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OFFICE OF THE CITY CLERK
OAKLAND

2013 OCT 10 PM 2:32 **AGENDA REPORT**

TO: DEANNA J. SANTANA
CITY ADMINISTRATOR

FROM: Katano Kasaine
City Treasurer/Interim HR Director

SUBJECT: Contract Award to CPS HR Consulting

DATE: October 9, 2013

City Administrator
Approval

Date 10-10-13

COUNCIL DISTRICT: Citywide

RECOMMENDATION

Staff recommends adoption of a Resolution waiving the competitive Request for Proposal/Qualifications (RFP/Q) process and awarding a professional services contract in the amount not to exceed \$200,000 (two hundred thousand dollars) to CPS HR Consulting for services to include but not limited to recruitment and testing services for the Oakland Police Department, Public Works Agency and other city departments for a two year term.

OUTCOME

By providing additional human resource support, the Department of Human Resources Management (DHRM) will have increased capacity to respond to the immediate recruitment needs of the City. Positions newly added in the FY2013/2015 Adopted Policy Budget and other critical vacancies throughout the City, particularly in Police, Fire, and Public Works can be filled more quickly with the support of a vendor for peak and high demand recruitments.

BACKGROUND/LEGISLATIVE HISTORY

Previous budget cuts resulted in a staff reduction of approximately 35% in DHRM which has hampered the department's capacity to be maximally responsive to city wide human resource needs. Recruitments are underway to fill remaining vacancies in DHRM, but more assistance is needed to meet the high demands of priority recruitments throughout the City.

The need for additional support in DHRM results from several factors. Improvements in the economy have made it possible for the City to both add new positions and make new service commitments to the public which creates greater demand for recruitment activities. The same economic stability makes it both more possible and more advisable for departments to fill existing vacancies. Continuous testing for Police Officer Trainees requires continuous HR staff focus at the expense of other departments. Several high volume examinations are on the horizon in addition to the more routine recruitments with smaller candidate pools. All of these demands are positive signs of growth for the City organization, but DHRM is not sufficiently staffed to

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meet them. Additionally, a considerable amount of the work over the next year will come in surges. Activity peaks without external support results in having to “close shop” in HR for all other City departments when a high volume exam like Police Officer Trainee is underway. Having the additional back up resource will afford staff the opportunity to accommodate the inherent ebb and flow of this industry.

A market search was conducted to determine if there were at least three certified local firms in the Oakland area with the capacity for a full service public sector human resource support service. Compliance staff determined that there were three firms representing public sector human resource services and of the three, two were in California and one in Arizona. No local firms emerged.

DHRM staff conducted research and outreach to other public sector agencies, temporary staffing companies, testing contractors, and reviewed online sources. There were no other organizations identified with experience in the public sector who could provide the breadth of services needed or who had the depth of public sector experience required. Staff believes that CPS-HR is the only California-based firm suited to perform the full range of needed services due to its well-established reputation as a high quality public sector human resources vendor, its operational base in Sacramento, its capacity to “staff up” on short notice for large or specialized exams, its breath of specialized skills and its history of supporting government entities particularly in the arena of public safety.

Pursuant to City Charter section 902(e), the City may contract out for services so long as no permanent employee suffers a loss of employment or salary. DHRM is being asked to do more work than they have staff to manage and there is a clear need to accelerate recruitment activities. Existing personnel cannot accommodate the additional work load and maintain effective day to day operations. Use of the contractor will not affect current employees’ jobs as no City employee will lose his or her job because of this contract; HR employees will be offered overtime opportunities (i.e. Saturday work) before the vendor is engaged for a specific activity. A contract with the recommended vendor allows the City to meet its recruitment needs, particularly for high volume and complex recruitments.

ANALYSIS

CPS HR Consulting can provide a variety of human resources related services in support of recruitment, testing, and classification activities related to the Oakland Police Department in particular and city wide needs in general. These services could include, but not be limited to assisting with administration of physical ability tests of Police Officer Trainee candidates; exam proctoring services, data entry and verification of test data and score information, examination development, test validation studies, classification and compensation studies, and training services. All work will be required to be performed to the satisfaction of the Department of Human Resources Management.

