

# **BID SOLICITATION**

**FOR**

**BID # 2023-3**

Promotional Assessment Center

**For the**

**Hamilton County E9-1-1  
Emergency Communications District  
Chattanooga, Tennessee**

HAMILTON COUNTY EMERGENCY COMMUNICATIONS DISTRICT

3404 Amnicola Hwy.  
Chattanooga, Tennessee 37406

**Promotional Assessment Center**

**For the**

Hamilton County E9-1-1  
Emergency Communications District  
Chattanooga, Tennessee

Phone No.: (423) 622-1911

\*\*\*\*\*

**\*\*\*BIDS MUST BE RECEIVED\*\*\***

**\*\*\*NO LATER THAN\*\*\***

**Bid Due Date: Thursday, September 20, 2023**

**Time: 2:00 PM EDT**

**Deliver To:**

Hamilton County E9-1-1  
Emergency Communications District  
3404 Amnicola Hwy.  
Chattanooga, TN 37406

\*\*\*\*\*

**PLEASE PROVIDE US WITH THE FOLLOWING:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City, State, Zip Code:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Fax No.:** \_\_\_\_\_

**E-Mail Address:** \_\_\_\_\_

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### **SECTION I: GENERAL CONDITIONS AND INSTRUCTIONS TO VENDORS**

#### **A. Vendor**

The General rules and conditions which follow apply to all purchases and become a definite part of each formal Invitation to Bid, purchase order or other award issued by the Hamilton County Emergency Communications District ("the District"), unless otherwise specified. Vendors, or their authorized representatives, are expected to fully inform themselves as to the conditions, requirements and specifications before submitting bids; failure to do so will be at the Vendor's own risk and the Vendor cannot secure relief on the plea of error.

Vendor is subject to applicable State and local government laws, and all rules, regulations and limitations imposed by legislation of the Federal Government, bids on all advertisements and invitations issued by the District will bind Vendors to applicable conditions and requirements set forth herein, unless otherwise specified on the Invitation to Bid.

#### **B. Inquiries**

Questions concerning this bid request may be sent by fax or e-mail to the attention of:

Dr. Angel D. Geoghagan, IPMA-SCP  
Hamilton County E9-1-1 Emergency Communications District RE: Bid 2023-3  
3404 Amnicola Highway  
Chattanooga, TN 37406  
Phone: 423-622-1911  
Fax: 423-495-1715  
mail: [geoghagan\\_a@hc911.org](mailto:geoghagan_a@hc911.org)

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## SECTION II: CONDITIONS OF BIDDING

### A. Proposal Forms

Bids shall be submitted with the Bid Cost Summary Form provided by the District in Appendix A. The Vendor shall submit one (1) signed original, with two (2) print copy, as well as one (1) electronic copy in a sealed and properly labeled envelope to the issuing office.

### B. Withdrawal of Bids

A written request for the withdrawal of a bid or any part thereof shall be granted if the request is received by the District prior to the specified time of opening. Bids submitted may not be amended or withdrawn after the specified time of bid opening.

### C. Late Bids

Bids received after the specified time of Bid Opening will not be accepted.

### D. Submittal of Bids

Vendors must submit a printed and an electronic response. Each bid must be submitted as an original and provide two (2) copies to the issuing office. The electronic format will be the fourth (3rd) copy. The vendor's bid must contain the Bid Cost Summary Form format as provided in Appendix A of this document. Bids must be presented in an envelope, labeled using the format provided in Appendix B. The District reserves the right to reject any proposals that do not follow the format outlined in this RFP.

### E. Completeness

All information required by Invitation to Bid must be supplied to constitute a proper bid.

### F. Bids Binding 45 Days

Unless specified otherwise, all Formal Bids submitted shall be binding for 45 calendar days following the bid date of September 20, 2023, unless the Vendor, upon request of the District, agrees to an extension.

### G. Conditional Bids

Qualified bids are subject to rejection in whole or in part.

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### **H. Bids For All or Part**

Unless otherwise specified by the District or by the Vendor, the District reserves the right to make an award on all items, or on any of the items according to the best interests of the District. Vendor may restrict its bid to consideration in the aggregate by so stating, but should name a unit price on each item bid upon. Any bid in which the Vendor names a total price for all the articles without quoting a price on each and every separate item may be rejected at the option of the District.

### **I. Errors in Bids**

When an error is made in extending total prices, the unit bid price will govern. Carelessness in quoting prices or in preparation of bid otherwise, will not relieve the Vendor. Erasures or changes in bids must be initialed.

