



Progress Strategy Group – Proposal for Human Resources Consulting Services

RFP #UM 2025-03

Submitted by: Progress Strategy Group

December 8, 2025

Introduction

Thank you for the opportunity to submit a proposal to support the Town of Upper Marlboro with human resources consulting services. Progress Strategy Group is a Maryland-based people and operations consulting firm grounded in the belief that small organizations and municipal governments deserve high-quality, compliant, and people-centered HR support—delivered with professionalism, care, and an understanding of the realities and constraints of public service.

As a boutique firm led by seasoned HR executive **Jerilyn Emerson**, Progress Strategy Group brings over 15 years of experience navigating HR operations, benefits, compliance, employee relations, policy development, investigations, and organizational support within complex, multi-stakeholder environments, including public-facing organizations and those led by boards or elected bodies.

Our commitment is to meet organizations where they are. We design HR support that is right-sized, realistic, and sustainable—especially for small municipalities like Upper Marlboro that maintain essential services with limited internal administrative capacity.

Our Approach to Supporting the Town

We understand that the Town is seeking a dependable HR partner who can ensure compliance, consistency, and support for both staff and leadership. At the same time, we recognize that the annual budget for this contract is \$10,000, which necessitates a thoughtful and targeted approach.

Instead of attempting to provide a fully outsourced HR department within that budget—a model that would not serve the Town well—we propose a focused, high-impact partnership structured around the functions most critical to compliance, stability, and employee trust. Additional support is available on an as-needed basis, ensuring flexibility without exceeding financial parameters.

Our goal is simple: to provide the Town with reliable, responsive, and thoughtful HR guidance in the areas that matter most.



What Progress Strategy Group Will Provide

1. An Annual HR Compliance and Systems Review

Each year, we will conduct a comprehensive review of the Town's HR practices and documentation. This includes personnel files, benefits enrollment, payroll alignment, required training records, FMLA and leave documentation, and compliance with Maryland and federal HR laws.

The outcome will be a clear, actionable report outlining strengths, gaps, and recommended improvements—giving the Town a solid foundation for managing risk and strengthening internal processes year over year.

2. Benefits and Insurance Coordination

The Town's health, dental, vision, and life insurance coverage is an important part of employee satisfaction and retention. Progress Strategy Group will serve as an ongoing liaison between the Town and its insurance broker, helping to resolve issues, support new enrollments and terminations, and ensure employees have uninterrupted access to their benefits.

3. FMLA Intake and Leave Support

We will guide the Town through FMLA documentation and review, ensuring employees and supervisors receive clear instructions and that the Town maintains proper compliance documentation. This includes intake, paperwork coordination, and communication templates.

4. Targeted Monthly HR Support

To remain aligned with the Town's budget, we will provide up to 10 hours of general HR support per month, which may include:

- answering employee or supervisor HR questions
- minor policy clarifications
- reviewing routine documents
- offering guidance on routine employee relations
- supporting limited recruitment tasks (e.g., posting roles, reviewing resumes)
- assisting with standard employee communications

This predictable level of support ensures the Town has access to a knowledgeable partner without committing beyond available resources.



Why Progress Strategy Group Is a Strong Fit

Progress Strategy Group brings:

- Deep experience supporting public-facing and government-adjacent organizations
- Familiarity with Maryland-specific HR requirements and benefits structures
- Experience advising senior leaders, boards, and cross-functional teams
- A steady, solutions-oriented approach to HR issues
- Principal-level expertise and direct access to the firm's founder
- A people-centered, equity-grounded HR philosophy

Our work reflects a commitment to building HR systems that are not only compliant but grounded in respect, transparency, and organizational culture.

Budget and Contract Structure

The Town's annual budget cap guides our service design. To match this framework, Progress Strategy Group will provide the core set of services outlined above for an annual fee of \$10,000.

To support transparency and predictable budgeting:

- The annual fee will be billed quarterly at \$2,500 per quarter.
- A deposit equal to the first quarter's payment (\$2,500) is due upfront upon signing the contract.
- All add-on services are billed separately at \$95/hour, only with prior approval from the Town.

This approach ensures clarity, protects the Town from unplanned expenses, and provides a stable structure for the duration of the engagement.

We agree to the RFP-specified 24-month contract with an optional one-year renewal.

Services Available as Add-Ons (Only If Needed)

To maintain clarity and avoid overspending, more intensive HR needs—such as full recruitment cycles, system reconfigurations, complex investigations, or major handbook rewrites—are offered separately at a discounted hourly rate of **\$95**.

These add-ons ensure the Town can access a higher level of support when needed, without obligating a full outsourced HR operation.



Examples of add-on services include:

- full-cycle recruitment and onboarding
- independent investigations into harassment or discrimination complaints
- personnel manual updates or policy drafting
- payroll system support
- required annual training coordination
- retirement system coordination

This structure preserves flexibility and affordability while maintaining access to expertise.

Progress Strategy Group would be honored to serve as a trusted HR partner to the Town of Upper Marlboro. We are committed to providing steady, thoughtful, compliance-forward HR support that respects the Town's budget and meets the expectations of its staff, leadership, and community.

We appreciate your consideration and look forward to the possibility of supporting your team.