

April 19, 2021

To: Prospective Communications Vendors ("Vendor")
From: Brian Schoon, INRCOG
RE: Request for Proposals (RFP)

***Consolidated Public Safety Communications Center Board: Instructions to Prospective Vendors
Operations Consultant Selection***

The Consolidated Public Safety Communication Center Board (Board) is seeking to award a contract, through this Request for Proposals procurement process that will assist the Board by analyzing current operations of the center. The analysis shall include a study or report that is to be prepared by the selected vendor.

Specifically, there are a number of tasks expected of the successful bidder under this Request. The bidder must:

- Possess experience evaluating multi-agency/government dispatch centers;
- Be able to provide a fiscal analysis of dispatch services;
- Be capable of analyzing operations;
- Provide an employment workload assessment (dispatchers and supervisors);
- Conduct a day-to-day operational review of the center;
- Determine the workload caused by each participating entity/local government;
- Present data analysis, including raw data sets requested in the Scope of Work;
- Offer best practices, employee training and education alternatives;
- Suggest efficiencies, relative to center equipment and CAD system;
- Provide alternatives for center cost sharing or expense allocation; and
- Guide the center toward implementation of the study results.

At this point, the proposed study is to be funded by the Board. The Board reserves the right to identify other funding sources that may be used to help finance this project.

This request for proposals invites consultants to submit proposals for the accomplishment of work items specified under the attached *Scope of Services*. Proposals should be prepared and submitted in accordance with the guidelines and requirements set forth in this request, and will be ranked by a Review Committee, comprised of members of Board, using evaluation factors.

Vendors must submit proposals to develop a Center Study, meet the general and technical requirements of this RFP, and guide the Board with implementing the recommendations made in the study.

All material developed pursuant to this process and the subsequent agreement(s) between the Board and the vendor(s) for purposes of fulfilling the contract will become the property of the vendor and Board, and will be considered public record, under Iowa law, unless we are told otherwise by the vendor.

The Board will accept written questions from prospective vendors prior to proposal submittal. Questions will be accepted by Brian Schoon via US mail or email at bschoon@inrcog.org no later than 1:00 PM CST on May 3, 2021. Answers to all questions posed by potential vendors will be posted on the INRCOG website (www.inrcog.org) by 5:00 PM CST on May 14, 2021.

Interested individuals and firms that wish to offer a proposal must submit twenty (20) paper copies of their proposals and an electronic copy (PDF file) to Brian Schoon; INRCOG; 229 East Park Avenue; Waterloo, Iowa 50703, on or before 1:00 PM CST on June 14, 2021.

Negotiations between the Board and a vendor or firm will be initiated after selection of a firm. If an agreement cannot be reached between the Board and the selected firm, the next most qualified firm will be contacted for negotiations. The Board does plan to conduct in-person interviews of prospective vendor(s) prior to selecting an organization or firm.

The Board reserves the right to accept or reject any proposal and reserves the right to cancel or reissue this RFP at any time. If it is determined that a contract for all or part of the project should be awarded, the chronological process of awarding the Contract shall be as follows:

- The Board's Committee shall determine which vendor has submitted the best and most responsive and responsible (best qualified) proposal; one that best meets the proposal criteria as set out in the attached questions. This may or may not be the lowest bidder.
- The Board's Committee shall then make a recommendation to the Board.
- The Board shall consider action awarding a contract and authorizing the Chair to sign this contract on behalf of the Board. No contract shall be deemed to be created and exist, unless and until the Board adopts a resolution awarding a contract and authorizing the Chair to execute the contract.
- The Chair signs the contract.
- The Board issues a "Notice to Proceed" to the vendor. The Notice to Proceed shall constitute authorization for the vendor to commence the work and incur expenses.

The awarded vendor shall maintain adequate liability insurance in form(s) and amount(s) sufficient to protect the Board, its agencies, its employees, its clients and the general public against loss, damage and/or expense related to performance under this agreement. Upon Board approval of a contract, the vendor shall provide a Certificate of Insurance pursuant to the requirements set forth in Attachment A. In the event the insurance coverage is canceled or modified in any way, the Board must be notified immediately. If at any time during the contract period the vendor fails to maintain the minimum insurance coverage, the contract may be canceled at the Board's option. There shall be no cost to the Board for any required insurance coverage or certification.

