



## AGENDA MEMORANDUM

Action Item for the City Council Meeting April 16, 2024

**DATE:** April 16, 2024

**TO:** Peter Zanoni, City Manager

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### Promotional testing services for the Corpus Christi Fire Department

#### **CAPTION:**

Motion authorizing execution of a three-year service agreement with two one-year options with Industrial/Organizational Solutions, of Oak Brook, Illinois, to provided promotional testing services for the Corpus Christi Fire Department for an amount up to \$348,873.00 and a total amount up to \$581,455.00 if both one-year options are exercised, with FY 2024 funding in an amount of \$58,145.00 available through the General Fund.

#### **SUMMARY:**

This motion authorizes a three-year service agreement with Industrial/Organizational Solutions, Inc. for promotional testing services for the Corpus Christi Fire Department (CCFD).

#### **BACKGROUND AND FINDINGS:**

The assessment center process began in the 1980's as part of the City's Collective Bargaining Agreement (CBA) with the Corpus Christi Fire Department. The assessment center process is outlined in the current CBA and consists of a written examination and assessment center testing which will include oral exams and role-playing exercises. Both the written test and the assessment center testing occur at the American Bank Center.

The promotional testing will apply to firefighters attempting to promote to the ranks of Firefighter II EMS, Firefighter II Engineer, Captain, Battalion Chief and Assistant Chief. These are the only sworn ranks within the CCFD that fall under the CBA testing requirements. These are the only sworn supervisory ranks within the CCFD that fall under the CBA testing requirements. The

promotional testing process is strictly outlined in the CBA.

The proposed service agreement will require Industrial/Organizational Solutions, Inc. to provide the City with job analyses, legally defensible assessments of candidates, and assessment center development. The job analysis portion of this work will consist of collecting data about observable job behaviors and delineating the knowledge, skills, abilities, and other characteristics needed to perform the rank in question. To collect this information, subject-matter experts (supervisors or incumbents of the targeted job class) will work with Industrial/Organizational solutions, Inc. to discuss and evaluate important aspects of the targeted position.

The promotional testing services provided by Industrial/Organizational Solutions, Inc. will include designing, validating, administering, scoring, and presenting the results of the promotional process for CCFD firefighters. This work will include developing a multiple-choice examination, developing job analyses, developing and administering the assessment center, providing all equipment and supplies required for the assessment center, training the assessors on administering and scoring examinations, providing the candidates with their scores and other feedback received from the assessors, and maintaining confidentiality of all testing materials, scenarios, and personal information. Industrial/Organization Solutions, Inc. will be required to provide the Human Resources (HR) Department with a ranked list after all examinations are completed. The ranked list is weighted utilizing 40% of written score, 60% assessment score, and seniority points. Once received, HR will review, validate, and approve the ranked list as part of the finalized verification of all scores for all candidates tested.

The purpose of the assessment center is to have multiple job-related exercises that evaluate job-related skills and abilities. The assessment center will help predict the likelihood of success on the job. There will be a minimum of three exercises that measure the dimensions of the job. The assessment center will simulate the different aspects of a job in a realistic manner by establishing multiple scenarios and questions. The results of the job-related exercises and ratings will be scored by the assessors to determine the candidates' performance. The assessors will be entirely made up of certified firefighters from external agencies.

The testing development and administration process will incorporate best practices currently used in the field of promotional testing. The proposed service agreement will require that Industrial/Organizational Solutions, Inc., and their promotional exams, maintain compliance with the current CBA, Local Government Code Chapter 143, and City of Corpus Christi Civil Service Commission Rules and Regulation.

#### **PROCUREMENT DETAIL:**

A Request for Proposal (RFP) was issued in November 2023 for new promotional testing services for the CCFD services contract. The City received one proposal from Industrial/Organization Solutions, Inc., the incumbent firm.

The evaluation committee was comprised of seven members, with representation from Fire, Police, Risk, Human Resources, and Finance. The evaluation committee recommends Industrial/Organization Solutions, Inc.

Industrial/Organizational Solutions, Inc. is the incumbent for these promotional testing services. The City was highly satisfied with the services provided by Industrial/Organizational Solutions, Inc. in the previous agreement with them and recommends continuing to work with them.

The pricing of the proposed agreement with Industrial/Organization Solutions, Inc. has increased by 21%, or \$24,421.00 annually as compared to the previous three-year agreement which ended in March 2024.

**ALTERNATIVES:**

The alternative is not to approve the proposed three-year agreement and hire a consulting firm each time promotional testing is conducted. Exam administration is required within 30 days of announcement per the Fire CBA (Art 22 pg. 56, referring to TX Local Govt Code Ch 143.029b), while the standard time frame to conduct a job analysis, create, and validate exam content is 120 days minimum. Requiring individual bids per exam risks non-compliance with the CBA. It also could result in higher costs for these services as they would be purchased as needed instead of through a negotiated service agreement.

**FISCAL IMPACT:**

The fiscal impact in FY 2024 is in the amount of \$58,145.00. The remaining cost will be budgeted in future years through the annual budget process.

**FUNDING DETAIL:**

Fund:	1020 General Fund
Organization/Activity:	12000 Fire Administration
Department #:	10 Fire Department
Project # (CIP Only):	N/A
Account:	530000 Professional Services
Amount:	\$58,145.00

**RECOMMENDATION:**

Staff recommends approval of this motion authorizing execution of a three year service agreement with two one year options, with Industrial/Organizational Solutions, Inc. of Oak Brook, Illinois for promotional testing services for CCFD through the Human Resources Department, as presented.

**LIST OF SUPPORTING DOCUMENTS:**

Service Agreement