

REQUEST FOR QUALIFICATIONS

Cass County Emergency Services Board – Centralized Communications Center Feasibility Study

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Submittal deadline: Friday, October 6, 2017, 4:30 p.m.

Background: Cass County is located south of Kansas City, Missouri. The county is 702 square miles with a population of 99,478. CCEB currently utilizes five (5) Public Safety Answering Points (PSAP) for the provision of public safety and public service telecommunication services. These PSAPs are located as follows: Belton Police Department, Belton, Missouri; Cass County Sheriff's Office, Harrisonville, Missouri; Harrisonville Police Department, Harrisonville, Missouri; Pleasant Hill Police Department, Pleasant Hill, Missouri; and Raymore Police Department, Raymore, Missouri.

CCEB is investigating the feasibility of consolidating the PSAPs/dispatch centers within Cass County. CCEB desires professional consulting services to conduct a PSAP Centralized Communications Center Feasibility Study that will provide a comprehensive overview of current conditions, financial considerations, drawbacks, benefits, and options for consolidating the five (5) PSAPs/ dispatch centers within Cass County.

Cass County is home to 14 law enforcement agencies, 9 fire departments/districts, five PSAPS. The five PSAPs handled 118,548 administrative and 9-1-1 calls in 2016; and 157,466 calls for service were dispatched to Police, Fire, or EMS services, and 2,621 calls for service handled by a secondary PSAP outside of Cass County for three Fire Districts.

Proposal Format

Proposals should be submitted on 8.5 by 11 inch paper and bound securely. Use the following organization for the proposal:

1. Introduction
2. Organizational Capabilities
3. Staff Qualifications
4. Experience/References
5. Project Schedule
6. Response to Requirements
7. Cost Summary
8. Any additional material or brochures

General Proposal Requirements

- 1.1 **Introduction/Cover Letter.** State the full name and address of your firm, including the name, address and telephone number of the person in your firm who has the primary responsibility for developing this proposal and to whom technical questions can be addressed.
- 1.2 **Organizational Capabilities.** Provide an overview of the firm.
- 1.3 **Staff Qualifications.** Proposals shall identify only member(s) of the firm's staff who would be assigned to work on this project and the role they would perform. A resume of each individual named should be included in this section. Particular attention shall be given to the individual named as the project coordinator.
- 1.4 **Experience/References.** Proposals shall include a description of the firm's overall experience in handling projects similar in character or scope to this project. A list of references of similar projects from at least three different projects, including the customer name, address, telephone number, and contact person shall be included in the proposal.
- 1.5 **Project Schedule.** As part of this proposal, the consultant must submit a proposed preliminary project schedule. The consultant must identify all assumptions and constraints on which the project schedule is based. The consultant must prepare an estimate of hours for the project.
- 1.6 **Requirements.** The following requirements must be addressed in the project description and schedule:
 - 1.6.1 Provide an explanation of your understanding of the tasks believed to be necessary to accomplish the objectives outlined herein.
 - 1.6.2 Discuss the overall approach the consultant proposes to use with this project.
 - 1.6.3 Demonstrate a working knowledge of current state-of-the-art design practices and operations of PSAPs in the State of Missouri.
 - 1.6.4 Illustrate the firm's experience with public sector consolidation feasibility studies.
 - 1.6.5 Demonstrate the consultant's track record with successful consolidation strategies that have been implemented by public entities clients over the past five (5) years.
- 1.7 **Fee Proposal.** Provide a fee proposal to perform all tasks described in the Project Scope of Services.

Project Scope of Service

2. Feasibility Study Requirements. The Feasibility Study shall include all of the following elements:

2.1 Benchmarking of current conditions.

Using various types of data collection methods report on:

- 2.1.1 Current organizational structures and governance.
- 2.1.2 Staffing levels
- 2.1.3 Compensation
- 2.1.4 911 and administrative call volumes
- 2.1.5 Call processing statistics
- 2.1.6 Training and QA practices
- 2.1.7 Budget overviews
- 2.1.8 Technology in use
- 2.1.9 Facilities
- 2.1.10 Stakeholder perspectives
- 2.1.11 Non-dispatch tasks performed by employees

2.2 Technological Feasibility

Examine and identify any technological roadblocks to consolidation.

2.3 Facility Options

- 2.3.1 Identify facility locations and options to meet current operational needs, as well as future operational needs based on 20-year countywide growth predictions.
- 2.3.2 Provide a cost for renovation of an existing facility and for new construction. This cost estimate is for preliminary planning purposes only, it is understood that an in-depth analysis will require an architect and/or engineer independent from this study.
- 2.3.3 Identify backup and redundant facilities and equipment available in the event of a primary facility failure.

