

Request for Proposal (RFP)

Conflict Resolution and DISC Assessment Training

By: Franklin County

Purpose

Franklin County is seeking proposals from qualified firms or individuals to provide Conflict Resolution Training and DISC Behavioral Assessment services for County leadership staff. The intent is to improve workplace communication, collaboration, and conflict management skills within a public-sector environment.

Scope of Services

The selected proposer will provide professional services that may include, but are not limited to:

- Conflict resolution and communication skills training
- Mediation and conflict management strategies
- DISC behavioral assessments, interpretation, and reporting
- Individual and/or group coaching
- Customized training materials (optional)
- In-person, virtual, or hybrid delivery

Minimum Qualifications

Proposers must meet the following minimum qualifications:

- A minimum of five (5) years of experience delivering conflict resolution training
- Demonstrated experience in workplace or organizational settings
- Certification or authorization to administer and interpret DISC or comparable behavioral assessments
- Compliance with all applicable laws and professional standards

Proposal Submission Requirements

Proposals must include the following:

1. Cover Letter
Signed by an authorized representative, including proposer name, address, phone number, and email.
2. Qualifications and Experience
Description of experience, documentation of at least five (5) years of conflict resolution training, public-sector experience, and resumes of staff.

3. Certifications and Licensing
Copies or descriptions of all relevant certifications, including conflict resolution/mediation credentials and DISC certification. All licenses must be in good standing.
4. Proposed Approach and Methodology
Description of training approach, delivery format, customization, and a sample agenda.
5. DISC Assessment Information
Description of DISC tools, administration process, interpretation, and integration into training.
6. Timeline and Availability
Proposed timeline and availability to meet County needs.
7. Cost Proposal
Detailed cost breakdown including fees, assessments, materials, travel, and optional services.
8. Insurance Documentation
Proof of Professional Liability (Errors and Omissions) Insurance.
9. References
At least three (3) professional references for similar services.

Evaluation Criteria

Proposals will be evaluated based on experience, qualifications, methodology, DISC expertise, cost, and references. The County may request interviews or additional information.

Insurance Requirements

The successful proposer shall maintain Professional Liability (Errors and Omissions) Insurance with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate. Proof of insurance is required prior to contract award.

Non-Discrimination

The contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or any other status protected by law.

General Conditions

Franklin County reserves the right to accept or reject any or all proposals, waive informalities, and cancel this RFP.

Submission Deadline and Contact Information

Submission Deadline:

January 30, 2026 by 4:00pm

Submission Method:

Sealed envelope labeled “RFP for Conflict Management Training”

Contact Information:

Franklin County Commissioners' Office

Human Resources Department

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207-778-6614
