

Request for Proposals (RFP)

Professional Human Resources Consulting & Support Services

Issuing Agency: Ray County 911 Board of Directors

RFP Release Date: October 19, 2026

Proposal Submission Deadline: November 6, 2026

Section 1: Introduction & Agency Background

The Ray County 911 Board of Directors is soliciting competitive proposals from qualified human resources consulting firms or HR professionals to provide comprehensive Human Resources (HR) consulting, operational support, and policy oversight services. Ray County 911 operates as an independent political subdivision under Chapter 190 of the Revised Statutes of Missouri (RSMo), governed by an elected Board of Directors. The agency functions as the consolidated primary Public Safety Answering Point (PSAP) and 24/7/365 emergency dispatch facility for Ray County, Missouri. Ray County 911 provides critical dispatch services across a 574-square-mile jurisdiction, serving approximately 23,200 residents and coordinating communications for 17 public safety entities including the Ray County Sheriff's Department, nine municipal police agencies, fire protection districts, and the Ray County Ambulance District. The communications center operates on a combined staffing model where cross-trained telecommunicators handle both emergency/non-emergency call-taking and multi-agency radio dispatch simultaneously. Personnel work 12-hour alternating shift rotations (36 hours one week, 48 hours the next week) under high-stress, mission-critical conditions. Ray County 911 currently has 12 Full-Time Employees with plans for growth in the future. As Ray County 911 transitions toward new facility operations and implements modernized leadership frameworks, the Board requires expert HR advisory services to ensure structural compliance, workforce stability, and effective personnel administration.

Section 2: Scope of Work

The selected HR contractor will assist the Director of Administration, Director of Operations, and the Board of Directors with ongoing HR support and project-based deliverables:

1. Policy Audit, Handbook & SOG Maintenance

- Review and update the *Ray County 911 Personnel Rules and Regulations* (last updated May 2025) and related standard operating guidelines.
- Ensure complete regulatory alignment with Missouri state employment statutes (including Chapter 105 RSMo and Chapter 190 RSMo), federal standards (FLSA, ADA/ADAAA, FMLA, Title VII, EEOC), and public safety workplace laws.
- Maintain and refine specialized public safety personnel policies, including mandatory emergency recall procedures, drug/alcohol and reasonable suspicion testing protocols, outside employment restrictions, and anti-harassment/sexual harassment compliance.
- Provide payroll processing oversight, administration support, and guidance on payroll-related compliance, including timesheet auditing and wage recordkeeping.

2. Recruitment, Testing & Onboarding Architecture

- Formulate modern talent acquisition and recruitment campaigns targeted at emergency communications telecommunicators, supervisory leads, and administrative roles to address staffing shortages and turnover.
- Review and validate pre-employment assessment and screening tools (e.g., multi-tasking and call-handling aptitudes).

3. Classification, Compensation & FLSA Analysis

- Evaluate the agency's compensation structure, salary ranges, shift differential incentives, and step advancement systems against Kansas City metropolitan and regional Missouri emergency dispatch benchmarks.
- Audit Fair Labor Standards Act (FLSA) compliance specifically regarding non-exempt 12-hour alternating shifts (36/48 rotations), overtime administration, mandatory training hours, and off-duty communications.
- Oversee payroll processing workflows and reconciliation to ensure alignment with FLSA overtime rules, shift differentials, and local payroll administration standards.
- Update and maintain formal position descriptions across the organizational chain of command (Director of Administration, Director of Operations, Communications Supervisors, Telecommunicators, and Records Personnel).

4. Performance Management & Employee Relations

- Standardize objective performance appraisal criteria, probationary reviews, and supervisory evaluation instruments.
- Provide neutral, third-party support and investigative guidance for formal employee grievances, disciplinary appeals, hostile work environment complaints, and complex personnel investigations.
- Assist leadership in developing supervisory coaching frameworks, workforce retention initiatives, and telecommunicator wellness programs.

Section 3: Proposal Submission Requirements

Pursuant to Section 13 of the Ray County 911 Procurement Policy for qualification-based professional services, proposals must include the following information:

- **Company Profile & Executive Summary:** Official business name, principal office address, primary point of contact, corporate structure, and years providing HR consulting services.
- **Public Sector & Emergency Services Qualifications:** Demonstrated experience providing HR consulting, compensation studies, or generalist support to local government entities, law enforcement, or 24/7 emergency dispatch/911 agencies.
- **Key Personnel & Subcontractors:** Complete professional resumes, industry credentials (e.g., SHRM-SCP, SPHR), and specific roles for all individuals assigned to this engagement. Proposals must explicitly disclose any planned subcontractors; if no outside parties will be engaged, state that all work will be performed by direct, in-house staff.
- **Methodology & Project Approach:** A descriptive plan outlining the firm's initial review process, timeline for policy/handbook updates, communication schedule with agency leadership, and ongoing advisory access model.

