



**R.S.M.C.**  
**SERVICES**

Proposal to  
**Mass Cultural Council's**  
**RFP Executive Search Firm**

May 6<sup>th</sup>, 2020.

Prepared by Constance Moonzwe



## COVER LETTER

RSMC Services, Inc. is pleased to provide our response to Mass Cultural Council's RFP (Executive Research Firm). RSMC Services is devoted to assisting organizations with the perfect candidates for their organizations. This is why RSMC Services is dedicated to assisting the Mass Cultural Council with top-notch and comprehensive Recruitment, Executive Search and Human Resources. At RSMC Services, we will help you reduce the cost, time and effort in finding top notch professionals / executive talent through our talent market mapping services.

This proposal shall remain valid for a period of 120 days from the proposal due date. RSMC Services, Inc. has not submitted a Request to Negotiate Contract Terms and agrees to all terms and conditions as presented in Mass Cultural Council's RFP contract.

RSMC Services does not sub-contract or partner with any other entities to provide the services outlined in our response.

### Contact details and company representative

**Name:** RSMC Services

**Address:** 10995 Eucalyptus St. Rancho  
Cucamonga, CA 91730

**Website:** RSMCServices.com

### Contact Person Details

**Name:** Constance Moonzwe

**Position:** Executive Director

**Telephone:** 1 909-248-4301

**Fax:** 833-216-5216

We have and continue to work with leading organizations, cities, counties and states with a strong background in Information Technology, Healthcare and Managed services, we are excited to bring our talents to support the Mass Cultural Council

We look forward to you review and consideration of our proposal. Feel free to contact us for further discussions at 909.835.0142 or via email at [constance@rsmcservices.com](mailto:constance@rsmcservices.com). Thank you.

Respectfully submitted,

Constance Moonzwe  
Executive Director  
RSMC Services, Inc

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## EXECUTIVE SUMMARY

RSMC Services Inc. is a women-owned, minority-owned recruitment, human resources, management & consulting services firm located in Rancho Cucamonga, CA. We provide cutting edge HR services with proven industry results. Our team of HR specialists are well trained and have extensive experience in providing value-added service to our clients.

We provide customized **end-to-end recruitment** solutions to our clients, utilizing a diverse product range to source the best talent. Our market expertise enables us to react quickly and effectively to reduce your time and cost of hiring. We are committed to advising our clients on recruitment and retention issues and focus on delivering the best talent.

RSMC Services Optimization model is designed to address the pressure that HR and Training departments are under. The objective is to reduce the clients cost per hire and increase productivity and efficiency for our client's organizations. RSMC provides customized recruitment, management and consulting solutions to our clients, utilizing a diverse product range to source and train the best talent.

Our market expertise enables us to react quickly and effectively to reduce your time and cost of hiring. Our service empowers our clients to significantly increase their teams' productivity.

**Name:** RSMC Services

**Address:** 10995 Eucalyptus St. Rancho Cucamonga, CA 91730

**Tax ID:**

**Website:** RSMCServices.com

### Contact Person Details

**Name:** Constance Moonzwe

**Position:** Executive Director

**Telephone:** 1 909-248-4301

**Fax:** 833-216-5216

### References

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Recruitment

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Recruitment, Coaching, Managed Services

Garey's Orthopedics

Lisa Bailey

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815-217-4683

Recruitment, Coaching, Managed Services

Laurah Marretti – MedMen Director of Recruitment

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Caliann27@gmail.com

Recruitment, Coaching, Managed Services

## OUR ABILITY TO MEET AND EXCEED YOUR SOW

### Executive Search

For our executive search, RSMC will utilize a range of personal contacts in the industry, as well as our in-depth knowledge of the industry, to find suitable candidates for the County of Monterey. We will conduct detailed interviews and then selectively present candidates to the County of Monterey. We will also help The County of Monterey draft accurate and enticing job descriptions to draw in a pool of qualified candidates.

