

**AMENDMENT NUMBER TWO  
TO PROFESSIONAL SERVICES AGREEMENT  
WITH  
COOPERATIVE PERSONNEL SERVICES DBA CPS HR CONSULTING**

This Amendment Number Two ("Amendment") is made and entered into this 2<sup>nd</sup> day of March, 2023 ("Effective Date"), by and between the CITY OF COSTA MESA, a municipal corporation ("City"), and COOPERATIVE PERSONNEL SERVICES, a California Joint Powers Authority DBA CPS HR CONSULTING ("Consultant").

WHEREAS, City and Consultant entered into an agreement on February 1, 2021 for Consultant to provide executive recruitment services (the "Agreement"); and

WHEREAS, City and Consultant entered into Amendment One on June 20, 2022 to include additional services relating to executive recruitment services for a Telecommunications Manager and increased compensation to Seventy-Three Thousand Dollars (\$73,000.00); and

WHEREAS, City and Consultant desire to amend the Scope of Services to include the additional services set forth in Exhibit "A," attached hereto and incorporated herein by this reference, relating to executive recruitment services for an Emergency Service Manager; and

WHEREAS, City desires to increase Consultant's maximum compensation accordingly to Ninety-Eight Thousand Dollars (\$98,000.00).

NOW, THEREFORE, for valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

1. The Scope of Services shall be amended to include the additional services set forth in Exhibit A.
2. Section 2.1 of the Agreement shall be amended to reflect that Consultant's total compensation shall not exceed Ninety-Eight Thousand Dollars (\$98,000.00). Consultant shall be paid according to the fee schedule set forth in the Agreement and Exhibit A of this Amendment.
3. All terms not defined herein shall have the same meaning and use as set forth in the Agreement.
4. All other terms, conditions, and provisions of the Agreement not in conflict with this Amendment shall remain in full force and effect.
5. This Amendment may be executed in one or more counterparts, each of which shall be deemed an original. All counterparts shall be construed together and shall constitute one agreement.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment to be executed by and through their respective authorized officers, as of the date first written above.

CONSULTANT

Sandy MacDonald-Hopp  
Signature

Date: 4/8/2023

Sandy MacDonald-Hopp, CFO  
Name and Title

CITY OF COSTA MESA

Lori Ann Farrell Harrison  
Lori Ann Farrell Harrison  
City Manager

Date: 5/14/23

ATTEST:

For Stacy Lohm  
Brenda Green  
City Clerk

APPROVED AS TO FORM:

Kimberly Hall Barlow *Act*  
Kimberly Hall Barlow  
City Attorney

Date: 4/24/23

APPROVED AS TO INSURANCE:

Ruth Wang  
Ruth Wang  
Risk Management

Date: 4/18/23

APPROVED AS TO CONTENT:

Anita Chapanond *Han Lakrajai*  
Anita Chapanond  
Project Manager

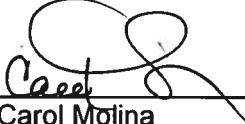
Date: 4/18/2023

DEPARTMENTAL APPROVAL:

  
\_\_\_\_\_  
Kasama Lee  
Human Resources Manager

Date: 4/21/23

APPROVED AS TO PURCHASING:

  
\_\_\_\_\_  
Carol Molina  
Finance Director

Date: April 11, 2023

EXHIBIT A

PROPOSAL

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PROPOSAL

## City of Costa Mesa

### Executive Recruitment Services for Emergency Services Manager

December 12, 2022

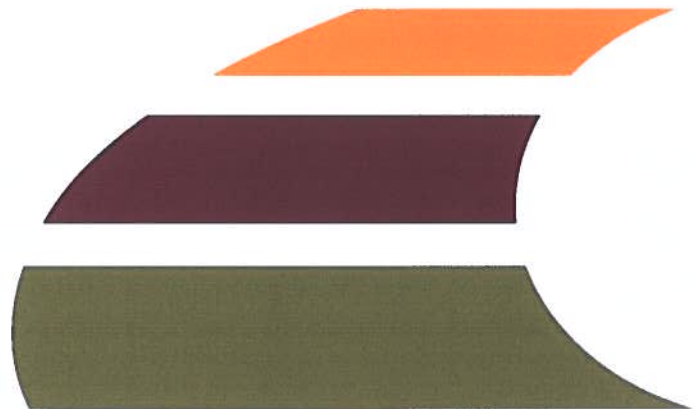
**SUBMITTED BY:**

MELISSA ASHER

*Sr. Practice Leader, Products and Services*

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Sacramento, CA 95834  
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Tax ID: 68-0067209

