



HR Consulting Services Scope of Work

DECEMBER 2024

SCOPE OF WORK

This Scope of Work (SOW) details the services to be delivered by the HR Consulting Firm to CityBus, focusing on general HR management, leadership coaching, team building, and conflict resolution. The primary goal is to improve organizational effectiveness, boost employee satisfaction, and enhance overall performance.

1. General HR Services
 - A. HR Policy and Procedure Updating as needed:
 - a) Develop, review, and update HR policies and procedures tailored to the organization's needs and industry regulations as needed.
 - B. Compliance Assistance:
 - a) Provide guidance on labor laws, regulations, and compliance requirements.
 - b) Assist in implementing measures to ensure compliance with relevant laws and regulations.
 - C. HR Training and Development:
 - a) Design and deliver training programs on HR best practices, employee relations, diversity, equity, and inclusion.
 - b) Offer training sessions for managers and employees on relevant HR topics.
2. Leadership Coaching
 - A. Executive Coaching:
 - a) Provide one-on-one coaching sessions for executives and senior leaders to enhance leadership skills, emotional intelligence, and decision-making abilities as needed.
 - B. Leadership Development Programs as needed:
 - a) Design and facilitate leadership development workshops and seminars.
 - b) Offer assessments and feedback to leaders to identify areas for growth and development.
3. Team Building
 - A. Team Assessment as needed:
 - a) Assess team dynamics, strengths, and areas for improvement through surveys, interviews, and observation.
 - b) Team Building Workshops:
 - Facilitate team building workshops to improve communication, collaboration, and trust among team members.
 - Implement team-building activities tailored to address specific team challenges and objectives.
4. Conflict Resolution
 - A. Additional coaching for the HR Administrator to enhance their ability to effectively perform this role or serve as a backup for the company.
 - a) Conflict Mediation:
 1. Facilitate mediation sessions to resolve conflicts between individuals or teams.
 2. Provide conflict resolution training to managers and employees.
 - b) Dispute Resolution:
 1. Assist in resolving disputes through alternative dispute resolution methods such as arbitration or negotiation.
 2. Offer coaching and support to managers in handling conflicts effectively.

5. Deliverables

- A. Annual review and update of HR policies and procedures documentation.
- B. Training materials and resources.
- C. Executive coaching session summaries and action plans.
- D. Team assessment reports and recommendations.
- E. Conflict resolution and mediation summaries.

6. Time Frame

- A. CityBus is seeking a three-year agreement, renewable for two additional 1-year periods for a total of five years
- B. The timeline for each “as needed” service will be determined based on the scope and complexity of the project, with milestones and deliverables outlined in the project plan.

7. Fees and Payment Terms

- A. The fees for the services will be provided as a base fee per month (either by hour or estimate of hours) and “as needed” will be billed separately based on the scope of work and the number of consultants involved. Payment terms will be outlined in the consulting agreement.

This Scope of Work is subject to change based on mutual agreement between HR Consulting Firm and CityBus. Any changes or additional services required will be documented in writing and incorporated into the project plan.