RSMC stays on top of the latest technology trends and understands how to use complex business software to get things done. We use technology like performance management or customer relationship management software (CRM) to keep track of candidate information and marketing strategies. This helps us in keeping complete and detailed records of all clients, positions, applicants and candidates and this can be invaluable to our recruiting process. (Please see appendix for more information)

### Our Search Services Feature:

- Designing a customized recruitment strategy to match your history and leadership patterns, current issues and future challenges;
- A calendar that starts immediately upon authorization to proceed, includes regular progress reports, and usually concludes within 90 to 120 days. We can expedite the search if desired, and will work with the Board of Directors' meeting schedules as needed;
- An extensive, narrative-written job profile including your organization's history and leadership patterns, current issues, and future challenges of the job;
- A recruitment process and approach that includes advertising, but also relies more upon aggressive networking than passive advertising;
- A large pool of applicants who meet the minimum qualifications and a targeted, diverse pool of qualified, proven candidates for interview;
- Comprehensive reference and background checking;
- Ongoing quality review of project deliverables, time and service benchmarks, weekly status reports, candidate reports, and coordination/communication between Neher & Associates and the MCWD Board and Selection Committee;
- Personal guidance and assistance to the MCWD Board, Selection Committee, Human Resources, Departmental representatives, and other staff that facilitates interviews, candidate travel, evaluation of candidates, decision-making, relocation, negotiations, and employment agreement assistance with the candidate selected.

## PROJECT METHODOLOGY

RSMC Services provides a comprehensive scope of executive recruitment services, and each executive recruitment service contract is tailored to meet the client's specific needs. However, a full service recruitment typically entails the following:

1. Organizational Inquiry and Analysis
  - Outline Project Plan and Timeline
  - Individual Interviews with Search Committee/ Key Personnel/ Community Leaders (if desired)
  - Development of Position Profile and Professional Production of Brochure
2. Advertising and Recruitment
  - Ad Placement
  - Social Media and Marketing of Position
  - Ongoing Communication with Applicants and Prospects
3. Initial Screening and Review
  - Management of Applications
  - Evaluation and Triage of Resumes
  - Search Committee Briefing to Facilitate Selection of Semifinalists
4. Evaluation of Semifinalist Candidates
  - Personal Interaction with Semifinalist Candidates
  - Written Questionnaire
  - Recorded Online Interviews
  - Media Search Stage 1
  - Semifinalist Briefing Books
  - Search Committee Briefing to Select Finalists
5. Evaluation of Finalist Candidates
  - Comprehensive Media Search Stage 2
  - Comprehensive Background Investigation Report
  - DiSC Management Assessment
  - Finalist Briefing Books
  - Press Release (if desired)
  - Stakeholder Engagement (if desired)
6. Interview Process
  - First Year Game Plan (if desired)
  - Conduct Interviews
  - Deliberations

- Reference Checks
- 7. Negotiations and Hiring Process
  - Determine the Terms of an Offer
  - Negotiate Terms and Conditions of Employment
  - Transition Strategy
- 8. Post-Hire Team Building Workshop (supplemental service, if desired)
  - I-OPT Team Building Workshop

## **PRIOR EXPERIENCE**

### **Recruitment and Search for Garey Orthopedic**

January 2018 - Present

RSMC is currently providing **Garey Orthopedic** with recruiting services. This is a Direct Placement of employees to their enterprise. We utilized our vast experience in recruiting to provide them with value-added recruitment of the perfect candidates they need for their open positions.

**Position place:** Medical Staffing, Physician Recruitment

### **Recruitment and Search for Cross Trails Medical**

January 2019 - Present

RSMC is currently providing **Cross Trails Medical** with recruiting services. This is a Direct Placement of employees to their enterprise. We utilized our vast experience in recruiting to provide them with value-added recruitment of the perfect candidates they need for their open positions.

**Position place:** Dentists

### **Recruitment and Search for Phoenix House**

January 2019 - Present

RSMC is currently providing **Phoenix House** with recruiting services. This is a Direct Placement of employees to their enterprise. We utilized our vast experience in recruiting to provide them with value-added recruitment of the perfect candidates they need for their open positions.