- **References:** A minimum of three (3) professional references from public safety, municipal, or county government clients served within the last five years.
- **Cost Proposal:** Provide an itemized fee schedule, including:
 - Fixed monthly retainer or annualized service cost for ongoing general HR advisory and payroll support services.
 - Hourly rates for specialized project services, on-site personnel investigations, or handbook overhauls.
 - Any anticipated administrative, travel, or incidental expenses.

Section 4: Mandatory Certifications & Statutory Compliance

Bidders must execute and submit the following mandatory certifications:

1. Warranty Against Contingent Fees

Pursuant to Section 13 of the Ray County 911 Procurement Policy, the contract must include the following mandatory warranty: *"The service provider warrants that he/she has not employed or retained any company or person, other than a bona fide employee working solely for such firm or company, for the purpose to solicit or secure any agreement with the Ray County 911 or by providing any fee, commission, percentage, gift or any other consideration contingent upon or resulting from the award of this agreement."*

2. Conflict of Interest Verification

In compliance with Section 14 of the Procurement Policy and RSMo 105.450–105.496, the bidder must verify that no Ray County 911 Board member, officer, or employee holds a substantial financial interest in the contracting entity or has entered into private business dealings regarding this procurement.

3. Tax and Financial Good Standing

Bidders must certify they are not delinquent or in default on the payment of any taxes, licenses, or monies due to Ray County, Missouri, the State of Missouri, or the United States Government. Under Section 5 of the Procurement Policy, default on these obligations shall justify automatic disqualification.

4. Local Business Preference Documentation

Any vendor seeking consideration under the Local Business Preference outlined in Section 14 must submit evidence establishing that the firm operates within the geographic taxing boundaries of Ray County, with primary business operations and administration based locally.

Section 5: Evaluation Criteria & Selection Process

Proposals will be evaluated and ranked in accordance with Section 5 and Section 13 of the Procurement Policy based on the following weighted criteria:

Evaluation Factor	Weight	Description
Technical Competence & Public Sector Experience	30%	Proven track record with public sector human resources, Missouri labor law, and 24/7 public safety / 911 dispatch environments.
Cost Proposal & Rate Structure	25%	Competitiveness and clarity of proposed retainer fees, hourly rates, and total overall cost to Ray County 911.
Project Approach & Implementation Plan	20%	Quality, responsiveness, and feasibility of the proposed HR service delivery model and policy review methodology.
Qualifications of Key Personnel	15%	Professional background, certifications, and demonstrated public administration experience of assigned consultants.
Client References & Past Performance	10%	Verified performance, integrity, responsiveness, and quality of work on prior local government engagements.

Section 6: Instructions to Bidders & Procurement Schedule

- **RFP Issuance Date:** October 19, 2026
- **Deadline for Inquiries / Written Questions:** November 2, 2026, 5:00 PM CST
- **Proposal Submission Deadline:** November 6, 2026, 10:00 AM CST
(Fulfilling the required 15-working-day / 3-week public notice period under Section 5)
- **Interviews / Candidate Presentations (if requested):** November 9-13, 2026
- **Board Award Recommendation:** November 19, 2026
- **Contract Commencement:** December 1, 2026

Inquiries and Submission Address

All questions regarding the RFP and the final proposal package must be addressed to:

Ray County 911

Attn: Professional Human Resources Consulting & Support Services

102 W. N. Main Street

Richmond, MO 64085

Phone: (816) 776-2200

Bidders must submit one (1) original hard copy and one (1) electronic copy (USB flash drive or secure PDF via email). Sealed envelopes must be marked: **"SEALED PROPOSAL: Ray County 911 Human Resources Support Services."**

Pursuant to Section 1 of the Ray County 911 Procurement Policy, proposals will not be opened publicly, and terms/pricing may be negotiated. Ray County 911 reserves the right to accept or reject any or all proposals, select a bidder other than the lowest cost, waive any informalities or irregularities, and award the agreement that serves the best interests of the agency.