

REQUEST FOR PROPOSAL:
Architectural/Engineering/Consulting
Services

RFP Title: New Public Safety Answering Point – Site Feasibility Assessment

Issue Date: May 9, 2022

Issuing Agency: RiverCom 911
P.O. Box 3344
Wenatchee, WA 98807
509-662-4650
www.rivercom911.org

RFP Response Due Date: June 3, 2022, by 3:00 PM, PDT

RFP Contact and Submittal Mailing Address: Mihkaela Overbay, Administrative Services Manager
RiverCom 911
140 S. Mission Street, 3rd Floor
Wenatchee, WA 98801
509-662-4655
mihkaela.overbay@rivercom911.org

Summary Statement:

RiverCom 911 (RiverCom) is soliciting Proposal Statements (RFP) from interested consultant individuals and/or firms to conduct a new facility Site Feasibility Assessment to determine the viability of this site for construction of a new Public Safety Answering Point (PSAP - 911 Call Taking/Emergency Services Dispatching Center) in the near future.

RiverCom is issuing this RFP to establish a competitive process to assure qualified individuals and/or firms are provided equal opportunity for consideration. RiverCom will consider proposals only from individuals and/or firms that have demonstrated the capability and willingness to provide high quality professional services in the areas outlined in this RFP. Only serious submittals will be accepted for consideration.

Notice:

RiverCom reserves the right to accept, and be the sole judge of, Proposal Statements based on its assessment of needs and in the best interest of the agency. RiverCom also reserves the right to change, alter, amend, supplement, suspend, or terminate this RFP process, and the right to reject any and all Proposal Statements, with or without cause, and at any time. Likewise, a

Proposal Statement may be withdrawn by the respondent from consideration at any time by providing RiverCom with written notice by mail or email.

SECTION 1 - Project Goal:

A. Description

To secure the professional consulting services necessary to complete a construction site feasibility assessment to determine if a “Greenfield” build of a new RiverCom Public Safety Answering Point (PSAP - 911 Call Taking/Emergency Services Dispatching Center) is viable at this location. This work will position RiverCom to initiate a facility design process and securing of a Conditional Use Permit for the construction of a new PSAP facility, which will serve the Chelan/Douglas County Region for decades to come.

SECTION 2 - Introduction and General Information:

A. Introduction

RiverCom is soliciting Proposal Statements from interested individuals and/or firms who can provide professional consulting services to conduct a Site Feasibility Assessment for a future “Greenfield” facility build, and related services for RiverCom. Respondents should demonstrate knowledge, experience, and expertise in the key areas listed in this RFP.

The purpose of this RFP is to obtain relevant information, credentials, qualifications, experience, and a written project approach from interested individuals and/or firms, which will enable RiverCom to select a consultant(s) and/or firm to support this complex capital facility development and construction project.

B. Background

RiverCom is a multi-jurisdictional Public Safety Answering Point (PSAP) that provides 911 call-taking and emergency services dispatch services for law enforcement, fire districts and departments, and public and private ambulance services in Chelan and Douglas counties. In serving these emergency response agencies (with the exception of Washington State Patrol), RiverCom takes well over 100,000 calls annually.

RiverCom is established as a municipal corporation, and is organized as a separate legal entity under the laws of Washington State. The agency is governed by the RiverCom Administrative Board, which consists of elected officials from Chelan and Douglas Counties, the Cities of Wenatchee and East Wenatchee, and representatives from the region’s public safety community (See RiverCom website for additional information and supporting documentation).

RiverCom conducted a Programming and Planning Study, which produced a “Concept Design” for the construction of a new PSAP on a “Greenfield” site (Programming and

Planning Study available at RiverCom 911 website). Due to RiverCom having outgrown its current PSAP facility, this new facility is required to position RiverCom to continue to fill its critical role and responsibilities in the Chelan/Douglas County Region's public safety network by providing 911 call taking and emergency services dispatching.

