

CITY OF ST. LOUIS
DEPARTMENT OF PUBLIC SAFETY

REQUEST FOR PROPOSAL (amended*)

RFP #: 610-2007

FOR: PUBLIC SAFETY ANSWERING POINT ,
DISPATCH/EMERGENCY OPERATIONS
CENTER CONSOLIDATION FEASIBILITY
STUDY

ISSUED: April 20, 2007

Mail or deliver proposals to:

**Charlene Deeken
Department of Public Safety
City of St. Louis
1200 Market Street (City Hall)
Room 401
St. Louis, MO 63103**

Telephone: 314-622-3391

Due: 5:00 p.m., Friday, May 11, 2007

Eleven (11) copies of all proposals must be received prior to the above date and time, in a sealed envelope, with the envelope clearly marked "RFP 610-2007" on the outside or it will not be considered. All proposals must include complete and thorough response to RFP in the format prescribed.

A pre-bid conference will be held concerning this RFP at 10:00 a.m. on Monday, April 30, 2007 beginning at the Fire Department Headquarters, 1421 N. Jefferson, St. Louis, MO 63106.

***Note: Performance bond no longer required.**

CITY OF ST. LOUIS
DEPARTMENT OF PUBLIC SAFETY

Request for Proposals for PSAP/Emergency Dispatch/EOC Consolidation
Study

Section 1 - Purpose

The City of St. Louis, Missouri, hereinafter referred to as ACity@, is seeking to enter into a contract with a qualified consulting firm to provide technical expertise, support and advice concerning the economic, operational and technical feasibility, best practices models, and certain aspects of an implementation plan, of a joint intra-city communications center or Public Safety Answering Point (PSAP) combining Fire, Police and Emergency Medical Services Dispatch, to include a state-of-the-art Emergency Operations Center, within and for the City of St. Louis, Missouri. The consolidated PSAP/Dispatch Center/EOC, if deemed feasible and financially supported, will be constructed and operated pursuant to NFPA standards and the Incident Command System.

The vendor will be required to perform at a minimum the functions indicated under the AScope of Work@ section of this RFP. Any additional services not specifically addressed in this RFP and the vendor=s response to this RFP will be negotiated and agreed upon prior to execution of any contract developed pursuant to this RFP.

Section 2 - Selection Criteria

Vendor will be selected from among those firms submitting a proposal pursuant to this RFP based on an objective evaluation of the proposal which is deemed most advantageous to the City on the basis of the following criteria:

1. Specialized experience, qualifications and technical competence of the firm, its principals, project manager and key staff.
2. The vendor's responsiveness to and understanding of the project's scope, including work plan and technical approach, as well as the ability of the firm to provide innovative solutions.
3. Time frame in which the project as defined within this RFP can be completed, including approach to the project and any unusual problems anticipated.
4. The capacity and capability of the firm to perform the work within the time limitations indicated.
5. Past record and performance of the firm with respect to schedule compliance, cost

control,

and quality of work, including references of other states, counties and/or municipalities who have conducted similar studies in the past five (5) years.

6. Proximity of the firm to the City.
7. Fees or fee structure as may be appropriate for the designated service.
8. Availability of financial and operating resources as required to complete the work.
9. MBE/WBE Participation.
10. Ability of the firm to meet statutory or ordinance requirements.
11. Other items that may arise as a result of the proposal or interview process.

The selection process for professional service contracts, established by ordinance, calls for a selection committee composed of two representatives of the operating department, in this case the Department of Public Safety, and one representative from each of the three members of the City=s Board of Estimate and Apportionment, for a total of five members. A selection committee has been established for this Request for Proposal for professional services. Decisions of the selection committee shall be final, subject only to approval of the Department Head and the Board of Estimate and Apportionment.

Section 3 - Background Information/Concept Statement

Interoperable communications, aging communications infrastructure and radios, and separate dispatch operations, as well as an outdated Emergency Operations Center are all huge economic and public safety issues for the City of St. Louis. At the same time, the public=s expectation of quality of service and level of emergency response has increased. The citizens expect and deserve a public safety communications system, dispatch center and emergency operations center that remains functional under all conceivable circumstances and conditions. For us in the midwest, this means man-made disasters, as well as our issues of tornados, floods, ice storms, power outages, and earthquakes.

The challenge is to configure a public safety dispatch center and emergency operation centers that can integrate all emergency responders in a flexible, adaptable, high tech, and secure environment (meets NFPA 1221 standards), and that allows for sharing of response and incident management information.

