



Contract and Procurement Department
1526 East Forrest Avenue, Suite 400
East Point, Georgia 30344
Telephone: 404.270.7138
Fax: 404.765.1184

DATE: September 19th, 2008
TO: All Prospective Service Providers
FROM: Dena Ray, Contract Specialist
RE: RFP No. 2008-1328 – Professional Promotional Services for the East Point Police Department

Greetings,

The City of East Point, Georgia, is soliciting sealed proposals from qualified service providers who are interested in providing the City with promotional assessment centers for the ranks of Sergeant, Lieutenant and Captain for the East Point Police Department. The services shall include preparation of the testing materials that shall consist of written examinations and assessment centers and conducting test preparation classes for staff members. To participate in this RFP, Prospective Service Providers must be able to provide both the written examinations and the assessment centers, and both must be included in the submitted response.

1.0 EXAMINATION OF RFP DOCUMENTATION

Prospective Service Providers shall carefully review the proposal documents provided by the City and shall promptly notify the City of East Point's Contract and Procurement, in writing, of any and all ambiguities, inconsistencies, unduly restrictive specifications or errors that may be discovered upon examination of the documents. The Contract and Procurement Department may be contacted by email at dray@eastpointcity.org or by fax at 404.765.1184. All correspondence must reference the applicable RFP Number and be as specific as possible in describing the place and manner of the inconsistency.

2.0 INQUIRIES, CLARIFICATIONS AND REQUESTS

Requests for additional information, specific RFI's, amendment of the RFP specifications or requirements, or for an extension of the RFP Due Date must be submitted in writing to Dena Ray, Contract Specialist, Contracts and Procurement Office, 1526 East Forrest Avenue, Suite 400, East Point, Georgia 30344. If the requests are submitted to the City via U. S. Postal Service or delivered via courier or delivery service (FedEx, UPS, DHL, etc.), the outside of the delivery envelope must clearly state "**Inquiry Enclosed**" to differentiate such parcels from those containing final RFP submittals. The deadline for receipt of any

and all such inquiries is Close of Business (5:00 P.M.) on Friday, October 3rd, 2008. (Please note, this is NOT the RFP Due Date.) Electronically submitted (faxed and/or emailed) requests for changes and / or time extensions shall be given consideration if they are concise, clearly worded and submitted to the City in a timely manner.

3.0 PRE-PROPOSAL CONFERENCE

A Pre-Proposal Conference for this Request for Proposals has not been scheduled by the City.

4.0 VERBAL COMMUNICATION

The City, its agents, representatives and/or employees shall not be responsible for any information given by way of verbal communication at any time, or under any circumstances. Interpretations, corrections, additions or deletions to the RFP documents shall be made by formal, numbered addendum ONLY. Interpretations, corrections, additions or deletions of the RFP documents implied or made in any other manner shall not be considered valid or binding and Prospective Service Providers are strongly discouraged from relying upon such interpretations, corrections, additions or deletions in the preparation of their RFP responses. Any questions that are received by the Contracts and Procurement Staff that are deemed to have an effect upon the selection of the Prospective Service Provider, the Proposal Process or the award of the Contract shall be answered in addenda issued by the City of East Point, Georgia. The City of East Point reserves the right to not respond to inquiries that are deemed inconsequential or trivial in nature and to limit the number of inquiries from any or all Prospective Service Providers if such inquiries become too numerous or overbearing.

5.0 ALL-INCLUSIVE PRICING

The RFP price provided by Prospective Service Providers must be all-inclusive, unless otherwise directed, and is to include any and all of the cost associated with licenses, fees, permits, bonds, the cost of personnel, supervision and administration, the cost of software, materials, supplies, equipment, and the cost of the installation, interfacing, integration, training and customer support necessary to provide the services as specified in the Scope of Services in a lawful and professional manner.

6.0 DETAILED INSTRUCTIONS FOR SUBMITTING A PROPOSAL

6.1 Prospective Service Providers wishing to participate in this solicitation must follow the instructions detailed herein. Incomplete RFP submittals shall not be given award consideration. RFP proposals submitted using any other forms or formats shall be considered “non-conforming” and shall be disqualified from competition.

6.2 **PLEASE NOTE: An RFP submittal shall consist of one (1) signed, unbound original and six (6) bound photocopies that are identical to the original. Failure to submit the RFP submittal in the manner specified or failure to enclosed identical copies of the proposal may result in the disqualification of your submittal.** The RFP submittals must be placed in a sealed, opaque envelope / package and clearly marked as follows on the outside:

“RFP No. 2008-1328 – Professional Promotional Services for EPPD”

6.3 The outside of the envelope / package must contain the name, address and telephone number of the Prospective Service Provider. All such markings must be affixed in a legible and indelible manner. If the RFP response is submitted to the City via the U. S. Postal Service or delivered via courier or delivery service (FedEx, UPS, DHL, etc.), the sealed envelope / package must be enclosed in a separate mailing envelope / package and must be clearly notated "**RFP Submittal Enclosed**" on the outside to differentiate these parcels from those containing RFP questions or inquiries.

6.4 All RFP responses must be addressed / delivered to the following:

Dena Y. Ray
Contract Specialist
Contracts and Procurement Department
1526 East Forrest Avenue, Suite 400
East Point, Georgia 30344
Telephone: 404.270.7138
Fax: 404.765.1184

6.5 This is a sealed proposal solicitation. Oral, telephoned, telegraphed, faxed, emailed or otherwise unsealed RFP responses shall be considered invalid, shall not be given award consideration and shall be destroyed upon receipt.

