

Clinton County Communications

Space Needs Analysis for Emergency Communications Center

Request for Proposal

I. PURPOSE

The Clinton County, Iowa Communications Commission is accepting sealed proposals from qualified consulting firms to develop a Space Needs Analysis for a 911 Communications Center. This comprehensive evaluation will be critical in determining the needs related to current as well as future building, equipment, and staffing issues. All proposals shall be received at the Clinton County Auditor's Office 1900 North 3rd Street, Clinton, IA. 52732, by 4 P.M. local time on April 8, 2013. Nothing in the RFP shall be deemed to commit the County or any specific agency to engage any services.

II. QUESTIONS

All questions related to the RFP must be submitted in writing and received by the Clinton County Communications Commission no later than 4:00 p.m. local time on March 22, 2013. Submissions must be sent to the Communications Manager, Eric Dau, via e-mail - ericdau@gapa911.us. Clearly mark the subject line of the e-mail with "Questions for Space Needs Analysis for Emergency Communications Center RFP [*insert Proposer name*]". Faxed, verbal, or questions submitted by postal mail will not be accepted as official questions. The Clinton County Communications Commission reserves the right to include unofficial questions and their response as a part of any addendum, but is in no way obligated to respond to such unofficial questions.

The only response to any question, regardless of source, shall be via posted addendum. Any addendum must be retrieved by interested parties and shall be posted at:

http://www.clintoncountyiowa.gov/Page/Communications_Commission.aspx?nt=494 on or before 5:00 PM April 1, 2013. The Clinton County Communications Commission will not be providing individual copies of any addendum to any potential responder, but will direct all inquiries or requests for addendum posting to the listed site.

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It is the responder's specific responsibility to review the site, collect, read, and understand any and all addendum posted prior to submitting a response to this RFP. An affidavit stating that the responder has received the addendum, listing each addendum update by number and date, must be included in the proposal package.

III. BACKGROUND

Clinton County is located on the Mississippi River in eastern Iowa, adjacent to Illinois. Clinton County has a population of 49,116 people. The city of Clinton has a population of 26,830 people. With the remaining citizens residing in Andover, Camanche, Calamus, Charlotte, Delmar, DeWitt, Goose Lake, Grand Mound, Lost Nation, Low Moor, Toronto, Welton, Wheatland, and the surrounding rural areas. Clinton County is home to many manufacturing facilities. Clinton County has a total land area of 710 square miles.

The Communications Center is housed at the Clinton County Law Enforcement Center which is also home to the Clinton County Sheriff's Office, and the Clinton County Jail. The Law Enforcement Center was constructed in 1968. The Communications Center has undergone several remodels with the most recent being completed in 2000. Clinton County Communications currently operates in a space that is approximately 519 square feet including the communications center and the Communications Manager's office.

The Communications Center personnel answer all 911 and non-emergency calls for Clinton County. The Communications Center dispatches for 13 fire departments (1 paid, 1 combination, and 11 volunteer), 5 ambulance services (2 paid, 1 combination, and 2 volunteer), the Clinton Police Department, the Clinton County Sheriff's Office, the Camanche Police Department, and the DeWitt Police Department.

In 2011, the Communication Center dealt with approximately 232,000 phone calls, and generated approximately 35,000 calls for service. The current staffing for the Communications Center consists of a manager, three (3) lead operators, and nine (9) full time operators.

IV. SUSTAINABLE BUILDING

The Clinton County Communications Commission is committed to developing and maintaining an environment that enhances and fosters a transition towards sustainability. The Clinton County Communications Commission will be looking at

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companies that have demonstrated experience and knowledge in applying sustainability concepts and principles.

V. DESIRED PROJECT OUTCOMES

- Identify and document deficiencies of the existing facility
- Identify appropriate staffing levels for call volume
- Provide a detailed report on the current space needs as well as future space needs
- Perform an evaluation of a possible alternative Emergency Communications Center sites, identifying strengths/weaknesses as they relate to those locations.

VI. Scope of Work

1. General

This Request for Proposals is intended to provide a single (point of service) for performing a space needs analysis for the Clinton County Communications Commission. This study is to determine if the space that Clinton County Communications currently occupies is adequate. In the event that the space is not adequate the study will show how much space is needed for Clinton County Communications. Furthermore, if the current space is not adequate, the Clinton County Communications Commission requests that the winning proposer evaluate spaces that are currently owned by the county to see if those spaces are suitable for the needs of Clinton County Communications.

2. Qualifications

The work to be performed as a result of this RFP is highly technical and requires critical skills by the servicing technicians. The proposal must include a description of the technicians who will actually perform the work, including any certifications each technician holds.

