

**REQUEST FOR PROPOSAL:**  
**Owner’s Representative/Project Management  
Services**

**RFP Title:** New Public Safety Answering Point Facility Development  
– Owner’s Representative/Project Management Services

**Issue Date:** October 17, 2024

**Issuing Agency:** RiverCom 911  
140 S. Mission Street, 3<sup>rd</sup> Floor  
Wenatchee, WA 98801  
509-662-4650  
[www.rivercom911.org](http://www.rivercom911.org)

**RFP Response Due Date:** **November 8, 2024 by 3:00 PM, PDT**

**RFP Contact and Submittal:** Mihkaela Overbay, Administrative Services Manager  
[mihkaela.overbay@rivercom911.org](mailto:mihkaela.overbay@rivercom911.org)  
509-662-4655

**Mailing Address:** RiverCom 911  
P.O. Box 3344  
Wenatchee, WA 98807

**Summary Statement:**

RiverCom 911 (RiverCom) is soliciting Proposal Statements (RFP) from interested consultant individuals and/or firms to secure Owner’s Representative/Project Management services for the development of a new Public Safety Answering Point (PSAP - 911 Call Taking & Emergency Services Dispatching Center) in the near future. Property for the project has been purchased and RiverCom is currently in the early stages of design.

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.

**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. Likewise, a Proposal Statement may be withdrawn by the respondent from consideration at any time by providing RiverCom with written notice by mail or email.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 Owner's Representative/Project Management services necessary to complete the design and construction of a new RiverCom Public Safety Answering Point (PSAP - 911 Call Taking/Emergency Services Dispatching Center) on existing land owned by RiverCom. These services will provide RiverCom the professional expertise required to develop, manage, and oversee this complex capital facility build processes, and the successful implementation of a new PSAP, which will serve the Chelan/Douglas County Region for decades to come.

## **SECTION 2 - Introduction and General Information:**

### **A. Introduction**

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 an individual consultant(s) and/or firm to support this complex and technologically (Radio Communications; Information Technology; and GIS) dependent 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, RiverCom takes well over 150,000 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 (Programming and Planning Study available at RiverCom 911 Website [www.rivercom911.org](http://www.rivercom911.org)). 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 aligned to accomplishing this Core Mission!” This RFP, and subsequent Owner’s Representative/Project Management services, will directly support 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 the construction of the new RiverCom Public Safety Answering Point (PSAP - 911 Call Taking/Emergency Services Dispatching Center). These services will provide RiverCom the professional skills required to develop, manage, and oversee the facility design and build processes.

RiverCom projects the cost to complete this project at \$14 - \$16 million.

### **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 Submissions**

The RFP, and all associated supporting information, are available at [www.rivercom911.org/projects](http://www.rivercom911.org/projects). All RFP submissions shall be emailed to Mihkaela Overbay, Administrative Services Manager, at [mihkaela.overbay@rivercom911.org](mailto:mihkaela.overbay@rivercom911.org), who can also be reached by phone at 509-662-4655 during regular business hours for questions regarding this process.

## **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.

## G. Anticipated RFP Process and Review Schedule

RiverCom anticipates the following schedule for the collection, 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.

### RFP Process and Review Schedule:

Issuance of RFP	October 17, 2024
Deadline for Questions	November 5, 2024 by 3:00 PM, PDT
Proposal Statements Due	November 8, 2024 by 3:00 PM, PDT
Evaluation	November 12, 2024
Selection	November 13, 2024
Award	November 14, 2024

### RFP Questions:

RiverCom will accept and respond only to emailed questions pertaining to this RFP before the 3:00 PM, PDT on November 5, 2024 deadline for questions. Written questions may be submitted by email to:

Mihkaela Overbay, Administrative Services Manager  
[mihkaela.overbay@rivercom911.org](mailto:mihkaela.overbay@rivercom911.org)  
509-662-4655

### Proposal Statement Due Date:

Proposal Statements must be received by RiverCom no later than **3:00 PM, PDT on November 8, 2024**, by email to [Mihkaela.overbay@rivercom911.org](mailto:Mihkaela.overbay@rivercom911.org) (See Section 5 below, Submittal Instructions to Respondents).

### Selection Award:

RiverCom anticipates a selection award will be issued November 14, 2024.

## H. 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 completed a Programming and Planning Study, which identified the need for a design/build of a new PSAP facility to meet future operational and capital facilities needs of the agency (Programming and Planning Study available at [www.rivercom911.org](http://www.rivercom911.org)). RiverCom identified and evaluated several properties to determine the best location for this new PSAP facility. In August, 2024, RiverCom purchased 12.7 acres at the corner of 5<sup>th</sup> St NE & N. Lyle Ave., in East Wenatchee for the future construction of the new PSAP.

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 Owner's Representative/Project Management services. This project will involve substantial design and technology implementation involving Radio Communications, Information Technology, and Geographical Information Systems and networks.

Owner's Representative/Project Management responsibilities include, but are not limited to:

- Provide a full range of Owner Representative and Project Management services when facilitating this project, and reporting to the Executive Director;
- Act as liaison to the Administrative Board, in support of the Executive Director;
- Facilitate and work with RiverCom staff to develop design parameters, and facility critical needs criteria;
- Coordinate with all aspects of RiverCom operations, technology, and administrative business units throughout the design, and construction processes;
- Support the development, posting, and review of contract solicitations and subsequent evaluation, negotiations, and awards for architectural design, engineering, and contractor services.
- Monitor, manage, and enforce construction schedules and project budgets throughout the entire design/build continuum;
- Manage and oversee all RFI's, change orders, and payment requests;
- Assist RiverCom staff and leadership in developing and administering a smooth facility transition of operations, both administration and 911 services, through a phased-approach during construction and move-in processes;
- Perform additional related work as approved and assigned by the Executive Director; and
- Support RiverCom staff and leadership in the closing of this project, both operationally and financially.

## **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 the above services for RiverCom, addressing the information contained in the Proposal Statement, and identifying the individual authorized to commit to the services.
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.
5. The number of years of experience the organization has when conducting this type of professional project, and or consulting work.
6. 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.
3. Describe the Project Team, and divisions of labor and responsibilities.
4. Describe services that respondent would perform directly.
5. Describe those portions of respondent's services, if any, that may be sub-contracted.
6. Provide a fee schedule and structure to include applicable rates for primary, secondary, and other services, or a project fixed price.

## **SECTION 5 - Submittal Instructions to Respondents:**

### **A. Submission of Proposal Statements**

Respondents must submit all proposals, and supporting documentation, electronically by email. RiverCom may request additional copies of proposals in hard copy, either during the review period, or after a contract award.

All Proposal Statements and related materials included as part of a Proposal Statement must be received in their entirety, and in one email titled: **RiverCom PSAP Project – Owner's Representative/Project Manager Services.**

Proposal Statements must be received by email **no later than 3:00 PM, PDT on November 8, 2024**, addressed to:

Mihkaela Overbay, Administrative Services Manager  
[mihkaela.overbay@rivercom911.org](mailto:mihkaela.overbay@rivercom911.org)

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

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 Executive Director, Administrative Services Manager and RiverCom Board designee will review all 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, and/or may request to meet in person in order to obtain additional information, or answer questions during the evaluation and selection processes of this RFP.

### **B. Final Selection and Award of Contract**

Based solely on the evaluation of proposals, RiverCom may select an individual and/or firm or, at the agency'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, RiverCom will contact the awarded individual and/or firm to negotiate and finalize 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.