

CHICAGO ZOOLOGICAL SOCIETY REQUEST FOR PROPOSAL (RFP) FOR EXECUTIVE SEARCH SERVICES FOR SR. VICE PRESIDENT OF HOSPITALITY AND GUEST EXPERIENCE

The Chicago Zoological Society is soliciting proposals for executive search services to identify and hire a Sr. Vice President of Hospitality and Guest Experience for a newly created position.

This document outlines the Society's guidelines for your responses. The Proposal must be submitted no later than **January 25, 2023**. All questions and responses to the RFP are to be addressed to:

Ms. Sandi Dornhecker
Sr. Vice President, Human Resources
Chicago Zoological Society
3300 S. Golf Road
Brookfield, Illinois 60513
708-688-8334
sandi.dornhecker@czs.org

Organizational Overview

The Chicago Zoological Society (CZS) is a private nonprofit organization that operates Brookfield Zoo on land owned by the Forest Preserve District of Cook County. Opened to the public in 1934, Brookfield Zoo has been a Chicago-area treasure and family destination for more than 75 years. Brookfield Zoo is the largest suburban attraction in Cook County, both in size and visitation. The 216-acre Zoo annually serves roughly two million visitors from the diverse Chicago metropolitan area. The Zoo is open 365 days a year. On an average day, more than 15,000 people visit during the Zoo's peak attendance season in the summer months and more than double that number on busy days.

The Chicago Zoological Society's mission is to inspire conservation leadership by engaging people and communities with wildlife and nature. We strive to provide people of all ages and backgrounds with opportunities to learn about and care for the natural world. When Brookfield Zoo first opened, Brookfield Zoo was considered "cutting edge" for its bar-less enclosures. It was one of the first zoos to employ nutritionists, pathologists, veterinarians, geneticists, endocrinologists, and behavioral specialists, and we continue this tradition of leadership, innovation and "firsts."

Project Description

The Chicago Zoological Society is seeking a well-established executive search firm to conduct a search to identify and hire for a newly created executive-level position, which will plan, direct, and

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manage our hospitality and guest operations and marketing and communications department. This will require a firm with proven success with filling C-suite positions in the hospitality or attraction entertainment industries or managing a major guest service business enterprise. The successful firm will conduct an in-depth review of the current culture and situation at the Chicago Zoological Society to understand the unique opportunities and challenges of the organization and will ensure that all search activities are in full compliance with the Society's employment procedures and applicable regulations. The search will involve strategic identification and development of potential candidates, drawing from the firm's extensive network of executives to identify individuals with the talents and qualities that will help ensure the Chicago Zoological Society's continued leadership, success, future growth, and relevance to the Chicagoland area and beyond.

Specifications & Requirements/Deliverables

The Chicago Zoological Society will award a contract to the selected search firm to launch an executive search in early 2023 to identify a successful candidate for its Sr. Vice President of Hospitality and Guest Experience position. At minimum, this will include:

- Working with the Society to develop a search timeline and receive input on the organization and ideal candidate profile and position requirements.
- Identify sourcing networks/databases and/or other effective methods to utilize to source well-qualified candidates, with a focus on developing a diverse slate of candidates, including people of color, women, veterans, and people with disabilities.
- Assess the candidate pool against the position requirements and preferred qualifications and organizational fit.
- Thoroughly screen applicants by phone and in person, including developing written profiles with an assessment of the candidate's current and past roles, educational background, training, knowledge, skills, abilities, and insight into style, personality, character traits, strengths and weaknesses, salary expectations, and information on past performance and track record of accomplishments.
- Present a diverse slate of well-qualified candidates to include a written profile summary of each candidate presented who meet all of the position's minimum requirements.
- Work with the Sr. Vice President of Human Resources or her designee as the point person coordinating the search to coordinate the process, interviews, communications and follow-up regarding final offer and hire.
- Handle all communications timely and follow-up timely with all applicants.
- Assure that any person to be considered an applicant for the position expresses formal interest in the position by applying electronically through the Society's on-line Career center at

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<http://www.czs.org/Careers> or alternatively providing a resume for each applicant who formally expresses interest in being considered.

- Provide a written roster of all applicants considered, all applicants phone screened, all applicants interviewed, including applicant name, date applied/first considered, recruitment source, and final disposition of all applicants who express interest and who are considered for the position.
- Coordinate with the Society to conduct background checks on candidates to whom a contingent offer is extended, including having candidates sign the Society's Background Check Authorization form as part of the process.
- Provide a copy of all resumes and cover letters upon conclusion of the search. The search will conclude upon acceptance of an offer and agreement on a start date. Information provided to the Society will include a written summary of interviews conducted, candidate profile, detailed summary of sourcing efforts, including the name of each source, date the position was announced or posted (if applicable), and a copy of each posting/announcement.
- Provide regular status updates to the Society, at least biweekly, in writing or in a conference call to review the status of the search, status of the applicant pool, progress, and status of candidates being considered.

The successful firm must be willing to agree to conduct a new search for the position for no additional fee if the individual hired for the position terminates employment within one year or is terminated within one year, for any reason, other than a documented medically required reason pertaining to the incumbent that precludes him or her from performing the essential job functions of the position.

Documents

Vendor is expected to submit documents/collateral which describes their organization, fee structure and any associated requirements, client base, number of years in business, a list of searches completed for comparable executive-level positions within the last two years, a sampling of its non-profit clients for same, and the name and bio of the principal who would be assigned to the search.

Required Proposal Response Format

Proposal is to be single-spaced and preferably submitted (but not required) as an email attachment as outlined further below.

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Deadline to Respond

The deadline for submitting responses to this Request for Proposal is **January 25, 2023**.

Basis for Award of Contract or Purchase Order

The final award will be made to the firm that the Society deems best suited to the organization and the Society's needs and interests. The decision will be based on information provided by the vendor, track record, quality and scope of services provided, cost, and best fit for the organization.

CZS Reservation of Rights

CZS reserves the right to reject any or all proposals, without explanation, to waive irregularities, and to accept a proposal, which in CZS sole judgment, is in CZS best interests.

MBE/WBE/DBE/8(a)

The Chicago Zoological Society is committed to ensuring that certified minority-owned business enterprises (MBE's), women-owned business enterprises (WBE's), disadvantaged business enterprises (DBE's), and U.S. Small Business Administration 8(a)-certified (8(a)'s) firms are afforded opportunities to compete for and participate in the Chicago Zoological Society's purchasing activities. If your company is certified as a MBE, WBE, DBE or 8(a) company, please send your current certification with your response to this RFP.

Vendor Prequalification Process and/or References

Vendor shall include in its proposal, a list of five (5) references for whom the firm has conducted similar searches, including all contact information.

Additional Requirements such as Vendor Presentation or Demonstration (if applicable)

Once the RFPs are submitted, they will be reviewed, and the field will be narrowed to the top finalists. Vendor presentations may be arranged to allow each finalist to present its services to Society management. Once presentations are concluded, a firm will be selected, and finalists will be notified of the Society's decision.