associations, such as the International Ombudsman Association, in order to stay on the leading edge of critical ombudsperson issues, such as confidentiality and privilege.

SECTION II

TECHNICAL PROPOSAL

A. Qualifications and References of Consultant

This section of the proposal should establish the ability of the Ombudsperson to satisfactorily perform the required work by reasons of: experience in performing work of a similar nature, demonstrated competence in the services to be provided, strength and stability of the individual/firm, staffing capability, workload, record of meeting schedules on similar projects, and supportive client reference.

1. Provide a brief profile of the individual/firm, including the types of services offered; the year founded; form of the organization (corporation, partnership, sole proprietorship); number, size, and location of offices; and number of employees;

2. Describe the individual/firm’s experience in performing work of a similar nature to that solicited in this RFP (and, if applicable, highlight the participation in such work by the key personnel proposed for assignment to this project);

3. Describe the individual/firm’s errors and omissions (E&O) insurance limits, and provide evidence that the firm carries all applicable insurance coverages and licenses;

4. If you have any potential conflict of interest arrangements with third parties that would potentially be connected with services to Cal Lutheran, please disclose those arrangements;

5. Describe your individual/firm’s most noteworthy qualifications for providing the required services to Cal Lutheran. Specifically, highlight those qualifications that distinguish you/your firm from competitors;

6. Describe your individual/firm’s working knowledge of and experience with academic units, their structure, and their functioning within a university setting;

7. Describe your individual/firm’s experience providing ombuds services within an academic/higher education setting; and
8. Provide, at a minimum, three (3) references for the services cited as related experience. References shall include the name, title, address, and telephone number of the person(s) at the client organization who is most knowledgeable about the services performed.

B. Proposed Staffing and Project Organization

This section of the proposal should establish the qualifications of the proposed staff.

1. Identify key personnel proposed to perform the work in the specified tasks; and

2. Provide education, experience, and applicable professional credentials of staff and specific areas of expertise.

C. Work Plan

Consultant shall provide a narrative which addresses the Scope of Work and shows the Consultant’s understanding of Cal Lutheran’s needs and requirements.

D. Pricing and Disclosure

1. Provide information on your proposed fees.

2. Disclose whether you or your firm, its employees and/or any affiliated or related entity receives any economic benefit from any investment entities, intermediaries, or any other entities that are or will be involved in Cal Lutheran’s plan.