

# Maine Turnpike Authority Request for Qualifications (RFQ)

## Human Resource Support Services

**Date of Issuance: June 9, 2026**

The Maine Turnpike Authority (MTA) is seeking to enter into General Consultant Agreements (GCA) with several qualified firms that provide Human Resource Support Services after a competitive procurement process that ensures best value. The MTA is a quasi-state agency that serves Maine by connecting customers, communities and commerce through a safe and reliable toll interstate highway from Kittery to Augusta (I-95). A GCA represents the general terms and conditions of the contractual relationship between the MTA and the consultant firm (Consultant). After a GCA is in place, the MTA will later authorize specific work tasks of defined scope and compensation as needed pursuant to Task Orders.

The MTA seeks to build trust, competence, and morale among staff and leaders by developing structured training and education, safe and supportive work environments, fair and efficient HR policies and practices, elimination of silos, and enhanced innovation.

To do so, the MTA, acting by and through its Chief Administrative Officer and Human Resources Department, seeks to competitively retain access to the expertise of firms providing Human Resource Support Services including Workforce Training and Development, Organizational Change Facilitation and Management, and Workplace Safety, Incident Response, and Investigative Services, and related services, as more specifically outlined in the attached Exhibit A.

**Submittal Deadline.** Proposals in response to this RFQ are to be received at the Maine Turnpike Authority at 2360 Congress Street in Portland, ME 04102 no later than **July 7, 2026 at 4:00 PM** (local time). Proposals are to be addressed as follows.

Maine Turnpike Authority  
Attention: Nate Carll, Purchasing Manager  
Re: Public Information Services RFQ  
2360 Congress Street  
Portland ME 04102

**Communications in reference to this RFQ.** Communication in reference to this RFQ including questions should be in writing or by e-mail and directed to the attention of Nate Carll, MTA Purchasing Manager, by email at: [ncarll@maineturnpike.com](mailto:ncarll@maineturnpike.com), or by mail at 2360 Congress St, Portland ME 04102 **on or before June 23, 2026 at 4 PM**. For administrative matters not affecting responsiveness, evaluation or selection, firms may call 207-482-8115.

### **1. Types of Services Offered by Firms**

Submittals should outline the Consultant's qualifications for providing information to the MTA's patrons and the general public concerning the projects, programs, and policies of the MTA. Submittals should address one or more of the categories of Human Resource Support Services listed in the attached Exhibit A.

## **2. Packaging and Submitting Your Proposal**

- a. **Proposals** should specify which of the above services will be provided, and may include one, several, or all of the services described.
- b. **Organization and Format:** Your proposal, which should be organized as closely as practicable to the format and sequence indicated in these proposal instructions and must be submitted as outlined below.
- c. **Page Limit:** The Consultant's cover letter, business description, resume, client list, and project list should be limited to no more than five (5) single sided pages, including page numbers and footers. The Consultant's description of its services should be limited to no more than three (3) single-sided pages for each of the categories listed above that it proposes to provide.
- d. **General Instructions.** Three hard copies of Proposals must be submitted, along with an electronic version. Portfolios are considered supplemental, and may include electronic submissions. Text provided electronically must be submitted using Microsoft applications, and Adobe format should be used for graphics. Although complete and effective proposal are desired, unnecessarily elaborate or lengthy presentations are unnecessary.
- e. **Proposal Delivery:** Proposals must be received at the MTA address listed above by the deadline listed above. Hand-carried proposals must be delivered to the Maine Turnpike Authority, Monday through Friday, (except holidays) between 8:00 a.m. and 4:00 p.m. Proposals received after the deadline will be rejected.

## **3. Evaluation and Selection**

- a. Evaluation
  - i. Submittals should clearly indicate the category(ies) on which the Consultant wishes to be evaluated. For example, if the Consultant expertise is in "Workforce Training and Development" only, that should be stated on the submittal, and the consultant will be evaluated on qualifications for that category alone.
  - ii. Proposals will be evaluated using the responses to the following criteria generally in descending order of importance.
    - 1) Quality, originality, and creativity of resume of comparable work performed, including representative work samples.
    - 2) Knowledge, experience, and availability of key staff and project manager, including references.