RiverCom's Core Mission is "The delivery of 24/7/365 high quality, dependable, and reliable 911 call-taking and emergency services dispatching. Everything in RiverCom is subordinate to accomplishing this Core Mission!" This RFP, and resulting Site Feasibility Assessment, directly supports the agency's continued achievement of this Core Mission.

C. Scope

The next phase in this complex capital facilities project is to secure the professional consulting services necessary to complete a Site Feasibility Assessment to determine if a "Greenfield" build of a new RiverCom Public Safety Answering Point (PSAP - 911 Call Taking/Emergency Services Dispatching Center) is viable at the location identified in Douglas County. Based on the outcome of this assessment, and the operational needs of RiverCom in planning for, constructing, and occupying a new PSAP facility in the near future, this scope of work may be modified and expanded as needed.

D. Note to Respondents

Individuals and/or firms interested in responding to this RFP must prepare and submit a Proposal Statement, and other documents, in accordance with the procedure and schedule outlined in this RFP. RiverCom will consider Proposal Statements only from individuals or firms that have demonstrated the capability and willingness to provide high quality services in the areas outlined in this RFP. Only serious inquiries and proposals will be accepted. Please do not send a response to this RFP if you do not have strong experience in one or more of the areas described in this RFP.

For the purpose of this RFP, the term "Proposal Statement" herein refers to the Proposal Statement plus any and all information and materials required for comprehensive submittal in this RFP process. RiverCom intends to qualify person(s) and/or firm(s) that possess the professional and administrative capabilities to provide the proposed services under terms, conditions, and rates that provide the greatest benefit to RiverCom and the general public.

E. RFP Requests

The RFP, and all associated supporting information, are available at www.rivercom911.org. To request a copy of the RFP, contact Mihkaela Overbay, Administrative Services Manager, at RiverCom by phone at 509-662-4655 during regular business hours, or by email at mihkaela.overbay@rivercom911.org. RiverCom shall require the following information be provided at the time of the request: Name of individual/legal firm, business mailing address, contact name, contact phone number, and email address.

F. Rights, Terms, and Conditions

Upon submission of a Proposal Statement in response to this RFP, the respondent acknowledges and consents to the following conditions relative to the submission, review, and consideration of its Proposal Statement:

1. This document is an RFP, and does not commit RiverCom to issue a contract for services.
2. All costs incurred by the respondent in connection with responding to this RFP shall be borne solely by the respondent.
3. Proposal Statements that are incomplete, or not responsive to the requirements of this RFP, may be rejected without notice to the respondent. RiverCom reserves the right to determine that any Proposal Statement received complies or fails to comply with the terms of this RFP.
4. All Proposal Statements shall become the property of RiverCom and will not be returned to the respondent.
5. RiverCom reserves the right, without prior notice, to amend, change, modify, or supplement the RFP at any time, or otherwise request additional information pertaining to the Proposal Statement. Any changes, amendment, or other modification to the RFP shall be made through issuance of addenda to all prospective respondents who have received a copy of this RFP.
6. RiverCom may request respondents to send representative(s) to RiverCom to provide additional information pertaining to the RFP.
7. RiverCom reserves the right, in its sole judgment, and for any reason, to reject any and all responses, either in their entirety or a component thereof; RiverCom also reserves the right to eliminate any and all respondents from further consideration in this process.
8. RiverCom also has the right to suspend or terminate, at their convenience and without cause, this RFP process or any contract resulting from this RFP by specifying the date of suspension or termination in a written notice.
9. RiverCom reserves the right to conduct investigations on any or all respondents, as RiverCom deems necessary or convenient, to clarify the information provided as part of the Proposal Statements, and to request any additional information to support the information included in the Proposal Statement.
10. RiverCom shall be the sole judge of the Proposal Statements and other determining factors, and reserves the right to select a contract that it believes is in the best interest of RiverCom 911. RiverCom's decision shall be final.

