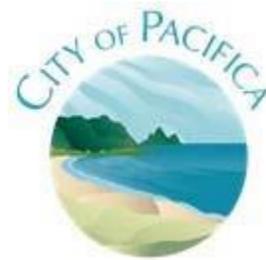

Request for Proposals

ERP Consultant



City of Pacifica
170 Santa Maria Avenue
Pacifica, CA 94044

PROPOSAL DUE:

Friday, June 5, 2020 (1:30 PM PDT)

RETURN PROPOSAL TO:

Lia Maksoud, Human Resources Manager
Administrative Services Department
City of Pacifica
170 Santa Maria Avenue
Pacifica, CA, 94044
maksoudl@ci.pacifica.ca.us

INTRODUCTION

The City of Pacifica ("the City") is issuing this Request for Proposals (RFP) for services from qualified vendors and/or Human Resources/Legal professionals with municipal organization experience to complete a comprehensive review of existing policies, and make recommendations to update the City's current personnel policies including but not limited to updating performance evaluation, Commercial Driver's License, Disaster Service Workers policies and to create new policies as needed. As part of this RFP, it is expected that the existing personnel policies be simplified, de-conflicted, updated, and rendered best practices.

This RFP provides interested consultants with information to prepare and submit a proposal for consideration by the City. The consultants are expected to review and make recommendations for a quality City Personnel Policy Manual consistent with Human Resources policy best practices. This RFP process is intended to identify potential consultants with which the City may, in its sole discretion, choose to enter into an agreement for the proposed consulting services. It is expressly understood and agreed that the submission of a proposal does not require or obligate the City to pursue an agreement with any proposer. All negotiations are subject to the consideration and discretionary approval of the City, which may, at its sole discretion, accept or reject any and/or all proposals and agreements.

After careful review of responses received and associated due diligence performed by the City, the City will select one firm to perform the below described services.

Respondents will be competing against each other for selection to provide services requested as more fully described under Scope of Services below. The submissions of all respondent firms shall be compared and evaluated pursuant to the evaluation criteria set forth in this RFP.

RESPONDENTS PLEASE NOTE:

- Selection of a Respondent under this RFP does not commit the City to procuring any services pursuant to this RFP.
- The City may negotiate contract terms upon selection. All contracts are subject to review by City's legal counsel and approval by the City. A consultant will be awarded the work upon signing of a Contract, which outlines terms, scope, budget and other necessary items. The City reserves the right to reject all proposals.
- The City of Pacifica reserves the right to reject, without cause, any and all proposals, to waive any informality relative to proposals, and accept any proposal from any person deemed advantageous to the City.

ISSUING OFFICE

The Human Resources Division is the issuing office for this Request for Proposal (RFP) and the point of contact for the City for all process and contract questions as well as protest. Contact information is below:

City of Pacifica
Lia Maksoud
Human Resources Manager
170 Santa Maria Ave
Pacifica, CA 94044
(650)738-7303
maksoudl@ci.pacifica.ca.us

ANTICIPATED RFP SCHEDULE

The City anticipates the following general timeline for this RFP and the schedule may change as necessary.

- Issuance of RFP documents – Tuesday, May 12, 2020
- Deadline for RFP questions and comments – Friday, May 29, 2020 (1:30 PM PDT)
- Deadline for RFP Submission – Friday, June 5, 2020 (1:30 PM PDT)
- RFP Review & Notice of Intent to Award – Completed by Friday, June 12, 2020

SUBMISSION DATE AND LOCATION

Each proposer must provide one electronic copy of the proposal; no hard copies will be accepted unless an accommodation is requested. The proposals must be physically received by the City issuing office by the Deadline for Proposal Submission, as defined above.

Lia Maksoud, Human Resources Manager
maksoudl@ci.pacifica.ca.us

SOLICITATION DOCUMENTS AND CHANGES (ADDENDA)

All solicitation documents may be viewed or printed online from the following link:
<https://www.cityofpacifica.org/government/rfps/> .

Packets received from other sources will not be considered valid documents. Please contact the Issuing Office listed above with any problems viewing solicitation documents.

Any clarifications or revisions will be addressed and issued in addenda; the City must receive requests for changes in writing prior to Friday, May 29, 2020 (1:30 PM PDT).