2.4 Projected Call Volume/Workload

Project the workload for the consolidated PSAP for the purpose of establishing initial staffing levels, including:

- 2.4.1 Processing incoming 911 calls
- 2.4.2 Processing non-emergency public safety calls
- 2.4.3 Incoming and outgoing administrative calls
- 2.4.4 Events dispatched to participating agencies. Projections shall be made for five and ten-year post-consolidation
- 2.4.5 Projected volume of police/fire/EMS radio traffic. Projections shall consider population trends and other known factors that affect 911 call volumes as well as public safety radio traffic.
- 2.4.6 Projected Staffing Levels. Using industry standards, estimate the number and type of staff that will be required to operate the consolidated

PSAP. This should consider factors that impact staffing such as call for service volume and shift relief in a twenty-four hour/seven day per week dispatch center environment.

2.5 Projected Cost Estimates

Cost estimates shall include:

- 2.5.1 Personnel costs (salary and benefits) based upon proposed staffing.
- 2.5.2 A comparison of current and post-consolidation personnel costs.
- 2.5.3 Technological costs, to include CAD, RMS, 911 answering equipment, radio consoles, and cost associated with procurement and maintenance of required systems. Wherever practical, the use of existing equipment shall be considered.
- 2.5.4 A comparison of current and post-consolidation maintenance costs.
- 2.5.5 Facility construction costs, to include capital costs associated with new facilities.
- 2.5.6 Identification of one-time project costs Human Capital Management Costs (training, selection, payroll, etc.) Risk Financing & Risk Control (workers compensation, error & omissions, general liability, etc.)
- 2.5.7 Ten-year projections of operations costs that will identify what cost savings are achievable.
- 2.5.8 Costs to cover non-dispatch related tasks, if no longer provided by PSAP personnel.

2.6 Non-Dispatch Tasks

Identify any non-dispatch tasks that are currently performed that cannot or should not be performed post-consolidation. Consider:

- 2.6.1 Walk-in complaints
- 2.6.2 Jail duties
- 2.6.3 Sex Offender's Registration
- 2.6.4 Warrant Entry
- 2.6.5 Monitoring Camera Alarms
- 2.6.6 Administrative Phone Calls
- 2.6.7 Dispatching of Public Works and Parks Departments
- 2.6.8 Utility Phone Calls and Dispatching
- 2.6.9 Monitoring Local Government Radio Traffic
- 2.6.10 Emergency Management Phone Calls and Dispatching
- 2.6.11 Running Criminal History
- 2.6.12 R.E.G.I.S. Entry or M.U.L.E.S. Entry

3. On-site Agency Visits. This study will require on-site agency visits in addition to agency interviews.

4. Status Reports. The consultant shall provide a minimum of one (1) written and two (2) oral status report(s). The oral reports shall be at a regular meeting of the CCESB. The written report shall be at the approximate mid-way point in the study and the verbal reports shall be approximately one-quarter and three-quarters of the way through the study.

5. Final Report

The consultant shall present a final report in two forms, a formal written report and an oral presentation.

- 5.1 Twenty (20) exact copies of the formal written report and one (1) copy on a flash drive. The written report shall include, but is not limited to:
 - 5.1.1 Executive Summary
 - 5.1.2 Commentary on the present system
 - 5.1.3 Conclusions regarding the costs and benefits consolidation efforts, with consideration given to all of the Feasibility Study Requirements elements.
- 5.2 The oral presentation shall include visuals and must be a synopsis of the formal written report.

6. General Provisions.

- 6.1 Pursuant to RSMo 285.530(1), by its sworn affidavit, the successful vendor will be required to affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services and that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.
- 6.2 A policy of insurance for Commercial General Liability Coverage and Automobile Liability Coverage shall be provided in the aggregate amount of not less than \$1,000,000 for all claims arising out of a single accident or occurrence and \$500,000 for any one person in a single accident of occurrence.
- 6.3 The selection process will be followed by contract negotiation. If negotiations are unsuccessful, CCESB will proceed with negotiations with the next qualifying vendor.
- 6.4 The CCESB reserves the right to accept the proposal that is, in its judgment, the best and most favorable to the interests of the CCESB; and to reject the low-price proposal.
- 6.5 The CCESB in its sole discretion reserves further right to:
 - 6.5.1 Waive any formality.
 - 6.5.2 Cancel or terminate this RFQ, at any time, without penalty.
 - 6.5.3 Reject any or all Proposals received in response to this RFQ.
 - 6.5.4 Waive any undesirable, inconsequential, or inconsistent provisions of this RFQ, which would have any significant impact on any Proposals.
 - 6.5.5 Make any investigations it deems necessary to evaluate the Vendor's ability to provide the solution CCESB desires.
 - 6.5.6 Not award, or if awarded, terminate any Agreement if CCESB determines adequate funds are not available, or it elects not to pursue this project.
 - 6.5.7 To seek clarification of Proposals. Vendors shall designate a contact person, email, and telephone number for questions that may arise during the Proposal evaluation period as designated on the RFQ Cover Sheet.
 - 6.5.8 Issue amendments in the form of addenda to this RFQ prior to the date for Proposal to CCESB, which will be provided via the CCESB's website.

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