- 3) Pricing, which should include the pricing of work including hourly rates or the like.
  - iii. Provide a brief outline of methods used by the firm to control and monitor client costs, control quality, control schedules, handle workload, and maintain effective communication with the MTA.
  - iv. Demonstrated knowledge or experience in working with transportation issues, and/or experience working with public agencies, and/or experience working on controversial public issues.
- b. The MTA reserves the right to schedule interviews/presentations with Consultants if needed to obtain clarification of information contained in the proposals received. Consultants are not guaranteed an opportunity for an interview/presentation. Therefore, Consultants should submit proposals that present their costs and other requested information as clearly and completely as possible
  - c. Notification of Consultant selection or non-selection will be made in writing by the MTA.
  - d. The MTA will negotiate with the successful Consultant(s) to finalize a General Consultant Agreement at the rate or cost of service as presented in the selected proposal. Task orders will be required for specific tasks and described in a written scope of work with a projected cost of the tasks. In the event that an acceptable contract cannot be negotiated with the highest ranked Consultant, the MTA may withdraw its award and negotiate with the next highest ranked Consultant, and so on, until an acceptable contract has been finalized.
  - e. The MTA may cancel the RFQ at any time in its discretion.

#### **4. GCA Term**

Unless otherwise determined by the MTA in writing, the initial contract term of the GCA shall be for a period not to exceed three years, commencing upon approval of the contract documentation, with an option of one-year renewals up to a total of five years.

#### **5. General Provisions**

- a. It is the Consultant's responsibility to be familiar with any legal requirements governing their proposal or execution of any resulting contract and to ensure that they abide by the same.
- b. Issuance of this RFQ in no way constitutes a commitment by the MTA to award a GCA, to pay costs incurred in the preparation of a response to this request, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Consultant.
- c. Entering into a GCA with a Consultant does not obligate the MTA to issue Task Order(s) to the Consultant. The MTA reserves the right to select and negotiate tasks and costs with multiple GCA Consultants. If the MTA is unable to enter into an agreement with the one Consultant, the MTA reserves the right to terminate negotiations and initiate

negotiations with another GCA Consultant. No compensation is due for failed negotiations.

- d. Intellectual Property. All creative assets produced shall be the property of the MTA unless otherwise agreed in writing.
- e. The MTA, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to this RFQ, or to cancel the RFQ at any time.
- f. The MTA reserves the right to reject all proposals or to accept that proposal, which in its judgment, will serve its best interest.

## Human Resource Support Services

“Human Resource Support Services” include Workforce Training and Development, Organizational Change Facilitation and Management, and Workplace Safety, Incident Response, and Investigative Services, and other related services, as further outlined below.

1. **Workforce Training and Development** – Structured educational programs and strategic consulting designed to improve employee skills, knowledge, and performance, to align workforce capabilities with evolving business goals, and to increase productivity and retention. Such services may include supervisor training, leadership training, performance management, conflict resolution, time management, emotional intelligence, and how to handle difficult employees.
2. **Organizational Change Facilitation and Management**. Structured, strategic services focused on guiding individuals, teams, and entire enterprises through major operational, cultural, or technological transitions. Its primary objective is to identify employee concerns and maximize acceptance, maximize user adoption, and ensure that organizational transformations achieve their intended outcomes. Includes elements of change theory and practice, culture change, organizational theory and practice.
3. **Workplace Safety, Incident Response, and Investigative Services**. Specialized consulting services designed to protect employees, minimize corporate liability, and ensure fast, appropriate responses to critical workplace incidents. Areas of focus include pre-incident management including active shooter training and office designs to minimize risk, as well as post-incident management including accident investigation, mental health services including stress debriefings, and peer support. When determined to be warranted, also includes independent, formal processes used to review workplace complaints, misconduct, or policy violations to provide unbiased factual findings to help resolve internal conflicts and mitigate legal risks.