

COUNTY OF BOONE - MISSOURI



**REQUEST FOR PROPOSAL
FOR
911/JOINT COMMUNICATIONS CONSULTANT SERVICES**

RFP # 28-23JUL13
Release Date: June 17, 2013

Pre-Proposal Conference:

Date and Time: July 10, 2013, 10:00 a.m. C.T.

**Location: Boone County Annex, 613 East Ash Street, Conference Room
101, Columbia, MO 65201**

Submittal Deadline:

July 23, 2013

not later than 1:30 p.m. Central Time

**Boone County Purchasing
613 E. Ash Street, Room 110
Columbia, Missouri 65201**

**Melinda Bobbitt, CPPB, Director
Phone: (573) 886-4391 Fax: (573) 886-4390
E-mail: mbobbitt@boonecountymo.org**

I. Purpose

Boone County, Missouri, (the "County") is seeking experienced, qualified firms or teams (the "Project Team") to provide high quality professional services to assess existing 911/Joint Communications technology, services, and operations and then assist in the design and construction of a new facility, including the procurement and installation of new technology for a consolidated 911 Center, Office of Emergency Management ("OEM"), and Emergency Operations Center ("EOC"), which will serve all of the County. The County's objective is to assemble one Project Team that will provide the necessary professional expertise to ensure timely and efficient completion of the project at every stage - design, procurement, construction, installation, and migration to an operational 911/Joint Communications Center that meets the needs of the County and all user agencies. In addition to project management services, the Project Team will assist in the development and evaluation of Request for Qualifications ("RFQ") for an architect, Request for Bids ("RFB") for a general contractor, and the other procurement processes necessary, such as Request for Proposals ("RFPs") for IT and radio consultants, to acquire technology, equipment, and other professional services to complete the project successfully. The expectation is that the Project Team will provide high quality, professional advice to the County and that the Project Team's recommendations will each be evaluated and approved/disapproved by the County's stakeholders prior to implementation.

II. Background

The County is situated in central Missouri and is dissected by Interstate 70 and US Highway 63. The County has a population of approximately 165,000 and contains 685 square miles. It contains 13 population centers consisting of cities, towns, villages and small communities. With a population of nearly 110,400, the City of Columbia serves as County seat. With respect to 911/Joint Communications, the County has one (1) Public Safety Answering Point (PSAP) which serves thirteen (13) law enforcement, fire and EMS response agencies countywide. Calls to 911/Joint Communications come from County citizens and people working and traveling throughout the County. The County's 911/Joint Communications center also provides mass-alerting for the County's OEM.

1. Current Environment

The County's current 911/Joint Communications and OEM facilities consist of approximately 12,000 square feet spread across four (4) different facilities listed below. Current facilities lack space necessary for training, conferences, storage and expanding operations.

- a. 911/Joint Communications dispatch operations and limited technical equipment areas are located in the basement level of the City of Columbia's Police Department

- b. The EOC is located in a converted space in the lower level of the City of Columbia's Armory Building, which also serves as a daycare and public recreational facility
- c. Storage areas are shared in the Boone County Fire Protection District's facility
- d. A backup and overflow dispatch facility is located in the Boone County Sheriff's Department facility

Exhibit 1 lists the software, technology and radio equipment currently utilized by 911/Joint Communications and the OEM. Systems design, both from a hardware and software perspective, has been guided primarily through internal staff with the assistance of various vendors under contract. The County is seeking an independent review of technology and design as it relates to all systems found in Exhibit 1 and their interaction with other external systems. Much of the 911/Joint Communications and OEM's current technology and other equipment are obsolete, and an assessment of the existing equipment will identify new technology that is necessary to procure and install.

The OEM functions are currently separated from the 911/Joint Communication operations, and are overseen by a part-time Interim Director, who is also the Chief of the Boone County Fire Protection District.

2. Changes in Organizational Structure

The County's current 911/Joint Communications Center is operated under a 1977 Intergovernmental Cooperative Agreement between the various user agencies and is administered by the City of Columbia. Presently, 911/Joint Communications staff is City of Columbia employees. The current arrangement does not allow adequate funding for operations, technology, and the County's growing population. In April 2013, the County was successful in passing a voter approved sales tax to fund the improvement and construction of a new 911/Joint Communications, OEM and EOC facility, and to fund equipment and ongoing operational and capital costs. Under the new organizational structure, consolidation of all current 911/Joint Communications and OEM services will be governed by the County and the County Commission. Additionally, several of the emergency response jurisdictions within the County report to their own elected officials.

The County proposes the construction of a new facility on land already owned by the County that would consolidate all operations and storage, into a modern, EF5 rated facility that will serve the needs of the County in the current environment with allowance for future growth. The new facility will also serve as the new EOC location for the County. The County's 911/Joint Communication, OEM and the new EOC must be designed and maintained to survive disasters both natural and man-made and the network/data load such disasters may impose on systems.

These systems must be available twenty-four hours a day, seven days a week, to allow processing of emergency calls for service from the public. This capital project will involve relocating all existing 911 trunk lines and equipment, and procurement of new radio equipment, hardware, and software technology. The project's goal is to effectively ensure connectivity to the twenty-one (21) radio tower locations throughout the county, provide quality dispatching services to the thirteen (13) user agencies, and continue 911/Joint Communication's current ability to communicate via radio with various public works agencies in appropriate situations.

3. Evaluation Already Performed

In 2012, the County Commission appointed a Blue Ribbon Panel to provide recommendations on the future operations and the facility needed to accommodate 911/Joint Communications, OEM, and EOC. The Blue Ribbon Panel utilized a space needs study commissioned by the City of Columbia for the 911/Joint Communications operations, and consulted with an architect who developed a draft building schematic and site plan. The Final Report of the Blue Ribbon Panel can be reviewed at: [http://showmeboone.com/commission/common/pdf/911-Blue Ribbon Report.pdf](http://showmeboone.com/commission/common/pdf/911-Blue%20Ribbon%20Report.pdf).