We have been examining the concept of a consolidated PSAP/Dispatch Center/EOC to address our current and future needs. Several states and many counties across the country have already implemented or are considering consolidated PSAP facilities. For our purposes, enhanced communications within and across departmental boundaries will provide for highly trained dispatch professionals operating with state-of-the-art equipment in physically secure and comfortable facilities serving multiple service

organizations (Police, Fire, EMS, Emergency Management and other City departments.) The inclusion of the EOC in this facility provides for the same work environment and should include adequate space for continuity of government should an incident strike downtown, provide opportunity for sharing of resources and new technology, and additional space such as a media room to provide opportunities for information to be disseminated to the public via the media about community emergencies.

At the present time, three different emergency dispatch groups are operating from two separate facilities - one at the St. Louis Metropolitan Police Department Communications Building at 1225 Spruce (downtown), and the other two (for Fire & EMS) at the Fire Department Headquarters at 1421 N. Jefferson. The City of St. Louis strives to increase interoperability between our own first responders and among our regional mutual aid partners and the surrounding counties in Missouri and Illinois. At the same time, we must develop standardized operating procedures, training requirements, and improve career advancement opportunities for public safety dispatch professionals.

The Department of Public Safety recommended a feasibility study to validate the need for a communications center that meets the needs of the Fire Department, Emergency Medical Services, and the Police Department. The Emergency Operations Center is outdated under Department of Homeland Security and ICS Standards. The consultant will be charged with examining the potential for operational, cost and public safety benefits within a consolidated facility, and provide guidance in identifying key issues, potential obstacles and best practice models, including staffing, operations and governance, and examine and recommend potential long-term sustainment strategies. The study is to be conducted in several phases by an independent consulting firm with expertise in this area. This feasibility study was approved by the various members of the City's Estimate and Apportionment earlier this year.

In calendar year 2006, the Police Department received approximately one million 911 calls. Of these 911 calls, those for fire and EMS services were transferred to the Fire Department. These transferred calls resulted in approximately 40,000 fire incident dispatches and approximately 60,000 EMS incident dispatches.

Section 4 - Procurement Process

The Director of Public Safety is issuing this RFP. The City plans to employ the following implementation schedule:

- § The RFP is issued on Friday, April 20, 2007;
- § The pre-bid conference will be held on Monday, April 30, at 10:00 a.m. at the Fire Department Headquarters, 1421 N. Jefferson, St. Louis, MO 63106. At this time, potential bidders will be able to review the current Fire & EMS Dispatch facilities on the grounds at headquarters. Immediately following this review, potential bidders may travel to the St. Louis Metropolitan Police Department Communications Building at 1225 Spruce Street (downtown) to review the dispatch center at that facility, and

visit the current Emergency Operations Center at 1315 Chestnut (downtown). Participation in the pre-bid conference and review of current dispatch centers and the EOC is preferred, but not mandatory.

- § All vendor questions subsequent to the pre-bid conference shall be submitted in writing by May 4, 2007.
- § Proposals shall be submitted by 5:00 p.m. on Friday, May 11, 2007.
- § A contract shall be executed by about June 1, 2007;
- § The successful vendor shall commence implementation June 1, 2007.

The City reserves the right to modify the above schedule should it be in its best interests to do so, and in that event, will duly notify all interested vendors.

The City is employing an open, competitive process for soliciting proposals from qualified firms and selecting a contractor. All interested vendors will be afforded a reasonable opportunity through this procurement process to demonstrate the capabilities of their respective services as determined by the City. Qualified vendors may be requested to make presentations as a prelude to the City's final selection decision. Using the criteria set forth herein, the City will select one vendor to provide the required services.

Section 5 - Scope of Work

1. Examine the current dispatch facilities at the St. Louis Metropolitan Police Department Communications Building, the Fire Department Headquarters, and the Emergency Operations Center and validate or invalidate need for new physical plant for all three purposes, including examination of potential for increased opportunities for cost-sharing in future communications technologies and dispatch equipment resources. Written recommendation should be submitted to the City for review **by June 30, 2007.**
2. Review the advantages and disadvantages of partial or full consolidation, and submit a written recommendation to the City **by July 31, 2007.**
3. Examine ABest Practices® from other similar cities relating to operation, staffing, training, management and governance of consolidated, intra-city PSAP/Emergency Dispatch/EOC, and submit written report on same to the City **by August 30, 2007.**
4. Conduct an analysis and make written recommendations to the City for revenue opportunities to sustain a state-of-the-art communications systems and infrastructure for the City of St. Louis **by December 31, 2007.**
5. Review opportunities for improvement to operations, staffing, training, management, supervision and governance and submit written report to the City **by December 31, 2007.**
6. Develop a written implementation plan to guide the City in conversion to

consolidated operations, if applicable and feasible **by December 31, 2007.**

NOTE: This solicitation does not include design of the facility, nor does it include analysis of radio communications infrastructure.

Section 6 - Contract Term and Contractor Fees

The contract developed pursuant to this RFP shall become effective on June 1, 2007 through December 31, 2007.

Vendors shall submit firm, fixed bid for completion of all tasks identified in the scope of work, within the time frame specified for each numbered task.