The contract scope of work includes:

Examination Proctoring. Contractor will be available upon request and provide proctors and chief proctors, and on-site proctor supervision as necessary for physical ability, written, performance, or oral board exams. Proctors may be assigned to monitor candidates, check-in candidates, escort or direct candidates to testing room, hand out and collect examination materials, and organize or file examination papers or materials.

Data Entry and Data Verification. Contractor will provide administrative support in support of) Police examination activities including but not limited to entering examination data into computer systems (spreadsheets or data bases), filing examination materials, and verifying data has been entered or calculated accurately.

Examination Test Instruments. Provide technical assistance with the development, revision, or implementation of selection tools such as job-related test items, performance exercises, and/or oral interview questions.

Classification Specifications. Provide technical assistance with the development and/or revision of job classification specifications.

Human Resource Training. Provide technical training for DHRM staff and City departmental personnel contacts including but not limited to: job analysis, construction of oral interview processes, classification and compensation analysis techniques, and developing valid test instruments, HR metrics analysis and reporting, and recruitment strategies and research.

If approved by Council, this contract will be executed as a blanket "as-needed" contract with task orders to accommodate the specific and separate needs of multiple projects for a total not to exceed the amount of \$200,000. The Contractor will be paid according to major milestones and completion of individual projects described on each individual task order. Payments will be made within 20 days of individual completed projects. Each task order shall describe specific milestones and deliverables, estimated timelines and a fee schedule due upon completion of the project as well as review and written approval of each work order prior to release of payment.

PUBLIC OUTREACH/INTEREST

No public outreach is required.

COORDINATION

Development of this report was coordinated with the Department of Human Resources Management, Budget, the Office of the City Administrator, and the City Attorney's Office. The City Administrator has coordinated with the Compliance Director regarding OPD and he is in agreement with this report.

COST SUMMARY/IMPLICATIONS

1. AMOUNT OF RECOMMENDATION/COST OF PROJECT: \$200,000
2. SOURCE OF FUNDING: 1010 General Purpose Fund/05211 Employment and Classification/54919 Miscellaneous Contract Services/A468512 Background Check Backlog/PS09 Police Training
3. FISCAL IMPACT: \$200,000.00

SUSTAINABLE OPPORTUNITIES

Economic: There are no direct economic opportunities resulting from this action.

Environmental: There are no direct environmental impacts resulting from this action.

Social Equity: There are no social equity impacts resulting from this action.

For questions regarding this report, please contact Kip Walsh, Recruitment & Classification Manager, at (510) 238-7334.

Respectfully submitted,



Katano Kasaine
Interim Director, DHRM

Prepared by:
Kip Walsh, Recruitment & Classification Manager
and Deborah Barnes, Contract Compliance Manager

Attachments:

RESOLUTION WAIVING THE COMPETITIVE REQUEST FOR PROPOSAL/QUALIFICATIONS (RFP/Q) PROCESS AND AWARDING A PROFESSIONAL SERVICES CONTRACT IN THE AMOUNT NOT TO EXCEED \$200,000 (TWO HUNDRED THOUSAND DOLLARS) TO CPS HR CONSULTING FOR RECRUITMENT AND TESTING SERVICES FOR THE OAKLAND POLICE DEPARTMENT AND OTHER CITY DEPARTMENTS FOR A TWO YEAR TERM

FILED
OFFICE OF THE CITY CLERK
OAKLAND


City Attorney

OAKLAND CITY COUNCIL

2013 OCT 10 PM 4:56

RESOLUTION NO. _____ C.M.S.

Introduced by Councilmember _____

RESOLUTION WAIVING THE COMPETITIVE REQUEST FOR PROPOSAL/QUALIFICATIONS (RFP/Q) PROCESS AND AWARDDING A PROFESSIONAL SERVICES CONTRACT IN THE AMOUNT NOT TO EXCEED \$200,000 (TWO HUNDRED THOUSAND DOLLARS) TO CPS HR CONSULTING TO INCLUDE BUT NOT BE LIMITED TO RECRUITMENT AND TESTING SERVICES FOR THE OAKLAND POLICE DEPARTMENT, PUBLIC WORKS AGENCY AND OTHER CITY DEPARTMENTS FOR A TWO YEAR TERM.