The County believes the existing CAD software can effectively be utilized in the new facility but would like the Project Team to review and provide input on that technology, especially in light of the County's desire to maintain at least 2012-levels of connectivity with all user agencies without additional costs to those agencies.

Attached as Exhibits 2, 3, and 4, respectively, are the pro forma cost summaries, proposed organizational chart for 911/Joint Communications, and proposed organizational chart for OEM the County prepared in connection with the ballot issue.

Work already performed by the County to date should be taken into consideration when pricing proposal responses.

III. Scope of Work

The Project Team will work closely with the 911/Joint Communications staff, various County committees, architect, general contractor, and other consultants as necessary. There are several tasks required for successful completion of the project, and the below list is not intended to be inclusive of all responsibilities. The Project Team will provide recommendations to be evaluated by the County's stakeholders prior to implementation. All deliverables and resulting work products from this contract will become the property of the County.

1. Task 1, Overall Needs Assessment:

- a. Review current documentation and analysis created to date.

- b. Coordinate and conduct interviews to gather information from all stakeholder groups (County staff, City of Columbia, user agencies, consultants, etc.) necessary to create a successful plan of action and develop consensus among stakeholders.
- c. Develop a detailed implementation plan outlining what is proposed, why it is proposed and recommendations for implementation. The plan should include:
 - i. Statement of needs
 - ii. Solutions to address identified needs
 - iii. Roles and responsibilities of each stakeholder to ensure the project is a success
 - iv. The advantages and disadvantages of the various decisions the County faces to design, build, and operate a 911/Joint Communications center, co-located with a new EOC and OEM.
 - v. Significant milestones
 - vi. Explanation of how the Project Team will meet the proposed timeline and project milestones
- d. Identify potential sources of federal and state financial assistance for the project.

2. Task 2, Facility Design and Construction Needs Assessment:

- a. Inventory and analyze existing operations and recommend what can be reused or migrated to the new facility.
- b. Review space requirements and preliminary design for the new facility based on the existing operations and results of Task 1, Overall Needs Assessment. Provide input on the most physically and operationally functional design of the facility.

3. Task 3, RFQ for Architect:

- a. Assist and advise the County on an RFQ for an architect:
 - i. Input into the scope of work, technical specifications, and response requirements
 - ii. Provide a qualified list of potential recipient firms
 - iii. Participate in the review of submissions

- iv. Make recommendations on design elements and contract negotiations

4. Task 4, RFB for General Contractor:

- a. Assist and advise the County on an RFB for a general contractor:
 - i. Input into the scope of work, technical specifications, and response requirements
 - ii. Provide a qualified list of potential recipient firms
 - iii. Participate in the review of submissions
 - iv. Make recommendations on design elements and contract negotiations

5. Task 5, Facility Design and Construction Implementation:

- a. Provide construction oversight as a project manager to ensure successful collaboration between the architect, general contractor, and County in the execution of the project.
- b. Coordinate with the County on separate Owner Furnished / Owner Installed (OFOI) procurement processes to ensure integrated construction schedule. Provide assistance to ensure smooth integration between OFOI items, facility construction, and technical systems.

6. Task 6, Technology Needs Assessment:

- a. Inventory and analyze existing operations and recommend what can be reused or migrated to the new facility.
- b. Review contracts with current vendors and recommend procurement processes or transfer of current contracts to the new facility and the County.
- c. Recommend specific technology needs based on Task 1, Overall Needs Assessment, and provide input on technology design for future technology and communication needs.

7. Task 7, RFPs for Technology:

- a. Assist and advise the County on RFPs for a technology consultants and technology vendors, including radio, hardware, software, and communication systems:
 - i. Input into the scope of work, technical specifications, and response requirements

- ii. Provide a qualified list of potential recipient firms
- iii. Participate in the review of submissions
- iv. Make recommendations on design elements and contract negotiations

8. Task 8, Technology Implementation:

- a. Provide construction oversight as a project manager to ensure successful collaboration between the architect, general contractor, technology consultants, technology vendors, and County in the execution of the project.
- b. Implement strategy for integration of systems in the new facility with user agencies, testing of systems, and any training necessary. The County is committed to maintaining 2012-levels of connectivity with the user agencies in terms of CAD, radio, and other technological connections. Therefore, any change that would require an investment in new technology by the user agencies to maintain connectivity will need to be highlighted and carefully considered to minimize costs, as the County will bear any costs necessarily incurred by the County's use of different CAD software, radio technology, etc.
- c. Coordinate with the County on separate OFOI procurement processes to ensure integrated construction schedule. Provide assistance to ensure smooth integration between OFOI items, facility construction, and technical systems.

9. Task 9, Operations:

- a. Review current operations and make recommendations including, but not limited to, operational improvements, adherence to codes or standards, and industry best practices.
- b. Based on information obtained in Task 1, Overall Needs Assessment and such other information as necessary, make recommendations on staffing levels, position descriptions, training protocols, compensation issues, Standard Operating Procedures, and any other recommendations to ensure the successful *operation* of the new facilities. This task shall include identifying relevant performance measures, including measurement methodologies, which the County can use to assess and improve operations.

IV. Special Project Work

The County may request, in writing, that the Project Team provide services that are outside the Scope of Work in Section III, but which are related to the County's overall project described in the

proposal ("Special Project Work"). Special Project Work will be pursuant to a written agreement between the County and the Project Team entered into prior to the commencement of the Special Project Work that outlines the scope and estimated cost of the Special Project Work. Special Project Work will be compensated at the hourly rates described in Section VI.6.d, unless otherwise agreed to in writing by the County. The County is only obligated to pay the Project Team for Special Project Work if it is pursuant to the requirements of this section.

