



**Purchasing Service Agreement
CITY OF AUSTIN
RECOMMENDATION FOR COUNCIL ACTION**

**AGENDA ITEM NO.: 56
AGENDA DATE: Thu 09/30/2004
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SUBJECT: Authorize negotiation and execution of a 12-month professional services agreement with INDUSTRIAL/ORGANIZATIONAL SOLUTIONS, INC., Winchester, IL, for police civil service assessment centers in an amount not to exceed \$50,000, with two 12-month extension options in an amount not to exceed \$50,000 per extension, for a total agreement amount not to exceed \$150,000.

AMOUNT & SOURCE OF FUNDING: Funding in the amount of \$4,167 is available in the Fiscal Year 2003-2004 Approved Operating Budget of the Human Resources Department. Funding for the remaining 11 months of the original contract period and extension options is contingent upon available funding in future budgets.

FISCAL NOTE: There is no unanticipated fiscal impact. A fiscal note is not required.

REQUESTING Purchasing **DIRECTOR'S**
DEPARTMENT: for Human Resources; **AUTHORIZATION:** Vickie Schubert

FOR MORE INFORMATION CONTACT: Rosemary Ledesma, Senior Buyer/974-2011

PRIOR COUNCIL ACTION: N/A

BOARD AND COMMISSION ACTION: Recommended by the Austin Police Association.

PURCHASING: Best proposal of four proposals received.

MBE / WBE: This contract will be awarded in compliance with Chapter 2-9 of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation.

Article 13, Section 8 of the current agreement between the City of Austin and the Austin Police Association governs the promotional process for Austin Police Civil Service positions. In addition to a written test, eligible candidates for Police Commander, Police Lieutenant and Police Sergeant are required to attend an assessment center to ensure that the candidate possesses the appropriate skill set.

The goal of the assessment center is to determine skills, abilities, and practical knowledge that may not be apparent using a written test only. Most major police departments in the nation use assessment centers to incorporate into their promotional process, practical exercises that are specific to issues faced by officers in Austin. Assessment centers are also used to identify specific skills necessary for different ranks within the department. The centers will provide four exercises designed to assess the supervisory/management skills necessary for each of the promotional positions. The exercises are designed to provide an opportunity for the assessors to evaluate each candidate's skills in analysis, problem solving, written and verbal communication, and supervisory/management skills.

The contractor is responsible for recruiting and training qualified assessors who are police officers from across the country. The contractor will ensure that assessors are skilled in behavioral observation and demonstrate a thorough understanding of the assessment techniques, evaluation and rating procedures to be used.



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The candidate's performance will be video-taped and they will receive written and verbal feedback at the end of each assessment session. If necessary, the contractor will provide expert witness testimony in court in defense of the assessment center process.

A Request for Proposal was issued on June 14, 2004. The Assessment Center Review Committee, which was comprised of six current Austin Police Officers (as mandated in the Austin Police Association agreement) evaluated the proposals and recommended Industrial/Organizational Solutions, Inc. as the best proposer offering the best program at a reasonable cost. They ranked the proposals based on program proposed including use of City facilities for conducting assessment centers, ability to meet aggressive timelines, experience in conducting police civil service assessment centers, experience and qualifications of key personnel, and cost of service per candidate. The recommended awardee is experienced in conducting police civil service assessment centers and their consultants have developed and implemented selection programs for over 1000 public safety agencies.

MBE/WBE solicited: 5/3

MBE/WBE Bid: 0/0

PRICE ANALYSIS

- a. Adequate competition.
- b. Thirty-three notices were sent including five MBEs and three WBEs. Twelve proposals were issued including no MBEs/WBEs. Four proposals were received.
- c. References contacted for the recommended awardee were satisfied with the performance of services provided by this vendor.

APPROVAL JUSTIFICATION

- a. Best proposal received.
- b. The Human Resources Department concurs with the recommended award.
- c. Advertised in the Austin American-Statesman and on the Internet.

REQUEST FOR PROPOSAL - Police Civil Service Assessment Centers
RFP NO. RL04300067

Evaluation Factors (Possible points)	Industrial Organizational Solutions, Inc. Winchester, IL	Booth Research Group, Inc. Parker, CO	Barrett & Associates, Inc. Cuyahoga Falls, OH	*Morris & McDaniel, Inc., Alexandria, VA.
Concept and Solutions Proposed - Understanding of City requirements and proposed operation of assessment center program including: reasonableness length of time for conducting assessments, acceptable process, acceptable dimensions, ability to meet project timelines, proposal of use of City facilities, on-site representation availability, submittal and appropriateness of requested information, and provide sufficient number of assessors per session with back up assessors. (40 points)	33	30	23	
Demonstrated Applicable Experience and Qualifications - Evaluation of the experience of the proposing firm in the development, administration and validation of civil service assessment centers. (25 points)	12	21	14	
Personnel Qualifications - Evaluation of the experience shown on the resumes of key personnel. Experience in the development of performance evaluation systems for public sector organizations. Education of assigned and participating staff in the area of industrial/organizational psychology. Evaluation of the experience shown on the resumes of the proposed assessors. (15 points)	13	10	12	
Total Evaluated Cost - Proposer with the lowest cost to the City of Austin is given the maximum points; percentage ratio formula is applied to the remaining proposers. (20 points)	20	18	4	
SUBTOTAL POINTS	78	79	53	
INTERVIEWS (25 points)	24	14	N/A	
TOTAL POINTS	102	93	53	

*Non-responsive-did not submit appropriate pricing information as required by the solicitation.