VII. SUBMISSION INFORMATION

Bidders are welcome to inspect the Communications Center and review information prior to submitting proposals. The Clinton County Communications Commission will not reimburse bidders for the actual cost incurred in preparing the proposal or during any oral presentations to the selection committees.

- A. Format** In order to simplify the review process and to obtain the maximum degree of comparability, the proposal shall include the following items and be organized in the manner specified on the following pages.

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Proposer shall provide the response to this RFP on standard 8.5 by 11 inch letter size paper. The proposal and all copies shall be bound in a manner of the Proposer's choice that allows the proposal to be read, opened to any specific tab as desired, and in the order provided in this RFP. Standard white paper for all printed pages is required. Tabs, separated, intentionally blank, or other pages not intended to be read as part of the evaluation process may be on other colors or textures. The binder itself shall be of such a size to hold the materials comfortably, allowing the reviewer to turn the pages without tearing.

Electronic copies shall have a master copy of the full proposal as a single file in the top directory of the storage media. This file must contain all information other than the pricing sheet. At the Proposers option additional sub-folders may be supplied containing individual sections of the proposal or other supplemental information. Inclusion of any such material, which **must** be in one or more sub-folders, is entirely optional and voluntary. The existence of such folder does not suggest that the review team will either have access to that material or be willing to review any such file.

The proposal shall be presented in the following order:

1. Title Page
2. Check-list
3. Table of Contents
4. References
5. Equal Employment Verification
6. Drug-Free Workplace Verification
7. Addenda Receipt Verification
8. Service Provider Primary Location
9. Scope of Work
10. Time Line
11. Exceptions Listing

In the main proposal document each item numbered in the above list shall be separated from other items by a clearly identified tab. The tabs shall be labeled to allow reviewers to move directly to each item as required.

The cost for the proposed scope of work shall be provided in a separate, sealed envelope.

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Note that the pricing sheet requires both a numerical and a word entry of the cost. In all cases the word entry shall be the actual and only official price offering. Should a discrepancy between the numerical and word entries be discovered before the review committee receives the pricing document, the Clinton County Communications Commission may at its sole option, inform the Proposer of the error. This is purely a courtesy action as bid revisions are not allowed at this point.

B. Letter of Transmittal

A letter of transmittal briefly outlining the vendor's/proposer's understanding of the work, shall be submitted. The transmittal letter should also include general information regarding the firm and the individuals involved.

C. Profile of the firm

1. Company name
2. Legal name (if different)
3. Years in business
4. Number of years doing needs assessments
5. Number of sites on which proposals have been completed
6. Contact person
7. Full mailing address
8. Telephone number
9. FAX number
10. E-mail and web site address
11. Number of full-time employees

D. Signature

The proposer will certify he/she is authorized to obligate the represented firm and further agrees with all terms, conditions, and requirements of the Clinton County Communications Commission Request for Proposal. There is an example of a signature page, on the following page.

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Firm Name.....

Address.....

Phone.....

Signature.....

Title.....

Date.....

Contract Addenda Received (if any).....

E. References

In order to ensure quality workmanship the Clinton County Communications Commission is requiring a minimum of three (3) references be provided. The ideal reference will be able to verify that the Proposer has successfully performed space needs analysis for agencies similar in size to Clinton County.

References may be submitted on one or more pages but must be in a tabbed section labeled "References". Each reference must be identified with the following:

- **Agency/Company Name**
- **Agency/Company address**
- **Contact name**
- **Contact phone number**
- **Contact e-mail address**
- **Dates of assessment**
- **Description of assessment**

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The Clinton County Communications Commission or their representative will attempt to contact at least (3) references for each complete proposal within a one week period. The proposer may submit more than three references and are advised to receive the maximum number of points for this category Clinton County must be able to contact at least three references during the contact period.

F. Project Scope and Requirements

Please respond to the following section in paragraph or outline form. If desired, use diagrams to explain the approach to the solution as well as the timeline.

- Project Approach
- Project Timeline
- List any terms and conditions which may apply to this contract and are not included in this RFP.

G. Time Line

The Proposer must provide a Gantt Chart showing the tasks to be performed, the critical path, milestones, and the anticipated dates for each step of the project.

While the time line information is an integral part of the scope of work and must be discussed within the Scope section of the response, Proposers are also cautioned that following the Scope section of their response a copy of the required Gantt Chart must be included under its own tab.

H. Additional Information and Comments

Include any other information you believe to be pertinent but not specifically mentioned elsewhere.

I. Proposal Exceptions

Please note any exceptions to any portion of the RFP that your response or firm cannot honor.

J. Proposal Costs

Must be in a separate sealed envelope (or folder if submitting electronically) labeled: "Costs for Communications Center Space Needs Assessment Proposal."