**Position place:** Finance

### **Recruitment and Search for AMAZON DSP**

January 2019 - Present

RSMC is currently providing **AMAZON DSP** with recruiting services. This is a Direct Placement of employees to their enterprise. We utilized our vast experience in recruiting to provide them with value-added recruitment of the perfect candidates they need for their open positions.

**Position place:** Executive Staff, Information Technology, Finance and Accounting, Supply Chain, Quality Control and Administration.

### **Recruitment and Search for MedMen Enterprises**

January 2018 - Present

RSMC is currently providing **MedMen Enterprises** with recruiting services. This is a Direct Placement of employees to their enterprise. We utilized our vast experience in recruiting to provide them with value-added recruitment of the perfect candidates they need for their open positions.

**Position place:** Executive Staff, Information Technology, Finance and Accounting, Supply Chain, Quality Control and Administration.

We are experienced in several industry placement positions. Positions we specialize and recent successful completed searches are:

- Director of Nursing
- Senior Net Developer
- Registered Nurses (All Specialties)
- Senior Java Developer
- Doctors
- Dentists
- Director of Supply
- IT Recruiter
- Planning/Inventory Analyst
- Director of Production
- Director of Production
- VP of Commercialization
- VP of Manufacturing
- VP of Operations
- VP of Finance
- Director of Finance
- Director of IT
- Project Manager
- Senior Project Manager
- Human Resources and Administrative staff



## KEY PERSONNEL

CONTRACTOR shall identify key staff and their qualifications and experience proposed for the service identified herein.

### **Constance Moonzwe: Executive Director and Head of Recruitment**

Today as the Executive Director of R.S.M.C Services, a search and managed services company serving organizations across the country, Moonzwe leads all operations, strategic planning and staff development for this high-volume firm in Rancho Cucamonga, California.

On behalf of her companies, Constance has lead recruitment efforts for organizations such as Kaiser, California Department of Rehab, Genesis Healthcare Systems, Sutter Healthcare and the City of Los Angeles

With 20-plus years of experience she has managed large portfolios and successfully delivered professionals to companies in hospitality, engineering and health risk management.

Moonzwe's broad experience in business consultancy and leadership has made her an expert in her field.

The accolades which follow Moonzwe's important work are just as impressive:

- Women of Color Achievement Award
- African Excellence in Philanthropy & Leadership Award
- Entrepreneurial Excellence Award.
- Commitment to Entrepreneurship Award,
- Women of Color Achievement Award

#### **EDUCATION & CERTIFICATIONS**

A graduate from California Polytechnic University (Cal-Poly Pomona), and the University of La Verne (ULV);

She received a BS in Human Resources and a Masters in Healthcare Administration.

## Dezzarae Henderson:

### Director of HR

Dezzarae Henderson has almost 20 years of human resources related experience. The last 8 years has been spent in leadership roles where she organized HR teams and projects that yielded great industry success. Dezzarae Henderson graduate degree in a human resources related field with 3 professional certifications.

#### Qualification Summary

- Experienced in multiple industries and multi-site management;
- Compliance and regulation knowledge for many environments i.e. *non-profit, banking, hospitality/restaurant, education, medical, retail, technology, virtual, property management, mortgage, construction, and others*;
- Worked with all levels of an organization from entry-level up to senior and executive management;
- Expertise in handling employee relations situations and compliance with federal and state labor/employment laws;
- Effective communicator and facilitator with the ability to educate others;
- Experience with various HRIS and payroll systems, selection and implementation (Ceridian, Paychex, ADP Workforce Now, Paycom, PeopleSoft);

- Experienced leader of all human resources systems and developer of company talent

#### EDUCATION & CERTIFICATION

Master of Arts in Human and Organizational Development (MAHOD)

Azusa Pacific University, Azusa, CA

Bachelor of Science-Business Administration  
*Emphasis in Management*

Chapman University, Orange, CA

Professionals in Human Resources Association (PIHRA)

\*2017 & 2018 Conference Task Force

\*PIHRA Member

Society of Human Resources Management (SHRM)

\*SHRM Certified Professional

Human Resources Certification Institute

\*PHR Certified

\*California PHR Certified

\*Volunteer Exam Item Writer for the PHR-California Certification (2008-2010)

## ATTACHMENT– PRICE SHEET.

CONTRACTOR prices stated in ATTACHMENT – PRICE SHEET shall be effective from date proposal is submitted to the date Agreement is awarded and through the initial term of the AGREEMENT.