11. Neither RiverCom, RiverCom staff, the RiverCom Administrative Board, nor any of their consultants or advisors shall be liable for any claims or damages resulting from the solicitation or preparation of the Proposal Statement, nor will there be any reimbursement to respondents for the cost of preparing and submitting a Proposal Statement or for participating in this process.

G. Anticipated RFP Process and Review Schedule

RiverCom anticipates the following schedule for the preparation, review, and selection of responses to this RFP. However, RiverCom shall be under no obligation to complete all or any portion of the process described in this RFP. RiverCom reserves the right to change, suspend, terminate, or otherwise change the schedule at any time.

H. RFP Process and Review Schedule:

Issuance of RFP	May 9, 2022
Deadline for Questions	May 27, 2022, by 3:00 PM, PDT
Proposal Statements Due	June 3, 2022, by 3:00 PM, PDT
Proposal Statement Opening	June 6, 2022
Evaluation Period	June 7, 2022 - June 10, 2022
Selection	June 13, 2022
Award	June 15, 2022

I. RFP Questions:

RiverCom will accept and respond only to written questions pertaining to this RFP before the 3:00 PM, PDT on May 27, 2022 deadline for questions. Written questions may be submitted by mail or email to:

Mihkaela Overbay, Administrative Services Manager
RiverCom 911
140 S. Mission Street, 3rd Floor
Wenatchee, WA 98801
509-662-4650
mihkaela.overbay@rivercom911.org.

J. Proposal Statement Due Date:

Proposal Statements must be received by RiverCom no later than 3:00 PM, PDT on June 3, 2022 by mail or hand-delivered directly to the administrative office of RiverCom. Any Proposal Statement received after the due date and time will be disqualified.

K. Proposal Statement Opening:

RiverCom expects to open Proposal Statement packages on June 6, 2022, which will take place at the RiverCom 911 Conference Room located at 140 South Mission Street, 3rd Floor, Wenatchee, WA 98801. The RiverCom Administrative Board Chair, and/or designee, may be present at the opening.

L. Selection Award:

RiverCom anticipates a selection award will be issued by the RiverCom Administrative Board at their regular meeting scheduled on June 15, 2022.

M. Proposal Statement Format and Requirements

All responses to this RFP shall be prepared with full consideration of the RFP requirements, and any addenda issued prior to the proposal submission due date. All responses to this RFP must be prepared in full and complete at the time of submission. Respondents may also submit supplemental and supporting information not required in this RFP that it feels may be useful in evaluating respondent qualifications. Respondents are encouraged to be clear, factual, and concise in their presentation of information. Responses that fail to meet the requirements of the RFP, or which are in any way conditional, incomplete, obscure, inaccurate, or contain errors may be rejected.

SECTION 3 - Project Description:

RiverCom, with the support of a Consulting firm, completed a Programming and Planning Study, which identified the need for a “Greenfield” design/build of a new PSAP facility to meet future operational and capital facilities needs of the agency (Programming and Planning Study available at rivercom911.org). Through the leadership of a RiverCom Administrative Board Sub-Committee, the agency identified a prospective site for the construction of this new facility (Site description and related information available at rivercom911.org).

As the next step in the capital facility design/build process, RiverCom seeks to secure the services of a qualified individual and/or firm to conduct a site feasibility assessment to determine this locations viability for the construction of this new PSAP that specifically meets the unique operational needs of RiverCom, based on the facility and infrastructure requirements identified in the Programming and Planning Study. The ultimate goal of this project is to provide RiverCom and the Administrative Board the information necessary to determine this site’s viability for the construction of a new PSAP.

Site Feasibility Assessment elements include, but are not limited to:

- Geo-Technical conditions, requirements, or other considerations;
- Electrical power;
- Domestic water and facility fire flow;

- Surface and waste water management;
- Radio communications network access and connectivity;
- Telecommunication utilities;
- Environmental factors, conditions, and other requirements and/or limitations;
- Douglas County Building Code or other construction requirements;
- Traffic management and facility ingress and egress;
- Continuity of Operations considerations;
- Site physical security;
- Land use requirements and/or limitations; and
- Other factors to be considered for such a “Critical Infrastructure” investment.