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VIII. Delivery and Acceptance

The Clinton County Communications Commission may not consider any proposal in which material and information required is not furnished, or where indirect or incomplete information is provided. Neither may the Clinton County County Communications Commission consider any proposal submitted after the stated deadline, or where packaging and sealing instructions have not been followed.

Delivery Address for Hand delivery, UPS, DHL, FedEx, and other shippers:

Clinton County Auditor
Clinton County Administration Building
1900 North Third Street
Clinton, IA 52732

Delivery via US Mail

Clinton County Auditor
Clinton County Administration Building
P.O. Box 2957
Clinton, IA 52733-2957

IX. SELECTION PROCESS

Certain criteria will be considered by the selection committee in the evaluation of the proposal, including but not limited to:

1. Firm's expertise for the project
2. Firm has conducted three similar studies for Emergency Communications Centers in the past five years (references must be provided)
3. Past record of performance on similar projects
4. Qualifications of the consulting team

The firms whose qualifications and proposals are determined to be best suited to the project may be invited to an interview/presentation meeting for further evaluation of the qualifications and proposals.

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X. Project Progression and Deviations

The proposer must provide a description of the process to be used to track the projects progress. This description should specify what measurements will be used to determine proper progression; how and when deviations from the planned progression will be assessed (both positive and negative deviations); and the methods that will be used to bring the project to a successful completion on or before the proposed final date.

XI. Exceptions

Should a Proposer desire to delete a portion of the requested service or take exception to any specific requirement of this project such deviation from the desired work for the Clinton County Communications Commission must be listed as an Exception.

Exceptions are not automatically disqualifying. Each exception will be evaluated by the review team to determine its effect on the quality of the overall proposal and may in turn lead to an adjustment in scoring.

Each exception shall be listed and at the start identify the section and sub-section of this proposal document that is being modified. This identification shall be followed by the full and complete description of the exception.

To the best of the Proposer's ability the description of exceptions should identify what is being modified, why the modification is occurring, and what affect the Proposer expects the modification to have on the overall project. This description is especially important if the Proposer believes the modification to be beneficial to Clinton County.

Exceptions shall be listed in their own section of the proposal documents.

XII. Inquiries

All inquiries and discussion of this RFP must be directed solely through Clinton County Communications. Proposers are prohibited from discussing this RFP with any member of the review committee.

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All inquiries and discussions should be directed to:

Eric Dau
563-242-9211 ext. 4534
Clinton County Law Enforcement Center
241 7th Ave North
P.O. Box 2957
Clinton, IA 52732
ericdau@gapa911.us

All responses to questions and inquiries shall be provided in writing and available to all potential Proposers. Such responses, as well as addenda and updates shall be posted at: http://www.clintoncounty-ia.gov/Page/Communications_Commission.aspx?nt=494

Only those questions and responses posted at this web address shall be valid and official responses. No other response, either verbal or written, is authorized to be a part of this RFP process.

XIII. Payment Schedule

Payment to the successful vendor shall be made available in the following manner:

- 10%-Upon Execution of the Contract
- 45%-Upon delivery of rough draft of the analysis
- 45%-Upon acceptance of completed project

XIV. Contract

Upon selection, the selected company will be required to enter in to a contract for the aforementioned work. The selected proposal and request for proposal will become appendices to the contract.

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Space Needs Addendum as a Result of Questions Presented

1. Article V- “Desired Project Outcomes”

There is no mention of providing a report on Technology and Communications Equipment. Do you desire such an assessment as a deliverable? Would you like it listed as an optional service in our fee proposal?

If a company submitting a proposal provides these services, they may list it as an optional service in the fee proposal.

2. Article VI- “Scope of Work”

This paragraph indicates...”This RFP is highly technical and requires critical skills by servicing technicians”. Is this a carry over for the Narrow Banding Re-Programming RFP and thus would not apply to this RFP?

This is in fact a carry over from the Narrow Banding Re-Programming RFP and this section is can be eliminated from the requirements of this RFP.

3. Article VIII- “Submission Information”

a. Page 4, 1st paragraph. Do you want the eleven tabs to match the list on this page. It is difficult to align these eleven items with the information requested under items “B” through “J” on pages 5-7. For example, is item #1- “Title Page” the same as item “B”-“Letter of Transmittal”?

The proposal should be organized as listed in the eleven items that are listed in Article VIII Section A. In the RFP the lettered sections are explanations of what the Clinton County Communications Commission is looking for in each of those eleven sections. The Title Page and Letter of Transmissions are two separate items. The title page should be what you are calling the project. The Letter of Transmittal should be what is described in Section B of Article VIII.

b. Do tabs need to extend beyond the 8 ½” x 11” or can they be 8 ½” x 11” divider pages?

The Clinton County Communications Commission asks that the tabs extend beyond the 8 ½ “x 11” pages.