

***Richmond County Government  
Richmond County Emergency Communications  
Consolidation Project***

# **Request for Qualifications**

***Issue Date: October 26, 2015  
Submission Deadline: Friday, November 6, 2015 10:00 A.M.  
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# Table of Contents

1.	OVERVIEW OF THE REQUIREMENT.....	3
2.	REQUEST FOR QUALIFICATIONS DEFINITIONS .....	3
3.	REQUEST FOR QUALIFICATIONS.....	3
3.1	Inquiries .....	3
3.2	Closing Date .....	3
3.3	Late Responses .....	3
3.4	Qualifications Review Committee .....	3
3.5	Review and Selection.....	3
3.6	Signed Responses .....	3
3.7	Acceptance of Responses.....	4
4.	SERVICES .....	4
5.	EVALUATION CRITERIA .....	6
6.	SUBMISSION REQUIREMENTS .....	6
7.	CONFLICT OF INTEREST .....	6

# 1. Overview of the Requirement

Richmond County Government is issuing this Request for Qualifications (RFQ) to be used for the purpose of procuring a qualified and experienced consultant firm specializing in the 911 Public Safety Answering Point (911 PSAP) for management of a grant project.

Richmond County Government is seeking qualifications from capable and experienced 911 PSAP consulting firms to manage turn-key solutions for the design, construction, migration and implementation of a new consolidated 911 PSAP and Emergency Operations Center located on Industrial Park Drive in Rockingham, NC. The goal is to employ a 911 PSAP consulting firm to facilitate a smooth transition into this new facility for all participating agencies and transitioning of personnel.

## 2. Request for Qualifications Definitions

PSAP	Public Safety Answering Point
NC 911 Board	Board established through NCGS 62A
Lead Consultant	Consulting firm hired to manage all aspects of a NC 911 Consolidation Project

## 3. Request for Qualifications

### 3.1 Inquiries

All inquiries related to this RFQ are to be directed, in writing, to the point of contact listed on the title page by email. Information obtained from any other source is not official and should not be relied upon.

### 3.2 Closing Date

Complete hard copies and one electronic copy of each response must be received before 10: A.M., on Friday, November 6, 2015 at the address on the front cover of this RFQ. Responses must not be sent by facsimile. Responses and their envelopes should be clearly marked with the name and address of the respondent and the project or program title.

### 3.3 Late Responses

Late responses will not be accepted.

### 3.4 Qualifications Review Committee

The Qualifications Review Committee will consist of members of the Emergency Services Department or designees who have been selected because of their special expertise and knowledge of the service(s) and/or products(s) that are the subject of this RFQ. Respondents may not contact members of the Qualifications Review Committee except at the request of the committee.

### 3.5 Review and Selection

The qualifications review committee will be using the RFQ as the selection process. The committee will check responses against the mandatory criteria. Responses not meeting all mandatory criteria will not be considered. Respondents meeting the mandatory criteria will be ranked based on the evaluation criteria. The point of contact for the committee will negotiate with the most qualified respondent based on ranking.

### 3.6 Signed Responses

A representative of the respondent firm must sign the response. No electronic submissions will be accepted.

### **3.7 Acceptance of Responses**

This RFQ is intended to be used to identify the most qualified consulting firm to manage the Richmond County Emergency Communications Consolidation project. It is Richmond County's intent to negotiate with the highest qualified response. This RFQ is not a binding agreement to purchase goods or services. Responses to an RFQ are assessed in light of the qualification review criteria.

### **3.8 Fee**

No fee is required for submitting an application nor will one be accepted.

## **4. Services**

The selected consulting firm will lead the consolidation of Richmond County's primary PSAP and the three secondary law enforcement PSAP's into one unified dispatch agency. This project will include a design phase, construction phase, technology infrastructure phase, and a personnel phase. Below is a more detailed outline of each phase:

### **A. Design Phase**

The Richmond County Emergency Communications Consolidation project (RCECC) project includes design phases for bidding of the physical site preparation, design and construction of a new RCECC-Emergency Operations Center (EOC) facility. A site preparation plan and geotechnical study is required for the construction of the facility and tower. The design of the facility shall include a Technology Needs Assessment to assist with the design of the networks and systems of the RCECC-EOC including physical space planning, physical transport network IP network, telephone network, radio network, server systems and storage systems.

