

COWLITZ COUNTY 911 CENTER

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REQUEST FOR PROPOSAL

TO PROVIDE CONSULTING SERVICES TO THE REGION IV PSAP'S FOR A GAP ANALYSIS STUDY TO IMPROVE INTEROPERABILITY

Dept Requesting: COWLITZ COUNTY 911 CENTER
Address: 312 S.W. FIRST AVE – BASEMENT, KELSO, WA 98626
Contact Person: Laurie Masse, Director/RFP Coordinator
Contact Info: (360) 577-3078 Fax (360)414-5529
Electronic Submission: massel@co.cowlitz.wa.us

Letter of Intent: Vendors wishing to submit proposals are required to provide a written letter of intent to propose. The RFP Coordinator must receive this letter no later than March 26, 2010. Letters sent via facsimile will be accepted. The letter must be submitted on the vendor's letterhead and identify the name, address, phone, fax number, and email address of a single person who will serve as the key contact for all correspondence regarding this RFP. Most correspondence concerning the RFP will be via Email.

Submission of the letter of intent to propose constitutes the vendor's acceptance of the procedures, evaluation criteria, and all administrative instructions of this RFP. Letters may be withdrawn at any time before the deadline for submission.

Due Date for Response: Proposals must arrive at the 911 Communication Center no later than April 9, 2010 at 4:00 p.m. Late proposals will not be accepted nor will additional time be granted to any vendor. All proposals and accompanying documentation will become the property of the Cowlitz County 911 Communications Center.

A total of 4 paper copies and an electronic copy of the proposal, in its entirety, must be received as specified above. No facsimile will be accepted.

Address for submission is listed above.

MULTIPLE JURISDICTIONS. Other public agencies who have need for similar services, materials, equipment or supplies may participate in the contract awarded as a result of this solicitation.

The County reserves the right to reject any or parts of any and all quotes, to redistribute this request, to postpone or cancel at any time this proposal process, or to waive any irregularities in this request or in the proposal(s) received as a result of this request. Also, the determination or criteria and process whereby proposals are evaluated, the decision as to which organization(s) shall receive the award, or whether or not an award shall ever be made as a result of this request, shall be at the sole discretion of the County. All decisions of the County are final.

It is the policy of Cowlitz County to promote Equal Opportunity to all persons in matters affecting, but not limited to, recruitment, employment, compensation benefits, promotions, discipline, transfer and layoff practices without regard to a person's race, color, religion, national origin, marital status, disability, Veteran status, sex or age (except where sex, age or non-disability are bona fide occupational qualifications). This policy extends to all consultants receiving public money for the fulfillment of public contracts with Cowlitz County.

REQUEST FOR PROPOSALS TO PROVIDE CONSULTING SERVICES TO THE REGION IV PSAP'S FOR A GAP ANALYSIS STUDY TO IMPROVE INTEROPERABILITY

I. INTRODUCTION

Washington State Homeland Security Region IV has worked cooperatively to improve interoperability within the four county regions of Clark, Cowlitz, Skamania, and Wahkiakum. The Region has made great strides toward improved interoperability; however, major gaps in regional interoperability exist at the four consolidated County 911 Communication Centers, also known as public safety answering points (PSAP). Each of the four PSAPs operates on disparate communication systems that impede not only day-to-day interoperability but also have major negative impacts during disasters, large scale incidents or 911 Center evacuations.

Region IV counties recognize that with a common vision and shared regional systems, agencies can improve voice and data interoperability. In addition, standards-based shared systems reduce the difficulties associated with technology migration and also minimize single points of failure when a regional back-up strategy exists.

It is a goal of the counties of Clark, Cowlitz, Skamania and Wahkiakum to hire a consultant to complete a study that will result in specific recommendations and strategies to improve interoperability.