V. Proposed Project Timeline

1. September 2013 – Issue RFQ for architect
2. September 2013 – Issue RFP for technology consultant
3. October 2013 – Issue RFP for radio consultant
4. November 2013 – Issue RFB for general contractor
5. April 2014 – Begin construction of new facility
6. November 2015 – Begin transition of operations to new facility
7. December 2015 – End of construction, new facility fully operational

VI. Response Requirements

The items listed below shall be submitted with each proposal and shall be submitted in the order shown. All pages of the proposal should be numbered. Each response to Section VI, Response Requirements, should reference the corresponding requirement number in Section VI. Repeat the text of the requirements as it appears in the RFP. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

If the Project Team consists of subcontractors, a joint venture or consortium, similar information must be provided for each member and are subject to the same proposal requirements.

1. Transmittal Letter

Provide a transmittal letter indicating the Project Team's understanding of the requirements of this specific project proposal. The letter must be a brief formal letter that provides information regarding the firm's interest in and ability to perform the requirements of this RFP. A person who is authorized to commit the proposer's organization to perform the work included in the proposal must sign the letter.

2. Firm Background

Provide a description of your firm that includes the location of the firm's headquarters and the office which will serve the County, firm ownership, the length of time your firm has been in

business, the number of partners and owners, and an overview of services offered.

3. Project Team Qualifications

- a. Provide resumes and describe the responsibility, experience and qualifications of the individual(s) who would comprise the Project Team. Detail any professional certificates the individuals maintain. Designate if the individuals on the Project Team will work on a full-time or part-time basis.
- b. Indicate who will be the project leader. Indicate how the quality of staff over the term of the agreement will be assured and how turnover within the Project Team will be addressed with the County.
- c. Provide an organizational chart defining the relationships and areas of responsibility for team members, including their titles, duties, and their reporting structure on the Project Team.
- d. Detail the individual's relevant project experience covering the last five (5) years, including titles, duties, and employing organizations, certifications, and affiliations.

4. Related Project Experience

- a. Provide the Project Team's number of years of experience with all relevant technologies associated with this RFP.
- b. Describe the Project Team's experience in RFP preparation for architects, general contractors, radio, and hardware and software technologies for public safety operations. Describe the unbiased process for RFP evaluation.
- c. Describe the Project Team's project management experience as it relates to:
 - i. New facility construction
 - ii. Technology integration
 - iii. Resolving vendor or professional consultant performance issues
 - iv. Collaboration with multiple agencies in varying disciplines
 - v. Technical assistance with vendor and consultant's contract terms
 - vi. Ensuring projects are completed timely and within budget
 - vii. Ensuring installed components adhere to equipment specifications and design
- d. Provide a scope of work for five (5) similar projects your firm has implemented in the last three (3) years. At least two (2) projects should be public safety systems or communication projects. Provide reference and contact information for the projects. Denote where the individuals assigned to the Project Team have worked on the projects.
 - i. The County reserves the right to contact any and all references and to obtain, without limitation, regardless of proposer's performance on the listed jobs, the same information provided for in the original RFP.

5. Project Approach

- a. Explain how your firm would approach this project.
- b. Provide a detailed description of your firm's delivery methodology and processes to ensure a successful project implementation, including procedures to ensure quality

- control and cost control.
- c. Explain how your firm will provide updates and communication to various stakeholders throughout the project.
 - d. Submit a “high-level” project plan estimating the number of hours for each task for this project.
 - a. Provide a general project schedule, showing how project activities relate to each other, starting from contract execution to project completion. Indicate any concerns with respect to the timeline in Section V, Proposed Timeline.
6. Proposed Fees and Expenses
- a. The fee shall cover all services necessary for the successful execution of the project. Pricing must be based on time and materials basis with a projected not-to-exceed cost. Pricing should be subtotaled for each of the nine (9) tasks as described in Section III.
 - b. Itemized reimbursables need to be included and pricing needs to be all-inclusive.
 - c. Include the hourly rates of each person assigned to the Project Team as well as the anticipated number of billable hours each team member will spend on each of the nine (9) tasks as described in Section III.
 - d. Include an hourly rate for each person assigned to the Project Team for Special Project Work, as described in Section IV.

VII. Disclosure

In response to this section, attach an appendix to the proposal response labeled “Project Team Disclosure”.

1. Disclose any potential conflicts of interest. Disclose any relationship with relevant vendors, including technology, radio and communication systems, or professional consultants, such as architects or general contractors. This includes, but is not limited to, a direct business relationship or marketing agreement.
2. Describe any financial reimbursement or material consideration the firm has received from the vendors or professional consultants in the past three (3) years and will receive during the length of this contract.
3. Disclose if any member of the Project Team anticipates responding to any of the RFPs outlined in the proposal.
4. Identify any material litigations, administrative proceedings or investigations in which the firm is currently involved or which may be threatened. Please indicate the current status or disposition of such litigation, administrative proceedings or investigations.
5. Disclose any litigation with any public entity engaged in by any member of the Project Team

for the last five (5) years, including the nature of the litigation, location of the litigation, and applicable case number(s).

6. Provide information on the circumstances and status of any disciplinary action taken or pending against the firm or individuals assigned to the Project Team during the past three (3) years with state regulatory bodies or professional organizations.
7. Provide any other information not previously disclosed which may impair, or create the appearance of impairment, of the Project Team's duty of loyalty to the County in connection with this Project.