7.0 TIMELY RECEIPT AND DELIVERY RESPONSIBILITY

7.1 Time is of the essence; therefore, RFP responses must be received by the City **no later than Close of Business (5:00 P.M.) on Friday, October 10th, 2008, hereafter referred to as the RFP Due Date.**

7.2 Each Prospective Service Provider is solely responsible for assuring the timely delivery and arrival of their RFP response at the address provided above. The City is not responsible for the untimely receipt or loss of RFP responses. Responses must not be addressed to or delivered to another person, department or location within the City. RFP proposals received by the Contracts and Procurement Office after the time and / or date specified above shall not be opened or given award consideration and shall be destroyed upon receipt.

8.0 ADDENDA

8.1 Interpretations, corrections, additions or deletions to the RFP documents shall be made by formal, numbered addendum ONLY. Interpretations, corrections, additions or deletions of the RFP documents implied or made in any other manner shall not be considered valid or binding and Prospective Service Providers are strongly discouraged from relying upon such interpretations, corrections, additions or deletions in the preparation of their RFP responses.

8.2 If required, addenda shall be issued to all Prospective Service Providers who are on record as having received the RFP documents. Distribution of the addenda shall be accomplished in the same manner as the distribution of the RFP documents, and shall also be made available, free of charge, to all Prospective Service Providers on the City's web site located at <http://eastpointcity.org>.

8.3 Before submitting a proposal response, Prospective Service Providers must ascertain that all addenda issued by the City have been received by them, and shall acknowledge the receipt of any and all addenda on the appropriate form(s) provided. It is the sole responsibility of the Prospective Service

Provider to assure they have received any and all addenda, and the City shall not be held responsible for any oversight and / or omission. Responses that are prepared and submitted by Prospective Service Providers without benefit of the data contained in any and all issued addenda shall be considered “non-conforming” and shall not be given award consideration.

9.0 VALIDITY OF RESPONSES

9.1 All RFP proposals submitted must be valid for a **minimum of one hundred and eighty (180) days** from the RFP Due Date. All Proposals shall be irrevocable for this period of time, until the City awards this RFP and enters into a Contract for the services or cancels this Request for Proposals, whichever shall first occur. If the solicitation involves or is based upon a Contract for Services, the Provider's terms, the deliverables and the pricing must be valid, at a minimum, for the entire initial term of the Contract, unless stated otherwise herein.

9.2 A sealed proposal may not be modified, withdrawn nor cancelled by the Prospective Service Provider after the time and date designated for receipt of proposals has passed. Agreement to this condition is provided by submission of a proposal submittal by the Prospective Service Provider.

9.3 Before the time and date designated for receipt of proposals has passed, sealed proposals submitted early may be withdrawn or cancelled by the Prospective Service Provider by providing notice to the Contracts and Procurement Department before the time designated for receipt of sealed proposals. Such notice shall be in writing over the signature of the Prospective Service Provider. The requesting Prospective Service Provider may designate that the withdrawn or cancelled proposals be retained, unopened, by the Contracts and Procurement Department, shredded in an unopened condition by the Contracts and Procurement Department, or returned, unopened, to the Prospective Service Provider. If the Prospective Service Provider designates to have the response returned, unopened, the Prospective Service Provider must arrange to pick up the unopened proposal. Under no circumstances shall withdrawn or cancelled proposals be returned to the Prospective Service Provider at the City's effort or expense.

9.4 Sealed proposals that are withdrawn or cancelled shall not be opened on City property or in the presence of competing Prospective Service Providers.

9.5 Withdrawn or cancelled proposals may be resubmitted, with or without modification, by a Prospective Service Provider up until the time and date designated as the Proposal Due Date.

10.0 NON-REIMBURSEMENT OF EXPENSES

The City shall not be held liable for the reimbursement or payment of any cost(s) incurred by Prospective Service Providers in the preparation or provision of responses to this RFP or any other solicitations issued by the City of East Point, Georgia.

11.0 PUBLIC OPENING AND DISCLOSURE

11.1 Properly identified proposals received on time shall be publicly opened and the Prospective Service Provider's name read aloud in public. A Responder's Listing shall be prepared by the Contracts and Procurement Department and made available via email to Proposed Service Providers and others who submit an emailed request for the information after the RFP Due Date.

11.2 Upon submission, any and all responses and supportive / accompanying materials become the property of the City of East Point, Georgia.

11.3 All proposals shall remain confidential, but may be subject to disclosure under various Freedom of Information and Privacy Acts. Review of RFP's shall be made available to other Prospective Service Providers and the general public after a Service Provider has been selected by the City and a legally binding contract has been negotiated and entered into or a Purchase Order for the goods or services has been issued. Such requests shall be handled pursuant to the terms and conditions of applicable Federal and state Freedom of Information Acts. Information regarding Open Records Requests should be directed to the City Clerk's Office by telephoning 404.270.7090.

12.0 RIGHT TO REJECT PROPOSALS

The City reserves the right to reject any or all responses, or any portion thereof, or to waive any technicalities it deems are not in the best interest of the City. In particular, the City reserves the right to reject proposals that are submitted using a form and / or format other than the form and / or format stipulated herein and / or provided in the RFP package, or a response that is in any way or manner incomplete, illegible, irregular or non-conforming.

13.0 RIGHT TO CANCEL SOLICITATION

The City reserves the right to cancel this Request for Proposal for any reason, with or without cause, without any liability to any Prospective Service Provider.

