



Request for Quotation (RFQ): Comprehensive Consultancy Services for Hi3 (invited bid)

Submission Deadline: October 27, 2024

Preferred Format for Submittal (below): Open to Respondent's Creativity

Requested by:

Hospitality Industry Impact Initiative, Inc. (Hi3)

EIN: 93-2484646, a 501(c)(3) non-profit charitable, educational tax-exempt organization

Overview

Hospitality Industry Impact Initiative, Inc. (Hi3) is actively seeking quotations from uniquely versatile impact-driven organizations, Social Enterprises, People and Planet First, or B Corporations, that specialize in the U.S. hospitality and/or hotel sector.

Hi3 is a pioneering 501(c)(3) non-profit, tax exempt charitable organization committed to capacity building and employee engagement in the U.S. hospitality sector. At Hi3, capacity building means enhancing the abilities of hospitality organizations and hotel employers to develop their workforce, optimize operations, attract the next generation of creative talent, and innovate in service delivery. We're not just about training and strategies; we're a bridge connecting global hospitality companies with a people-first approach to local communities, driving local economic development and enthusiasm for careers in the hospitality business.

This bridging has been ignored in recent years, leading to historically low employee engagement and retention rates. A bridge is vital in an industry where corporate culture struggles to align with the diverse, local hotel property level and community culture. No matter where a corporate office is located, effective capacity building needs this strong, local connection - and that's where Hi3 steps in. We're building this bridge from the ground up, starting with the people in the field, laying a rock-solid foundation that will only grow stronger. Join us in our mission to make the U.S. hospitality industry a beacon of excellence and opportunity, where continuous learning and career development thrive within a vibrant, inclusive environment.

Our Why and Motivations

We value candidness, confidence, and courage, recognizing that traditional methods have failed to address the persistent staffing issues in the U.S. hospitality industry. Over the past two decades, employee engagement has alarmingly declined from 40% in 1998 to a mere 7% today. This trend reflects a deep-seated mindset problem that has turned into a cycle of negative thinking and ineffective problem-solving. It's clear that we cannot overcome these challenges with the same mindset that created them.

The hotel industry, contributing \$650 billion to the national GDP, is at a critical juncture. To reverse these trends, a paradigm shift is essential. We need leadership that is willing to invest in capital, redistribute control to hospitality employers, and foster an environment of deep creative thinking, collaboration, and mentorship. Our aim is to attract a new generation of innovative thinkers. To achieve this, we must actively engage in listening, learning, and implementing solutions. It's time for a concerted effort from individuals and organizations who are committed to making a difference - those who are ready to challenge the status quo and drive meaningful change in the hospitality sector.



Our Approach to this RFQ

Our preference is to engage deeply with a minimal number of companies, integrating a wide range of services through as few channels as possible. This RFQ reflects our desire for diversity in experience and expertise. We recognize that respondents will not be experts in every area we require. Most respondents may only be experts in one area; however, our focus is on collaboration and learning together with humility and courage. Hi3 values the ability to explore and innovate in uncharted areas, aligning with our cultural DNA of continuous learning and improvement. We prioritize forging strong, comprehensive partnerships over working with multiple separate entities, believing that this approach will accelerate innovation and streamline processes that have traditionally hindered progress in the hospitality industry.

Scope of Services

Advisory Services required include, but are not limited to:

1. Marketing and Branding, Digital/Social Media Transformation: Development of marketing strategies and brand identity.
2. Human Resources, Employment Law, ESOP Consulting and Organizational Development: Strategic and Digital HR Programs and Payroll Integrations, Co-Working and Gig Economy/Workplace Integrations, Employee Feedback and Engagement Systems and Workforce Development & Retention Measurements
3. Social Impact Measurement and Sustainability Evaluations: Impact assessment and sustainability consulting.
4. Community Engagement and Outreach: Community relations and partnership strategies.
5. Research Projects, Data Management and Analysis: Industry-specific research and data analysis
6. Training, Competition & Contest Programming, Workshops, Public Speaking: Training modules and communication strategies, innovative engagement techniques.
7. Project Management: Open to all industries, technology, implementation, onboarding and PM software familiarity and expertise
8. Technology Development: CRM and Database Management and Visualization systems for Company KPI Tracking and Measurements, Individual Career, employee-employer-partner feedback and employer loyalty tracking in hospitality, Employee-Mentorship/Social Networking Platform Development