Proposals should include any early discounts and/or incentives offered. All applicable tax shall be included as a separate line item.

	Flat Rate/Percentage
<b>5.3.2 Recruitment Examination and Selection</b>	<b>Project Manager:</b> \$142.00 per hour <b>Senior Recruiter:</b> \$109.00 per hour <b>Recruiter:</b> \$94 per hour <b>Recruiting coordinator:</b> \$45 per hour
<b>5.3.3 Executive Search</b>	20% of candidate's annual salary Full fee due upon start 6 month placement guarantee
<b>5.3.5 Employee Relations (investigations, mediation, etc.)</b>	\$100 to \$300 per hour. See Appendix for breakdown
<b>5.3.6 Labor Relations</b>	\$100 to \$300 per hour. See Appendix for breakdown

<b>5.3.7 Coaching</b>  <b>(executive, leadership development, career, onboarding, enhancing performance/behavior, supervisor/manager, succession planning, team building, etc.)</b>	Coaching, per one-hour session: \$500  Coaching: \$10,000 per person  12-session program, with goal setting, 45-minute calls, DiSC assessment, debrief notes.
<b>5.3.8 Organizational Development</b>  <b>(administering assessments and interpreting results, training and development, facilitation and presentations, career development, etc.)</b>	<b>Workshops, Programs and Facilitation:</b> Half-day program range: \$10,000 Full-day program range: \$15,000 20 participants, which includes one assessment, workbook, materials, and printing (\$200-250 additional per person added to class).
<b>5.8.9 Conflict Resolution</b>	\$100 to \$300 per hour. See Appendix for breakdown
<b>5.8.10 HR Administrative Services (policy development and review, compliance audits, etc.)</b>	\$100 to \$300 per hour. See Appendix for the breakdown

## APPENDICES

**CONTRACTOR may provide any additional information that it believes to be applicable to this proposal package and include such information in an Appendix section.**

1. Recruitment, Examination, and Selection
2. Goals & Objectives: Organizational Studies, Coaching to executives and Organizational Development, and Conflict Resolution.
3. Program & assessment overview
4. DiSC product overview
5. Human Resource Pricing breakdown

### **a. Recruitment, Examination, and Selection**

Recruiting, examination, and effectively selecting the right resources are critical for a seamless HR recruitment program success. RSMC services have invested heavily in making certain that we have the processes and people in place to deliver and retain the best possible resources to support the County of Monterey. We recognize that high-quality recruitment cannot rely on a single methodology to achieve the best outcomes. To be successful it must incorporate a variety of methods and be managed by proven professionals in the recruitment environment. We designed our approach to be flexible - we will evolve it over the life of the program to provide necessary resources as needed to meet program requirements and potential surge requirements. (Please see appendix for more information)

RSMC uses and the selection process depicted in hiring employees: review the application; conduct telephone screening; test skillsets and proficiency, written and verbal communication skills; conduct multiple interviews; perform drug testing; and complete the background investigation. At every step of the process, hiring leads and our HR professional teams are verifying a candidate's information before employment or engagement is offered to a potential candidate. To make sure we hire the right person for the right job, a candidate interviews with the hiring manager, contract project manager, team leader, and HR experts. Our experience - derived from serving thousands of clients with their critical missions - and our deep understanding of top-to-bottom staffing needs of successful program teams is the foundations of our approach. Proven RSMC methods will fulfill the right staffing needs for the County of Monterey.