[www.cpshr.us](http://www.cpshr.us)



Your Path to Performance

December 12, 2022

Anita Chapanond-Moyer  
Human Resources Analyst  
City of Costa Mesa, Human Resources Division  
77 Fair Drive  
Costa Mesa, CA 92628

***Submitted via email to: [Anita.Chapanond@costamesaca.gov](mailto:Anita.Chapanond@costamesaca.gov)***

**Subject: Executive Recruitment for Emergency Services Manager**

Dear Ms. Chapanond-Moyer:

CPS HR Consulting (CPS HR) is pleased to have the opportunity to submit a proposal to assist the City of Costa Mesa (City) with the recruitment of a new Emergency Services Manager. We are uniquely qualified to undertake this effort as we have vast experience in assisting public agencies with search, screening, and placement.

We understand that each agency is unique, and our extensive experience allows us to tailor our process to specifically meet your needs. Our work with local government agencies throughout the United States gives us an in-depth understanding of government operations, programs, and services.

Each recruitment is an opportunity to shape and prepare your organization for the future. We understand how important these transitions can be and CPS HR is perfectly placed to assist the City in these endeavors. Once this project begins, we will work with the City to tailor our processes to highlight your exciting opportunities and attract the best possible candidates. It is our commitment to work in partnership with your organization to successful results.

Thank you for the opportunity to be considered for this assignment. Should you have questions or comments about the information presented in this proposal, **please contact me at [masher@cps hr.us](mailto:masher@cps hr.us) or (916) 471-3358.**

Sincerely,



Melissa Asher  
Senior Practice Leader, Products and Services

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## **About CPS HR Consulting**

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CPS HR Consulting has been assisting organizations with their talent management needs for over 35 years. We have unique expertise in delivering HR management and consulting services, employment testing, and assessment services to government agencies throughout North America. Our core competency is its knowledge of and expertise in the public sector.

CPS HR offers clients a comprehensive range of competitively priced services, all of which can be customized to meet your organization's specific needs. We are committed to supporting and developing strategic organizational leadership and human resource management in the public sector. We offer expertise in the areas of organizational strategy, recruitment and selection, training and development, and organization and workforce management.

CPS HR occupies a unique position among its competitors in the field of government consulting; as a Joint Powers Authority, whose charter mandates that we serve only public sector clients, we actively serve all government sectors including Federal, State, Local, Special Districts, Higher Education, and Non-Profit Organizations. This singular position provides CPS HR with a systemic and extensive understanding of how each government sector is inter-connected to each other and to their communities. That understanding, combined with our knowledge of public and private sector best practices, translates into meaningful and practical solutions for our clients' operational and business needs.

With more than 90 full-time employees as well as 200+ project consultants and technical experts nationwide, CPS HR delivers breakthrough solutions that help public sector organizations impact the communities they serve. CPS HR has worked with more than 1,200 government and public/non-profit clients throughout the United States and Canada.

Our headquarters are located in Sacramento, California. We have regional offices in Austin, TX; Littleton, CO; and Orange County, CA.



## Recruitment Experts

CPS HR specializes in the recruitment and selection of key professionals for cities, counties, special districts, and non-profits. Working in partnership with the governing body or selection team, we develop customized search strategies that focus on locating and recruiting qualified candidates who match the agency's unique needs. Our wealth of recruitment experience has been gained through *more than 20 years* of placing top and mid-level executives in public agencies throughout the United States.

- **Unmatched Recruitment Experience for Government Agencies.** CPS HR has extensive experience in recruiting professionals for public agencies across the United States. As a public agency ourselves, we understand how to work with and within government. Our understanding of public sector culture and policy uniquely sets us apart from our competitors.
- **Seasoned Recruiters.** Our recruiters possess a high level of expertise in recruiting and placing executive-level, middle management, and administrative professionals. Our staff of experts includes an exceptional group of full-time employees as well as a full complement of subject matter experts, intermittent employees, and part-time employees with a variety of public and private sector experience.
- **Detailed Needs Assessments.** We conduct a detailed needs assessment to identify 1) future organizational direction; 2) challenges facing the position; 3) the working style and organizational climate; and 4) required core and job specific competencies as well as personal and professional characteristics.
- **Success Recruiting Non-Job Seeking Talent.** We recognize that the very best candidates for some types of positions may not be looking for a career change, therefore, our recruitment team takes a very aggressive approach to identify and recruit such candidates.
- **Vast Pool of Public Agency Contacts.** CPS HR maintains a database of candidates and an extensive network of external resources to leverage for executive-level and middle management positions. We utilize our vast pool of public and non-profit contacts to deliver a strong list of competitive candidates who will be well prepared to assist you in the accomplishment of your specific mission and goals.
- **Satisfied Clients.** While many companies talk about client satisfaction, how many measure the impact of that through assessing client satisfaction by distributing written surveys and tying the results of these surveys to their performance management system? CPS HR Consulting does. A client satisfaction survey is sent at the end of every engagement requesting feedback on the quality of our staff, deliverables, and the overall consulting relationship.
- **Retention/Success Rate.** Our success rate is tied to the longevity of the candidates we place, currently more than 91% of our placements are still in their position after two years.