II. PROJECT DESCRIPTION

The Primary Objective of a contract awarded pursuant to this Request for Proposal is to fund a gap analysis study of the interoperability capacities of the regional 911 dispatch centers of Clark, Cowlitz, Skamania and Wahkiakum counties; to identify opportunities for common planning strategies, common technical systems, and common operational protocols that will close the identified interoperability gaps. Radio and tower sites of the individual counties should be identified/inventoried to identify benefits we are not taking advantage of and opportunities for expansion and sharing in order to achieve optimum radio coverage for all the PSAP's involved.

The study should address, at a minimum, strategies to address the following interoperability gaps:

- Governance: Currently there is no governance structure in place at the public safety answering point (PSAP) level. There is an opportunity to create a governance structure for PSAP's in the region which will, at a minimum provide a forum for communication and will most likely lead to cooperative strategic planning.
- Planning: Each of the four counties are facing decisions regarding communications systems such as computer aided dispatch (CAD), voice radio systems, and other communications infrastructure systems upgrades. An opportunity exists to collaborate to gain better interoperability and greater efficiencies.

- Redundancy and Backup: Most of the systems that are critical to enabling interoperability, including radio system controllers, dispatch systems, central phone systems and backhaul connectivity, have a single point of failure. Failure points for county-wide and region-wide communications are generally located at each of the consolidated dispatch centers. The Region is unprepared for the loss of a consolidated dispatch center. Opportunities exist to strengthen the continuity of operations with the region.
- Operations: Operating independently, the four PSAP's have similar global business rules but at the end user level things are not similar enough to promote seamless interoperability. There is an opportunity to explore common nomenclature, common operations terminology and common protocols.
- Training: As regional commonality evolves there will be a need/opportunity for Regional PSAP training to promote and re-enforce the operational changes.
- Interoperability Continuum: Each of the four PSAP's have or are influential contributors to the primary communications and data systems within their counties – systems such as Radio, Records Management Systems (RMS) and CAD. As each county and PSAP prepare to upgrade or replace these systems there is an opportunity to move further to the right on the continuum of operability.

III. QUALIFICATIONS:

Consultants must have extensive experience and knowledge of public safety answering points (PSAP's) day to day operations as well as radio, telephony, CAD, and radio tower sites. Consultants must have performed work for other PSAP's in the state of Washington or Oregon.

IV. SCOPE OF WORK: The Consultants shall conduct interviews with all stakeholders and perform on site visits to each of the counties PSAP's, equipment rooms, and radio and tower sites. The consultants will collect data related to the above gaps, determine feasibility, identify and develop a plan for Governance, Planning, Redundancy and Backup, Operations, Training, and an Interoperability Continuum.

V. OUTCOME OF STUDY:

The consultant shall present the following:

1. A recommended comprehensive governance structure to promote communication center interoperability.
2. Specifically identified and described opportunities for regional PSAP's strategic planning.

3. Specifically identified and described opportunities for regional PSAP's redundancy and backup strategies.
4. Specifically identified and described opportunities for regional PSAP's operational interoperability.
5. Specifically identified and described opportunities for regional PSAP's interoperability training.
6. Specifically identified and described opportunities for regional communication systems interoperability.
7. Specifically identified and inventoried county owned radio and tower sites to determine the benefits for sharing of those resources.

VI. RELATED GOALS AND OBJECTIVES:

Recommendations should recognize current national, state and local efforts and support the following related goals and objectives:

- SCIP Section 5.3, Page 123, Goal 2: Maximize the improvements in interoperability by institutionalizing collaborative approaches across the state based common priorities and consensus at the regional and state level.
- SCIP Section 5.3, Page 123, Goal 3: Create an architecture approach which establishes a framework for interfacing disparate wireless communications systems, and facilitates migration to new technologies that are in line with relevant open standards platforms.
- SCIP Section 5.3, Page 123, Goal 4: Migrate to a technology that provides stakeholders with the level of interoperability that is appropriate for their missions.
- SCIP Section 5.3, Page 124, Goal 6: Incorporate best current practices approaches to improving interoperability.
- SCIP Section 5.3 Page 124 Objective: Addresses identified governance needs by recommending an organizational structure to further interoperability improvement across all elements of the SAFECOM Interoperability Continuum.
- SCIP Section 5.3 Page 124, Objective: Summarizes the multiple subsystems technical architecture and equipment components that comprise the design of the proposed new System.
- SCIP Section 5.3 Page 125 Objective: Recognizes the importance of PSAP's to statewide communications interoperability and encourages closer cooperation and coordination between public safety wireless network operators and supporting PSAP's.
- SCIP Section 5.4, Page 126 Initiative: Interoperability Governance Enhancements: This strategic initiative addresses a need identified at the Statewide SCIP Workshop for governance improvements. Local input stated that a full time organizational structure is

