



**Request for Proposal**  
**Police Department Organizational and Workforce Assessment**  
**Issued: Wednesday, June 29, 2022**  
**Proposals Due: Friday, September 9, 2022**

**I. Introduction**

The Town of Rolesville is soliciting proposals for an Organizational and Workforce Assessment of our Police Department in order to assist with positioning the department for optimal functionality and growth. The department must find ways to maximize efficiencies with current resources and have a detailed plan for staffing over the next five (5) to seven (7) years.

**II. Background**

The Town of Rolesville operates under a Council-Manager form of government. The Town's governing body is composed of a Mayor and a five member Board of Commissioners. The Board appoints a Town Manager who acts as the Chief Administrator of the Town. In this capacity, the Town Manager directs and supervises the administration of all departments, offices, and agencies of the Town under the general direction of the Board.

Located in northern Wake County, Rolesville is part of the Triangle metropolitan area which includes Raleigh, Durham, and Chapel Hill. This area is regularly cited as one of the best places to raise a family, get an education, do business, and retire.

The Town employs approximately 47 full-time employees, 2 part-time permanent employees, and 23 part-time temporary employees. Within the Police Department, there are 22 full-time sworn Law Enforcement Officers, 1 full-time Administrative Support Specialist, 1 part-time Evidence Specialist, and 2 auxiliary Police Officers.

(See last page for the department's current organizational chart.)

**III. Scope of Work**

Primary Components

- A. A departmental structure recommendation that details optimal practices regarding command structure and operational functionality.
- B. A workforce size recommendation that will support the needs of the Town and its current and rapidly growing population for the next 5-7 years;
- C. A review of the current Police Career Ladder, including the development of appropriate internal relationship guidelines; and,

- D. Recruitment strategies that will aid in attracting a qualified, diverse pool of applicants in a competitive law enforcement profession.
- E. Work is to begin no later than October 1, 2022 and should be completed no later January 31, 2023.

#### IV. FINAL REPORT

Upon completion of the assessment, the contractor will:

1. Prepare a written final report of recommendations, including a discussion of methods, techniques, and data used to develop recommendations;
2. Provide all survey results;
3. Prepare a report of the organizational structure that compares the Town of Rolesville's Police Department and its relation to other departments within the region;
4. Address questions/issues that may arise after implementation.

#### V. PROPOSAL DEADLINE AND SUBMISSION REQUIREMENTS

1. All proposals must be received by the Town of Rolesville by 4:00 p.m. EST on Friday, September 9, 2022.
2. All proposals must include the following:
  - The proposal title, due date, and time;
  - A cover letter/letter of intent on contractor's letterhead, signed by an authorized representative of contractor, expressly agreeing to the Town of Rolesville's terms and conditions contained in this Request for Proposal;
  - The contractor's name or company name, address and telephone number;
  - The name, address, and telephone number of company representatives with the authority to answer questions or provide clarification regarding the proposal's contents;
  - A list of key personnel to be assigned to perform the services and each person's qualifications. Personnel should possess relevant and diverse knowledge and expertise in their respective fields;
  - The names of any and all subcontractors expected to perform services in connection with the project and their qualifications. Include the estimated percentage of work that each subcontractor is expected to perform. **The Town of Rolesville reserves the right to accept or reject any proposed subcontractor;**
  - A breakdown of the firm's rates, fees, and charges for services, by phase and for the total project and a proposed payment schedule. All costs proposed are to be inclusive of labor, materials, equipment, incidentals, etc. necessary to provide the scope of services outlined in this RFP. Rates proposed are also to include all expenses, including general overhead, equipment, field overhead, profit, travel per diem, all necessary food, water, restroom and lodging facilities needed to provide these services;
  - A full description of services and processes/methodology that will be implemented and ongoing to complete the project in the most efficient, timely and comprehensive manner. The description should include a detailed implementation plan and project schedule outlining the

- primary tasks, estimated hours, responsibility, major deliverables and timing as well as a statement of capacity to complete the project, including an estimated start date;
- Any assistance requirements from the Town of Rolesville;
  - A detailed company description and history, including the areas of expertise related to the project;
  - A reference list of at least three (3) current projects. If not currently working on projects, we request a list of at least three (3) projects of similar size and scope completed within the past twenty-four (24) months, including the name and telephone number of a contract person for each reference listed.

Proposals must be received no later than 4:00 p.m. EST on Friday, September 9, 2022. Proposals should be mailed, hand delivered, or emailed to the following:

Mail: Town of Rolesville Human Resources Department  
Attn: Lisa Alston  
P.O. Box 250  
Rolesville, NC 27571

Hand Delivery: Town of Rolesville Human Resources Department  
Attn: Lisa Alston  
502 Southtown Circle  
Rolesville, NC 27571

Email: [lisa.alston@rolesville.nc.gov](mailto:lisa.alston@rolesville.nc.gov)

The Town of Rolesville will not be responsible for the failure of any mail or delivery service to deliver a proposal prior to the stated date and time. Regardless of the manner of submission, any proposal received after the stated date and time will not be considered. Incomplete proposals or proposals inconsistent with the required format may be disqualified from consideration.

**VI. EXPENSES**

The Town of Rolesville will not be responsible for any costs or expenses incurred by the contractor in submitting a proposal or for any other activities associated with this procurement.