### **J. Questions Regarding Specifications**

Requests for interpretation of specifications shall be made to the District, in writing, not less than ten (10) days before the opening of the bids. Any interpretations made to prospective Vendors will be expressed in the form of an addendum to the specifications which, if issued, will be sent to all prospective Vendors no later than three (3) days before the date set for opening of bids.

### **K. Taxes**

The District is Tax Exempt. The Vendor is responsible for the payment of applicable taxes.

### **L. Catalogs**

Not applicable for this bid.

### **M. Competency of Vendor**

No proposal will be accepted from, or Contract awarded to, any person, firm or corporation that is in arrears or is in default to the District upon any debt or Contract, or had failed to perform faithfully any previous Contract with the District. The Vendor, if requested, must present within 48 hours evidence satisfactory to the District of performance ability and possession of necessary facilities, pecuniary resources and adequate insurance to comply with the terms of these specifications and Contract Documents.

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**N. Vendor Information**

Vendor should provide information pertaining to their organization and this project to include:

- Size of the organization
- List of clients who have awarded similar projects
- Number of years in business providing similar projects
- Number of Emergency Number Professionals (ENPs) employed by the vendor
- A timeline for implementation

**SECTION III: BID DEPOSIT**

**A. Bid Bond, Certificate or Cashier's Check**

Not applicable for this bid.

**B. Performance Bond**

Not applicable for this bid.

**C. Samples**

Not applicable for this bid.

**SECTION IV: SPECIFICATIONS**

**A. Trade Names**

Not applicable for this bid.

**B. Formal Specifications**

The Vendor shall abide by and comply with the specifications and not attempt to take advantage of any obvious error or omission, but shall fully complete every part of the bid in accordance with the plans, specifications and General Conditions. Whenever mention is made of any article, material, or workmanship to be in accordance with laws, ordinances, building codes, underwriter's codes, regulations, or similar expressions, the requirements of these laws, ordinances, etc., shall be construed as to the minimum requirements of these specifications.



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If exceptions to the specifications are taken, **this fact must be clearly stated in the Bid**, and all deviations from the specifications must be noted in detail by the Vendor, in writing, at the time of submittal of the formal bid. The absence of a written list of exceptions to the specifications at the time of submittal of the bid will hold the Vendor strictly accountable to the District to the specifications as written. Any deviation from the specifications as written not previously submitted, as required by the above, will be grounds for rejection of the material and/or equipment when delivered.

### **SECTION V: AWARD**

#### **A. Award or Rejection of Bids**

The Contract will be awarded to the lowest responsive and responsible Vendor, complying with all the provisions of the Invitation, provided the bid price is reasonable and it is to the interest of the District to accept it. The District desires that this report be completed as soon as possible and will also consider the completion date submitted with the project plan in the proposal when determining the award. The District reserves the right to reject any or all bids and to waive any informality in bids received whenever such rejection or waiver is in the interest of the District. The District also reserves the right to reject the bid of a Vendor who has previously failed to perform properly or complete on time contracts of a similar nature, or a bid of a Vendor who investigation shows is not in a position to perform the contract.

In determining responsibility, the following other qualifications, in addition to price, will be considered by the District.

- a. The ability, capacity and skill of the Vendor to perform the service required.
- b. Whether the Vendor can perform the contract or provide the service promptly, or within the time specified, without delay or interference.
- c. The character, integrity, reputation, judgment, experience and efficiency of the Vendor.
- d. The quality of performance of previous contracts or services.
- e. The previous and existing compliance by the Vendor with laws and ordinances relating to the contract or service.
- f. The sufficiency of the financial resources and ability of the Vendor to perform the contract or provide the service.
- g. The quality, availability and adaptability of the supplies, or services, to the particular use required.
- h. The ability of the Vendor to provide future maintenance and service for the use of the subject of the contract.

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- i. Whether the Vendor is in arrears to the District on a debt or contract or is a defaulter on surety to the District or whether the Vendor's taxes or assessments are delinquent.
- j. Such other information as may be secured having a bearing on the decision to make the award.
- k. Consideration will be given to standardization, interchangeability and availability of parts.

In determining a Vendor's responsiveness, the District shall consider material deviations from the advertised specifications which materially affect price, quantity or limit the Vendor's liability.

**B. Notice of Acceptance**

A written award (or Acceptance of Bid) mailed (or otherwise furnished) to the successful Vendor within the time for acceptance specified in the Invitation to Bid shall be deemed to result in a binding contract without further action by either party.

**C. Tie Bids**

If two or more Vendors submit identical bids and are equally qualified, selection shall be made by drawing lots.

**D. Specific Bid Quantities**

Not applicable for this bid.

**E. Requirements Bid Quantities**

Not applicable for this bid.

