



COWLITZ COUNTY 911 CENTER

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01/26/17

Dear RFP Proposer:

The purpose of this informal “Request for Proposal”, is to solicit proposals from various qualified contractors who will review our current governance model and operational assessments, then work with stakeholders, and assess the desired needs of the multi user organization. The selected proposer will provide a working governance document based on the needs and a proof of concept as determined in a similar demographic and populated community. The recommendation must meet legal business practices of the State of Washington. The terms of the agreement must, identify roles, responsibilities, including the authority of the members to governance agreement. The agreement must meet the best practices of a 911 PSAP, and address desired outcomes, and legal challenges as it relates to authority and liabilities associated with a multi-agency service agreement. Cowlitz County will select a contractor based on the ability to perform the scope of work, cost, timeline, deliverables, and qualifications.

Cowlitz County 911 currently operates under an inter-local agreement with eleven municipalities and fire districts, including the County. The 911 Executive Director reports to three boards, and is responsible to a combined user group, varies sub committees, 911 staff, and the citizens of Cowlitz County.

Cowlitz County has a population of 105K residents within a 1200 miles. Currently the Cowlitz County 911 Center operates 24/7/365 processing both emergency and non-emergency, police, fire and medical calls for service. Dispatch processes 640 phone calls a day, 200 emergency 911 calls, 4,600 radio transmissions, and generated 137,408 CAD events in 2016.

Positions: 21 authorized 911 dispatch positions, three supervisors, one CAD Coordinator, 2 part-time administrative technical support employees, secretary, and an executive director.

Members to Inter-local: Five cities, five fire districts, and Sheriff’s Office under County Government.

Scope of Work. Contractor will provide the following services:

BOARD OF COUNTY COMMISSIONERS:

District 1-Arne Mortensen, • District 2-Dennis P. Weber • District 3- Chairman Joe Gardner

Legal and binding governance document:

The Contractor shall work with multiple City, County, Fire District, elected and non-elected representative to evaluate the current governance agreement, identify user needs, desired outcome of the stakeholders, legalities of terms and conditions, and shall meet with the stakeholder's legal counsel to collaborate and incorporate agreeable terms and conditions to the governance agreement.

The Contractor will provide Cowlitz County stakeholders with multiple governance models and collaboratively identify a model that will best suit Cowlitz County 911 and its stakeholders. The model must meet the demographics, population, multi-discipline and user needs.

The Contractor will share multiple governance structure models and proofs of concept documentation to support the models, and ultimately deliver a legal and binding document as determined by a collaborative consensus of the stakeholders.

The document must include a governance structure, member roles and responsibilities, authority, liability, best 911 PSAP business practices for the 21st century, and may include revisions to the current funding formula, boards, committees, organizational structure and terms and conditions.

Meetings with Stakeholders:

The Contractor shall schedule work in cooperation with multiple stakeholders, working on-site at the County facilities.

The Contractor will provide all necessary labor and materials to carry out its responsibilities within the time frames set.

The Contractor may be required to hold multiple workshops and an all-inclusive final presentation presenting the findings pertaining to the selected governance model with County, City, Fire Districts, elected and non-elected officials and their legal counsel.

Performance Criteria:

Responses will be evaluated on a three point value totaling 100 points.

Qualifications - References 40%

Experience 30%

Cost 30%

Cost must not exceed forty thousand dollars, (\$40,000).

The Contractor will provide testimonials, and references of similar and related work.

Minimum 3-years' experience with 911 PSAP's engaged in multi-user, multi-discipline, and multi-governments and familiar with PSAP governance models, funding formulas, and 21 century business practices.

Insurance Requirement:

Must be bonded & have general liability insurance that meet or exceed County requirements, see attached.

References:

Contractor must provide two (2) Public Safety Dispatch/911 Centers who have utilized services. Include contact names, emails & phone numbers

Closing Date:

Responses must be in by the close of business PST on February 22nd, 2017, vendors may make arrangements to visit the site prior to submitting their response to the RFP.

Submittal Process:

Submit proposals electronically to wellsd@co.cowlitz.wa.us with a delivery receipt by February 22th, 2017 @ 5pm PST. (Subject line of electronic email must include, "911 Governance Contractor RFP Response", and your company name).

Point of Contact:

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