



# COWLITZ COUNTY 911 CENTER

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312 SW 1<sup>st</sup> AVE, Kelso WA. 98632

April 3<sup>rd</sup>, 2017

Dear RFP Recipient:

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, work with user agency stakeholders, and assess the desired needs of the multi user organization.

The selected proposer will provide three governance documents based on the needs of our stakeholders, and supported by a proof of concept as sustained in a similar demographic and populated community. The recommendation must meet legal government business practices of the State of Washington. The terms of the agreement must, identify roles, responsibilities, including the authority of members of the governance agreement. The agreement must meet the best practices of a 911 PSAP, and address desired outcomes, and legal challenges as it relates to the 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, various sub-committees, 911 staff, and the citizens of Cowlitz County.

Cowlitz County has a population of 105K residents within a 1200 mile radius. 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 in 2016 generated 137,408 CAD events.

Positions: 21 authorized 911 dispatch positions, three supervisors, one CAD Coordinator, one 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.

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BOARD OF COUNTY COMMISSIONERS:

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

**Scope of Work.** Contractor will provide the following services:

**Legal and binding governance document:**

The Contractor shall work with multiple City, County, Fire Districts, elected and non-elected representatives and evaluate the current 911 Communications governance agreement. The contractor will identify agency user needs, the desired outcome of the stakeholders, legalities of terms and conditions, and shall gather information from the stakeholder's, user entities, their legal counsel, and collaboratively incorporate agreeable terms and conditions to the three proposed governance models.

The Contractor will provide Cowlitz County stakeholders with three governance models: 1) Merger with another PSAP, 2) Standalone or 911 Authority, 3) Restructure of the current county inter-local governance model. Each governance model will include optional cost models to best support Cowlitz County 911 and its stakeholders. The models must meet the operational, demographic, population, multi-discipline government, and user agency needs.

The Contractor will present three governance structure models and documented proof of concept to support the models to the current government members.

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

Included in the proposal shall be defined project milestones, any major task group milestones, along with a payment schedule for each completed milestone. Completion is defined as the acceptance by the executive director.

**Meetings with Stakeholders:**

The Contractor shall schedule work in cooperation of multiple stakeholders, gathering input and feedback, working on, or off site, electronically, or by other means

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

The contractor will deliver a document containing three governance options to the 911 Council. The contractor will deliver a final report to stakeholders.

The Contractor will be required to deliver 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 30%

Experience 40%

Cost 30%

**Milestones**

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

A minimum of 3-years' experience directly related to multi-public safety disciplines and multi-government 911 PSAP's. The proposal will include documented experience in the development of PSAP governance models, funding formulas, and 21<sup>st</sup> century business practices of a consolidated 911 dispatch center.

**Insurance Requirement:**

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

**References:**

Contractor must provide two (2) or more Public Safety Dispatch/911 Centers that have utilized the contractors services related to the scope of work defined in this RFP. Include contact names, emails & phone numbers

**Closing Date:**

Responses must be delivered by the close of business 5pm PST on April 26th, 2017, vendors may make arrangements to visit the site prior to submitting their RFP response

**Submittal Process:**

Submit proposals electronically to [wellsd@co.cowlitz.wa.us](mailto:wellsd@co.cowlitz.wa.us) and deliver three hard copies of the proposal post marked no later than April 26<sup>th</sup>, 2017 @ 5pm PST, to Cowlitz County 911 Center, 312 SW 1<sup>st</sup>-Ave. Kelso, WA. (Subject line of the electronic email must include, "911 Governance Contractor RFP Response", and your company name).

**Point of Contact:**

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