**SECTION VI: CONTRACT PROVISIONS  
These Provisions Shall Be a Part of Every Contract**

**A. Availability of Funds**

A contract shall be deemed to be in effect only to the extent that there are funds available to the District for the purchase of such articles. The District's extended obligation on those contracts which envision extended funding through successive fiscal periods shall be contingent upon actual revenues being available for the following fiscal year.

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### **B. Contract Alterations**

No alterations or variations in the terms of a contract shall be valid or binding upon the District unless made in writing and signed by the District Chairman of the Board or an authorized agent.

### **C. Termination of Contracts**

Contracts will remain in force for full periods specified and until all articles ordered before date of termination have been satisfactorily delivered and accepted and thereafter until all requirements and conditions have been met, unless terminated prior to expiration date by unsatisfactory deliveries of entire contract requirements.

### **D. Subletting of Contracts**

It is mutually understood and agreed that the Vendor shall not assign, transfer, convey, sublet or otherwise dispose of this contract or the Vendor's right, title or interest therein, or the Vendor's power to execute such contract, to any other person, firm or corporation, without the previous written consent of the District, but in no case shall such consent relieve the Vendor from the Vendor's obligations, or change the terms of the contract.

### **E. Default**

In the event of default, the District may award the contract to the next lowest Vendor, if such Vendor is willing to enter the contract, or may cover in the open market, or may seek any other remedy provided by law, and may hold the defaulting Vendor liable for all damages provided by law, including cost of cover.

### **F. Non-Liability**

Not applicable for this bid.

### **G. New Goods, Fresh Stock**

Not applicable for this bid.

### **H. Guarantee**

Unless otherwise specified, the Contractor shall unconditionally guarantee the work for a period of one (1) year from date of delivery. If, within the guarantee period, any defects, which, in the opinion of the District are due to faulty workmanship, upon notification, the Contractor, at the Contractor's expense, shall correct the condition to the complete satisfaction of the District.

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**I. Placing of Orders**

Not applicable for this bid.

**SECTION VII: DELIVERY PROVISIONS**

**A. Responsibility for Materials Shipped**

Not applicable for this bid.

**B. Inspections**

Not applicable for this bid.

**C. Time of Delivery**

Not applicable for this bid.

**D. Packing Slips or Delivery Tickets**

Not applicable for this bid.

**SECTION VIII: CONTRACTUAL INFORMATION**

**A. General Guaranty**

Not applicable for this bid.

**B. Indemnity**

Vendor shall defend, indemnify, keep and save harmless the District, its agents, officials and employees, against all injuries, death, loss, damages, claims, patent claims, suits, liabilities, judgments, cost and expenses, which may in any way accrue against the District in consequence of the granting of the contract to the Vendor, or which may in any way result therefrom, whether or not it shall be alleged or determined that the act was caused through negligence or omission of the Vendor or the Vendor's employees or agents, of the subcontractor or the subcontractor's employees or agents, if any, or of the District or its employees and agents, and the Vendor shall, at the Vendor's own expense, appear, defend and pay all charges of attorneys and all costs and other expenses arising therefrom or incurred in connection therewith, and if any judgment shall be

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rendered against the District in any such action, the Vendor shall at the Vendor's own expense, satisfy, and discharge the same. Vendor expressly understands and agrees that any performance bond or insurance protection required by this contract, or otherwise provided by the Vendor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the District as herein provided.

**C. Applicable Laws and Courts**

This Bid and any resulting agreements shall be governed in all respects by the laws and courts of the State of Tennessee. Any litigation with respect thereto shall be brought only in the courts of the State of Tennessee with jurisdiction in Hamilton County.

**D. Collusive Bidding**

The Vendor certifies that the Vendor's bid is made without any previous understanding, agreement or connection with any person, firm, or corporation making a bid for the same project without prior knowledge of competitive prices, and is in all respects fair, without outside control, collusion, fraud or otherwise illegal action.

DATE \_\_\_\_\_

COMPANY \_\_\_\_\_

ADDRESS \_\_\_\_\_

ADDRESS \_\_\_\_\_

SIGNED \_\_\_\_\_

TITLE \_\_\_\_\_

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## SECTION IX: SCOPE OF WORK

### A. Background

The Hamilton County E9-1-1 Emergency Communications District (the 'District') is a large primary public safety answering point providing service for all but two (2) jurisdictions within Hamilton County. The operational arm of the District began service in January 2009 following the unification of dispatch services previously performed by individual public safety agencies. The District answers approximately 800,000 emergency and non-emergency calls annually and employs 175 personnel total.

