

The Procurement Division of Knox County, Tennessee will receive sealed Qualifications for the provision of **Employee Psychological Services for Knox County Sheriff's Office** as specified herein. Qualifications must be received by **2:00 p.m.** on **September 25, 2023**. Late Qualifications will be neither considered nor returned.

**Please Deliver Qualifications to:**

**Solicitation Number 3457  
Knox County Procurement Division  
Suite 100, 1000 North Central Street  
Knoxville, Tennessee 37917**

**The Envelope must show the Company Name, Solicitation Number, Solicitation Name and Opening Date.**

**SECTION I GENERAL TERMS AND CONDITIONS**

**1.1 ADDITIONAL INFORMATION:** Knox County wants requests for additional information routed to Robert Mackey, Senior Buyer, at 865-215-5754. Questions may be emailed to [robert.mackey@knoxcounty.org](mailto:robert.mackey@knoxcounty.org). If you have not heard from the Buyer in a reasonable amount of time, please call for further assistance. Information about the Knox County Procurement Division and current solicitations may be obtained online at [www.knoxcounty.org/procurement](http://www.knoxcounty.org/procurement).

**1.2 AWARD:** The result of this Request for Qualification may result in a contractual agreement. Any contractual documents will be created by Knox County. Knox County reserves the right to award on an all-or-none basis or to make a multiple award. Knox County also reserves the right to not award this solicitation.

**1.3 BUSINESS OUTREACH PROGRAM:** Knox County has established a Business Outreach Program which has the responsibility of increasing opportunity for small, minority and women owned businesses. This is being accomplished through community education programs, policy edification, active recruitment of interested businesses and process re-engineering.

Knox County is committed to ensuring full and equitable participation for all disadvantaged businesses. Knox County welcomes submittals from those disadvantaged businesses that have an interest in providing goods and/or services listed herein. In addition, Knox County strongly encourages the inclusion of disadvantaged businesses by non-disadvantaged Contractors who may wish to partner or subcontract portions of this agreement in order to accomplish the successful delivery of goods and/or services.

If you are a disadvantaged business and would like additional information about our Business Outreach Program, please contact:

Diane Woods, Administrator of Business Outreach  
Telephone: 865.215.5760 / Fax: 865.215.5778  
Email: [diane.woods@knoxcounty.org](mailto:diane.woods@knoxcounty.org)

**1.4 CLOSURES:** During periods of closure due to unforeseen circumstances in Knox County or closures at the direction of the Knox County Mayor, the Procurement Division will enact the following procedures in regard to solicitations and closures:

- If the Mayor closes the administrative offices prior to the time set for solicitation opening of any business day, all solicitations due that same day will be moved to the next operational business day.
- Other unforeseen circumstances shall be at the sole discretion of the Procurement Director.
- Knox County shall not be liable for any commercial carrier's decision regarding deliveries during any unforeseen circumstances.

**1.5 CONFLICT OF INTEREST:** Vendors must have read and complied with the "non-conflict of interest" statement provided in the vendor registration process prior to the opening of this solicitation.

**1.6 COPIES:** Knox County requires that responses be submitted as one (1) marked original and one exact copy. **Respondents must submit with their written response an exact electronic version of their proposal in a flash drive format. Knox County requests this electronic copy version be in one (1) complete file.**

**1.7 DECLARATIVE STATEMENTS:** Any statement or words (i.e.: must, shall, will etc.) are declarative statements and respondents must comply with the condition. Failure to comply with any such condition may result in their qualifications being considered non-responsive and disqualified.