## Our Recruiting Team

CPS HR has assembled a strong project team with each member possessing extensive recruiting experience and a direct, in-depth understanding of local government. Mr. Andrew Nelson will be your dedicated project manager and primary contact. Mr. Nelson will leverage the knowledge and experience of our entire recruitment team in order to provide you with the best possible recruitment experience. We are committed to providing each of our clients the same level of service excellence, and we take great care not to take on more work than this commitment allows. We will not utilize subcontractors for these services. Key staff will not be changed without approval of the City.

Role/Project Assignment	Name	Phone	Email
Senior Executive Recruiter	Andrew Nelson	(916) 471-3329	anelson@cpshr.us

### Project Manager Biography

#### **Andrew Nelson, MPA, IPMA-SCP, Senior Executive Recruiter**

Andrew Nelson brings an extensive background in government service to his role as Executive Recruiter at CPS HR Consulting through city administration, transportation planning, and court management as well as professional recruiter training from the U.S. military.

Mr. Nelson has significant experience with recruitments of professional and management positions for the public sector. Prior to joining CPS HR Consulting, Mr. Nelson served as City Administrator for the City of Kemmerer, WY and as director of the Casper Area Metropolitan Planning Organization. This hands-on experience gives Mr. Nelson perspective to the mindset and needs of senior public officials recruiting open positions.

Beyond recruitment, his duties included comprehensive administration of their human resources policies. This consisted of assessing job performance, approving job descriptions and their associated revisions, revising employee policies, leading collective bargaining negotiations for the city, assessing and investigating risk management claims, and continuing training for all employees.

Additionally, Mr. Nelson currently serves the United States Coast Guard as an Auxiliary Recruiter. He received formal training in recruitment, including sales, marketing, and interviewing skills at the Coast Guard Training Center Cape May (New Jersey) and has received an Auxiliary Commandant Letter of Commendation and three Coast Guard Meritorious Team Commendations as a direct result of his recruiting efforts.

## **Strategy/Operational Plan**

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### Key Stakeholder Involvement

The Hiring Authority on behalf of the City must be intimately involved in the recruitment and selection process. Our approach assumes their direct participation in key phases. At the discretion of the Hiring Authority, other key stakeholders may also be invited to provide input for the development of the candidate profile.

### City's Needs

A critical first step in a successful executive search is for the Hiring Authority to define the professional and personal qualities required of the Emergency Services Manager. CPS HR has developed a very effective process that will permit the Hiring Authority to clarify the preferred future direction for the City; the specific challenges the City is likely to face in achieving this future direction; the working style and organizational climate the Hiring Authority wishes to establish with the Emergency Services Manager; and ultimately, the professional and personal qualities required of the Emergency Services Manager.

### Commitment to Communication

Throughout the recruitment and selection process, we are strongly committed to keeping you fully informed of our progress. We will collaborate with you to provide updates on the status of the recruitment via your preferred method of communication (phone conference, email, etc.).

We place the highest level of importance on customer service and responding in a timely manner to all client and candidate inquiries. Our previous clients and candidates have expressed a sincere appreciation for our level of service and responsiveness to the management of the recruitment process. As a result, we have many long-term relationships with clients that have led to opportunities to assist them with multiple recruitments.

### Aggressive, Proactive, and Robust Recruitment

We take an aggressive approach in identifying and recruiting the best available candidates. There are those candidates who would gladly rise to the professional challenge and apply for these opportunities; however, some of the best candidates are often not actively seeking a new position and may only consider a change once we present them with your opportunity. Evoking the sense of vision and opportunity in qualified persons is among the responsibilities of CPS HR, and we pride ourselves in our efforts to reach the best available potential candidates. We use advertisements, directly email the outreach brochure, post messages and connect with potential candidates on business media such as LinkedIn, and of course, pick up the phone and call qualified individuals and referral sources.