**b. Goals & Objectives: Organizational Studies, Coaching to executives and Organizational Development and Conflict Resolution.**

**GOAL**

- Organizational Studies- Market research and analysis, comparisons, etc.
- Coaching to executives, in leadership development, career, onboarding, enhancing performance/behavior, supervisor/manager, succession planning, team building, etc.
- Organizational Development- (administering assessments and interpreting results, training, and development, facilitation and presentations, career development, etc.)
- Conflict Resolution

**OBJECTIVES**

In order that the aforementioned goal is reached our team will implement the following

- Introduction of practical concepts
- Conduct interactive participation exercises
- Facilitate a debrief and workplace application discussions
- Coach individuals and team members (as much as 80)

**OUTCOMES**

As a result of the added value Dr. Bonds and his team brings to organizations, participants walk away the ability to do the following:

- Adapt one's self-awareness and practice self-management when communicating and managing conflict that will result in the following:
- Trust among different departments and the different schools
- Respect for each other
- Teamwork
- Motivation for company mission-alignment, which is what eradicates departmental competition, "me against them" mentality, and isolative workplace thinking
- Awareness that we are all winners when we have a positive attitude and work together

**Additional Subjects include but are not limited to the following:**

- Change Management: Individual, small group and department coaching and business development as organizations are going through change.
- Training on various subjects like

- Aligning with the mission and values of the organization
- Building trust between departments
- Conflict Resolution
- Stages of change; How to deal with change
- Emotional Intelligence (Self –Awareness, Self- Management, Social Awareness and Relationship Management)
- How to Engage colleagues and clients
- Teamwork
- Breaking up Silos
- Accountability
- Problem Solving
- Recharging your battery when you are burned out
- Mental Illness in the Workplace

### c. Program & assessment overview

With our Wiley Authorized Partnership for Everything DiSC and Five Behaviors of a Cohesive Team, there are many program and assessment options to improve individual, team and leadership performance. DiSC and Five Behaviors reports and profiles are personalized to each participant as the result of an online assessment. Detailed descriptions of each report and program are on subsequent pages. The following is a high-level overview of programs and assessments immediately available.

- **Workplace DiSC** – This foundational communication assessment provides insight into primary and secondary styles with critical information to understand how we react to different styles and how to be more effective in every-day interactions. This is applicable to everyone in an organization.
- **Productive Conflict** – This assessment helps participants improve self-awareness by exploring the destructive and productive conflict behaviors of each DiSC style, learn how to manage their responses to conflict situations, and gain personalized communication strategies when engaging in productive conflict with colleagues.
- **Agile EQ** – In this program participants will discover their DiSC style and learn about the instinctive mindsets that shape their emotional intelligence responses. They'll recognize opportunities to stretch beyond what comes naturally and gain actionable strategies to become more agile in their approach to social and emotional situations.

- **Management DiSC** – This workshop includes a personalized report specific to new or seasoned supervisors, managers or directors with best practices on Directing and Delegating, Motivating, Developing Others and Managing Up.
- **Work of Leaders** – Using the framework of Vision, Alignment, and Execution, this course, and corresponding report, encourages leaders to understand their own leadership styles and how it impacts their effectiveness.
- **Sales DiSC** – A personalized report for understanding DiSC Sales styles including individual strengths and challenges. Learn to read, and adapt to, customer buying styles.
- **363** - A “360-degree” report, which gathers structured feedback from direct reports, peers and supervisors. This feedback is provided through ratings on eight Leadership Approaches and provides three next steps to improve effectiveness.
- **Five Behaviors of a Cohesive Team** - Based on the bestselling book “The Five Dysfunctions of a Team” by Patrick Lencioni, this course and report guides teams to improve in five areas that are key to productive team dynamics: Trust, Conflict, Commitment, Accountability and Results.
- **Personal Listening** - This program utilizes a Personal Listening assessment to provide relevant information for each participant so they can identify strengths and opportunities in the listening styles of Appreciative, Empathic, Comprehensive, Discerning and Evaluative.
- **Time Mastery** - Time Mastery helps individuals set priorities and better manage their time by evaluating 12 critical areas of: Attitudes, Goals, Priorities, Analyzing, Planning, Scheduling, Interruptions, and Meetings, Written communication, Delegation, Procrastination and Team time. The Time Mastery self-assessment is a key learning tool for this program.
- **Strengthsfinder** - Using the Clifton Strengthsfinder assessment, participants will discover their top five strengths and focus on increased engagement, energy and productivity. Individuals will learn to recognize when overusing a strength and manage strengths for greatest productivity.
- **Dynamics of Change** - In this workshop participants will discover techniques to overcome resistance to change and learn to manage their response and help others during change. This course brings opportunities to recognize the impact of change, understanding many individuals resist it and how to gain buy-in and alignment.