Proposers are responsible for checking the City's website for the issuance of any addenda prior to submitting a proposal. The proposer is held responsible for all addenda/changes to the documents and may be considered non-responsive if their proposal does not reflect those addenda/changes.

PROTESTS

Any complaints or perceived inequities related to this RFP shall be made in writing and directed to the Issuing Office at the address listed above.

REJECTION OF PROPOSALS

The City reserves the right to cancel any and all proposals submitted. The City also reserves the right to waive or not waive any informalities or irregularities in proposal responses.

MODIFICATION / WITHDRAWAL

Unless otherwise specified, modification of the Proposal will not be permitted; however a proposer may withdraw his or her Proposal at any time prior to the scheduled closing time for receipt of Proposals; any proposer may withdraw his or her Proposal, either personally or by written request to the Issuing Office. Withdrawal of Proposal shall not disqualify the proposer from submitting another Proposal provided the time for receipt of Proposals has not expired.

CANCELLATION

The City reserves the right to cancel award of this contract at any time before execution of the contract by both parties if cancellation is deemed to be in the City's best interest. In no event shall the City have any liability for the cancellation of award.

DURATION OF PROPOSALS

Proposals must remain valid for at least 120 days. Proposals must be signed by an official authorized to bind the proposer.

PUBLIC RECORD

All proposals submitted are the property of the City and are public records. All documents received by the City are subject to public disclosure after the City selects a consultant.

INCURRING COSTS

The City is not liable for any cost incurred by the consultant prior to execution of a contract.

SELECTION PROCESS

The City specifically reserves the right to evaluate, in its absolute discretion, the total proposal of each vendor so as to select the services which best serve the needs of the City, thus insuring that the best interest of the City will be served.

PROPOSAL EVALUATION CRITERIA AND SCORING

The evaluation will be based on the technical and administrative capabilities in relation to the needs of the project/task. The criteria listed below will be used to evaluate the proposers.

- Project Understanding and Approach – Max. Points: 40

Evaluate the consultant's project understanding and approach to accomplish the objectives and tasks set forth in the Scope of Work. Consider methodologies proposed to accomplish the work, including the types of information or data required.

- Project Team, Experience and Quality of Service – Max. Points: 30

Evaluate the proposed team's qualifications, experience, skills, commitment to perform the work, and references. Evaluate the firm's recent project experience, specifically for this type of work, level of complexity, and comparable size with the proposed project. Were proposed team members actively involved in the referenced projects? Consider the quality of the firm's completed projects and the quality of service the firm provided on previous projects.

- Cost – Max. Points: 15

The proposal that accomplishes the stated objectives and tasks at the lowest cost will receive the highest points for this criterion. Consideration of the hourly rates and number of project hours may be considered in the scoring, as well as other customer's perception of value received for services rendered.

- Presentation – Max. Points: 15

Evaluate the quality of presentation demonstrated in the proposal submitted with the expectation it is representative of the quality of deliverables one might anticipate receiving in the future from the proposer.

PROPOSAL CONTENTS

Proposals are to include, but not necessarily be limited to, the content listed below. The volume, or size of the proposal, should be consistent with the relative size of the project. Concise proposals without needless duplication are encouraged.

1. **Letter of Transmittal** – Include an introductory letter expressing interest in the project. The letter should include name of firm, RFP contact person, email address, mailing address, telephone number, and must be signed by a person authorized to bind the firm.
2. **Project Description and Approach** – Provide a statement of the services to be provided including a detailed explanation of how the services are to be provided and managed. Identify the expected involvement by City staff for each major activity in the project. A project schedule should be included in this section.
3. **Project Team** – List the experience and qualifications of staff who will be working on the project. Describe the applicable skills and accomplishments of the staff. Do not include persons who will not be working on the project. Indicate what resources are available if additional support is requested.

Include resumes at the back of the proposal which reflect education, registrations and experience of key staff.

4. **Related Experience** – Provide project descriptions for up to five recent (within the past 7 years) projects similar in nature and size to the proposed project, including type of entity, start and completion dates; and measures used to indicate quality and successful project completion. Provide client reference names and phone numbers. Indicate the involvement of the firm and proposed key staff. Provide any background information on the size, capability and location of the firm that may be beneficial.
5. **Cost Proposal** – Provide a cost proposal to perform the scope of work. Include estimated person hours, labor costs and expenses for each task listed in the scope of work. The proposed costs should include any applicable travel and/or other expenses. Travel costs must be included in the cost proposal. Travel costs will only be paid through

reimbursements.