Other supportive expertise areas:

- Artificial Intelligence Integrations
- Architecture, Design, FF&E Procurement
- Construction Management, General Contracting
- Building Security, Safety Standards, OSHA Compliance
- Real Estate Investment, Financial Management
- Accounting and Auditing



Preferred Qualifications

- Track record in the hospitality, hotel and tourism industry.
- Social Enterprise/B Corporation, People and Planet First experience.
- Access to a network of experts and nonprofits.
- Ethical and sustainable practices.

Submission Requirements

- Company Profile: Include social interests and structure, such as B Corp and/or People and Planet First status and competencies in social enterprising, social engineering and social impact investments.
- LinkedIn Profile Links for Company and Individuals listed on RFQ.
- Case Studies/Previous Work: Showcasing relevant experience, research or projects.
- List, rank and rate internal capability, for each of the required and preferred expert areas (Most to Least)
- List of Strategic Partnerships and relevant Memberships.
- Approach and Methodology: Proposed delivery methods.
- Team Qualifications: Key team member profiles.
- Costing and Timeframe: Comprehensive quotation with pricing table.
- References: From past clients, partnerships, or employers.

Contract Structure and Fee Options

Submissions should include:

- Contract Structure Options: Retained agreement, month-to-month, quarterly, annual, multi-year with renewals, trial periods.
- Fee Structure and Terms: Preferred fee arrangement and payment terms.
- Benefits for Each Option: Advantages of each contract and fee structure from the consultant's perspective.

Hi3's Collaboration Philosophy

Hi3 is committed to mutual capacity building with our consultants and vendors. We seek partners who are equally focused on long-term engagement and positive impact in the hospitality industry. Our vision is to collaboratively attract innovative minds, fostering a dynamic environment for the next 25 years and beyond. Proposals should reflect an understanding of this collaborative, growth-oriented mindset. Hi3 welcomes requests for interviews and meetings for serious respondents prior to submitting.



Evaluation Criteria

- Clear Passion for Creativity, examples of Impact-Driven past behaviors.
- History of Digital Engagement on LinkedIn, Mentorship Platforms, etc.
- Examples of Unconventional approach and unique communications.
- Examples and Testimonials of Trust, Integrity, Curiosity, Emotional Intelligence.
- Past work quality and stats on job creation, employee engagement programs, educational platform development and implementation, etc.
- Review of required/preferred areas, ranked and rated by expertise and interest.
- Innovative, Strategic, long-term approach.
- Cost-effectiveness and value.

Submission Process

Please send quotations, qualifications and supporting documents to info@hospitalityimpact.org, SUBJECT: Hi3 RFQ – Company Name - Date, by October 27, 2024.

Queries

Contact

Hospitality Industry Impact Initiative, Inc.

Charlotte, NC 28277

info@hospitalityimpact.org

As a new organization, we are navigating the intricacies of our industry with a fresh perspective and innovative approach. We understand the importance of financial clarity in forming successful partnerships and have achieved [Silver Transparency for 2024 on Candid GuideStar](#). While we have chosen not to disclose our revenue streams and budget ranges in this RFQ, we welcome and encourage detailed discussions about these aspects in further stages of our procurement process. We believe in building transparent and mutually beneficial relationships with our vendors and are prepared to share relevant financial information in a more personalized setting.

*Hi3 reserves the right to modify, accept or reject any proposals, or cancel this RFQ at its discretion.

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