The following resources may provide assistance in determining, recommending, and completing the Site Feasibility Assessment elements, and the approach for appropriately considering the purpose, scope, timeline, and budget for this project. All documents referenced shall be the most current edition. These resources include, but are not limited to:

- Municipal, County, and State Building codes;
- National Fire Protection Association (NFPA) 1221, Standard for Installation Maintenance and Use of Emergency Services Communications Systems;
- FEMA 452 – How to Guide to Mitigate Potential Terrorist Attacks against Buildings;
- Unified Facilities Criteria (UFC) 4-010-01; Department of Defense Minimum Antiterrorism Standards for Buildings;
- National Institute for Occupational Safety and Health (NIOSH); Guidance for protecting building environments for airborne, chemical, biological or radiological (CBR) attacks;
- TIA 942; Telecommunications Infrastructure Standards for Data Centers;
- National Emergency Number Association Public Safety Answering Point Site Selection Criteria Information Document (NENA INF-O39.2-2018);
- Selected sections of NENA Resource, Hazard and Vulnerability Analysis Information Document (NENA INF-019.3-2022);

- APCO/NENA Emergency Communications Center (ECC) Service Capability Criteria Rating Scale (ANS APCO/NENA 1.102.3-2020); and
- APCO Public Safety Grade Site Hardening Requirements (APCO ANS 2.106.1-2019)

Critical infrastructure associated with this project includes the communications center and all associated administrative, training, meeting, co-location space/options, occupant needs, as well as call-taking, radio communications, computer equipment, and common spaces.

SECTION 4 - Proposal Statement Requirements:

Proposal Statement submittals must include the following administrative and professional items and information:

A. Administrative Information Requirements

1. A Cover Letter or Executive Summary introducing the individual and/or firm, establishing interest in providing services for RiverCom, and addresses the information contained in the Proposal Statement, and the individual authorized to commit services is required to sign the letter.
2. A Summary of Qualifications relating to the scope of work listed in this RFP.
3. Name, physical address, mailing address, telephone number of individual and/or firm submitting the Proposal Statement pursuant to this RFP.
4. A description of the business organization (i.e., corporation, partnership, joint venture, etc.) of each individual and/or firm, its ownership, and its organizational structure.
 - a. Provide the names and business addresses of all Principles of the firm(s) submitting the Proposal Statement.
 - b. If a firm is a partially owned or a fully-owned subsidiary of another form, identify the parent company.
5. The number of years the business organization has been under the present name.
6. The number of years the business organization has been under the current management.
7. Any judgments within the last three (3) years in which the respondent has been adjudicated liable for professional malpractice.
8. Whether the business organization is now or has been involved in any bankruptcy or re-organization proceedings in the last ten (10) years. If yes, please explain.

9. W-9 Form: Request for Taxpayer Identification Number and Certification.
10. Documentation of any required licensing to provide services in the State of Washington.
11. Documentation of professional liability insurance, if applicable.

B. Professional Information Requirements

1. Describe overall experience in providing the type of services sought in this RFP.
2. Describe how the required services will be provided. This should include an approach to implementing a contract, conducting and completing assessments, evaluations and analysis, assessment presentation, availability, responsiveness, and office location.
3. Describe related municipal, local government, state government, public safety, and/or public safety answering point experience.
4. Provide information about the Project Team:
 - a. Identification of the person to serve as primary consultant or project lead responsible for working and coordinating with RiverCom; include primary work location and contact information.
 - b. The names of key personnel assigned to the project, their anticipated assignment(s), and primary work location.
 - c. A resume for each key person assigned to the project, which should include, but is not limited to the following:
 - Name, job title, and any areas of specialization;
 - A synopsis of experience, training, or other qualifications;
 - Years of relevant experience and, if applicable, length of time with current firm;
 - Any professional licenses, accreditations, certifications, affiliations, etc.;
 - Level of experience with public safety and/or PSAP consulting and space assessment; and
 - Work samples may be provided.
5. Describe services that respondent would perform directly.