- 1.8 DELIVERY OF QUALIFICATIONS:** Knox County requires vendors, when hand delivering qualifications, to time and date stamp the envelope before depositing it in the bid box. Knox County will not be responsible for any lost or misdirected mail sent by common carrier. Knox County shall also not be responsible for qualifications delivered to any address or Suite other than the one listed at the top of this solicitation. The time clock in the Procurement Division shall serve as the official record of time.
- Qualifications must be in a sealed envelope/box prior to entering the Procurement Division office. Procurement Division personnel are not allowed to see the submittal nor assist in placing documents in an envelope/box. Additionally, the Procurement Division is not responsible for providing materials (e.g.: envelopes, boxes, tape) for submittals.**
- 1.9 ELECTRONIC TRANSMISSION OF QUALIFICATIONS:** Knox County's Procurement Division **will not** accept electronically transmitted qualifications. Due to the nature of information requested, all submissions shall be in written format.
- 1.10 INCURRED COSTS:** Knox County will not be responsible for any costs incurred by the respondent in the preparation of their qualifications. Respondents should assess the requirements of the request and respond accordingly.
- 1.11 INTERPRETATION:** No oral interpretation will be made to any respondent regarding the meaning of specifications. All questions are to be submitted in writing or electronically (email) and will be answered in the form of an amendment to the solicitation by the Knox County Procurement Division.
- 1.12 IRAN DIVESTMENT ACT:** By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to Tennessee Code Annotated § 12-12-106.
- 1.13 NO BOYCOTT OF ISRAEL:** Pursuant to Tennessee Code Annotated Title 12, Chapter 4, Part 1, by submission of a response to this solicitation, each proposer and each person signing on behalf of any proposer certifies, and in the case of a joint response each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each proposer is not currently engaged in, and will not for the duration of the contract engage in, a boycott of Israel.
- 1.14 NON-COLLUSION:** Respondents, by submitting a signed statement of qualifications, certify that the accompanying qualifications are not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under Tennessee or United States law.
- 1.15 POSSESSION OF WEAPONS:** All vendors, their employees and their agents are prohibited from possessing any weapons on Knox County property without prior written consent from the County. In the case of a vendor whose contract requires possession of firearms or other weapons to successfully complete their contract, vendor must provide personnel who are bonded to bear said weaponry.
- 1.16 RESTRICTIVE OR AMBIGUOUS QUALIFICATIONS:** It is the responsibility of the prospective respondents to review the entire Request for Qualification (RFQ) packet and to notify the Procurement Division if the qualifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the qualifications or procedures must be received in the Procurement Division no later than **September 11, 2023 at 4:30 p.m. local time**. These requirements also apply to qualifications that are ambiguous.
- 1.17 SIGNING OF QUALIFICATIONS:** **In order to be considered all Qualifications must be signed. Please sign the original in blue ink.** By signing the response document, the respondent acknowledges and accepts the term and conditions stated in the Qualification document.
- 1.18 SUBMIT QUESTIONS:** Agencies may submit questions concerning this solicitation no later than **September 11, 2023 at 4:30** p.m. local time. Submit questions as stated in Section 1.1.
- 1.19 TAXES:** Knox County purchases are not subject to taxation. Tax exemption certificates will be provided upon request.
- 1.20 TITLE VI OF THE 1964 CIVIL RIGHTS ACT AND TITLE IX OF THE EDUCATIONAL AMENDMENT OF 1972:** "Nondiscrimination on Federally Assisted Programs" — "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, to be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." 42 U.S.C. section 2000 et seq.

It is the policy of Knox County Schools that all its services and activities be administered in conformance with the requirements of Title VI and Title IX of the Educational Amendment of 1972. It is the policy of Knox County Government that all its services and activities be administered in conformance with the requirements of Title VI and Title IX.