VIII. Selection Process

1. After determining a responsive Offeror and a responsive proposal through the determination that the proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use both objective analysis and subjective judgment in conducting a comparative assessment of the proposal in accordance with the evaluation criteria stated below:
 - a. Method of Performance
 - b. Experience/Expertise of Contractor
 - c. Cost
2. The evaluation committee shall then score all proposals based upon the evaluation factors detailed herein. Upon completion of the scoring, the committee may recommend short listing the proposals that are potentially acceptable.
3. At this point, the County may request presentations by Offerors, question and answer interviews, and carry out negotiations for the purpose of obtaining best and final offers, and conduct detailed reference checks on the short listed Offerors.
 - a) Offeror may be asked to make an oral presentation of their proposal to the evaluation team at a designated Boone County location. Attendance cost shall be at the Offeror's expense. All arrangements and scheduling will be coordinated by the County.
4. The County reserves the right to contact any and all references to obtain, without limitation, information regarding the Offeror's performance on previous projects.
5. Competitive Negotiation of Proposals: The Offeror is advised that under the provisions of this Request for Proposal, the County reserves the right to conduct negotiations of the

proposals received or to award a contract without negotiations. If such negotiations are conducted, the following conditions shall apply:

- a) Negotiations may be conducted in person, in writing, or by telephone.
- b) Negotiations will only be conducted with potentially acceptable proposal(s). The County reserves the right to limit negotiations to those proposal(s), which received the highest rankings during the initial evaluation phase.
- c) Terms, conditions, prices, methodology, or other features of the Offeror's proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the Offeror may be required to submit supporting financial, pricing and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.
- d) The mandatory requirements of the Request for Proposal shall not be negotiable and shall remain unchanged unless the County determines that a change in such requirements is in the best interest of the entities.

IX. Contract

1. The final form of the Contract between the Project Team and the County will be subject to the approval of County's legal counsel, and such Contract shall include the following:
 - i. This RFP;
 - ii. The vendor's response to RFP;
 - iii. Any Addenda;
 - iv. Any Best and Final Offers and responses
 - v. Clear provision for Missouri law to apply;
 - vi. Provisions for required insurance and indemnity in favor of County;
 - vii. No mandatory arbitration clauses;
 - viii. Clear terms on pricing;
 - ix. A termination clause in favor of County that will allow termination upon 30 days notice with payment for work incurred prior to notification of the County's intent to terminate, and any agreed-to wrap-up work from the date of notification until contract termination.

X. Exhibits

1. Current Software, Technology and Radio Equipment for 911/Joint Communications and OEM
2. Pro Forma Cost Summaries
3. Proposed Organizational Chart for 911/Joint Communications
4. Proposed Organizational Chart for OEM

XI. Instructions and General Conditions

1. Pre-Proposal Conference

To assist interested Offerors in preparing a thorough RFP response, a pre-proposal conference has been scheduled for **Thursday, July 10, 2013 at 10:00 a.m.** in the Boone County Annex, 613 E. Ash Street, Conference Room 213, Columbia, MO 65201.

All potential Offerors are encouraged to attend this conference in order to ask questions and provide comment on the Request for Proposals. Attendance is not mandatory to submit a response; however, Offerors are encouraged to attend since information relating to this RFP will be discussed in detail. Offerors should bring a copy of the RFP since it will be used as the agenda for the pre-proposal conference.

Offerors are strongly encouraged to advise the Purchasing Department of Boone County within five (5) days of the scheduled pre-proposal conference of any special accommodations needed for disabled personnel who will be attending the conference so that these accommodations can be made.

2. Guidelines for Written Questions

All questions regarding this Request for Proposal should be submitted in writing no later than **5:00 p.m., Tuesday, July 17, 2013** in order to allow enough time for the County to issue an Addendum. All questions must be mailed, faxed or e-mailed to the attention of Melinda Bobbitt, CPPB, Director of Purchasing. All such questions will be answered in writing, and such answers will be provided to all parties having obtained a Request for Proposal packet by the County by posting the addendum on the County Web site at www.showmeboone.com (Select Purchasing, then Current Bid Opportunities). Submit questions to:

Melinda Bobbitt, CPPB
Director of Purchasing
Boone County Annex
613 E. Ash Street, Room 110

Columbia, Missouri 65201
Phone: (573) 886-4391
Fax: (573) 886-4390
E-mail: mbobbitt@boonecountymo.org

- a) Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated above. Offerors and their agents may not contact any County employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.
3. Addenda: In the event that it becomes necessary to revise any part of this RFP, written addenda will be issued. Any addendum to this RFP is valid only if in writing and issued by the Boone County Purchasing Department. Verbal conversations or agreements with any officer, agent, or employee of the County which modify any terms or obligations of this RFP are invalid.
4. Delivery of Proposals: Sealed proposals, subject to Instructions and General Conditions and any special conditions set forth herein, will be received at the Boone County Purchasing office until the proposal closing date and time indicated herein for furnishing the County with services as detailed in the following request for proposal.
- a) **Proposal Closing:** All proposals shall be **delivered before 1:30 P.M., Central Time, on Tuesday, July 23, 2013** to:
- Boone County Purchasing Department
Melinda Bobbitt, CPPB, Director
613 E. Ash Street, Room 110
Columbia, Missouri 65201-4460
- b) The County will not accept any proposals received after the proposal due date and time and will return such late proposals to the Offeror.
- c) Offerors must submit one (1) original and seven (7) copies of the proposal (total of eight). Proposals will be opened publicly, but only names of Offerors will be read aloud. All proposal responses will be considered public information, and following contract execution or rejection of all proposal responses, all responses will become a part of public record and will be released to any person who requests it.
- d) Proposals must be submitted in a sealed envelope identified with the proposal number and date of closing. List the proposal number on the outside of the box or envelope and

note "Response to Request for Proposal enclosed."

- e) If you do not care to submit a proposal, please return the *No Bid Response Page* and note your reason. No fax or electronic transmitted proposals will be accepted.
- f) If you have obtained this proposal document from our Web Page or from a source other than the Boone County Purchasing Department, please check with our office prior to submitting your proposal to ensure that you have a complete package. The Purchasing Department cannot be responsible for providing addenda if we do not have you on our Vendor list for this proposal. You may check our web site for addenda at www.showmeboone.com, then select "Purchasing", then "Current Bid Opportunities".