- **DiSC Refresher** – A review of the DiSC assessment that includes new tactics and resources to help increase their effectiveness in communication. This session takes a deeper dive into understanding others, learning effective strategies in building stronger relationships and utilizing comparison reports to build trust.
- **Individual and Group Coaching** - Our 3, 6 or 12-month coaching programs are designed for high performers, those who want to reach to the next level and those who need a boost to unlock their potential. Coaching goals are set in a collaborative method, opening up communication between supervisors and direct reports. All coaching programs include a Workplace DiSC assessment.

#### **d. Disc PRODUCT OVERVIEW**

DiSC is the leading behavioral assessment tool used by over one million people every year to improve work productivity, teamwork and communication. The DiSC model provides a common language that people can use to better understand themselves and adapt their behaviors with others - within a work team, a sales relationship or even a leadership position.

The DiSC profile is a tool used for discussion of people's behavioral differences. If you participate in a DiSC program, you'll be asked to complete a series of questions in an online assessment that produces a detailed report about your behavioral and communication preferences

Clients include Fortune 500 companies, small businesses, non-profits, educational centers, leadership coaches, HR consultants and individuals. They find DiSC an effective tool to:

- Build productive teams
- Develop effective managers, supervisors, leaders
- Train a powerful sales force
- Improve customer service
- Help with change and conflict management
- Assist in recruiting, placement, promotion, outsourcing
- Enhance the counseling or coaching experience

**e. HR Administrative Consulting Services**

<p>Services available throughout Monterey County</p> <p><i>*Travel fee per county travel policy applies for onsite training and support</i></p>	
Available HR Services	
<p><b>HR Training</b></p> <ul style="list-style-type: none"> <li>· Manager Trainings (onsite)</li> </ul> <p>(For up to 30)</p> <ul style="list-style-type: none"> <li>· Employee Trainings (onsite)</li> </ul> <p>(For up to 30)</p> <ul style="list-style-type: none"> <li>· Virtual Trainings (offsite)</li> </ul>	<p>\$250/hour</p> <p>\$200/hour</p> <p>\$20/Attendee</p>
<p><b>Employee Relations</b></p> <ul style="list-style-type: none"> <li>· Investigations</li> </ul> <p>(accrued in quarterly increments)</p> <ul style="list-style-type: none"> <li>· Investigative reports</li> <li>· Manager disciplinary guidance</li> <li>· Mediation</li> </ul>	<p>\$300/hour</p> <p>\$500/each</p> <p>\$100/hour</p> <p>\$125/hour</p>
<p><b>Labor Relations</b></p> <ul style="list-style-type: none"> <li>· Grievance assistance</li> <li>· Collective Bargaining Agreement Guidance</li> <li>· Collective Bargaining Negotiations</li> </ul>	<p>\$150/hour</p> <p>\$150/hour</p> <p>\$500/hour</p>

<b>HR Administrative Services</b> <ul style="list-style-type: none"> <li>· Policy Review, Development and Updates</li> <li>· Employment law compliance</li> <li>· Compliance Audit</li> <li>· Benefit Systems Guidance and Review</li> <li>· Payroll Systems Guidance and Review</li> <li>· HRIS Systems Guidance and Review</li> <li>· Updating and Implementation of new Systems</li> </ul>	<p>\$125/hour</p> <p>\$125/hour</p> <p>\$200/hour</p> <p>\$175/hour</p> <p>\$175/hour</p> <p>\$200/hour</p> <p>\$250/hour</p>
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