**VII. RIGHT TO SUBMITTED PROPOSALS AND SUPPORTING DOCUMENTS**

All written correspondence, proposals and supporting documents received by the Town in connection with this Request for Proposal will become the property of the Town of Rolesville. The Town reserves the right to use any ideas in a proposal or supporting documents regardless of whether the proposal is selected.

**VIII. QUESTIONS/ADDENDA**

Questions or requests for further information regarding this Request for Proposal shall be submitted in writing to the attention of Lisa Alston, Human Resources Director, at P.O. Box 250, Rolesville or via email at [lisa.alston@rolesville.nc.gov](mailto:lisa.alston@rolesville.nc.gov) no later than 2:00 p.m. EST on Friday, August 19, 2022. A copy of all questions, further clarifications and answers will be made in the form of an Addendum to this Request for Proposal and will be provided to all contractors and posted on the Town's website. Contractors are

expressly prohibited from contacting any Town of Rolesville official or employee regarding this Request for Proposal, except in the manner noted in this section. A violation of this provision is grounds for the immediate disqualification of the contractor.

**IX. FORM OF AGREEMENT**

In addition to the terms and conditions contained in this Request for Proposal, by submitting a proposal, contractor, if selected, agrees to enter into and be bound by the provisions of a Service Agreement to be provided by the Town after the award of the contract. To the extent that any of the terms of this Request for Proposal and the terms of the Services Agreement conflict, the terms of the Services Agreement shall prevail. No work shall commence until an agreement has been fully executed by the parties. Unless otherwise approved by The Town of Rolesville, the contractor must begin performing services within thirty (30) days after an agreement is signed.

**X. PROPOSAL CONDITIONS**

1. Submission of a proposal indicates explicit acceptance by the contractor of the terms and conditions contained in this Request for Proposal and any attachments hereto. The Town of Rolesville reserves the right to reject, without prejudice or explanation, any or all proposals. The Town reserves the right to waive informalities or to amend the specifications of this Request for Proposal and request new proposals at any time prior to the award of a contract. All decisions of the Town of Rolesville shall be final and binding.
2. The contractor shall supply the following:
  - A single point of contact through proposal acceptance. The Town of Rolesville will communicate solely through this contact regarding all issues relating to the proposal through acceptance.
  - A single Project Manager, after acceptance, dedicated and available for the entire duration of the project. The Project Manager may only be replaced upon approval by, or at the request of the Town of Rolesville. At a minimum, the contractor's Project Manager shall be responsible for oversight and management of the Scope of Work as outlined above.

**XI. CONSIDERATION OF WITHDRAWAL AND/OR REJECTION OF PROPOSAL**

1. Withdrawal  
After submission, no proposal may be withdrawn by the contractor for a period of ninety (90) days following the opening date. Until that time, the proposal will remain firm and irrevocable and any required bond will be forfeited.
2. Rejection  
A proposal may be rejected if the contractor fails to:
  - Submit the proposal in the format specified;
  - Supply the minimum information requested;
  - Submit all addenda, addenda responses and templates;
  - Submit the proposal by the date and time required;
  - Submit a cost proposal with unbundled, detailed and itemized pricing;
  - Provide truthful and accurate information in the proposal.

## **XII. AWARD**

The Town of Rolesville reserves the right to award a contract, based on initial proposals received from contractors, without discussion and without conducting further negotiations. The Town of Rolesville may also, at its sole discretion, initiate further discussions with contractors that it deems to fall within a competitive range. Award shall be based on the best overall proposal taking into consideration the following factors:

- Demonstration of the contractor's ability to successfully complete all requirements as specified in the Scope of Work;
- The cost of services;
- Experience in similar consulting services and performance history (references);
- Qualifications of project staff, including internal staff and/or staff that may be involved in duties being outsourced;
- Demonstration of the firm's ability to utilize existing information in order to reduce initial and future costs of services.

The Town of Rolesville shall not be deemed to have finally selected a contractor until a contract has been successfully negotiated and signed by both parties.

## **XIII. NON-DISCLOSURE OF INFORMATION**

The contractor and its agents shall treat all data and information associated with this Request for Proposal, including, without limitation, the Request for Proposal, all reports, recommendations, specifications and other data as confidential. Contractor and its agents shall not disclose or communicate any information to a third party or use such information in advertising, propaganda and/or in another job or jobs, unless prior written consent is obtained from the Town of Rolesville.

## **XIV. NORTH CAROLINA PUBLIC RECORDS**

All proposals received by the Town of Rolesville shall be considered public information subject to lawful disclosure under North Carolina Public Records Law. Any proposal material deemed by the contractor to constitute either proprietary or trade secret material shall be designated as such, and each page or section of a page containing such material shall be so marked by the contractor. In addition, it shall be the sole responsibility of the contractor to demonstrate to a court of competent jurisdiction that their designation is proper. The Town of Rolesville shall not make public any material determined by a court of competent jurisdiction to be proprietary or trade secret. Contractor hereby agrees to indemnify and hold the Town of Rolesville harmless from any and all claims, suits, damages, penalties or expenses arising out of contractor's proprietary or trade secret designation.

## **XV. CERTIFICATION**

The contractor hereby certifies that it has carefully examined this Request for Proposal and all attachments hereto, that it understands and accepts all terms and conditions and the Scope of Work, and that it has knowledge and expertise to complete the project. By submitting a proposal, contractor certifies that its proposal is in all respects fair and without collusion or fraud.

**Town of Rolesville Police Department  
Organizational Chart**