14.0 CONTRACT AWARD

14.1 It is the intent of the City to award a contract to the best-valued, responsive, responsible Service Provider provided the RFP submitted by that Prospective Service Provider has been submitted in accordance with and meets the requirements stipulated in the RFP package. Only after consideration of any and all determining factors shall the best-valued, responsive, responsible Service Provider be determined. The City's determination in this matter shall be the sole and binding determination. At its discretion, the City may award a contract to one (1) or more Service Providers, as is deemed in the best interest of the City.

14.2 The City may request or require additional information from Prospective Service Providers before making a determination for award. Any Prospective Service Provider who fails to provide such requested information within the time period stipulated by the City shall be eliminated from award consideration.

14.3 Prior to commencing with any services or providing any products, the Selected Provider(s) shall be required to enter into a legally binding **Agreement or Contract** with the City of East Point, Georgia.

15.0 VENDOR PROTESTS

Any actual or Prospective Service Provider, Bidder, Offeror, Contractor or Subcontractor who is aggrieved in connection with the prequalification, solicitation or award of a contract shall protest to the Contracts and Procurement Department. Protestors are urged to seek resolution of their complaints initially with the purchasing agent. A protest with respect to an Invitation for Bids or Request for Proposals must be submitted to the Contracts and Procurement Department in writing within five (5) calendar days after such aggrieved person knows or should have known of the facts giving rise thereto, but in no

circumstances after five (5) calendar days of notification of award of the contract.

16.0 NON-REVOCABLE BOND

The Selected Provider shall maintain a non-revocable surety bond in the amount of no less than one hundred thousand dollars (\$100,000.00), underwritten by a company licensed by the State of Georgia to issue such bonds, in favor of the City of East Point, Georgia, and shall, before providing goods and/or beginning services pursuant to this RFP or any resulting Contract, provide a copy of that bond to the East Point Contracts and Procurement Office. The Selected Provider shall also maintain general liability, automobile bodily injury liability and civil rights liability insurance, issued by an insurance company licensed to issue such coverage in the State of Georgia, in the amount of not less than one million dollars (\$1,000,000.00) per person, per occurrence, insuring the Selected Provider and its employees, representatives and agents against liability for negligent, willful or otherwise tortuous acts of omissions of the Selective Service Provider, its agents, representatives or employees in connection with the Selected Provider's provision of goods and/or services and obligations contemplated by this RFP. That policy of insurance shall list the City of East Point, Georgia, and its employees, appointed officials, contractors or other designees, as additional insured's, and the Selected Provider shall provide to East Point's Contracts and Procurement Office a Certificate of Insurance reflecting such coverage prior to providing goods and/or the beginning of services contemplated in this RFP. That policy shall include a provision that the policy shall not be cancelled nor modified without at least thirty (30) days notice to the City of East Point, Georgia.

17.0 HOLD HARMLESS CLAUSE

The Selected Provider shall indemnify and hold harmless the City of East Point, Georgia, and any and all elected officials, employees, contractors or representatives of the City of East Point, Georgia, from any loss, claim, liability, penalty, fine forfeiture, demand, causes of action, suit, and costs and expenses incidental thereto (including cost of defense, settlement and reasonable attorney's fees) [hereinafter referred to as "Indemnified Costs"] resulting from a breach by the Selected Provider of any of the agreements, representations, or warranties of the Selected Provider contained in this RFP or their response thereto, or caused by or resulting from any negligent, willful or otherwise tortuous act or omission, or violation of the law by the Selected Provider, its agents, representatives or employees in connection with the Selected Provider's provision of goods and/or services and obligations contemplated by this RFP, response thereto, or Contract resulting therefrom. The indemnity obligation of the Selected Provider under this section shall survive the expiration or termination of any resulting Contract, subject to any applicable statute of limitation.

18.0 ETHICS

Prospective Providers shall not offer any gratuities, favors, or anything of any monetary value whatsoever to any official, employee, and/or agent of the City of East Point for the purpose of influencing consideration and/or award of this proposal.

Any and all Selected Providers, by entering into a service and / or contractual agreement with the City of East Point, agree to be bound by and comply with all applicable provisions of Part 2, Chapter 4, Ethics Policy of the Code of Ordinances of the City of East Point, Georgia. Full text of this ordinance may be obtained from the City Clerk's Office by telephoning 404.270.7090 or on-line by visiting <http://www.municode.com/>. The City's Code of Ordinances may also be found on the City's web site under the Quick Links heading "City Ordinances Online".

SERVICE PROVIDER'S CONTACT SHEET

RFP No. 2008-1328

Professional Promotional Services for East Point Police Department

I certify that I am an officer / authorized representative of the firm listed below and that the information and materials enclosed in this proposal package accurately represent the capabilities of the firm listed below in regards to providing the goods and/or services indicated. The City of East Point, Georgia, is hereby authorized to request any officer and/or reference identified in this proposal to furnish any information that may be deemed pertinent or necessary to verify information provided or regarding the reputation and/or capabilities of the firm. I hereby bind my firm and on their behalf agree to furnish the goods and/or services at the terms stated in the attached proposal, subject to all instructions, conditions, specifications, addenda et cetera pertaining to the aforementioned RFP at the price(s) contained herein. I hereby attest I have read the RFP documents, including all attachments, drawings and specifications, and fully understand the City's requirements and needs. I understand that the price(s) I have provided herein are to be F.O.B. East Point, Georgia, are to be all-inclusive in nature, and represent a completed product or service as specified in the RFP documents.

Company: _____

Address: _____

Address: _____

City / State / Zip: _____

Name: _____

Title: _____

Telephone Number: _____

Cell Phone Number: _____

Fax Number: _____

Email Address: _____

Signature: _____

Today's Date: _____

This page must be completed and should be the first page of each and every proposal package included in a submittal.