WHEREAS, the City Council has authorized the City Administrator to enter into contracts for professional or specialized services if the mandates of Oakland City Charter Section 902(e) and other applicable law have been met, and

WHEREAS, due to the economic climate and necessary budget adjustments, Human Resource Management (HRM) staff has experienced a staff reduction of approximately 35%, which has severely hampered the department's capacity to be maximally responsive to city wide human resource needs; and

WHEREAS, the City of Oakland wishes to award a professional services contract in an amount not to exceed \$200,000 (two hundred thousand dollars) to CPS HR Consulting, a full service public sector human resources services firm, to obtain recruitment and testing services needed to expedite the hiring of sworn police staff and other critical vacant positions citywide; and

WHEREAS, CPS HR Consulting services shall include but may not be limited to work related to recruitment, testing and classification work as designated by the City Administrator and/or her designee; and

WHEREAS, CMC section 2.04.051.A requires staff to conduct a competitive request for proposal /qualifications (RFP/Q) selection process for the procurement of professional services; and

WHEREAS, CMC section 2.04.051.B authorizes the City Council to waive the RFP/Q requirement upon a finding that it is in the best interests of the City to do so; and

WHEREAS, staff recommends that it is in the best interests of the city for the council to waive the advertising and RFP/Q process for these recruitment and testing services because: (a) insufficient staffing and intermittent high volume exams makes it necessary to engage an external vendor; (b) in adopting the FY2013/2015 budget, City Council established the immediate filling of certain positions as high priorities including sworn and civilian positions in

the Police Department and key position in Public Works to address quality of life and public safety concerns in the City, (c) Improvements in the economy have made it possible for the City to both add new positions and make new service commitments to the public which creates greater demand for recruitment activities. (d) Continuous testing for Police Officer Trainees requires continuous human resources staff focus at the expense of other departments; several high volume examinations are on the horizon in addition to the more routine recruitments with smaller candidate pools and (e) There were no other organizations identified with experience in the public sector who could provide the breadth of services needed or who had the depth of public sector experience required; and

WHEREAS, a market search and availability analysis were conducted and it was determined that only one firm **CBS HR** emerged with a full service complement of public sector human resource support services to satisfy the scope of services; and

WHEREAS, the City Administrator has determined that this contract is of a professional and temporary nature and shall not result in the loss of employment or salary by any person having permanent status in the competitive service; and

WHEREAS, funds are available for this contract in General Purpose Fund Miscellaneous Contract Services; now therefore be it

RESOLVED, that the City Council finds that pursuant to Oakland Municipal Code sections 2.04.051.B, for the reasons stated above and in the report accompanying this resolution, that it is in the best interests of the City to waive the advertising, and competitive RFP/Q process for this contract for recruiting and testing services needed to increase police sworn staffing as well as filling other critical vacant positions citywide; and be it

FURTHER RESOLVED, that a contract in the amount of two hundred thousand dollars (\$200,000) is awarded to **CPS HR** Consulting, a full service public sector human resources services firm, for recruitment and testing services needed to hire police sworn personnel and other critical personnel; and be it

FURTHER RESOLVED, that based on the representations of the City Administrator, this contract is of a professional and temporary nature and shall not result in the loss of employment or salary by any person having permanent status in the competitive service; and be it

FURTHER RESOLVED, that the City Attorney shall review and approve the proposed contract as to form and legality and copies of the agreement shall be filed with the **Office** of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, _____

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, GALLO, GIBSON MCELHANEY, KALB, KAPLAN, REID, SCHAAF and PRESIDENT KERNIGHAN

NOES -

ABSENT -

ABSTENTION -

ATTEST. _____

LaTonda Simmons
City Clerk and Clerk of the Council
Of the City of Oakland, California