needed to further interoperability improvement across all elements of the SAFECOM Interoperability Continuum.

- SCIP Section 5.4, Page 129. Strategic Plan for Data Interoperability: There are initiatives underway at the local and regional levels that pursue data interoperability. Future statewide plans for deploying centralized interoperable data communications systems include use of advanced technologies.

VII. MEETINGS:

The selected consultant shall initially meet with Laurie Masse, Director of the Cowlitz County 911 Center to discuss the contract and expectations of the contract. Following the initial meeting with the consultant, the consultant shall meet with each county's PSAP administration for input on the goals, objectives, and expectations of and for the delivery of the requested recommendations. The consultant shall also interview any other stakeholders identified by each of the counties. Regular planning and data gathering sessions shall be held as needed. Written bi-monthly progress reports shall be submitted to Laurie Masse, Director of the Cowlitz County 911 Center.

VIII. REQUESTED SERVICES AND DELIVERABLES:

The consultant shall be responsible for the development of the specific written recommendations to the gaps listed in Sections IV and V of this RFP.

IX. SCHEDULE/TIMELINE:

March 10, 2010	Issue RFP
March 26, 2010	Letter of Intent Due
April 9, 2010	Proposals Due
April 15, 2010	Award Contract
May 3, 2010	Complete contract
July 30, 2010	Complete interviews with stakeholders for the gap analysis
August 1 thru November 30, 2010	Provide 1 st draft of gap analysis study.
December 1 thru February 1, 2011	Review of report by the communication centers, feedback and final report completion.

March 1, 2011	Consultant completes executive briefing of report to interested parties.
May 31, 2011	End of contract performance period.

X. RFP Response Requirements:

1. Executive Summary – An executive summary (letter) not to exceed two pages in length should include key elements of the respondent’s proposal. The letter must be signed by the individual authorized to bind the respondent. The letter must stipulate that the proposed price will be valid for a period of 90 days.
2. Background and Understanding of requested analysis – Describe your understanding of the PSAP’s, the work to be done, and the objectives to be accomplished in the analysis.
3. Approach –
 - a. Methodologies – Clearly describe the methodology you plan to use to carry out the specific tasks described in the RFP.
 - b. Work Plan – Describe the sequential tasks you plan to carry out in accomplishing this project. Indicate all key deliverables and their contents.
 - c. Describe your approach and methods for managing the project. Provide an organization chart showing all proposed team members. Describe the responsibilities of each person on the project team. Indicate how many hours each team member will devote to the project along with a statement indicating the availability of the members of the project team for the duration of the project. List the portion of work, if any to be subcontracted and the information describing the qualification and relative experience of any proposed subcontractor.
4. Project Schedule – Provide a schedule for completing each task that conforms to each of the deadlines set Section IX in the RFP.
5. Cost Data – Provide a detailed total cost for completing the analysis.
6. Related Experience – Describe recent, directly related experience. Include the name of the client, description of the work done, address and telephone number, dates of the project, and the name of the Project Director for the project.

At least three references should be included. The County reserves the right to contact any organizations or individuals listed.

7. Statement of Compliance – Respondents must submit a Statement of Compliance with all parts of the Request for Proposal terms and conditions, or a listing of exceptions and suggested changes, along with a description of any cost implications or schedule changes the exception and/or changes cause.