A valid RFP submittal shall consist of one (1) signed, unbound original proposal and six (6) bound photocopies that are identical to the original proposal. Failure to submit the proposal in the manner stated above or failure to enclose any requested documentation may result in the disqualification of your proposal submittal.



Contract and Procurement Department

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SCOPE OF SERVICES

1.0 INTRODUCTION

The City of East Point's Police Department is soliciting sealed proposals for professional promotion assessment services for the ranks of Sergeant, Lieutenant and Captain. The assessment proposals submitted from interested and qualified Prospective Service Providers must include:

For the rank of Sergeant

- a written multiple choice examination to be administered and scored prior to the assessment center

For the rank of Lieutenant

- a written examination to be administered and scored prior to the assessment center **or**
- a three (3) exercise assessment center that shall include an in-basket exercise

For the rank of Captain

- a three (3) exercise assessment center

Proposals shall only be accepted from Prospective Service Providers who have the ability and capability to provide and deliver both the written examinations and the Assessment Centers.

Any and all services rendered by the Selected Provider pursuant to this Request for Proposals or any resultant contract and/or agreement shall be provided in accordance with any and all applicable federal, state, and local guidelines, laws, and regulations. The Selected Provider must provide references, evidence and assurances to the City that confirms their ability and capabilities to develop race- and gender-neutral, validated examinations (tests, procedures and assessments).

2.0 CONTRACT TERM

The contract term resulting from the award of this RFP shall be for a two (2) year period of time, commencing on the date the last party executes the contract, and continuing for an uninterrupted period of seven hundred and thirty (730) days thereafter, expiring at midnight on the last day of the contract term. The resulting contract shall contain a renewal option for two (2) additional two (2) year terms, based upon funding availability and agreement between all parties.

3.0 BACKGROUND

The East Point Police Department is composed of approximately one hundred and twenty-nine (129) sworn members. The numbers of internal candidates eligible to compete in the promotional process are as follows:

For the rank of Sergeant

- 53 individuals

For the rank of Lieutenant

- 11 individuals

For the rank of Captain

- 10 individuals

In the past, promotional practices have incorporated a written examination for all ranks (used as a screening device), an oral interview conducted by command staff members and a final interview with the Chief of Police.

4.0 ASSISTANCE FROM THE CITY

4.1 The City's Human Resources Department, or their appointed designee(s), shall provide the necessary administrative support to complete the promotions assessment process. At a minimum, this support shall include providing testing locations, clerical support as needed, and the notification of applicants. The HR Department, or their appointed designee(s), shall work with the Selected Provider to ensure the examinations, testing procedures and assessment centers are in full compliance with the City's HR policies and procedures, Civil Service rules and historical practices.

4.2 The Selected Provider shall work closely with the City's Human Resource Department, their appointed designee(s), and the East Point Police Department to identify relevant test orientation materials, test dates, test locations, and other administrative details important to the successful completion of this project.

4.3 Other areas of assistance from the City's Human Resource Department, their appointed designee(s), and the East Point Police Department are identified and defined in the details contained in Section 5.0 Required Deliverables below.

5.0 REQUIRED DELIVERABLES

5.1 Test Orientation / Preparation Classes

5.1.1 The Selected Provider shall be required to conduct Test Orientation / Preparation Classes for each of the targeted ranks. The following four (4) items, at a minimum, must be included in the classes:

- successful study methods
- review of test logistics
- overview of general test content
- successful test taking strategies

5.1.2 The Selected Provider must conduct Test Orientation / Preparation Classes at times and places that shall accommodate the City's Police Department's various shift schedules.

5.1.3 The City's Human Resource Department, or their appointed designee(s), shall provide input where applicable and shall be responsible for notifying individual candidates of class times, dates and locations once determined.

5.1.4 Each Prospective Service Provider must describe in detail in their submittal the content and the length of the Test Orientation / Preparation Classes they intend to provide to the City.

5.2 Written multiple-choice examinations

5.2.1 The Selected Provider shall be required to prepare two (2) written multiple-choice examinations: one (1) for the rank of Sergeant and one (1) for the rank of Lieutenant. (NOTE: the examination for the rank of Lieutenant may, or may not, be employed by the East Point Police Department, but must be included in the Selected Provider's deliverables.) The examinations for each rank provided to the City must meet the following criteria:

- Each examination must be administered in a written format.
- Each examination must be composed solely of multiple-choice questions.
- Each examination must be rank-specific.
- Questions provided for inclusion on each examination must be relevant to police supervision.
- A minimum of twenty-five percent (25%) of the questions provided on each examination must be specific to East Point Police Departmental policies and procedures.
- Each rank-based examination must include a total of one hundred and twenty (120) questions.
- A list of recommended study materials must be included with each prepared examination.
- Any and all required or recommended study materials and/or supplies must be provided by the Selected Provider, without additional costs, to the City.

5.2.2 The examination administered to each candidate shall contain one hundred (100) questions selected at random from the one hundred and twenty (120) questions provided by the Selected Provider.

5.2.3 The Selected Provider shall be solely responsible for:

- the pre-test security of the examinations, the examination questions and the answer keys
- providing any and all required or recommended study materials and/or supplies
- providing the appropriate number of copies of each examination
- the delivery and timing of each examination
- the grading and scoring of each examination

- the correctness of each question selected to be incorporated in each examination
- the defense of the correct answer for each question selected to be incorporated in each examination

5.2.4 The Selected Provider shall be required to have adequate trained staff on-site each day of the examinations to ensure proper, uncompromised test administration and prompt scoring.

5.2.5 The City's Human Resource Department, or their appointed designee(s), shall be responsible for notifying individual candidates of examination times, dates and locations once determined.

