

Request for Proposal Standards of Cover Assessment and Utilization Study

Lisa Hernandez
Human Resources Director
City Council Meeting
June 20, 2023

Summary

- Question
 - To consider a Firm to conduct a staffing assessment and utilization study on the city's current and future staffing needs specific to the Police Department, Fire/EMS Department, and Public Works Department, and Authorizing the City Manager to enter into a contract for said professional services.
- Options
 - 1. Approve the Award of the RFP, with or without amendments.
 - 2. Denial/Disapproval.
- Declaration
 - Approval to award the RFP will secure the services of an independent contractor to evaluate and determine if Leon Valley has adequate staffing levels to meet service expectations and demands.

Purpose

- To assess current and future staffing levels of the Police, Fire/EMS, and Public Works Departments.
- To review department resources and utilization of staff for coverage area, workload demands, and service expectations.
- To assess community risks, current performances and operations, and service delivery standards.
- To provide innovative and sustainable recommendations to ensure services delivered meets current best practices and community needs.
- To determine and recommend coverage and resources needed, strategic direction and organization, and reasonable means for delivery.

Background

- The performance of a Standards of Cover & Utilization Study will be the first for the City of Leon Valley.
- The RFP for the Standards of Cover and Utilization Study was released on April 3, 2023 and closed on May 4, 2023.
- Three (3) Responses were received:
 1. Emergency Services Consulting International
 2. Center for Public Safety Management, LLC
 3. Fitch & Associates Consulting Services
- A Review Committee was selected to evaluate each proposal, their qualifications and project approach.

RFP Staffing Assessment Study Review Committee

- Police Chief, Gonzalez
- Assistant Fire Chief, Burnside
- Assistant Public Works Director, Dimaline
- Human Resource Director, Hernandez

Scoring Criteria

Fulfillment of Submission Requirements

- Qualifications of Key Consultants & Personnel
- Relevant/Similar Experiences
- Quality of Work Demonstrated - Sample Reports
- Project Schedule/Timeline of Completion
- Price Proposals
- Evidence of Insurability/Certificates of Insurance
- Completed Form 1295 – Certificate of Interested Parties

Scoring Criteria

Responses to Scope of Services

- Qualifications & Experiences of Consultants & Personnel
 - Organization of Key Staff
 - Use of Subconsultants/Knowledge
 - Firms experience working with Municipalities/Type of Service
- Scope of Services Project Approach
 - Executive Summary/Demand for Service Overview
 - Technical Plan/Approach Methods
 - Quality of Work Demonstrated – Structure & Transparency of Sample Reports
 - Staffing Methodology & Best Practice Strategies
- Price Proposal
 - Price Options for One or All Studies:
 - Police Department
 - Fire / EMS Department
 - Public Works Department

Average Scores

STAFFING UTILIZATION STUDY 2023 RFP TOTAL AVG SCORES		ESCI (Fire/EMS)	CPSM (Police & Fire/EMS)	FITCH (Police, Fire/EMS, Public Works)
PROJECT TEAM, KEY PERSONNEL & EXPERIENCE (MAX 40 POINTS)				
<ul style="list-style-type: none"> Organizational Chart/Key Staff Identified, Use of Subconsultants? - 10 Resumes: Qualifications of Key Personnel Assigned - 15 Experience Working with Municipality/Type of Service - 15 		29	34	34
PROJECT APPROACH (MAX 40 POINTS)				
<ul style="list-style-type: none"> Executive Summary/Overview of Demand for Services - 10 Technical Plan/Schedule of Completion - 10 Quality of Work Demonstrated/Samples Reports - 10 Staffing Methodology/Best Practice used in similar project - 10 		26	32	35
PRICE PROPOSAL (MAX 20 POINTS)				
<ul style="list-style-type: none"> Police Department Fire / EMS Department Public Works Department 		9	11	19
TOTAL (Possible 100 points)		63	77	88

- RFP's were rated individually.
- Total score was the average from all individual scores.

Fiscal Impact

STAFFING UTILIZATION STUDY PRICING PROPOSAL	ESCI (Fire/EMS)	CPSM (Police & Fire/EMS)	FITCH (Police, Fire/EMS, Public Works)
Did they submit the Price Proposal Form?	yes	yes	yes
Price for Police Department:	\$0	\$58,000	\$35,000
Price for Fire/EMS Department:	\$54,782	\$55,000	\$35,000
Price for Public Works Department:	\$0	\$0	\$25,000
Price Proposal Negotiable; discounts offered?	no	Minus 10% if awarded both (or \$11,300)	Minus \$20k if awarded both PD/Fire&EMS
Provided Evidence of Insurability/Certificates of Insurance?	no	yes	yes
Provided Certificate of Interested Parties - Form 1295?	yes - not signed	yes	yes

- Fitch & Associates is the only firm that proposed studies for all three departments.

Fiscal Impact

PRICE PROPOSAL FORM

Please include the total price for each Scope of Work. Firms may submit proposals for one or both studies. Each price shall be for a not to exceed amount and shall include reimbursable expenses. The City reserves the right to negotiate proposed amounts with the selected firm(s).

1. Police Department Standards of Cover and Utilization Study \$ 35,000 **
2. Fire and EMS Department Standards of Cover and Utilization Study \$ 35,000 **
3. Public Works Department Standards of Cover and Utilization Study \$ 25,000

** If both the Police and Fire/EMS Standards of Cover and Utilization Studies are awarded, the combined cost of these two will be reduced to \$50,000.

The individual signing this certifies that he/she is a legal agent of the Company, authorized to submit on behalf of the Company, and is legally responsible for the decisions as to the supporting documentation provided.

COMPANY

Name: Fitch & Associates LLC

Authorized Representative

Printed Name: Roxanne Peek

Title: Partner/CAO

Email Address: rpeek@emprize.net

Phone Number: 816-431-2600

Signature: Roxanne Peek

Date: May 3, 2023

Price Proposed = \$95,000
Reduction - \$20,000

\$75,000
For All Three Studies



Recommendation

- Review Committee notes:
 - Fitch & Associates ranked the highest of three firms, having an 11+ point variance.
 - Fitch & Associates price proposal of \$75,000 for all three department studies is about 26% less than CPSM discounted cost for two department studies.
 - Fitch & Associates technical approach for the scope of work also included the possible effects of eliminating the Red-Light Camera Program.
- Presentation by Fitch & Associates:
 - Guillermo Fuentes, Project Lead
 - Steven Knight, Project Oversight Partner
- Final Consideration is at the Discretion of the City Council.

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