The statement of Compliance must declare that either:

- a) This proposal is in strict compliance with the Request for Proposal and no exceptions are proposed; or
- b) This proposal is in strict compliance with the Request for Proposal except for the items listed.

For each exception and/or suggested change, the respondent must include:

- a) The suggested change in the RFP or rewording of the contractual obligations.
- b) Reasons for submitting the proposed exception or change.
- c) Any impact the change or exception may have on project costs, scheduling or other considerations.

- 8. Signed Response to Request for Proposals.
- 9. Signed Release of Information.

XI. Evaluation Procedures:

The RFP coordinator and other staff will evaluate the submitted proposals. The evaluators will consider experience and qualifications of the consultant, proposed approach to the analysis, innovative ideas and how well the consultant's responses address the needs and understanding of the gap analysis. It is important that the responses be clear and complete so that the evaluators can adequately understand all aspects of the proposal. The evaluation process is not designed to simply award the contract to the lowest cost vendor. Rather, it is intended to select the vendor with the best combination of attributes, including price, based on the evaluation factors.

Final selection will be based on the evaluation of proposals unless it is deemed necessary by the evaluators to conduct interviews of closely scored consultants. The consultant determined best qualified to perform this project will be recommended for award of contract to the Board of Commissioners of Cowlitz County.

Evaluation Criteria: The evaluators will use at least the following criteria:

- 1) The ability of the Consultant to complete the contemplated scope of work. The Consultant's anticipated approach to this work, including compliance with requirements, innovative approaches and services offered and other related matters.
- 2) The experience of the Contractor with similar projects, size of firm, length of time in business, staff availability, experience within the County and other matters relating to relevant experience.
- 3) Experience of the individuals assigned to this project.
- 4) References, either submitted with the proposal, or known to the County.
- 5) Past performance of work provided to the County.
- 6) Other information and factors as appropriate for the project.

XII. Other Important Information and General Terms

Complete Responses. Responses submitted by Consultants that do not comply with all of the requirements of this Request for Proposals may be considered non-responsive.

Ambiguous Statements: All responses to Proposal Requirements should be stated as concisely as possible. Ambiguous statements, such as "All reasonable effort to provide", and the like, may be grounds to declare the proposal non-responsive.

Proprietary Information; Public Disclosure: Pursuant to RCW 42.56, proposals submitted under this Request for Proposal may be considered public records and with limited exceptions will be available for inspection and copying by the public, provided that no part of a proposal will be made available until the recommendation to award is filed with the Board of Commissioners. Provided further that if a protest has been filed prior to the issuance of the recommendation to award, the County may make portions of the proposal submitted part of the protest record as necessary to resolve the protest.

If a proposal contains information that the Consultant does not wish disclosed to the public, or used for any purpose other than the evaluation of this proposal, all such information must be submitted with indications on each page that the material is "Proprietary," "Confidential" and/or a "Trade Secret." Upon request of the County, the Consultant shall provide to the County the legal basis for the exemption. If the proposal does not clearly identify the confidential portions of the response, the County will not notify the Consultant that its proposal will be made available for inspection, the County will not be liable for any disclosure of such information and the Consultant will indemnify, defend and hold harmless the County against any claims by third parties regarding the disclosure of such information. If a request is made for disclosure of material or any portion marked "Proprietary", "Confidential" and/or a "Trade Secret", the County will determine whether the material should be made available under the law. If the County determines that the material is not exempt and may be disclosed, the County will notify the Consultant of the request and allow the Consultant five (5) business days to take appropriate action pursuant to RCW 42.56.540. If the Consultant fails or neglects to take such action within said period, the County may release the portion of the proposal deemed subject to disclosure. To the extent that the County withholds from disclosure all or any portion of Consultant's documents at Consultant's request, Consultant shall agree to fully indemnify, defend and hold harmless the County from all damages, penalties, attorneys' fees and costs the County incurs related to withholding information from public disclosure. By submitting a proposal, the Consultant consents to the procedure outlined in this paragraph, shall have no claim against the County by reason of actions taken under this procedure and shall indemnify, defend and hold harmless the County against any claims by third parties regarding the disclosure of such information.