5. Ambiguity, Conflict, or Other Errors in the RFP

- a) If an Offeror discovers any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposal, they shall immediately notify the Purchasing Department of such error in writing and request modification or clarification of the document. The County will make modifications by issuing a written revision and will give written notice to all parties who have received this RFP from the County.
- b) The Offeror is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposals prior to submitting the proposal or it shall be waived.
- c) Implied Requirements: Products and services that are not specifically requested in this RFP, but which are necessary to provide the functional capabilities proposed by the Offeror, shall be included in the proposal.
- d) The County will not be liable in any way for any costs incurred by any Offeror in the preparation of their proposal in response to this RFP, nor for the presentation of their proposal and/or participation in any discussions or negotiations.

6. Rejection of Proposals: The right is reserved to accept or reject in whole or in part any or all proposals submitted, to waive technicalities, and to accept the offer the County considers the most advantageous to the County. Further, the County shall reject the proposal of any Offeror that is determined to be non-responsive. The unreasonable failure of an Offeror to promptly supply information in connection with respect to responsibility may be grounds for a determination of non-responsibility.

7. Validity of Proposals: Offeror should state how many days or months proposals remain valid beyond the 120 days minimum.

8. Receipt and Opening of Advertised, Sealed Proposals: The Offeror(s) and public are invited, but not required, to attend the formal opening of proposals. Offeror(s) names only will be read aloud to the public. No decisions related to an award of a contract or creation of any contractual or lease relationship, or purchase order will be made at the opening.
 - a) Information provided in your response will be considered proprietary and will not be divulged during the selection process. The successful firm's proposal will become public record after its acceptance by the County Commission. All proposals and tabulation sheets are kept by the County for a period of time established by regulation or statutes after the award is made and are available for inspection at any time during regular working hours.
9. Withdrawal of Proposals: Proposals may be withdrawn without prejudice any time before the deadline for receipt of proposals. If a mistake or error is discovered by the Offeror or by the County after the proposal opening, the County has the right to call this error to the Offeror's attention and request verifications of the proposal. If the Offeror acknowledges the mistake and requests relief, the County will proceed in the following manner:
 - a) Withdrawal: Permission to allow an Offeror to withdraw their proposal without prejudice may be given when clear and convincing evidence supports the existence of an error. If there is a significant and obvious disparity between the prices of the lowest Offeror and of the other Offerors, an Offeror may be permitted to withdraw without prejudice, upon submission of evidence that a non-intentional error occurred.
10. Designee: Boone County Commission, 801 E Walnut, Room 333, Columbia, MO 65201.

11. Insurance Requirements

- a) The Contractor shall not commence work under this contract until they have obtained all insurance required under this paragraph and such insurance has been approved by the County, nor shall the Contractor allow any subcontractor to commence work on their subcontract until all similar insurance required of subcontractor has been so obtained and approved. All policies shall be in amounts, form and companies satisfactory to the County which must carry an A-6 or better rating as listed in the A.M. Best or equivalent rating guide. Insurance limits indicated below may be lowered at the discretion of the County.
- b) Compensation Insurance - The Contractor shall take out and maintain during the life of this contract, Employee's Liability and Worker's Compensation Insurance for all of their employees employed at the site of work, and in case any work is sublet, the Contractor shall require the subcontractor similarly to provide Worker's Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the Contractor. Worker's Compensation coverage shall meet Missouri statutory limits. Employers' Liability

limits shall be \$1,000,000.00 each employee, \$1,000,000.00 each accident, and \$1,000,000.00 policy limit. In case any class of employees engaged in hazardous work under this Contract at the site of the work is not protected under the Worker's Compensation Statute, the Contractor shall provide and shall cause each subcontractor to provide Employers' Liability Insurance for the protection of their employees not otherwise protected.

c) Comprehensive General Liability Insurance - The Contractor shall take out and maintain during the life of this contract, such comprehensive general liability insurance as shall protect them and any subcontractor performing work covered by this contract, from claims for damages for personal injury including accidental death, as well as from claims for property damages, which may arise from operations under this contract, whether such operations be by themselves or for any subcontractor or by anyone directly or indirectly employed by them. The amounts of insurance shall be not less than \$2,000,000.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death. If the Contract involves any underground/digging operations, the general liability certificate shall include X, C, and U (Explosion, Collapse, and Underground) coverage. If providing Comprehensive General Liability Insurance, then the Proof of Coverage of Insurance shall also be included.

The Contractor has the option to provide Owner's Contingent or Protective Liability and Property Damage instead of the Comprehensive General Liability Insurance- The Contractor shall provide the County with proof of Owner's Protective Liability and Property Damage Insurance with the County as named insured, which shall protect the County against any and all claims which might arise as a result of the operations of the Contractor in fulfilling the terms of this contract during the life of the Contract. The minimum amounts of such insurance will be \$2,000,000.00 per occurrence, combined single limits. Limits can be satisfied by using a combination of primary and excess coverages. Should any work be subcontracted, these limits will also apply.

d) COMMERCIAL Automobile Liability – The Contractor shall maintain during the life of this contract, automobile liability insurance in the amount of not less than \$2,000,000.00 combined single limit for any one occurrence, covering both bodily injury, including accidental death, and property damage, to protect themselves from any and all claims arising from the use of the Contractor's own automobiles, teams and trucks; hired automobiles, teams and trucks; and both on and off the site of work.

e) Proof of Carriage of Insurance - The Contractor shall furnish the County with Certificate(s) of Insurance which name the County as additional insured in an amount as required in this

contract, contain a description of the project or work to be performed, and requiring a thirty (30) day mandatory cancellation notice. In addition, such insurance shall be on occurrence basis and shall remain in effect until such time as the County has made final acceptance of the facility contracted.

f) INDEMNITY AGREEMENT: To the fullest extent permitted by law, Contractor shall indemnify, hold harmless and defend the County, its directors, officers, agents, and employees from and against all claims, damages, losses and expenses (including but not limited to attorney's fees) arising by reason of any act or failure to act, negligent or otherwise, of Contractor, of any subcontractor (meaning anyone, including but not limited to consultants having a contract with contractor or a subcontract for part of the services), of anyone directly or indirectly employed by contractor or by any subcontractor, or of anyone for whose acts the contractor or its subcontractor may be liable, in connection with providing these services. This provision does not, however, require contractor to indemnify, hold harmless, or defend the County of Boone from its own negligence.