- 1.21 VENDOR DEFAULT:** Knox County reserves the right, in case of vendor default, to procure the goods or services from other sources and hold the defaulting vendor responsible for any excess costs occasioned thereby. Should vendor default be due to a failure to perform or because of a request for a price increase, Knox County reserves the right to remove the vendor from the County's qualified vendors list for twenty-four (24) months.
- 1.22 VENDOR PRESENTATIONS:** Knox County may elect to have the highest scored respondent(s) participate in presentations to the evaluation committee. Presentation information will be strictly detailed by Knox County and forward to the firm(s) in ample time to prepare. Cost of presentations will be the sole responsibility of the selected firm(s).
- 1.22 VENDOR REGISTRATION:** Prior to the opening of this RFQ, **ALL BIDDERS** must be registered with the Procurement Division. A vendor application may be submitted online at [www.knoxcounty.org/procurement](http://www.knoxcounty.org/procurement). Select the On-Line Vendor Registration link and complete the forms. Vendors must be registered with the Procurement Division **prior** to submitting their bid. Knox County shall not be responsible for technical difficulties experienced by vendors trying to register less than twenty-four (24) hours prior to the bid opening time.
- 1.23 WAIVING OF INFORMALITIES:** Knox County reserves the right to waive minor informalities or technicalities when it is in the best interest of Knox County.

## SECTION II EVALUATION

- 2.1 EVALUATION:** Knox County reserves the right to use all pertinent information (also learned from sources other than disclosed in the RFQ process) that might affect the County's judgment as to the appropriateness of a qualified vendor. This information may be appended to the evaluation process results. Information on a service provider from reliable sources, and not within the service provider's submittal, may also be noted and made part of the evaluation file. Knox County shall have sole responsibility for determining a reliable source.

Knox County reserves the right to conduct written and/or oral discussions/interviews after the submittals have been reviewed. The purpose of such discussions/interviews is to provide clarification and/or additional information, which is in the best interest of Knox County.

- 2.2 EVALUATION CRITERIA:** To simplify the review process and to obtain the maximum degree of comparability, the RFQ must follow the outline described below and, at a minimum, contain the requested information. Additional relevant information is encouraged. Each RFQ should be prepared economically avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete, concise, accurate and reliable presentation. Please avoid all redundancy. Ownership of all submittals shall belong exclusively to the Knox County Procurement Division.

- Experience of Firm and Expertise of Assigned Personnel 50 Points
- Ability of Firm to Deliver Services (Capacity) 40 Points
- References 10 Points

Knox County may select an Evaluation Committee for this solicitation to thoroughly review and score all submitted, responsive and responsible solicitations. Each evaluator will have the ability to award up to 100 points, based on the Evaluation Criteria, per submission.

- 2.3 ADDITIONS OR DELETIONS OF GOODS AND SERVICES:** Knox County reserves the right to add or delete goods or services as the need arises. If items are to be added, Knox County and the Contractor will arrive at a mutually agreed price.
- 2.4 REFERENCES:** Vendor must provide three (3) current references relating to work of a similar scope completed within the last three (3) years. If provided with inaccurate information, Knox County will not attempt to obtain correct contacts, and references will be scored accordingly. Please use attachment "B" to submit with proposal.

## SECTION III SCOPE OF WORK

- 3.1 INTRODUCTION:** Knox County and the Knox County Sheriff's Office (KCSO) will receive Request for Qualifications (RFQ) for the provision of psychological services for its employees. **The successful firm(s) will provide "conditional offer to hire" screening/evaluations, fitness for duty evaluations and crisis intervention services.** This solicitation will result in two (2) scheduled awards.

The first award will be for **conditional offer for hire screenings and law enforcement/ corrections training**. The second award will be for **fitness for duty evaluations and crisis intervention services**.

Additional services that may be required include law enforcement/corrections training, investigative support, and hostage negotiation consultation.

The contracts will be for a period of two (2) years with an option for three (3) one-year extensions at the sole discretion of the County. Services are expected to commence on November 1, 2023. **Quantities stated herein are given for submission purposes only and is no guarantee of actual services to be requested.**

The respondent must bear all costs associated with the preparation of the qualifications and any oral presentation if required by Knox County.

### 3.2 **SCOPE OF WORK:**

The successful firm(s) will be expected to provide the following services:

#### 3.2.1 Post-conditional offer to hire screening/evaluation examinations (Schedule I).

KCSO requires a psychological examination of all prospective Civilians, Law Enforcement and Correctional Officers. This exam is given **after a conditional offer of employment is made to the individual**. The purpose of the exam is to rate the employee's ability to function in the job classification for which they are being hired for. As a result of the exam, the job offer could be withdrawn.