Proposed Contract May Be Submitted. Consultant shall provide any and all statements in the proposals that they desire to be included in a professional services agreement. Exceptions to any terms and conditions may be made, at County's option, subject to negotiation. However, the inability to contractually agree to any term may result in elimination from this proposal process.

Preparation and Delivery Costs: The County will not be liable for any cost incurred in the preparation and delivery of the proposal. The Consultant is encouraged to use the most economical means to prepare and deliver the proposal.

Consultants shall assume full responsibility for timely delivery of proposals at the specified location and time.

Once submitted, all proposals become the property of Cowlitz County.

Proposals may not be modified, withdrawn or cancelled after the time set for opening or before award of a contract unless award is delayed for a period exceeding ninety (90) days from opening the proposals. Prior to the time and date designated for receipt of proposals, the proposal may be modified or withdrawn by written notice to the County at the place designated for receipt of proposals. Proposals that are withdrawn may be resubmitted up to the date and time designated for the receipt of proposals, provided the revised proposal is in full conformance with the Request for Proposals.

Limitations: This request for proposal does not commit Cowlitz County to award a contract or pay any costs incurred in the preparation of a proposal in response to this request.

The County reserves the right to reject any or parts of any and all Proposals, to re-advertise this request, to postpone or cancel at any time this Request for Proposals process, or to waive any irregularities in this request or immaterial irregularities in the proposal(s) received as a result of this request. Also, the determination or criteria and process whereby proposals are evaluated, the decision as to which organization(s) shall receive a contract, or whether or not a contract shall ever be made as a result of this request, shall be at the sole discretion of the County. All decisions of the County are final.

Background Investigation: By submitting a proposal in response to this Request for Proposals, you are giving permission to the County to investigate your company and background with regard to any matter bearing on the desirability of the County doing business with you. The results of the investigation may be taken into consideration by the County in making its decision.

No Oral Agreements: No oral agreement or conversation with the County or any official, employee, or agent of Cowlitz County, either before or after execution of a contract, shall affect, modify, or add to any of the terms or obligations contained in the contract documents. Any such oral agreement or conversation shall be considered as unofficial information and in no way binding upon Cowlitz County, unless subsequently put in writing.

Clarifications and Oral Presentations: The County reserves the right to contact Consultants to clarify responses. Subsequent to the initial evaluation by the County, a request for an oral presentation may be made. The County will not be liable for any cost incurred in the preparation and delivery of any oral presentations.

Request for Proposal Preparation: Due care and diligence has been exercised in the preparation of this Request For Proposals and all information contained herein is believed to be substantially correct. However, the responsibility for determining what is necessary for the full extent of a response to this

Request for Proposal rests solely with those making proposals. Neither the County nor its representatives or agents shall be responsible for any error or omission in this request, nor for the failure on the part of the Consultants to determine the full extent of the requirements.

Independent Consultant: It is specifically understood and agreed by and between the parties hereto that Consultant will be an independent Consultant and not an agent or employee of the County. The Consultant shall have the sole obligation to employ, direct, control, supervise, manage, discharge and compensate all of its employees and sub consultants, and the County shall have no control of or supervision over the employees of the Consultant or any of the Consultant's sub consultants.

The Consultant shall have no authority whatsoever to obligate the County to neither make any payments to another party nor make any promises or representation of any nature on behalf of the County, without the specific written approval of the County. In the event the County incurs any liability with regard to the matters set forth in this section, the Consultant shall indemnify the County and hold it harmless.

Note: Wherever the term "Consultant" is used in this document, it means a person, firm or entity that submits a proposal. "The County" and or "Cowlitz" means the County of Cowlitz in Washington State.