12. The County reserves the right to withdraw this RFP at any time and for any reason and to issue such clarifications, modifications, and/or amendments as it may deem appropriate.
13. Receipt of a proposal by the County or a submission of a proposal to the County offers no rights upon the Offeror nor obligates the County in any manner.
14. No negotiations, decisions, or actions shall be initiated by any firm as a result of any verbal discussion with any County employee prior to the opening of responses to the Request for Proposal. Boone County reserves the right to select the Offeror which best meets its goals and objectives, needs, fiscal constraints, quality levels and service expectations.

XII. Response Form

In compliance with this Request for Proposal and subject to all the conditions thereof, the Offeror agrees to furnish the services/equipment/supplies requested and proposed and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below.

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

E-mail Address: _____

Federal Tax ID (or Social Security #): _____

Print Name: _____ Title: _____

Signature: _____ Date: _____

Note: This form must be signed. All signatures must be original and not photocopies.

Project pricing shall be provided as detailed in paragraph VI.6.

XIII. E-Verify

INSTRUCTIONS FOR COMPLIANCE WITH HOUSE BILL 1549

House Bill 1549 addresses the Department of Homeland Security's and the Social Security Administration's E-Verify Program (Employment Eligibility Verification Program) that requires the County to verify "lawful presence" of individuals when we contract for work/service; verify that contractor has programs to verify lawful presence of their employees when contracts exceed \$5,000; and a requirement for OSHA safety training for public works projects.

The County is required to obtain certification that the bidder awarded the attached contract participates in a federal work authorization program. To obtain additional information on the Department of Homeland Security's E-Verify program, go to:

http://www.dhs.gov/xprevprot/programs/gc_1185221678150.shtm

Please complete and return form *Work Authorization Certification Pursuant to 285.530 RSMo* if your contract amount is in excess of \$5,000. **Attach to this form the first page (which shows your company's name) and the last page (which shows your signature) of the E-Verify Memorandum of Understanding that you completed when enrolling.** The link for that form is:

<http://www.uscis.gov/files/nativedocuments/save-mou.pdf>

Additional information may be obtained from:

<http://www.uscis.gov/files/nativedocuments/MOU.pdf>

If you are an Individual/Proprietorship, then you must return the attached *Certification of Individual Bidder*. On that form, you may do one of the three options listed. Be sure to attach any required information for those options as detailed on the *Certification of Individual Bidder*. If you choose option number two, then you will also need to complete and return the attached form *Affidavit*.

**WORK AUTHORIZATION CERTIFICATION
PURSUANT TO 285.530 RSMo
(FOR ALL AGREEMENTS IN EXCESS OF \$5,000.00)**

County of _____)

)ss

State of _____)

My name is _____. I am an authorized agent of _____
_____(Bidder). This business is enrolled and participates in a federal work
authorization program for all employees working in connection with services provided to the
County. This business does not knowingly employ any person that is an unauthorized alien in
connection with the services being provided. Documentation of participation in a federal work
authorization program is attached hereto.

Furthermore, all subcontractors working on this contract shall affirmatively state in writing
in their contracts that they are not in violation of Section 285.530.1, shall not thereafter be in
violation and submit a sworn affidavit under penalty of perjury that all employees are lawfully
present in the United States.

Affiant

Date

Printed Name

Subscribed and sworn to before me this ___ day of _____, 20__.

Notary Public

**Attach to this form the first and last page of the E-Verify Memorandum of Understanding that
you completed when enrolling to confirm proof of enrollment.**

CERTIFICATION OF INDIVIDUAL BIDDER

Pursuant to Section 208.009 RSMo, any person applying for or receiving any grant, contract, loan, retirement, welfare, health benefit, post secondary education, scholarship, disability benefit, housing benefit or food assistance who is over 18 must verify their lawful presence in the United States. Please indicate compliance below. Note: A parent or guardian applying for a public benefit on behalf of a child who is citizen or permanent resident need not comply.

1. I have provided a copy of documents showing citizenship or lawful presence in the United States. (Such proof may be a Missouri driver’s license, U.S. passport, birth certificate, or immigration documents). Note: If the applicant is an alien, verification of lawful presence must occur prior to receiving a public benefit.

2. I do not have the above documents, but provide an affidavit (copy attached) which may allow for temporary 90 day qualification.

3. I have provided a completed application for a birth certificate pending in the State of _____ . Qualification shall terminate upon receipt of the birth certificate or determination that a birth certificate does not exist because I am not a United States citizen.

Applicant

Date

Printed Name

AFFIDAVIT
(Only Required for Certification of Individual Bidder (Option #2))

State of Missouri)
)SS.
County of _____)

I, the undersigned, being at least eighteen years of age, swear upon my oath that I am either a United States citizen or am classified by the United States government as being lawfully admitted for permanent residence.

Date

Signature

Social Security Number
or Other Federal I.D. Number

Printed Name

On the date above written _____ appeared before me and swore that the facts contained in the foregoing affidavit are true according to his/her best knowledge, information and belief.

Notary Public

My Commission Expires:

Debarment Certification
(Please complete and return with Proposal Response)

Certification Regarding
Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98 Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR CERTIFICATION)

- (1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Name and Title of Authorized Representative

Signature

Date

Exhibit 1

Current Software, Technology and Radio Equipment for 911/Joint Communications and OEM

9-1-1 Telephone

The new Cassidian Patriot Telephone for 911 and non-emergency calls was implemented in 2012 to replace the ANI/ALI controller functions on our aging ECS-1000 selective router. This system made us NG911 capable and provided auto attendant capabilities and ACD functions as well as more reporting features through their Aurora reporting product. Its VoIP infrastructure also allows for more flexibility in call taking locations. System is split between two locations for redundancy. Remote workstations are also present at Missouri University Police Department (MUPD) and Centralia PD and could potentially have some level of integration with their existing CAD and PBX systems. Desk telephones in administration are part of the City of Columbia's PBX and will need to be added to the Patriot system or add a PBX for 911/OEM functions separate from dispatch operations during this transition.