The design phase should also include considerations for the established back up plan that is currently in place with Scotland County 911. Consideration and planning for data connections between Richmond County and Scotland County for replication of computer aided dispatch (CAD), mapping and ProQA data is necessary to continue to meet the PSAP back up plan.

### **B. Construction Phase**

This project will include a construction phase. This hardened facility that shall meet at a minimum all the requirements set forth by the NC 911 Board Operating Standards (09 NCAC 06 .0101-.0406 ) for PSAP Grant Construction.

[http://www.osbm.state.nc.us/files/pdf\\_files/ITS05082015.pdf](http://www.osbm.state.nc.us/files/pdf_files/ITS05082015.pdf) These minimum requirements pertain to HVAC, Fire Protection, Security, Lighting, Circuit Construction, Underground Cables, Aerial Cables and Wires, Wiring Inside Building, Circuit Protection, Grounding and Access. The size structure was based on the number of PSAP floor workstations, equipment rooms, office space, kitchen, conference rooms, restrooms, bunk rooms, training room, emergency operations center, and storage areas required.

### **C. Technology Infrastructure Phase**

This project will include a technology phase to implement fault tolerant as well as redundant infrastructure to meet all local, state and federal guidelines for new RCECC-EOC construction. This technology shall meet at a minimum all the requirements set forth by the NC 911 Board Operating Standards. The following technology shall be considered essential for implementation into this consolidated dispatch project. It is the responsibility of the selected consulting firm to research current/future technology trends (i.e. NG 911) and make recommendations.

- 10 position radio console infrastructure and furniture
- Implement NG 911 standards for end to end VoIP
- Paging Systems/Station Alerts

- CAD Server, RMS Server, Message Switch Server and other non Southern Software shared application (fault tolerant/redundant).
- GIS mapping applications
- Implement mobile CADs with MDT and connectivity
- Core Routers and switching hardware/software infrastructure (fault tolerant/redundant)
- Firewall infrastructure (fault tolerant/redundant)
- Provide Administrative phone system and 911 phone system infrastructure
- Logging Recorder System for 911 and radio systems (fault tolerant/redundant)
- Multiplex gear for external connectivity (fault tolerant/redundant)
- Communications tower, cabling, antenna system
- Radio interoperability
- Fiber between the County existing ring and new facility
- Audio/Visual Equipment for training room as well as the EOC
- Redundant and fault tolerant power to all equipment and building
- Meet all NC 911 Board Grant Policy and Procedure for PSAP Consolidations
- Meet all NC 911 Board Operating Standards for PSAPs
- Implement DCI capabilities
- Meet all CJIS Security Policy Standards/Requirements and as well as State CJIN requirements
- Meet all OSHA Requirements
- NCIC requirements
- Meet industry standards from professional organizations such as APCO, NENA and NFPA
- NIMS requirements and procedures

#### D. Personnel Phase

The Personnel phase of this project will in part be determined by the evolution from the current PSAP configuration to a fully consolidated and unified PSAP model. It is anticipated that a staff of 29 total employees will be needed upon project completion. Until the migration occurs, the existing primary PSAP and secondary PSAPs will continue to assume responsibility for each of their respective employees in their PSAPs.

The new unified PSAP will be managed, operated and supervised by the Richmond County Emergency Services Director, who shall be an employee of Richmond County appointed and supervised by the Richmond County Manager and subject to the rules and policies of Richmond County. The Emergency Services Director shall coordinate the operations of the joint agency working closely within the policies and direction recommended by the Law Enforcement Oversight Committee (LEOC) for law enforcement issues.