Copyright and Ownership of Material: The rights and ownership of printed materials produced specifically for Cowlitz County under the Scope of Work of this proposal shall be vested in the County upon satisfactory completion of the project and payment in full of all fees for services.

Equal Opportunity: It is the policy of Cowlitz County to promote Equal Opportunity to all persons in matters affecting, but not limited to, recruitment, employment, compensation benefits, promotions, discipline, transfer and layoff practices without regard to a person's race, color, religion, national origin, marital status, disability, Veteran status, sex or age (except where sex, age or non-disability are bona fide occupational qualifications). This policy extends to all contractors receiving public money for the fulfillment of public contracts with Cowlitz County.

Insurance: The Consultant shall procure and maintain for the duration of the agreement, insurance against claims for injuries to persons or damage to property that may arise from or in connection with the performance of the Contract work by the Consultant, its agents, representatives, employees or sub consultants.

Before beginning work on the project described in this agreement, the Consultant shall provide a Certificate of Insurance evidencing:

1. Automobile Liability insurance with limits no less than \$1,000,000 combined single limit per accident for bodily injury and property damage; and ;
2. General or Professional Liability Insurance written on an occurrence basis with limits of not less than \$1,000,000.

Any payment of deductible or self-insured retention shall be the sole responsibility of the Consultant.

RESPONSE TO REQUEST FOR PROPOSALS

**“REGION IV PSAP’S GAP ANALYSIS STUDY
COWLITZ COUNTY 911 CENTER”**

To: Cowlitz County 911 Center
Attn: Laurie Masse, Director
312 S.W. First Ave - Basement
Kelso, WA 98626

DUE PRIOR TO:
4:00 p.m. April 9, 2010

From:
Entity or Individual _____
Submitting Proposal _____

Mailing Address: _____

Response Prepared by: _____

Title _____

Contact person(s) _____

Telephone Number _____

The undersigned, as a Vendor, declares that he/she/they/it have carefully examined all terms and conditions of the Request for Proposal and hereby propose to provide the services requested as outlined in the response.

The Vendor, by signature below, further represents as follows:

- 1) The undersigned declares that consistent with the proposal submitted with this Response Form, he/she/they/it desires to enter into an agreement with Cowlitz County for services to be rendered.
- 2) The undersigned is duly authorized to submit the enclosed proposal on behalf of the above named Vendor.
- 3) That no director, officer, agent, or employee of Cowlitz County is personally interested directly or indirectly in this work or the compensation to be paid hereunder, and that no representation, statement or statements, oral or in writing, of the County, its Directors, officers, agents, or employees had induced him to enter into this contract and the papers made a part hereof by its terms.
- 4) That this proposal is made without connection with any person, firm or corporation making a bid for

the same project, and is in all respects, fair and without collusion or fraud.

- 5) I, the undersigned on behalf of the Vendor declare(s) under penalty of perjury under the laws of the United States and the State of Washington that this Vendor has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this proposal.

(If Sole Proprietor or Partnership)

In witness hereto, the undersigned has set his (its) hand this ____ day of _____, 2010.

Name of Firm

Signature of Vendor

(If Corporation)

In witness whereof the undersigned corporation has caused this instrument to be executed by it's duly authorized officers this ____ day of _____, 2010.

Name of Corporation

By

Title

RELEASE OF INFORMATION

WASHINGTON STATE EMPLOYMENT SECURITY DEPARTMENT

From:

NAME OF CONTRACTOR

EMPLOYMENT SECURITY DEPARTMENT NUMBER

WASHINGTON CONTRACTOR'S NO.

TAX IDENTIFICATION NO.

UNIFORM BUSINESS IDENTIFIER NO.

NAME OF AUTHORIZED REPRESENTATIVE

SIGNATURE

DATE

Re: Unemployment Insurance Tax

Please release our company's Unemployment Insurance Tax information to the Cowlitz County 911 Center, 312 SW First Ave –Basement, Kelso, Washington, 98626, Telephone (360) 577-3078, e-mail address: massel@co.cowlitz.wa.us.