

REQUEST FOR QUALIFICATIONS

Police Department Employee Performance Evaluation Software



CITY OF CYPRESS

City Contact:
Jason Machado

March 15, 2023

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Project and Background

The City of Cypress, is soliciting statements of qualifications from qualified and experienced consultants that provide software solutions that streamline and/or improve Police based performance evaluation programs.

The Cypress Police Department is a full service law enforcement agency comprised of uniformed patrol, traffic, jail operations, detectives, administrative services, personnel and training, records, property and evidence, crime prevention, community relations, and emergency services. The Police Department includes 57 sworn positions and 25 full-time equivalent civilian positions.

The current employee performance evaluation process is conducted using a word document that is printed by the supervisor and given to the employee being evaluated. These evaluation documents are reviewed by different levels of the executive command staff and the City’s Human Resources department. Given that performance evaluation is a year-round undertaking and that there are many levels of review, this process can become cumbersome. Additionally, there are many different classes of employees whose performance is evaluated in the Police Department; these classes include sworn officers, non-sworn in-field personnel and office personnel working in the station. Because of the disparate position classifications being evaluated, there is not a one-size fits all evaluation form.

Project Schedule

RFQ Issued	March 15, 2023
Submittal deadline for questions	March 27, 2023
Submittals Due	April 17, 2023

Primary Contact

The primary contact person for this RFQ is Jason Machado. Contact information is as follows:

Jason Machado, Senior Management Analyst
City of Cypress, Finance Department
5275 Orange Avenue
Cypress, CA 90630
(714) 229-6728 jmachado@cypressca.org

Question Submittal

To ensure fairness and avoid misunderstandings, all communications must be in written format and submitted via e-mail. Any verbal communications will not be considered as a submitted question. Any communications whether written or verbal to any person other than primary contact, prior to award of a contract/purchase order is strictly prohibited. Any proposer making such communications may be disqualified from consideration.

No questions will be answered by telephone. Written answers and any other changes to the RFQ will be sent (via email) to all known prospective proposers as an addendum to the RFQ. Written questions must be submitted by the date and time specified below:

Question Submittal Late questions will not be accepted. Questions submitted after this date will not be answered.	
E-mail Address:	jmachado@cypressca.org
Date:	March 27, 2023
Time Deadline:	5:00pm (PST)

Scope of Services

The City of Cypress is interested in learning about consultants that provide performance evaluation software systems that may improve or streamline the Police Department's current process.

Please describe if your software solution offers the following:

- Real-time communication venue between employee and supervisor; Software that is web accessible and mobile friendly.
- A solution to support a five (5) level rating system, pre-populated or customizable with descriptions of the performance expected for each rating level.
- A solution to support the automatic calculation of an overall numeric score that can be weighted and is associated with defined rating levels.
- A library of competencies from which standards can be selected and developed as applicable to various job classes and levels of responsibility
- A library of assistance for performance related activities (i.e. how-to's on coaching, setting standards, providing constructive feedback, conducting an appraisal discussion).
- Reporting and data extraction tools to allow tracking trends and analysis of performance data. Reports should be able to identify employees that are in a Performance Improvement Plan.
- Data dashboards that allow ongoing tracking and analysis of performance data.

- Performance software that will align employees' performance standards with the Police Department and City Strategic Plans and Values.
- Software that is "user friendly" for all City employees: from in field sworn and non-sworn members, to administrative support staff, to management-level employees, including department directors.

Additionally, the Department is interested in learning about and possibly implementing new or best-practice approaches to the performance evaluation process.

General Requirements

The City reserves the right to reject any or all responses, to waive any informality in any responses, and to select the vendor that best meets its needs. Responses must be submitted no later than the date and time stated on this RFQ cover sheet. Responses shall be reviewed and rated as set forth in the Selection Process section of this RFQ.

Any costs incurred in the preparation of a response, presentation to the City, travel in conjunction with such presentations, or samples of items shall be the responsibility of the respondent.

All data, documents and other products used or developed during performance of the services will remain the property of the City.

Statement of Qualifications Requirements

Complete submittals will consist of the following

I. Statement of Qualifications

A. Cover Letter

- Description of the services which firm provides

B. Information Regarding Abilities and Experience

- A brief history of the respondent's experience providing these types of services and any similar work performed
- References with other agencies who have received similar types of services from your firm.

C. Work Plan

- Description of work activities which are typically performed during implementation listing specific deliverables and benchmarks
- Description of training process for employees

Response Submittal

Any requests for clarification or other questions concerning this RFQ must be submitted via email to Senior Management Analyst, Jason Machado jmachado@cypressca.org, no later than **March 27, 2023 at 5:00 p.m.**

Interested firms shall submit an electronic copy **no later than April 17, 2023 at 5:00 p.m.** to **Jason Machado, Senior Management Analyst**, via e-mail at jmachado@cypressca.org.

The submission deadline is **April 17, 2023 at 5:00 pm (PST)**

NO LATE SUBMITTALS WILL BE ACCEPTED.