If the Board determines that any or all of the proposals received should be rejected, or the RFP is cancelled, the vendors shall be notified by the Board of such action, and any submitted proposals will be returned to vendors. At that point, the Board may, or may not, reissue the RFP for the project.

Tentative Board Timeline for this Procurement:

- RFP Release to the Public: April 19, 2021
- Deadline for RFP Questions from Vendors: May 3, 2021
- Post Responses to Vendor Questions: May 14, 2021
- Vendor Proposals Due: June 14, 2021
- Interview Prospective Vendor(s): June 28, 2021
- Board Authorizes Contract/Notice to Proceed to Selected Vendor: July 7, 2021

If your firm is interested in submitting a proposal for our project, please provide twenty (20) copies and an electronic copy (PDF) of your proposal to the following address by 1:00 PM (CST) June 14, 2021.

**Brian Schoon
INRCOG
229 East Park Avenue
Waterloo, Iowa 50703**

If you have any questions, please contact Brian Schoon, INRCOG, at (319) 235-0311 or at bschoon@inrcog.org.

Scope of Services:

The Consolidated Public Safety Communications Center Board (Board), at a minimum, expects that the selected vendor will assess the operations of the Center and make suggested changes that provide efficiencies. The contractor will work under an agreement awarded by the Board at the end of this RFP process. At a minimum, the responsive vendor will include or address the following requirements in their proposal:

General Requirements:

The selected contractor or consultant shall:

1. Be familiar with assisting local governments and their local law enforcement agencies in assessing their dispatching and public service needs.
2. Prepare all materials related to the project in a manner that is consistent with known federal, state or local requirements pertaining to requirements, as may be appropriate.
3. Answer all inquiries for information and questions, posed by the Board or Committee in this Request for Proposal. All queries must be answered for a proposal to be considered complete.
4. Utilize the information provided by each participating entity to develop a proposal that will meet the current and future needs of each, as may be appropriate.
5. Within its proposal, provide detailed information about how it will assess the needs of the participating entities, describe how they will evaluate prospective recommendations; provide a tentative timeline beginning at contract award under this RFP through the study period; and be available as a resource after-the-fact.
6. Review and recommend a range of options for use of the final study or report by various participating public safety agencies, including some that may not be based in Black Hawk County, Iowa, but who occasionally interact with Black Hawk County public safety agencies. This shall include the Iowa Department of Public Safety.
7. Provide a written study to the Board.
 - a. The written study shall include financial cost sharing alternatives/methods for the center. Further, the study shall include a suggested cost sharing review and adjustment process.
 - b. The written study shall measure the complete workload of the current call center (i.e. calls, call separation, dispatching, etc.) and provide supporting data for any recommendations or conclusions including an examination of the total call volume for services, as broken-down for all entities participating in the Board.

- c. The written study shall identify efficiencies and contain recommendations, best practices, and estimates of the amount of time necessary to implement such guidance, including analyzing the operation and use of the existing center and its equipment.
8. Prepare a cost estimate for any best practices or efficiencies suggested by the selected vendor that may be used as a means of comparison and reasonableness.
9. Provide twenty (20) copies of the final study or report to the Board with timely updates as to project status either orally or in writing, as appropriate. Copies of draft documents shall be made available for review as well.
10. Be expected to meet as needed with representatives of the Board or its Committee in-person in Black Hawk County to assess center operations and discuss proposed project elements.
11. Be an Equal Opportunity Employer, as defined in the Civil Rights Act of 1964 and in Iowa Executive Order Number 34.
12. Meet or exceed the Black Hawk County insurance requirements, outlined in Attachment A.

Questions for Prospective Contractors

In addition to providing your firm's overview, historical information, and employee biographies within your proposal please provide written answers to ALL of the following requests and questions. You may attach additional paper or include the answers to these questions within your proposal.