Smart911

Software product that automatically displays enhanced 9-1-1 information for subscribers to the call taker. Subscribers can register telephone numbers for inclusion in the national ALI database, allowing any PSAP with Smart911 to see the same information such as addresses, medical conditions, pictures of children/pets, and other pertinent data important for responders.

GIS

Boone County is an ESRI shop. The GeoComm GeoLynx mapping system used by the 9-1-1 center utilizes ESRI ArcGIS Engine for its core GIS functions. A variety of GIS layers are available to dispatch personnel from County and City sources as well as data that is created and maintained in-house. This system receives ANI/ALI data from the Patriot telephone system to plot landline and phase 2 wireless calls. If CAD and GIS functions are consolidated into one product, with a potential CAD upgrade, use of the GeoComm product would likely be discontinued.

Computer-Aided Dispatch System (CAD)

EnRoute (Infor) Graphical CAD - The current CAD system was purchased in 1993, with an upgrade from a text user interface to a graphical user interface completed in 2009. This system facilitates dispatch and tracking of police, fire, and EMS calls. It has a platinum-level interface with Priority Dispatch's ProQA software for entering calls for service. Due to the multiple agencies that are served there are detailed response plans and automated notifications (alphanumeric page or text

message) programmed to streamline dispatch processes. A web-based view-only application called I-Status is used by all agencies to view active and historical calls and unit status. CAD currently interfaces with the 911 telephone system, GeoLynx mapping, radio system for tone encoding, Firehouse RMS used by several fire departments, Columbia Police RMS, MULES/NCIC, FirstWatch, NowForce and Active911. Over recent years the system has had almost no downtime.

Radio System

9-1-1/Joint Communications presently operates a multi-site, wide area public safety two-way radio system serving first responders throughout the Boone County area. The system operates in the VHF 150MHz-170MHz band using conventional mobile relay/repeater mode. Additionally, the center has access to several other agency-based systems for communication with additional field personnel and other dispatch centers.

A total of twenty-one (21) sites are used to support land mobile radio operations that serve City, County and Interoperability systems. The wide area public safety system is comprised of thirteen (13) receive sites and seven (7) simulcast transmit sites, and uses eight (8) repeater pairs serving three Fire channels, one EMS channel, one Interop channel and three Law channels.

An additional discrete simplex base-mobile system channel is provided for, and programmed into, all public entity users throughout the county for itinerant and Interoperability use.

The City of Columbia operates eight (8) radio systems serving users including:

- Wastewater Line Maintenance
- Wastewater Plant Operations
- Water and Light
- COLT Railroad
- Public Works
- Street Maintenance, County Health, Animal Control
- Solid Waste

Boone County operates one (1) wide area radio system serving users in their public works (Road and Bridge) department.

With a few exceptions, all the City and County system equipment is integrated and co-located at the twenty one sites maintained and operated by 9-1-1/Joint Communications.

Radio Control Consoles

Orbacom TDM-150 console radio dispatch system is used to facilitate audio communication to/from field personnel on a variety of analog radio channels. System interfaces with CAD for tone encoding for fire/EMS personnel and outdoor warning sirens. This system is obsolete and parts are

difficult to locate.

Mobile Data

Both EMS agencies and limited fire personnel use EnRoute's mobile product for their MDTs to generate calls, change status, and receive dispatch call information. This product also has AVL capabilities to show the unit's current location and provide basic routing functionality. A new version is being developed to leverage the additional benefits of the new SQL CAD and new technology such as tablets, smartphones and Windows 8.

All law enforcement agencies use MobileCop for similar functions as EnRoute Mobile. However it does not currently have any GIS capabilities and many personnel use I-Status to view basic call information. Our preference is to have all agencies on the same mobile system to allow greater functionality with CAD, a common operating picture, easier communication between disciplines, and simplified maintenance.

Fire/EMS MDTs currently use NetMotion for VPN connectivity and session persistence with CAD. Additional licenses have been purchased to move law enforcement to the same system but they are currently on a dedicated VPN tunnel through their commercial wireless carrier.

Voice Recording

A Stancil voice logger records analog audio from all telephone positions in dispatch and all primary dispatch channels. ANI/ALI data is also captured for 911 calls. Call recordings are maintained for one year. This system is becoming obsolete since our move to VoIP telephones and will need to be upgraded or replaced during the transition.

Protocol Software

Priority Dispatch ProQA and AQUA - Software product allowing structured call-taking for medical, fire, and police incidents and dispatch life support instructions to be provided to callers. This product interfaces with CAD to categorize calls and give dispatchers and field personnel information on the call. AQUA software is used for Quality Assurance and call review purposes in association with ProQA.

Public Emergency Notification

911/Joint Communications is currently responsible for activating outdoor warning sirens for Columbia and Boone County. The approximately 80 sirens county-wide are activated and monitored via radio.

The RapidNotify web-based application may also be used for public emergency notifications associated with a disaster or major event. Nixle, a Subscriber-based public notification system, is

also used by the 9-1-1 center, in addition to Facebook.

Reporting/Data Analysis

Entrisik Informer - Web-based product purchased through EnRoute for reporting functions on CAD as it is designed to handle the intricacies of multivalued data in Unidata databases. It also allows reporting on SQL databases and enhances data-mining by linking data from disparate databases into a single report.

FirstWatch - Interfaces with CAD and ProQA for real-time call analysis and notification triggers and geo-fencing.