5.2.6 Each examination must be scored and the score presented to the City's Human Resource Department, or their appointed designee(s), no later than ten (10) calendar days following completion of the examination. The HR Department, or their appointed designee(s), shall be responsible for distributing examination scores to candidates. Examination scores shall be made available by the HR Department, or their appointed designee(s), to the Chief of Police and each participant upon request. The HR Department, or their appointed designee(s), shall determine the manner and/or type of request required.

5.2.7 The Selected Provider must provide the City's Human Resources Department, or their appointed designee(s), with individual feedback reports for each participating candidate no later than ten (10) calendar days following the conclusion of each promotional examination. Prospective Service Providers must describe in detail in their proposal submittals the data that shall be provided to the City in their individualized feedback reports.

5.2.8 The Selected Provider shall provide documentation and assistance to the City's Human Resource Department, or their appointed designee(s), to ensure inquiries from candidates regarding specific questions contained in the written examinations receive prompt, adequate and correct official responses.

5.3 Promotional Assessment Centers

5.3.1 The Selected Provider shall design and provide to the City three (3) Promotional Assessment Centers: one (1) for the rank of Sergeant, one (1) for the rank of Lieutenant and one (1) for the rank of Captain. All exercises included in the Assessment Centers must be work-related and provide for an adequate demonstration of the knowledge, skills, abilities and behaviors determined to be essential for success in each of the targeted ranks.

5.3.2 The Assessment Centers provided by the Selected Provider must include, but shall not be limited to, the following promotional exercises:

5.3.2.1 For the rank of Sergeant

- A structured oral interview conducted by a panel of no less than three (3) and no more than five (5) trained Assessors. The interview session shall consist of no less than eight (8) and no more than ten (10) scenarios based upon the East Point Police Department's policies, procedures and City Ordinance. NOTE: The number of members on the panel and the number of scenarios provided to each candidate shall be consistent for all candidates of this rank.
- The completion of a written compound narrative question that is based upon

Agency-identified situation(s) relevant to the East Point Police Department.

5.3.2.2 For the rank of Lieutenant

- An in-basket exercise consisting of no less than thirty (30) and no more than fifty (50) items, each requiring a written response from the candidate. NOTE: The number of items in the in-basket exercise provided to each candidate shall be consistent for all candidates of this rank. (This component may, or may not, be employed by the East Point Police Department, but must be included in the Selected Provider's deliverables.)
- A structured oral interview conducted by a panel of no less than three (3) and no more than five (5) trained Assessors. The interview session shall consist of no less than eight (8) and no more than ten (10) scenarios based upon the East Point Police Department's policies, procedures and City Ordinance. NOTE: The number of members on the panel and the number of scenarios provided to each candidate shall be consistent for all candidates of this rank.
- The completion of a written compound narrative question that is based upon Agency-identified situation(s) relevant to the East Point Police Department.

5.3.2.3 For the rank of Captain

- An in-basket exercise consisting of no less than thirty (30) and no more than fifty (50) items, each requiring a written response from the candidate. NOTE: The number of items in the in-basket exercise provided to each candidate shall be consistent for all candidates of this rank.
- A structured oral interview conducted by a panel of no less than three (3) and no more than five (5) trained Assessors. The interview session shall consist of no less than eight (8) and no more than ten (10) scenarios based upon the East Point Police Department's policies, procedures and City Ordinance. NOTE: The number of members on the panel and the number of scenarios provided to each candidate shall be consistent for all candidates of this rank. **Or** a videotaped role play simulation that adequately captures the candidates' ability and capabilities to respond appropriately to and develop resolutions to personnel, tactical and/or community situations and circumstances in accordance with East Point Police Department's policies, procedures and City Ordinance.
- The completion of a written compound narrative question that is based upon Agency-identified situation(s) relevant to the East Point Police Department.

5.3.3 The Selected Provider shall design and provide to the City a grading / scoring process for the assessment exercises that is comprehensive, but can be easily explained to the candidates.

5.3.4 The Selected Provider shall provide any and all required or recommended study materials and/or supplies to the City, without additional costs.

5.3.5 The Selected Provider shall be required to have adequate trained staff on-site each day an Assessment Center is conducted to ensure proper administration and prompt scoring.

5.3.6 The City's Human Resource Department, or their appointed designee(s), shall be responsible for notifying individual candidates of Assessment Center times, dates and locations once determined.

5.3.7 Each assessment must be scored and the score presented to the City's Human Resource Department, or their appointed designee(s), no later than ten (10) calendar days following the completion of the assessment exercise. The HR Department, or their appointed designee(s), shall be responsible for distributing assessment scores to candidates. Assessment scores shall be made available by the HR Department, or their appointed designee(s), to the Chief of Police and each participant upon request. The HR Department, or their appointed designee(s), shall determine the manner and/or type of the request required.

5.3.8 The Selected Provider must provide the City's Human Resources Department, or their appointed designee(s), with individual feedback reports for each participating candidate no later than ten (10) calendar days following the conclusion of each Assessment Center evaluation. Prospective Service Providers must describe in detail in their proposal submittals the data that shall be provided to the City in their individualized feedback reports.

5.3.9 The Selected Provider shall provide documentation and assistance to the City's Human Resource Department, or their appointed designee(s), to ensure inquiries from candidates regarding specific questions included in the assessment receive prompt, adequate and correct official responses.

5.3.10 The Selected Provider shall provide copies of all videotaped structured interviews or role plays (if employed) and all Assessors' reports to the City's Human Resource Director, or their appointed designee(s), within ten (10) calendar days following the completion of the assessment exercises for each rank.