The LEOC will be comprised of law enforcement representatives of the participating stakeholders, with each agency having a vote as to how the RCECC can most effectively serve their agency and county. The Emergency Services Director shall, through regularly scheduled meetings, communicate directly with the LEOC regarding SOPs for their agencies. The agency level SOPs shall be incorporated into (when appropriate) the RCECC's overall operational SOPs. It shall be the responsibility of the Director to establish operational policies, procedures, and guidelines for the day to day operations and management of the RCECC. It is the responsibility of the Director to assist with the transitioning of existing staff per the Inter-Departmental Agreements and to hire staff to fill the positions created in the consolidation.

The Director will work with the selected consultant to develop a training and transition plan for current and new employees.

## 5. Evaluation Criteria

Below will be the criteria used to by the review committee to select the most qualified consulting firm. The maximum number of points is 100.

- A. Years of experience in the field
  - a. Over 5 years 30 points
  - b. Less than 5 years 10 points
  
- B. Must have functioned as **lead consultant** (See Section 2. Definitions) on a NC 911 Consolidation grant project a minimum of three (3) projects.
  - a. Three projects or more 50 points
  - b. Less than three Ineligible
  
- C. Proven experience in NC 911 Grants 20 points

## 6. Submission Requirements

Each submission is required to have the following:

- A. Submit Signature and Authority Affidavit Form (Attachment A).
- B. A statement of interest.
- C. A resume outlining the respondent's experience, the experience of key team members and a response to the qualification review criteria.
- D. Document each NC 911 Consolidation grant projects lead.
- E. Document any other NC 911 Grant Funded projects lead.
- F. Three professional references (Attachment B).

## 7. Conflict of Interest

A conflict of interest exists wherever an individual could benefit directly or indirectly from access to information or from a decision over which they may have influence and also includes a perceived conflict where someone might reasonably perceive there to be such benefit and influence. A conflict of interest occurs when a staff member or consultant attempts to promote a private or personal interest that results in an interference with the objective exercise of their job responsibilities, or gains any advantage by virtue of his/her position with Richmond County. Conflicts of interest may be real, potential or perceived.

The respondent should disclose conflicts of interest, in writing, to the review committee who will consider the nature of the respondent's responsibilities and the degree of potential or apparent conflict in deciding the course of action that the respondent needs to take to remedy the conflict of interest.

Attachment A  
**SIGNATURE AND AUTHORITY AFFIDAVIT FORM**

PROPOSING COMPANY NAME: \_\_\_\_\_

FEIN (Federal Employer ID Number)    OR    Social Security # (if Sole Proprietorship)

\_\_\_\_\_

Address:

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip+4: \_\_\_\_\_

Number of years in Business: \_\_\_\_\_

Name the person to contact for questions concerning this proposal.

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Toll Free Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Email Address: \_\_\_\_\_

In signing this proposal, we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned, having familiarized themselves with the conditions affecting the cost of the work, having read completely the requirements, hereby proposes to perform everything required and to provide and furnish labor, materials, equipment, tools and all other services and supplies necessary to produce in a complete and workmanlike manner all of the materials or products described in the project relating to this proposal. I further certify that I have carefully examined the proposal documents and all terms herein, and site where the work is to be done and have no agreements to prevent the completion of said work.

The undersigned certifies that it does not discriminate on the basis of race, color, creed, religion, sex, national origin or foreign trade relationships; and if this application for work is approved, the undersigned will, in the performance of the contract or any work connected with the contract, discriminate on the basis of race, color, creed, religion, sex, nation origin or foreign trade relationships.

Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Name: (type or print) \_\_\_\_\_ Date: \_\_\_\_\_

**REFERENCES**

Proposer: \_\_\_\_\_

Provide company name, address, contact person, telephone number, and appropriate information on the product(s) and/or service(s) provided to customers similar to those requested in this solicitation document. Potential subcontractors cannot be references. Any subcontractor arrangement for the completion of this work shall be listed on a separate page.

Company Name: \_\_\_\_\_

Address (include Zip + 4): \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Product(s) Used and/or Service(s) Provided: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address (include Zip + 4): \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Product(s) Used and/or Service(s) Provided: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address (include Zip + 4): \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Product(s) Used and/or Service(s) Provided: \_\_\_\_\_