1. Describe in detail how your firm currently performs services like those identified in the Scope of Work within its or other jurisdictions, including photographs, in particular written policies or staffing formulas, and/or video of services provided.
2. Discuss your company's experience with similar projects. Within in your response, please identify those clients.
3. What were the outcomes of your most recent project? Did you achieve the objective(s) sought by your last customer? If not, what were the differences and why?
4. Describe how you would approach our project, including providing a detailed timeline with progress milestones identified within said timeline.
5. Have you or your firm separated the financial impacts of separate entities, by workload, for other clients? Thus, creating a comprehensive equation for calculating annual costs for each participating entity, and therefore not requiring future studies?
 - a. If so, which of your staff-members were involved and would you anticipate them being involved in this project, assuming your firm is selected?
6. What do you see as being unique about our project? What challenges do you see with our project?
7. Have your prior projects incurred cost and/or time overruns? If you experienced cost overruns, what was the overrun percentage (of the total project cost)? If you experienced a time overrun, how long after the original contract deadline did it take to complete the project? What were the reasons for and/or circumstances surrounding the overruns?
8. Will your firm provide comprehensive project management to include facilitation of meetings, copies of meeting minutes and agendas?
9. How many people will your firm dedicate to working on our project? Please identify the individuals, their expertise, and to what degree they may be involved in our project.
10. What kind of support do you provide after the project is completed, and how long is the support available?
11. What makes your firm best suited for this project and/or request?

12. Please provide a detailed budget for the requested work, with a lump sum or total contract figure included and clearly identified. Proposed cost estimates must be valid for 90 days. All figures must be “Not-To-Exceed”.
13. If your firm has provided these services under contract for other public entities, please provide references for those entities.
14. The awarded vendor shall maintain adequate liability insurance in form(s) and amount(s) sufficient to protect the Board, its agencies, its employees, its clients and the general public against loss, damage and/or expense related to performance under this agreement. Upon Board approval of a contract, the vendor shall provide a Certificate of Insurance pursuant to the requirements set forth in Attachment A. In the event the insurance coverage is canceled or modified in any way, the Board must be notified immediately. If at any time during the contract period the vendor fails to maintain the minimum insurance coverage, the contract may be canceled at the Board’s option. There shall be no cost to the Board for any required insurance coverage or certification.
15. Firms submitting proposals must be an Equal Opportunity Employer, as defined in the Civil Rights Act of 1964 and in Iowa Executive Order Number 34.

Proposals will be evaluated by the Board’s Selection Committee using the following criteria (100 total points):

- Specialized experiences & certifications (e.g., demonstrated experience) (25 Points)
- Past performance record (vendor must allow access to clients in order for the Board to: assess quality of work; demonstrate success and timely completion of work; ability to stay within budget; and verify responses to RFP questions) (20 Points)
- Ability to travel; ability to provide electronic and hard-copy documents (15 Points)
- Ability to begin after contract is awarded, and to complete the project by the contract deadline (15 Points)
- Costs of services (Project Budget) (15 Points) (Cost estimates must be valid for a period of 90 days from proposal submittal to the Board)
- References (10 Points)

Attachment A

Minimum Insurance Requirements

- A. At all times during the contract/agreement the outside party will carry and maintain, at the outside party's expense, the following insurance:
1. Commercial General Liability Insurance Policy, including but not limited to, insurance for premises construction operations (when applicable), contractual liability, completed operations with respect to liability arising out of the ownership, use, occupancy or maintenance of the premises and all areas appurtenant thereto, to afford protection with respect to bodily injury, personal injury, death or property damage of not less than One Million Dollars (\$1,000,000) per occurrence combined single limit/Two Million Dollars (\$2,000,000) general aggregate. New policy approved on November 30, 2010. Revised Policy effective 9-1-15; renamed 8-15-17. Revised policy effective 8-14-19.
 2. Comprehensive Automobile Liability Insurance Policy with limits for each occurrence of not less than One Million Dollars (\$1,000,000) Combined Single Limit with respect to bodily injury, property damage or death.
 3. Workers Compensation Insurance Policy or similar insurance in form and amounts required by law.
 4. Umbrella Liability \$1,000,000 as determined through collaboration with the County Attorney and the Risk Assessment Manager.