Each exam requires that a confidential written report in the proper medical format for the type of psychological evaluation be performed. The results are to be submitted to the Sheriff's Merit Council within ten (10) working days after KCSO notifies the provider of a candidate. The firm(s) shall submit a brief summary of the methodology and approach used for the exam and assist in interpretation, if necessary. The provider must be able to defend the results if KCSO is the subject of legal action due to withdrawal of a job offer as result of the exam.

Estimated number required in the year 2023 would be approximately 300. This number is based upon historical data collected by KCSO. On occasion, it may be necessary to obtain this report from the psychologist on the same day as the exam. **Please indicate your ability to provide this service.**

#### 3.2.2 Law Enforcement/Corrections Training (Schedule I).

The successful firm(s) will present training sessions at designated KCSO facilities dealing with such issues as suicide prevention, post shooting management, dealing with mentally ill persons, etc. Such training shall be scheduled throughout the year, to cover at a minimum 800 employees. Dates and actual subject matter of training will be mutually agreed upon.

Firm(s) will furnish any training materials needed (handouts, etc.), as well as a brief written summary of the training sessions and accomplishments after each session. Providers must submit a camera-ready copy of all training materials and KCSO will duplicate as necessary. Responses should include a sample of training done for other law enforcement agencies – detailed curriculum must be included in the response.

#### 3.2.3 Fitness for duty evaluations (Schedule II).

KCSO at various times requires certain personnel to undergo a fitness for duty evaluation when requested by the Sheriff's Office. The provider would perform these evaluations on an as needed basis with written reports being submitted to the Sheriff or his designee as to the results. All written reports should be in the proper medical format. The reports must be submitted within two (2) weeks after provision of services. The provider must be willing to justify all recommendations that result in any change in duty assignment based on the evaluations.

Estimated number required in year 2023 would be approximately ten (10). This number is based upon historical data collected by KCSO. On occasion, it may be necessary to obtain a verbal report from the psychologist on the same day as the exam. **Please indicate your ability to provide this service.**

#### 3.2.4 Crisis intervention services (Schedule II).

After a critical incident event, KCSO may require personnel to attend crisis intervention services. This service is meant to assist employees in dealing with the immediate impact of the event, as well as giving KCSO insight into the employee's short-term ability to return to duty after the event.

Such services are by their nature episodic; the provider will be expected to respond for a request for such service within two (2) hours of notification, with a written report in the proper medical format on the results within three (3) working days after the completion of the event.

The estimated number of major events for the year 2022 is at ten (10). This number is based upon historical data collected by KCSO. Other services may be required and if needed, details of those services will be discussed with and agreed upon with the successful contractor prior to their provision.

#### **IV. SUBMITTAL REQUIREMENTS**

**Interested firms are to use the following format for the preparation and submission of their qualifications. Failure to follow this format may be just cause for rejection of qualifications. Cost of preparation of qualifications is the sole responsibility of the respondent. Knox County requires that qualifications being submitted be one (1) marked original and one (1) exact copy. An electronic copy in one complete file, flash-drive, is also requested.**

##### **Part I FIRMS INFORMATION**

Letter authorizing the submission of qualifications.  
Company name, address, telephone, and fax numbers  
Knox County Vendor Number  
Contact person, telephone number and email address.  
Federal Tax ID number  
Copy of Knox County Business License (if applicable)

##### **Part II EXPERIENCE**

Please furnish a list of clients for whom you have provided similar services for, current and past. Special emphasis should be placed on services relating to governmental agencies within the past five (5) years. The following information is required on each project.

- Name and address
- Detail nature and length of service
- Lead staff from your firm and other key personnel involved in the delivery services. Include resumes for all personnel listed in your response.

##### **Part III PROPOSED TEAM**

- A history of the firm, including present ownership and key management individuals. Describe anticipated or recent changes in overall corporate management and/or ownership.
- An organizational chart showing authority structure and depth of resources.
- List key personnel assigned to the Team. Include resumes and work history.