5.3.11 Each Prospective Service Provider must describe in their proposal submittal their specific method for conducting assessments (e.g. live or video-taped) and explain in detail how they intend to record and score the candidates' performances.

5.4 Assessor Training

5.4.1 The Selected Provider shall be required to provide comprehensive Assessor training and must fully describe in their proposal submittal the Assessor training methods to be incorporated.

5.4.2 The Assessor training is to be accomplished on-site by the Selected Provider, one (1) to two (2) days prior to the beginning of each Assessment Center exercise.

5.4.3 Any and all required or recommended materials and/or supplies necessary for Assessor training shall be provided by the Selected Provider, without additional costs, to the City.

6.0 SERVICE PROVIDER RESPONSIBILITIES

6.1 Based upon the data provided by either the ARC job analysis or a newly-conducted job analysis (reference Section 7.0) and speaking as an expert in the industry, the Selected Provider must make recommendations pertaining to the particular position dimensions to be evaluated by written examinations and Assessments Centers, or other examination processes as may be appropriate.

6.2 The Selected Provider must provide each of the items detailed in Section 5.0 Required Deliverables to the City as specified therein.

6.3 The Selected Provider must have adequate trained staff on-site each day a written examination or Assessment Center is conducted to ensure proper, uncompromised administration of the tests / exercises and prompt scoring.

6.4 The Service Provider must develop daily Manpower Schedules for the staff they shall provide that ensures the best use of the available manpower and are designed to contain costs. The Service Provider must provide the City with a copy each Manpower Schedule no later than forty-eight (48) hours prior to its employment.

6.5 The Selected Provider must conduct Test Orientation / Preparation Classes at times and places that shall accommodate the City's Police Department's various shift schedules.

6.6 The Selected Provider must provide any and all required or recommended study materials and/or supplies to the City, without additional costs.

6.7 The Selected Provider must design and provide to the City a grading / scoring key for each of the multiple-choice examinations prepared.

6.8 The Selected Provider must design and provide to the City a grading / scoring process for the assessment exercises that is comprehensive, but can be easily explained to the candidates.

6.9 The Selected Provider must score the examinations and the assessments and the scores must be presented to the City's Human Resource Department, or their appointed designee(s), no later than ten (10) calendar days following the completion of each.

6.10 The Selected Provider must provide copies of all videotaped structured interviews or role plays (if employed) and all Assessors' reports to the City's Human Resource Director, or their appointed designee(s), within ten (10) calendar days following the completion of the assessment exercises.

6.11 The Selected Provider must provide the City's Human Resources Department, or their appointed designee(s), with individual feedback reports for each participating candidate no later than ten (10) calendar days following the conclusion of each examination or each Assessment Center evaluation. Prospective Service Providers must describe in detail in their proposal submittals the data that shall be provided to the City in their individualized feedback reports.

6.12 The Selected Provider must provide documentation and assistance to the City's Human Resource Department, and their appointed designee(s), to ensure inquiries from candidates regarding specific questions included in the written examinations and the assessment exercises receive a prompt, adequate and correct official response.

6.13 At the conclusion of the examination / assessment of each targeted rank, a final technical report must be submitted by the Selected Provider that must include each of the following:

- comprehensive results of the job analysis (if performed – reference Section 7.0)
- a detailed description of the link between the data from the ARC job data or the newly performed job analysis (reference Section 7.0) to the examination materials and assessment materials employed
- an analysis of employee performance on the examinations / assessments
- an analysis of the responses provided to each of the questions (for written examinations only)

- the process by which scores and weights were determined and validated
- other relevant examination / assessment data that may be identified by the Service Provider or the City as important or relevant.

7.0 REQUIREMENT OF SEPARATE, OPTIONAL LINE ITEM PRICING

7.1 In 2005, job data was collected for each rank as part of a comprehensive classification study conducted by the Atlanta Regional Commission (ARC). While it is the City's belief that the data collected in 2005 is still relevant, each participating Prospective Service Provider **must** submit, **as a separate, optional line item**, a price for conducting a complete job analysis for each of the three (3) targeted positions. **In addition, a description of the methodology for completing the job analysis survey must be included** in each Prospective Provider's proposal.

7.2 The job analysis provided **must** include identifying the technical and managerial knowledge, skills, and abilities required to perform the essential functions of each position and establishing content validity for the written examination and the assessment center exercises via the job analyses. Upon completion of the exercise, the analyses and the analysis results shall be turned over to the Human Resources Department, or their appointed designee(s), along with validity studies for each rank surveyed.

7.3. **Please note, the City's request for job analysis pricing is NOT optional and all Participating Service Providers must comply with the request for pricing; however the City shall make a determination if the analysis shall be, or shall not be, included in the final contract award.** If it is determined by the City that a job analysis for each of the three (3) targeted positions is required to obtain the best results from the promotional assessments, the City shall provide Subject Matter Experts (SME's) to assist the Selected Provider in this portion of the process.

8.0 PROPOSAL FORMAT / CONTENT GUIDELINES

8.1 Qualified and interested Prospective Service Providers are to provide the City of East Point, Georgia, with a **thorough and complete** proposal response using the following guidelines:

- All proposals must be typed using no less than a 10-point font size, and must contain no more than thirty (30) pages.
- Page count shall include any introductory letters, transmittal sheets and the résumés of key individuals, but shall exclude the front and back covers, Prospective Service Provider's Contact Information Sheet, Table of Contents pages, index sheets or tabs, tables, charts, or other requested graphic exhibits.
- Information requested by the City under separate cover shall not be included in the total page count.
- Requested brochures, technical data sheets, schematics, drawings, warranties, service agreements, maintenance agreements, sales literature, etc shall not be included in the total page count.
- All proposals should be straight forward, concise and provide "layman" explanations of any and all technical terms that are used. Emphasis should be concentrated on conforming to the RFP instructions, responding to the RFP requirements and on providing a complete and clear

description of your offer.