Core Network Infrastructure

Core network functions are currently provided by City of Columbia I.T. (infrastructure, data center servers, domain controller, web page hosting, Internet access, building access control, etc.). As part of this transition these functions will either move to County I.T. Many aspects of 911 and OEM functions need to be redundant and highly available and is best located on-site, perhaps with redundancy/backups off-site, and built with that level of performance in mind. All core network functions and servers will need to be added during this project or extended/enhanced from existing County resources. These could include:

- 1) Internet access
- 2) Virtual machine clusters
- 3) Domain controller
- 4) Servers for DNS/DHCP/SMTP/etc
- 5) Enterprise SQL Server
- 6) ArcGIS for Server
- 7) Internal and external web servers and Internet DMZ
- 8) WiFi for both internal and public devices
- 9) Network file sharing
- 10) Backup management

Data connections with Boone County, Boone County Fire, Southern Boone County Fire, user agency MDTs (agencies are responsible for their own commercial wireless data hardware and costs), and Missouri State Highway Patrol. City of Columbia agencies are already on the internal network but will need connectivity after the transition.



"No Bid" Response Form

Boone County Purchasing
613 E. Ash Street, Room 110
Columbia, MO 65201
Melinda Bobbitt, CPPB, Director
(573) 886-4391 – Fax: (573) 886-4390

"NO BID RESPONSE FORM"

NOTE: COMPLETE AND RETURN THIS FORM ONLY IF YOU ARE NOT SUBMITTING A RFP RESPONSE

If you do not wish to respond to this proposal request, but would like to remain on the Boone County vendor list **for this service/commodity**, please remove form and return to the Purchasing Department by mail or fax.

If you would like to FAX this "No Bid" Response Form to our office, the FAX number is (573) 886-4390.

RFP: 28-16JUL13 – 911 – Joint Communications Consultant

Business Name: _____

Address: _____

Telephone: _____

Contact: _____

Date: _____

Reason(s) for not bidding:

Cost Compilation for April 2013 Ballot: Joint Communications/911 & Office of
Emergency Management (OEM)

**Initial Capital Costs to be Financed: Facility Construction
and Equipment/Software Acquisition**

Description	Source	Cost Estimate
Facility Construction (including design and owner's costs)	Architect	11,350,000
Facility Radio Equipment	PSJC Consultant	2,830,000
IT Hardware/Software - Joint Communications/911	County IT	5,280,000
IT Hardware/Software - OEM	County IT	130,000
Other Equipment - Joint Com/911	PSJC	170,000
Other Equipment- OEM	BCFPD	240,000
Estimated Initial Capital Costs to be financed		\$ 20,000,000

Annual Recurring Costs

Joint Communications/911 Annual Operating Costs:

Description	Source	Cost Estimate
Personnel	PSJC & County Auditor	4,100,000
IT Equipment Maint/Support; Licenses - Joint Communications/911	County IT	655,000
Radio Site Support Costs	PSJC Consultant	170,000
Radio System Repairs/Maint Costs	PSJC Consultant	90,000
Other Operating Costs Joint Communications/911	PSJC	700,000
Utilities, Facility Maintenance, Housekeeping, Liability & Property Insurance	County Auditor	230,000
Estimated Annual Operating Costs- Joint Comm/911		\$ 5,945,000

OEM Annual Operating Costs:

Description	Source	Cost Estimate
Personnel	CFPD & County Audit	340,000
Other Operating Costs	BCFPD	170,000
IT Equipment Maint/Support; Licenses - OEM	County IT	5,000
Estimated Annual Operating Costs- OEM		\$ 515,000

Debt Retirement and Future New/Replacement Capital:

Debt Service on Initial capital costs above and Future New/Replacement Capital	County Treasurer and Auditor	\$ 2,200,000
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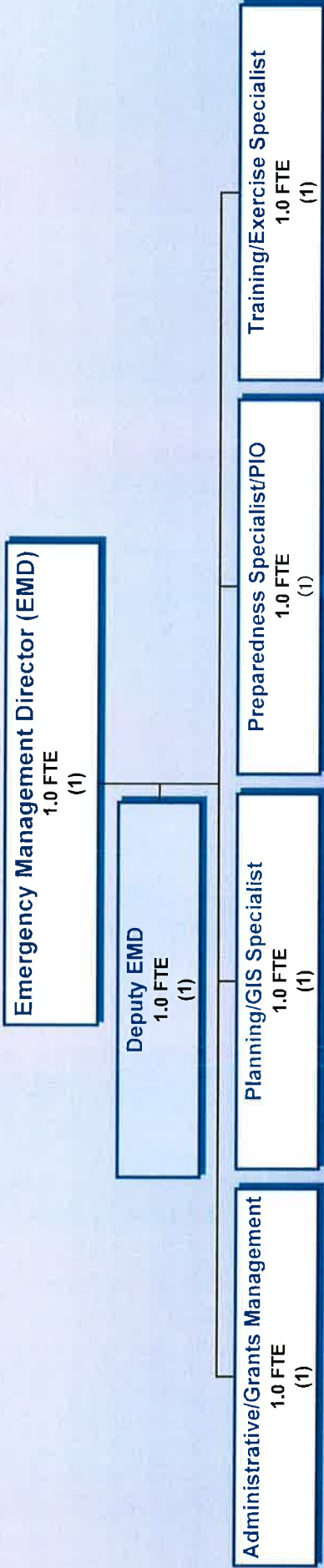
Total Annual Recurring Costs: \$ 8,660,000

3/8th- cent sales tax (2013 estimate)	\$ 9,300,000
1/4th- cent sales tax (2013 estimate)	\$ 6,200,000

Office of Emergency Management

Proposed Organizational Chart

January 9, 2013



Public Safety Joint Comed Communications Proposed Organizational Chart January 10, 2013 *Draft*

- Executive
- Operations (*ETC Shared Workstations)
- Administrative Services
- Technology