Our Operations Division has a budgeted operational strength of 92 Telecommunicators, 30 Telecommunicators Advanced, 15 Telecommunicator Seniors, 13 Floor Supervisors, 3 Shift Supervisors, 3 Training/Quality Assurance Specialists, 1 Training Supervisor, 1 Terminal Agency Coordinator, 1 Fiscal and Administrative Specialist, and 1 Director of Operations. Our Administrative and Finance, Human Resources, and Information Technology Divisions are each headed by an individual Director with their own necessary staff components.

Promotions to positions of Telecommunicator Advanced, Telecommunicator Senior, Floor Supervisor, Shift Supervisor, Training/Quality Assurance Specialist, and Training/Quality Assurance Supervisor have been accomplished through the use of testing and/or an assessment center process. New supervisory positions within the Information Technology Division will be handled similarly.

The District is accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA) and our training program is accredited through the Association for Public Safety Communications Officials (APCO) Project 33.

### B. Detailed Scope of Work

1. Responsibilities of the Assessment Entity:
  - a. This project will be administered by a Project Manager who will work with the District's Point of Contact throughout.
  - b. Manages the assessment center and test administration and ensure that all testing material and related materials are reasonably secured as directed by the District.
  - c. Responsible for providing the facility and scheduling appropriate space for all testing and assessment center exercises.
  - d. Responsible for the recruitment and selection of Assessors in coordination with the District's Point of Contact.
  - e. Responsible for development of assessor training manual and for training of all assessors.

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- f. Responsible for all travel, housing, and per diem costs associated with the use of assessment entity personnel assigned to this project while working during written examination and components of the assessment center.
  - g. Maintain all testing materials, validation materials and reports, candidate scores and reports for at least three (3) years in a fashion that the materials can be retrieved and provided to the District.
  - h. Responsible for examination, scoring, and ranking of personnel files of candidates seeking promotion.
  - i. Provide the scores of the written examination, ranking of personnel files, and report the final results of the assessment center within three (3) business days, or at a time specified by the District, after completion.
  - j. Provide an electronic copy of all testing materials, validation materials and reports, candidate scores and reports to the District Point of Contact upon completion of assessment activities.
  - k. Meet with District HR Staff Representative and each individual employee to discuss findings to include: scores of individual assessment components, strengths, weaknesses, and general areas noted from the assessment.
2. Responsibilities of Assigned District Personnel
- a. Responsible for all travel, housing, and per diem costs associated with Assessors and any District personnel assigned to this project while working during written examination and components of the assessment center.
  - b. Responsible for scheduling District personnel for all testing activities.
  - c. Provide technical advisors to the Assessment Entity on matters related to District policies, procedures, and operations.
  - d. Responsible for administering District policy regarding promotions.
  - e. Meet with Assessment Entity Representative and each individual employee to discuss findings to include: scores of individual assessment components, strengths, weaknesses, and general areas noted from the assessment.
3. Assessment - Telecommunicator Advanced
- a. Review job description and previous examinations of Telecommunicator Advanced for relevance.
  - b. Develop one study guide for rank of Telecommunicator Advanced.
  - c. Develop and administer one written exam for rank of Telecommunicator Advanced.
  - d. Tabulate and report final results of written exam and personnel file review for the rank of Telecommunicator Advanced.

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4. Assessment - Telecommunicator Senior
  - a. Review job description and previous examinations of Telecommunicator Senior for relevance.
  - b. Develop one study guide for rank of Telecommunicator Senior.
  - c. Develop and administer one written exam for rank of Telecommunicator Senior.
  - d. Develop and administer three (3) assessment center exercises.
  - e. Direct all assessment center activities.
  - f. Tabulate and report final results of written exam, personnel file review, and assessment center exercises for the rank of Telecommunicator Senior.
5. Assessment - Floor Supervisor
  - a. Review job description and previous examinations of Floor Supervisor for relevance.
  - b. Develop one study guide for rank of Floor Supervisor.
  - c. Develop and administer one written exam for rank of Floor Supervisor.
  - d. Develop and administer three (3) assessment center exercises.
  - e. Direct all assessment center activities.
  - f. Tabulate and report final results of written exam, personnel file review, and assessment center exercises for the ranks of Floor Supervisor.
6. Assessment - Shift Supervisor
  - a. Review job description and previous examinations of Shift Supervisor for relevance.
  - b. Develop one study guide for rank of Shift Supervisor.
  - c. Develop and administer one written exam for rank of Shift Supervisor.
  - d. Develop and administer three (3) assessment center exercises.
  - e. Direct all assessment center activities.
  - f. Tabulate and report final results of written exam, personnel file review, and assessment center exercises for the ranks of Shift Supervisor.
7. Assessment - Training/Quality Assurance Specialist
  - a. Review job description and previous examinations of Training/Quality Assurance Specialist for relevance.
  - b. Develop one study guide for rank of Training/Quality Assurance Specialist.
  - c. Develop and administer one written exam for rank of Training/Quality Assurance Specialist.
  - d. Develop and administer three (3) assessment center exercises; at least one exercise must be a teaching/training scenario.