- Proposals that appear unrealistic in the terms of commitment or staffing, appear to lack competence or integrity or are indicative of a failure to fully comprehend the complexity and risk of the proposed Contract may be rejected by the City.

8.2 Proposals do not have to be professionally produced nor professionally packaged, but must be neat and orderly in appearance and well organized. The following sections / content must be included in the Prospective Service Provider's response, in the following order:

- **Front Cover**

- **Prospective Service Provider's Contact Information Sheet**

The Prospective Service Provider's Contact Information Sheet contained in this RFP packaged **must** be completed and signed by an individual authorized by the Prospective Service Provider to legally bind their company.

The address and other contact information provided on this sheet must be that of the Provider's office from which the City's Contract shall be managed, therefore, it should also represent the Provider's location nearest to the City of East Point, Georgia. **The Prospective Service Provider's Contact Information Sheet must be the first sheet of the Provider's response package.**

- **Table of Contents or Index of Contents**

Prospective Service Providers must use dividers of some type to separate sectional content. Dividers may be tabbed or untabbed, but tabbed dividers are preferred.

- **Cover Letter / Letter of Introduction / Project Summary Section**

The Cover Letter / Letter of Introduction / Project Summary shall not to exceed three (3) pages in length, should summarize key elements of the Prospective Service Provider's understanding of the City's needs and key elements of the Provider's offer that will directly address those needs.

An individual authorized by the Prospective Service Provider to bind the Provider must sign the letter. The letter must clearly stipulate that the contents of the proposal offer and the proposal price shall be valid during the full initial two (2) year term of the Contract.

In the event the East Point Police Department chooses to utilize the Selected Provider for subsequent assessments, the Selected Provider must describe in their proposal the procedures for the development and delivery of those services so as to avoid any inequity for those candidates who have not previously participated in or in some manner become familiar with the content of the examination / assessment process.

- **Background / Qualifications Section**

The Background / Qualifications section should describe the Prospective Service Provider's familiarity with providing service of a similar nature to cities and Police Departments of a similar size with similar needs.

Each Prospective Service Provider must present a brief description of their background and discuss their specific experience in the area of job analysis, police exam preparation, test design, test validation, test administration and promotional assessment processes.

Each Prospective Service Provider must also provide information regarding the number and types of similar projects that the Provider has developed and delivered within the past five (5) years with emphasis upon projects involving police testing and assessments.

Additionally, each Prospective Service Provider must provide full disclosure of any prior and/or existing legal actions in which they are connected in any manner as a direct, or indirect, result of providing or participating in any testing, promotional services, examination services, assessment activities, etc. Litigation or potential litigation involving the performance of services, or lack thereof, breach of confidentiality and/or conflict of interests matters are also to be included.

- **Detailed Fee Section**

Please provide a detailed explanation of the Provider's fee structure for the Required Deliverables as requested herein.

Each Prospective Service Provider must submit a detailed breakdown of their proposed fees including the resources that shall be allotted to the various parts of the plan. The breakdown must include the cost to the City per candidate by rank; the various personnel to be employed by the Provider; any and all miscellaneous fees and costs associated with such items as travel, consultant fees, honorariums, etc.

The City shall reserve the right to decline full acceptance of any Prospective Service Provider's proposal and/or the completion of all tasks outlined in any proposal, and reserves the right to accept only those elements of any proposal that the City feels are necessary to meet the City's objectives.

- **Optional Line Item Pricing Section**

As requested herein, please provide a detailed explanation of the job analysis services that shall be provided to the City, and the price for these services if it is determined by the City that the services shall be required.

- **References Section**

In the References section, the Provider shall provide references for whom they have provided similar services. The references provided should be recent and must include a valid contract name, contact information and the dates services were provided.

Each Prospective Service Provider must provide a list of four (4) to six (6) professional references who have consented to answer questions in regard to the Provider's performance and qualifications in designing and administering examinations and Promotional Assessment Centers. Current, valid contact information including mailing address, telephone numbers and email addresses must be provided for each reference.

- **Staffing / Administration / Personnel Qualifications Section**

In this section, Prospective Service Providers shall provide a list of the individual(s) who shall be assigned to work on the City's contract and indicate the functions each shall perform and the areas of responsibility each shall have.

Each Prospective Service Provider must submit brief résumés of all key personnel that shall be involved with the project. Additional information that Providers wish to have considered such as professional awards, performance recognitions, memberships, specialized training, etc. should also be included.

NOTE: Upon award of the Contract and during the Contract term, if the Selected Service Provider chooses to assign different personnel to the Contract, the Provider must submit their names, contact information, qualifications and other information listed herein to the City for approval before that person can commence work on the Contract.

Services provided under this Contract shall NOT be performed by nor delegated to any person or entity other than the Provider without the expressed written authorization from the City, unless provide otherwise herein. Under no circumstances shall the City of East Point allow or permit the services described herein to be subcontracted without the prior written consent.

- **Methodology / Approach Section**

The Methodology / Approach section must provide a detailed description and/or outline of the approach and methodology the Prospective Service Provider shall use to accomplish the Scope of Services for this RFP and to achieve satisfaction in their performance from the City.

If the Prospective Service Provider's methodology or approach differs from the Proposed Scope of Services provided herein by the City, please describe in detail any and all differences or deviations. List such differences and deviations by the section number to which they are applicable.

