



**ADDENDUM
HUMAN RESOURCES CONSULTING SERVICES
CITY OF AUSTIN, TEXAS**

Solicitation: RFP SLW513

Addendum No: 3

Date of Addendum:

7/13/2016

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Questions:

Q1: Is the source information for the allegations, investigations, and other related documentation housed with the Human Resources Department or will these files be located in various departments within the City's organization? If within various departments, what is the estimated number of departments?

A1: Approximately 2/3 of these investigations were conducted by HRD and HRD maintains those files. The investigation files for investigations conducted by the departments are maintained by the department. HRD will not have any of them. We have approximately 40 departments/offices; however, the investigations for most of these will be housed with HRD. It is unknown how many departments documented investigations without notification to HRD.

Q2: In what format are the allegations, investigation files, and supporting documentation, resolution files, disciplinary actions, and any subsequent legal files, if applicable? Paper, electronic, database, etc.

A2: Files will be paper, electronic, and spreadsheets.

Q3: Is a case management system utilized to record and track all City investigations? If so, what system?

A3: In 2014, the City implemented the "AIM On Target Investigation Management System". Investigations conducted since that time have been entered into the AIM system, and although a significant number of historical investigation reports/outcomes have been added, not all investigations for the scope period are in this system.

Q4: How many allegations are in the population of filings between 2010 and 2015?

A4: There are approximately 300 allegations the City is aware of during this timeframe. There are 130 investigations. Please note, one "investigation" can have multiple "allegations".

Q5: Estimated, how many individual investigation files and documents encompass the 2010-2015 time period?

A5: Undetermined.

Q6: Will the City require the consultant to identify the full population of allegations? If so, does the City currently have access to all allegation and/or investigation files? If not, what are the circumstances and how many files does this constitute?

A6: Yes, the Contractor Responsibilities includes an evaluation of the completeness of the City's records. The City currently has access to all files. A survey is needed to determine the existence of files not recorded by HRD. The Office of the City Auditor (OCA) has access to all City records. Any files identified will be requested by the OCA on behalf of the Contractor.

Q7: To the City's knowledge, have any allegations and/or investigation files been lost, destroyed, stolen, misplaced, or sealed under legal proceedings? If so, how many?

A7: None that the City is aware of.

Q8: Are the allegations coded as “harassment, sexual harassment, and hostile work environment” or will the consultants need to read/interpret all allegations in order to properly segregate and evaluate?

A8: All allegations should be coded appropriately. Retaliation is also included.

Q9: Is the expectation to review each case, supporting documents and outcome or utilize judgmental sampling methodology?

A9: This will be the Contractor's decision.

Q10: How many estimated individuals will need to be interviewed in these departments who either received and/or investigated an allegation?

A10: This is contingent upon the Contractor's methodology.

Q11: Is a hotline utilized? If so, how are the allegations made through this source gathered, tracked and managed? Will this need to be a part of the Scope to determine completeness of the City's records?

A11: No. Employees contact their departmental HR representative, HRD directly, or a member of their management team.

Q12: How are investigation milestones identified and tracked in the current allegation and investigation files; electronic in a case management system or individually by each investigator or department in paper and electronic files?

A12: Individually by each investigator.

Q13: For each allegation and investigation, does the City anticipate that the investigative files will document the: subject of the investigations, relevant department, investigative outcome, disciplinary actions, appeals, relevant demographics and timing of events? Or will this information need to be developed through interviews and other investigative procedures such as cross referencing to data from other systems across departments in order to report trends?

A13: Most if not all of that information should be in each investigative file. Grievances, appeals, and disciplinary actions will, in the majority of cases, be maintained in separate files.

Q14: For purposes of the audit, what variables does the City currently utilize to track investigative effectiveness?

A14: Management oversight and peer reviews of investigative reports.

Q15: Does the City currently utilize an investigator training program? If so, are training records kept electronically or via paper?

A15: No dedicated “investigator training program” is currently utilized. Several training programs include Employee Relations and Investigations topics (IPMA Competencies for Success, Municipal Civil Service Training for HR Professionals, annual HR Professional Day Training).

Q16: Which department is responsible for developing the City's investigative practices, standards, and protocols? Are these standards and practices publically available for review?

A16: HRD Employee Relations. Yes, these standards and practices are publically available for review.

Q17: The deliverables and milestones indicate the audit period being roughly 100 days. This timeline will exceed the completion date of September 30, 2016. Is the audit completion date of September 30, 2016 a hard milestone and can it be extended?

A17: It can be extended.

Q18: Can the response be submitted electronically instead of a hard copy?

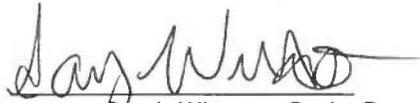
A18: No. One hard copy must be submitted via the mailing instructions on the bottom of the first page of the solicitation documents. The City is also asking for 1 exact electronic copy (USB, CD, etc.) which should be included in the sealed submittal.

Q19: Do minority/female/small business subcontractors need to have DBE or similar certifications to be recognized as a minority/female/small business owned?

A19: If subcontracting will be included in a proposal, the prime contractor needs to contact the City's Small and Minority Business Resource Department at 512-974-7600. The City has a certification program of its own.

II. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY:



Date:

7/13/16

Sandy Wirtanen, Senior Buyer
Purchasing Office, 512-974-7711

ACKNOWLEDGED BY:

Name

Authorized Signature

Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICITATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.