Clearly describe any deviation from the listed scope of work that would significantly affect costs. Separate the cost of any proposed optional services from the cost of services requested. The format for the cost proposal is to be selected by the consultant.

Include a listing of hourly rates for all employee classifications anticipated to work on the project, as well as rates for non-labor direct expenses. Include similar information for any major sub consultants. The listed rates will be used in preparation of any future change orders.

6. **Sample Deliverables** – Provide, in electronic format, samples of project and communication plans and project status reports created for referenced projects.

PROJECT OVERVIEW AND ENVIRONMENT

Overview

The City of Pacifica is a General Law City with a population of 40,000 and is located in San Mateo County. The City is a council-manager form of government with a five-member City Council where the position of Mayor rotates through the Councilmembers each year.

Pacifica is located in northern San Mateo County approximately 10 miles from downtown San Francisco. The cities of Daly City, South San Francisco, and San Bruno border the City on the north and east, while unincorporated San Mateo County and the Pacific Ocean border the City on the south and west, respectively. Areas west of State Route 1 (Coast Highway) are located within the Coastal Zone. The City has a population of over 38,000 residents and is a predominantly residential community. The City enjoys many visitors thanks to its scenic location and extensive open space, beaches, and trails.

Current Environment

The City currently has approximately 170 full time employees and approximately 120 part time employees. There are 8 bargaining groups as well as one unrepresented group.

PROJECT DRIVERS

The following are considerations that are driving this project:

- The current policies were last updated approximately 20 years ago, creating a risk for outdated policies and potentially inconsistently enforced policies.
- Important policies may be missing, creating a potential liability.
- Some policies are lengthy, wordy and difficult to interpret.
- Many policies are listed in MOUs, which could be combined in a single document.
- The City has grown significantly over the past 20 years, causing for organizational changes, which may affect day-to-day relevance of policies.
- Performance review process policy is outdated and lengthy.

SCOPE OF WORK

- Consultant will meet with Human Resources staff to review project planning, coordination, and the current Personnel Policies and Administrative Policies to be updated and studied, in order to clarify Scope of Services, issues, concerns, desired outcomes, and defined expectations. It is anticipated that the consultant will meet with City staff on a regular basis during the course of the project to review interim work products and to receive direction and input from Human Resources, the City Attorney, Labor Representatives and others in the City management team.
- Consultant will obtain all pertinent City documents, such as current Administrative Policies, Personnel Rules, Collective Bargaining Agreements, Employer & Employee Resolution and other documents as required to fulfill agreement.
- Consultant will prepare a draft written report describing the Policy review process, methodology, findings, and recommendations.
- Consultant will prepare a draft update of the current Policies to reflect best practices and recommended policies and ensure legal compliance with current legislation. Consultant shall make every reasonable effort to streamline the Policies so the document will be an easy-to-use guide for both City employees and management, while ensuring necessary professional outcomes and appropriate policy language are present to provide a best practice product that also protects the City from employee practices liability.
- Consultant will review the draft update to the Policies with Human Resources staff, City Attorney, and others in the City management team. Consultant will develop a summary of key changes to accompany the updated Personnel Policy Manual to aid with the updates.
- Consultant will prepare a final Personnel Policy Manual incorporating revisions resulting from such review.
- Consultant will provide meet and confer recommendations as appropriate. Which may include meet and confer representation. These costs will be identified in a separate cost proposal from this RFP at a later time.
- Consultant will provide all deliverables in electronic format suitable for ongoing customization and revision.

PROJECT DELIVERABLES

1. Project documents necessary to support a project of this size – project plan, communications plan, executive status reports, etc.
2. Requirements Analysis Report detailing the issues with current policies, missing policies, recommendation and liability concerns.
3. Evaluation and recommendation of new policies (Personnel Policy Manual) and implementation.

4. Guidance on successful completion of the implementation and adoption of policies.

RESOURCES

Attachment A – Personnel Policies

Attachment B – Administrative Policies (includes some relevant personnel related policies)

Labor Agreements -

https://www.cityofpacificacounty.gov/depts/hr/employee_information/labor_agreements/default.asp

Employer-Employee Relations Resolution -

<https://www.cityofpacificacounty.gov/civicax/filebank/blobdload.aspx?BlobID=11015>