Section 7 - Contractor Obligations:

Vendor personnel shall perform support work under the contract executed pursuant to this RFP, and provide appropriate supplies and services, sufficient to complete the work in a timely, effective and efficient manner.

Vendors shall submit with their bid a minimum of five (5) references from other public entities for which similar work has been conducted within the last five (5) years. Such information shall include a brief description of the work performed and the fee paid for said services.

Section 8 - Minority and Women's Business Enterprise (MBE/WBE) Participation

The City of St. Louis is fully committed to involving M/WBE firms in meaningful roles on all consultant contracts. To that end, the City, acting through its DBE Program Office at the Airport, has established a goal of **25% MBE and 5% WBE** participation for this consultant contract. The goal is a per cent of the original contract amount for the utilization of firms owned and controlled by minorities and women enterprises.

A copy of the City's Directory of Certified M/WBE's is available on the internet at www.mwdbe.org or by contacting the Airport DBE Office at 314-551-5000.

Section 9 - Insurance Requirements

A. All proposals must contain a letter of intent from an insurance company(s) authorized to do business in the State of Missouri stating its willingness to insure the Vendor pursuant to the terms of any contract resulting from this RFP. The Contractor shall procure and maintain, at the Contractor's expense, the following insurance coverage for the period of the contract. Certificates evidencing the effective dates and amounts of such insurance must be provided to the City of St. Louis, Department of Public Safety:

1. Workers= Compensation Insurance as required by the State of Missouri.

2. Professional liability in the amount of \$500,000.00 per occurrence and \$500,000.00 in the aggregate, with the City of St. Louis named as additional insured. If Aclaims made@ is provided, continuing liability coverage (Atail@) of at least \$250,000.00 must be in force.
3. General Liability and Personal Injury Insurance up to \$250,000.00 with the City named as additional insured.

Section 10 - Americans with Disabilities Act

In connection with the furnishing of goods and services under any contract resulting from this RFP, the contractor shall comply with all applicable requirements and provisions of the Americans with Disabilities Act (ADA).

Section 11 - Living Wage Ordinance

- A. Any contract executed pursuant to this RFP is subject to the St. Louis Living Wage Ordinance 65597. The ordinance and regulations require the following compliance measures and the contractor shall comply with these measures:
 - a. Minimum compensation: Contractor shall agree to pay an initial hourly wage to each employee performing services related to this contract in an amount no less than the amount stated on the attached Living Wage Bulletin which may be viewed at www.mwdbe.org/livingwage). The initial rate shall be adjusted each year no later than April 1, and the contractor shall agree to adjust the initial hourly rate to the adjusted rate specified in the Bulletin at the time the Bulletin is issued.
 - b. Notification: Contractor shall provide the Living Wage Bulletin to all employees, together with a ANotice of Coverage@, in English, Spanish, and other languages spoken by a significant number of the contractor=s employees within thirty (30) days of the contract execution for existing employees and within thirty (30) days of employment for new employees.
 - c. Posting: Contractor shall post the Living Wage Bulletin, together with a ANotice of Coverage@, in English, Spanish, and other languages spoken by a significant number of the contractor=s employees, in a prominent place in a communal area of each worksite covered by the contract.
 - d. Subcontractors: Contractor shall agree to require subcontractors, as defined in the regulations, to comply with the requirements of the Living Wage regulations, and shall agree to be responsible for the compliance of such subcontractors. Contractor shall include these Living Wage compliance provisions in any contracts with such subcontractors.

- e. Term of compliance: Contractor shall agree to comply with these Living Wage compliance provisions and with the regulations for as long as work relating to this RFP and subsequent contract is being performed by contractor=s employees, and to submit the reports required by the regulations for each calendar year or portion thereof during which such work is performed.
- f. Reporting: Contractor shall be required to provide the Annual Reports and attachments required by the ordinance and regulations.
- g. Penalties: Contractor shall acknowledge and agree that failure to comply with any provision of the ordinance and/or regulations, and/or providing false information may result in the imposition of penalties specified in the ordinance and/or regulations, which penalties, as provided in the ordinance and regulations, may include, without limitation, per order of the City Compliance Official, the following:
 - a. Suspension and/or termination of the contract.
 - c. Barring the contractor from eligibility for future City contracts until all ordered relief has been made or paid in full.
 - c. Liquidated damages payable to the City of St. Louis in the amount of \$500 for each week, or part thereof, that an employee has not be provided wages and benefits in accordance with the Living Wage Ordinance. Each weekly violation shall constitute a separate violation of the ordinance and must be demonstrated separately.