- **Schedule for Completion of Project / Proposed Project Timeline**

Each Prospective Service Provider must submit a proposed time schedule, including management decision points, with the goal of meeting the following examination / assessment implementation deadlines:

Sergeants Written Examination and Assessment Center	November 30, 2008
Lieutenants Written Examination and Assessment Center	November 30, 2008
Captains Assessment Center	November 30, 2008

Prospective Service Providers may take exception to the implementation deadlines proposed above if the Provider feels they are too restrictive, unrealistic or cannot be met due to other commitments. Under these circumstances, the Prospective Service Provider must propose alternate dates in their submittal; however, it should be noted that additional consideration shall be afforded to those Providers who are capable of meeting the City's proposed deadlines.

- **Back Cover**

9.0 EVALUATION CRITERIA / BASIS OF AWARD

The City's evaluation and selection process shall be a qualifications-based selection process for professional services. Proposals shall be evaluated to determine the best overall RFP conformance and the best value offered to the City for the services proposed. The City shall use some or all of the following criteria for evaluating and comparing the proposals submitted. The specific criteria listed are not necessarily all-inclusive and the order in which they appear is not intended to indicate their relative importance. The scoring range for each criteria is provided.

- The Prospective Service Provider's methodology and approach to the service, including their

understanding of the services desired, compliance with the City's requirements, responsiveness to the RFP; the thoroughness of the procedures, methods, and techniques to be utilized in the Provider's proposed process; the timeline for the Deliverables and the willingness of the Provider to tailor their processes based upon the City's needs and input. **0 to 50 points**

- Past performance with other municipalities. Ability and capability to perform the work. Recent experience in conducting similar scope, complexity and magnitude of services for others. The qualifications and experience of the Prospective Service Provider and their staff, length of time in business and other matters related to relevant experience. **0 to 35 points**
- Appropriateness and flexibility of pricing arrangements; the cost of the Prospective Service Provider's services. **0 to 15 points**

10.0 PRESENTATIONS AND DEMONSTRATIONS

If, in the opinion of the City of East Point, Georgia, presentations and/or demonstrations by Prospective Service Providers are desired as part of the evaluation process, the City of East Point, Georgia, shall notify the selected Providers and shall make arrangements for such presentations and/or demonstrations. The Selected Providers shall be given equal notification and shall be provided with an equal amount of time for their presentation and/or demonstration. The City reserves the right to present questions and/or make other inquiries of the Selected Providers. All such presentations and/or demonstrations shall be conducted at the convenience of the City and the Requesting Department.

11.0 DETAILED INSTRUCTIONS FOR SUBMITTING A PROPOSAL

11.1 Prospective Service Providers wishing to participate in this solicitation must follow the instructions detailed herein. Incomplete RFP submittals shall not be given award consideration. RFP proposals submitted using any other forms or formats shall be considered "non-conforming" and/or "non-responsive" and shall be disqualified from competition.

11.2 **PLEASE NOTE: An RFP submittal shall consist of one (1) signed, unbound original and six (6) bound photocopies that are identical to the original. Failure to submit the RFP submittal in the manner specified or failure to enclosed identical copies of the proposal and any requested documentation may result in the disqualification of your submittal.** The RFP submittals must be placed in a sealed, opaque envelope / package and clearly marked as follows on the outside:

"RFP No. 2008-1328 – Professional Promotional Services for EPPD"

11.3 The outside of the envelope / package must contain the name, address and telephone number of the Prospective Service Provider. All such markings must be affixed in a legible and indelible manner. If the RFP response is submitted to the City via the U. S. Postal Service or delivered via courier or delivery service (FedEx, UPS, DHL, etc.), the sealed envelope / package must be enclosed in a separate mailing envelope / package and must be clearly notated **"RFP Submittal Enclosed"** on the outside to differentiate these parcels from those containing RFP questions or inquiries.

11.4 All RFP responses must be addressed / delivered to the following:

**Dena Y. Ray
Contract Specialist
Contracts and Procurement Department
1526 East Forrest Avenue, Suite 400
East Point, Georgia 30344
Telephone: 404.270.7138
Fax: 404.765.1184**

11.5 RFP No. 2008-1328 is a sealed proposal solicitation. Oral, telephoned, telegraphed, faxed, emailed or otherwise unsealed RFP responses shall be considered invalid, shall not be given award consideration and shall be destroyed upon receipt.

11.6 Time is of the essence; therefore, RFP responses must be received by the City no later than Close of Business (5:00 P.M.) on Friday, October 10th, 2008, hereafter referred to as the RFP Due Date.

11.7 Each Prospective Service Provider is solely responsible for assuring the timely delivery and arrival of their RFP response at the address provided above. The City is not responsible for the untimely receipt or loss of RFP responses. Responses must not be addressed to nor delivered to another person, department or location within the City. RFP proposals received at the Contracts and Procurement Office after the time and / or date specified above shall not be opened nor given award consideration.

11.8 Before submitting a proposal response, Prospective Service Providers must ascertain that all addenda issued by the City have been received by them, and shall acknowledge the receipt of any and all addenda on the appropriate form(s) provided. It is the sole responsibility of the Prospective Service Provider to assure they have received any and all addenda, and the City shall not be held responsible for any oversight and / or omission. Responses that are prepared and submitted by Prospective Service Providers without benefit of the data contained in any and all issued addenda shall be considered “non-conforming” and/or “non-responsive” and shall not be given award consideration.

11.9 Please refer to the City’s cover letter / Request for Proposals for the City’s general terms and conditions and other relevant information.