##### **Part IV DEPTH OF FIRM/PERSONNEL**

- Detail the depth of your firm including capabilities and availability of personnel.
- Provide a transition plan if the assigned personnel were to leave or be re-assigned.
- Provide a list of expected activities to be undertaken and a brief description of each as it relates to the delivery of psychological services.

##### **Part V CURRENT WORKLOAD**

- Provide a detailed list of current work, projected workload and availability of the personnel proposed for Knox County.

##### **Part VI REFERENCES**

- Provide a list of three (3) agencies of similar size and nature. If firm fails to provide this information they will be scored accordingly. Firms MUST give complete information as requested herein. Client references MUST include the following: name, position, address, current telephone number, and current email address (a current email address MUST be included). **Note: Knox County may not be used as a reference. Must use attached reference check form, Attachment B.**

##### **Part VII ACKNOWLEDGEMENT OF ADDENDUM(S) RECEIVED**

##### **Part VIII AFFIDAVITS, INSURANCE CHECKLIST and LICENSES**

Respondents must return the Iran Divestment/No Boycott of Israel (Attachment A) with their response.

##### **Part IX ANY OTHER INFORMATION THAT WOULD ADD VALUE TO YOUR RESPONSE**

**Failure to provide the information may be considered by the selection committee as a negative factor in their decision-making process.**

ATTACHMENT A

RFQ #3457

AFFIDAVIT OF COMPLIANCE

IRAN DIVESTMENT ACT / NO BOYCOTT OF ISRAEL

Comes \_\_\_\_\_, for and on behalf of  
(Printed name of Principal Officer of Company)

\_\_\_\_\_, (the "Company") and, after being duly authorized by the  
Company so to do, makes oath that:

By submission of this solicitation, each person signing on behalf of any offeror certifies, and in the case of a joint partnership, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each offeror is not on the list created pursuant to the Iran Divestment Act, Tenn. Code Ann. § 12-12-106.

\_\_\_\_\_  
Signature

Title: \_\_\_\_\_

Pursuant to Tennessee Code Annotated Title 12, Chapter 4, Part 1, by submission of a response to this solicitation, each proposer and each person signing on behalf of any proposer certifies, and in the case of a joint response each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each proposer is not currently engaged in, and will not for the duration of the contract engage in, a boycott of Israel.

\_\_\_\_\_  
Signature

Title: \_\_\_\_\_

Sworn to and subscribed before me, a Notary Public, this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_

Notary Public  
My Commission Expires:

\_\_\_\_\_

**ATTACHMENT B**  
**RFQ #3457**  
**CURRENT REFERENCES**

Proposers shall submit a list of three (3) projects of similar size which have been in service during the last three (3) years. Each vendor is responsible for obtaining approval to submit and confirming the contact information provided for each reference. Knox County will not be responsible for gathering additional information for references that are incomplete or incorrect. Reference checks will be sent via email only. Reference Forms that cannot be delivered with the contact information listed, not returned prior to the deadline for return, or not returned at all will be scored accordingly. Do not use Knox County Government or Knox County Sheriff's Office as a reference.

**REFERENCE ONE**

NAME OF FIRM: _____
ADDRESS: _____
CONTACT PERSON: _____
CONTACT PERSON'S TELEPHONE AND FAX NUMBERS: _____
CONTACT PERSON'S EMAIL ADDRESS _____

**REFERENCE TWO**

NAME OF FIRM: _____
ADDRESS: _____
CONTACT PERSON: _____
CONTACT PERSON'S TELEPHONE AND FAX NUMBERS: _____
CONTACT PERSON'S EMAIL ADDRESS _____

**REFERENCE THREE**

NAME OF FIRM: _____
ADDRESS: _____
CONTACT PERSON: _____
CONTACT PERSON'S TELEPHONE AND FAX NUMBERS: _____
CONTACT PERSON'S EMAIL ADDRESS _____