Section 12 – Audits

The City of St. Louis and the City=s auditors and accountants shall be afforded access, during the term of any contract adopted pursuant to this RFP, and for five (5) years following termination, to all of the contractor=s books and records without limitation whatsoever for the purpose of conducting audits. All books and records shall be open to inspection and/or reproduction to the extent necessary to adequately permit evaluation and verification of the contractor=s full compliance with contract documents. In those situations where contractor=s records have been generated from computerized data or records, in addition to hard copy (reports), contractor shall provide such information on disk or in a suitable alternative electronic format.

Section 13 - Non-Discrimination

In connection with the contract resulting from this RFP, the Contractor agrees that in performing any services resulting from this RFP, neither he/she nor anyone under his/her control will permit discrimination against any business, employee, applicant, client or subscriber because of race, creed, color, disability, religion, national ancestry or origin.

Section 14 - Limitations

This RFP does not commit the City of St. Louis to award a contract or to pay for costs incurred in the preparation of a proposal pursuant to this RFP, or to procure or contract for service in connection therewith. The City of St Louis reserves the right to accept or reject any or all proposals received as a result of this request, or cancel in part or in its entirety this RFP.

All proposals shall become property of the City of St. Louis upon submission.

Section 15 - Labor and Materials

Unless otherwise provided in this RFP, the vendor shall provide and pay for all facilities, products, labor, materials, tools, delivery, transportation, and other facilities and services necessary to perform the work required under any contract executed pursuant to this RFP. The City will NOT accept any charges from the selected vendor toward the provisions of these services.

Section 16 – Bid Format, Receipt of Bids; Best and Final Offers

Vendors are cautioned that the City of St. Louis is not obligated to ask for or accept after opening date any data which is essential for a complete and thorough evaluation of the proposal. The City of St. Louis may award a contract based on initial submissions without any further discussion of such proposals.

Bid format shall be as follows:

Part 1: Describe your agency's history, qualifications and experience including required minimum of five (5) references of other states/counties/municipalities and the cost for the services provided to these entities. Include a contact person and telephone number for each reference. Include roles and responsibilities for key personnel. Also attach resumes for key personnel.

Part 2: Provide a description of the project including goals and objectives. In this description discuss following :

- a. Describe the process to be used for reviewing current facilities and determining whether a new physical plant is needed.
- b. Describe the process for determining whether consolidation is needed.
- c. Describe the process to be used for the best practices analysis relating to operation, staffing, training, equipping, managing and governance of a consolidated, intra-city PSAP/Dispatch Center/EOC.

- d. Describe the process to be used for the analysis of revenue opportunities for sustainment of state-of-the-art emergency communications systems and infrastructure.
- e. Describe the process for review of opportunities for improvement to operations, staffing, training, management, supervision and governance of a consolidated, intra-city PSAP/Dispatch Center, EOC.
- f. Describe the process for development implementation plan to guide the City in conversion to consolidated operations.
- g. Provide a timeline including delineation of responsibilities of key staff for tasks identified in the scope of work section of this RFP.

Part 3: Include completed Minority and Women's Business Enterprise form (Appendix 1.)

Part 4: Include statement of firm's ability to meet all insurance requirements.

Part 5: Include statement of firm's ability to meet all requirements of the American's with Disabilities Act.

Part 6: Include statement of firm's ability to meet all Living Wage Ordinance Requirements.

Part 7: Include statement of firm's ability to meet audit requirements.

Part 8: Include statement of firm's ability to meet non-discrimination requirements.

Part 9: Include firm fixed price for full completion of Scope of Work within the time frame required.

ALL BIDDERS SHOULD SUBMIT ELEVEN (11) COPIES OF THEIR PROPOSAL FOR EVALUATION BY SELECTION COMMITTEE MEMBERS AND TECHNICAL ADVISORS.

Each proposal should be submitted on the most favorable and complete price and technical terms possible. However, the Selection Committee reserves the right to request ABest and Final Offers@ from first and second ranked proposals.

Appendix 1

**CITY OF ST. LOUIS
MINORITY AND WOMEN-OWNED BUSINESS ENTERPRISES (M/WBE) UTILIZATION PLAN**

CONTRACTING AGENCY:
PROJECT NAME:
NAME OF PRIME CONSULTANT:

PROJECT GOAL: _____ % MBE; _____ % WBE

The prime consultant shall utilize and require all subconsultants to utilize the maximum number of certified minority and women-owned business enterprises possible and will purchase materials and supplies from minority and women-owned business enterprises to the maximum extent feasible, and to this end, the prime consultant will inform each subconsultant of this requirement, The prime consultant shall utilize the services and/or supplies to be provided by the following certified minority and women-owned business enterprises in the execution of this contract.

FIRM NAME ADDRESS PHONE NUMBER CONTACT PERSON	CERTIFYING AGENCY CERTIFICATION DATE CATEGORY CERTIFICATION NO.	WORK TO BE PERFORMED	M/WBE PERCENT

 PRIME CONSULTANT AUTHORIZED SIGNATURE

DATE