6. Describe those portions of respondent's services, if any, that may be sub-contracted out;
7. Provide professional references, preferably relating to municipal and local government work, include contact names, telephone numbers, and e-mail addresses.
8. Provide references with public agencies that you or your firm have represented in the past; include client contact information and a full description of the project.
9. Identify and address any known or potential areas that may present a conflict of interest.
10. Fee schedule and structure to include applicable rates for primary, secondary, and other services; minimum time increments for billing purposes; describe how travel time and related expenses are billed; describe how telephone calls are billed; address any reimbursable expenses; describe any flat fee services; describe retainage fee and/or other applicable costs to initiate or maintain contract; address predictability or projected cost or fee increases and the basis for such increases.

SECTION 5 - Submittal Instructions to Respondents:

A. Submission of Proposal Statements

Respondents must submit one (1) original and two (2) copies of their Proposal Statement and related materials to RiverCom. Additionally, one electronic copy of the Proposal Statement will be provided on flash drive device.

All Proposal Statements and related materials included as part of a Proposal Statement must be received in their entirety, and in one package. The packet of information must be contained in a sealed envelope/package, and be clearly marked in bold lettering in the lower left corner with the respondent's name, address, and the RFP name: **PSAP SITE FEASIBILITY ASSESSMENT**.

Proposal Statements must be physically received by the RiverCom no later than 3:00 PM, PDT on June 3, 2022. Proposal Statements must be received before the due date and time, and must be mailed or hand-delivered directly to RiverCom at the address listed on the title page of this RFP.

Respondents wishing to hand-deliver a Proposal Statement must contact RiverCom to make arrangements for a delivery date and time.

RiverCom will not bear responsibility for any delays in delivery for any reason.

RiverCom will not accept packages sent C.O.D. or bear the cost of any required or outstanding postage or mailing fees.

Proposal Statements forwarded by e-mail or facsimile will not be accepted.

Any Proposal Statement received after the due date and time will not be considered.

SECTION 6 – Proposal Review and Final Selection:

A. Review of Qualifications

The RiverCom Administrative Board Chair will appoint a Selection Committee, who will analyze the submittals and evaluate the individuals and/or firms regarding their qualifications and expertise. Proposals will be evaluated by RiverCom on the basis of what it considers to be the most advantageous submission in that all relevant factors will be considered. The evaluation may include, but will not be limited to, the following considerations:

1. Qualifications.
2. Level and range of experience.
3. Reputation.
4. Level of knowledge and experience in core competencies.
5. Capability and experience of key personnel.
6. Description of services to be performed.
7. Organizational and project management approach to the project.
8. Ability to perform the scope of work.
9. Knowledge and ability to accommodate the needs of RiverCom.
10. Sufficiency of staffing proposed to provide required services.
11. Communication skill and/or plan.
12. Availability and ability to respond to time sensitive matters.
13. Costs and budgetary considerations.
14. History of successfully providing like or similar services.
15. Other factors demonstrated to be in the best interest of RiverCom, and the successful completion of this project.

RiverCom may contact respondents by phone, by email, or may request to meet in person in order to obtain additional information, or answer questions during the selection process of this RFP.

B. Final Selection and Award of Contract

Based solely on the evaluation of proposals, the Selection Committee may select an individual and/or firm or, at the Committee's discretion, produce a shortlist of the most qualified individuals and/or firms for further evaluation and/or interview. The primary principle or lead person assigned to the project must be present during any interview process. Interviews may be conducted in-person or by a remote method.

Once the selection of an individual and/or firm is made, and the RiverCom Administrative Board has approved the selection, RiverCom will contact the awarded individual and/or firm to negotiate a contract for services. If RiverCom is unable to successfully negotiate a contract, RiverCom may contact other firms that submitted a response and attempt to negotiate a contract.