# Recruitment and Selection Services

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## Methodology and Scope of Work

Our proposed process is designed to provide the City with the full range of services required to ensure the ultimate selection of a new Emergency Services Manager uniquely suited to the City's needs.



## PHASE I – Strategic Recruitment Plan

The first step in this engagement is a thorough review of the client's needs, culture and goals; the recruitment and selection process; and the schedule. CPS HR is prepared to meet with key stakeholders to obtain input in developing the ideal candidate profile and to assist us in understanding key issues and challenges.

CPS HR will execute the following tasks:

- Foster client collaboration.
- Create a tailored plan for your agency and unique position.
- Review of job duties and compensation for marketability.
- Define ideal candidate profile with hiring authority and key stakeholders.
- Identify testing/assessment needs.
- Conduct stakeholder engagement (surveys, focus group, community meetings).
- Leadership assessment.

## PHASE II – Marketing and Applicant Screening

The recruitment process is tailored to fit the client's specific wants and needs, with targeted advertising, combined with personal contacts with qualified individuals from our extensive database.

CPS HR will prepare, submit for your approval, and publish advertisements in appropriate magazines, journals, newsletters, job bulletins, and websites to attract candidates on a nationwide, regional, local or targeted basis based on the recruitment strategy. CPS HR is focused

on reaching a diverse candidate pool and would recommend publications/websites that are targeted to minority and female candidates.

CPS HR will execute the following tasks:

- Create a four-page colored brochure or electronic flip book.
- Conduct targeted research to identify ideal passive candidates.
- Execute active and passive sourcing of candidates through e-mail, phone, and social media.
- Devise advertising & marketing strategy.
- Develop innovative media campaigns.
- Review applicant resumes and ensure minimum qualifications are met utilizing client's applicant tracking system or CPS HR's applicant tracking system.
- Facilitate comprehensive screening interviews.

## PHASE III – Selection

CPS HR will design a selection process based on information gathered in Phase I. We will meet with the client to review this process and discuss the client's preferred approach in assessing the final candidates.

We can coordinate all aspects of the selection process for the client. This includes preparing appropriate materials such as interview questions, evaluation manuals, and other assessment exercises; and facilitating the interviews.

CPS HR will execute the following tasks:

- Develop and facilitate all required selection processes including development of interview questions and/or assessments.
- Coordinate all candidate communication and scheduling.
- Train interview panel and handle onsite facilitation of interview process.
- Execute extensive background and reference checks.
- Provide assistance with contract negotiation.
- Facilitate appointment of selected candidate.
- Prepare a written report that summarizes the results of the recruitment process.

## Timeline

Project Manager, Andrew Nelson, will be available to begin work in **mid-January**. All search activities up to and including the selection of new Emergency Services Manager can be completed in 12 to 14 weeks. The precise schedule will depend on the placement of advertising in the appropriate professional journals, and the ability to schedule the initial meeting. A proposed schedule of major milestones is presented below.

Task Name	Month 1				Month 2				Month 3				Month 4			
Weeks	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Initial Meeting	➤															
Draft Brochure		➤														
Brochure Approved/ Printed & Place Ads		➤														
Aggressive Recruiting						➤										
Final Filing Date							➤									
Preliminary Screening								➤								
Present Leading Candidates										➤						
Semi-finalist Interviews											➤					
Reference/ Background Checks												➤				
Final Interviews												➤				
Appointment														➤		
Weeks	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

## Pricing Structure

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### Professional Services

Our professional fixed fee covers all CPS HR services and deliverables associated with **Phases I, II, and III** of the recruitment process. Travel expenses for candidates who are invited forward in the interview process are not included.

Professional Fixed Fee*	
Professional Services for Full Recruitment (Fixed Flat Fee)	\$25,000

\*Professional fees would be billed and paid monthly.

### One-Year Service Guarantee

If the employment of the candidate selected and appointed by the City as a result of a full executive recruitment (Phases I, II, and III) comes to an end before the completion of the first year of service, CPS HR will provide the City with professional services to appoint a replacement. Professional consulting services will be provided at no cost. The City would be responsible only for expenses such as re-advertising, consultant travel, additional background checks, etc. **This guarantee does not apply to situations in which the successful candidate is promoted or re-assigned within the organization during the one-year period.** Additionally, should the initial recruitment efforts not result in a successful appointment, CPS HR will extend the aggressive recruiting efforts and screen qualified candidates until an offer is made and accepted. CPS HR does not provide a guarantee for candidates placed as a result of a partial recruitment effort.



*We thank you for your consideration of our proposal. We are committed to providing high quality and expert solutions and look forward to partnering with the City of Costa Mesa in this important endeavor.*