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- e. Direct all assessment center activities.
  - f. Tabulate and report final results of written exam, personnel file review, and assessment center exercises for the ranks of Training/Quality Assurance Specialist.
8. Assessment - Information Technology Division Supervisor
- a. Review job descriptions of Information Technology Division positions for relevance.
  - b. Develop and administer three (3) assessment center exercises
  - c. Direct all assessment center activities.
  - d. Tabulate and report final results of written exam, personnel file review, and assessment center exercises for the ranks of Training/Quality Assurance Specialist.

### **Data and Access**

As part of the project, once awarded, the District will provide the successful proposer with data, reports, policies, and access to personnel as requested and scheduled by the vendor's project manager for the purpose of compiling information needed to satisfy the assessment center requirements.

### **Deliverables**

1. Due with Bid
  - a. References of similar work including:
    - i. Type of assessment center exercises performed
    - ii. Type of client agency
    - iii. Size of client agency
  - b. If available and allowable provide examples/samples of similar assessment centers completed for similar customers
  - c. Validation report on assessment center components and processes
  - d. Work plan for conducting the assessment center
  - e. Summary of deliverables to be returned as part of the assessment center list(s) and report(s)
  - f. Anticipated work time frame
2. Upon award the successful proposer must:
  - a. Name a Project Manager the District will likewise name a Point of Contact (POC) who will work with the Project Manager
  - b. Work with District Staff to establish a work schedule
  - c. Conduct meetings and interviews
  - d. Request and analyze data for preparation of testing

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At any point the successful proposer finds that they cannot report on any of the required items the Project Manager must notify the District POC immediately.

Note that all assessments and/or any requests for information should be scheduled in advance allowing at least five (5) business days for the District to respond to requests.

All data provided to the vendor that may contain sensitive or proprietary material must be destroyed once it is no longer needed.

3. Upon completion of the assessment center
  - a. Submit a draft report to the District POC to include:
    - i. Description of each assessment center component used by position
    - ii. Ranked scores by position for written examinations
    - iii. Ranked scores by position and assessment center component
    - iv. Overall ranked scores for each assessed position
  - b. The District desires that the draft report be completed as soon as possible and will consider the draft completion date submitted with the project plan in the proposal
  
4. Upon final approval of the draft report
  - a. Develop and submit finalized report
  - b. Provide an in-person presentation of the assessment center report to the District's Director of Operations

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**Appendix A**

**HAMILTON COUNTY EMERGENCY COMMUNICATIONS DISTRICT**

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**Bid Cost Summary Form**

The undersigned, being familiar with the requirements of the Hamilton County E9-1-1 Emergency Communications District for PROMOTIONAL ASSESSMENT CENTER. Bid proposes to furnish products and services to the District in accordance with that request.

The summary below reflects District costs for the Bid. Supporting detail must be attached describing hourly rates, projected expenses, software and hardware expenses, annual support and maintenance, discounts along with any other detail that will lead to a clear understanding of the Bid.

ITEM	COST
Promotional Assessment Center	_____
Other cost (explain)	_____
_____	_____
_____	_____
TOTAL	_____

In submitting this proposal, I understand that the District reserves the right to reject any and all proposals. The undersigned further agrees that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between his or herself or any other interested party. I further agree that all cost requirements for implementation are included or so stated in this proposal.

OFFICIAL ADDRESS:

\_\_\_\_\_

\_\_\_\_\_

FIRM NAME

\_\_\_\_\_

\_\_\_\_\_

(Signature of Principal)

\_\_\_\_\_

\_\_\_\_\_

(Title)

\_\_\_\_\_

\_\_\_\_\_

(Phone #)

(Date)

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**Sample Envelope/Package Cover**

**NAME OF VENDOR**

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**ATTENTION: SEALED PROPOSAL**

**TO BE OPENED:**

**DATE: September 20, 2023**

**TIME: 2:00 p.m. EDT**

**PROPOSAL NO.: 2023-3**

**PROPOSAL (item): Promotional Assessment Center**

**Hamilton County E9-1-1  
Emergency Communications District  
3404 Amnicola Highway  
Chattanooga, TN 37406**

PERFORMANCE GUARANTEE AGREEMENT