

REQUEST FOR PROPOSALS (RFP)

PUBLIC SAFETY E-911/NEXT GEN 911 COMMUNICATIONS CONSULTING SERVICES

All proposals are due on or before 4:30pm., Pacific Time, May 19, 2017, and shall be valid for 120 days from the RFP due date.

One original and eight (8) copies of the proposal shall be submitted to Elko County at:

Elko County
540 Court Street, Suite 101
Elko, NV 89801
Attn. Cash Minor, Assistant County Manager
(775) 753-7073

Requests for clarification regarding this RFP must be made Cash Minor, Assistant County Manager at cminor@elkocountynev.net no later than 3:00 p.m. on May 10, 2017. Answers to requests for clarification will be provided to all persons making a request no later than 3:00 p.m., May 15, 2017.

Electronic copy of this RFP may be requested by contacting the Assistant County Manager.

PURPOSE:

The Elko County E911 Advisory Board seeks proposals from qualified consulting firms to conduct a thorough needs analysis of the Elko County 911 telephone communications system. Professional services are sought to develop options and recommendations for Elko County to upgrade its legacy 911 communications.

The new system should provide full E-911 services to the entire county. Receipt of recommendations and plans, will be assessed by the Elko County E911 Advisory Board. The E911 Advisory Board may make a decision to award the work document for its professional services agreement to include procurement support and implementation support (phases 2 and 3). If all submissions are rejected the board will start the process over.

BACKGROUND:

Elko County is the 6th largest county in the United States with an estimated population of 53,000. It covers over 17,000 square mile area and is situated in the Northeastern corner of Nevada. The area is a combination of 4 incorporated cities and multiple towns with the majority being rural with diverse topography.

There are currently three Public Safety Answering Points (PSAP's) the primary at the Central Dispatch Administrative Authority (CDAA) facility in Elko to handle emergency communications for police, fire and EMS services throughout most of the county. A second PSAP is located in the

City of West Wendover which primarily serves that city and adjacent area. A third PSAP is located on the Duck Valley Indian Reservation and is primarily responsible for that land area only.

The current 911 system is basic 911 with caller ID. There are six ILEC wireline telephone companies and at least three primary wireless carriers operating in Elko County.

Internal Stakeholders:

All Elko County PSAP Stakeholders need to understand the County's current use and future needs. The consultant will meet with designated staff to assess their communication needs for daily operations database management. The final report will document all stakeholders current and future needs.

CONSULTANT OBJECTIVES BACKGROUND:

Phase 1: Needs Assessment & Recommendations

Complete an analysis of Elko County's current 911 communications system:

- A. Conduct on-site project kickoff meeting with Elko County stakeholders to confirm goals and requirements
- B. Existing system: perform an analysis of Elko County's existing system to include age, lifecycle, reliability, ownership, operating condition, access and capacity:

System equipment

- Site infrastructure
- Dispatch/ Training Level/ Staffing
- All other components
- Describe the level of local control and staffing necessary to support current system

C. Make recommendations based on findings and professional experience to provide a detailed comparison of E-911 and Next Gen 911 technologies designed for Elko County to meet the following needs:

- Equipment to include features needed today and in the foreseeable future
- Performance Interoperability
- Cost

D. Make recommendations based on findings and professional experience to provide a detailed comparison of E-911 and Next Gen 911 technologies designed for Elko County.

- Equipment
 - Itemize and prioritize improvements, upgrades and additions to the existing or areplacement systems
 - Provide options and recommendations to be incorporated in the mandated 5 year plan.
 - Describe how desired operational features and options will be provided
 - Outline how reliability and redundancy will be achieved

- Performance
 - Establish connectivity recommendations and options for PSAP's to include capacity and reliability requirements

- Cost
 - Establish costs for a turnkey system and possible cost-saving alternatives:
 1. Include purchase, lease and additional fees
 2. Identify annual costs over 5, 10, and 15 years

- Role of staff to ensure sufficient level of local control, management and service
 - During transition
 - After implementation
- Anticipated challenges to achieve success

E. Submit draft report for review

- Provide editable electronic draft of findings and recommendations
- Work with Elko County E911 Advisory Board project team to validate and revise findings, recommendations

F. Submit final report

- Provide report in electronic form and hard copy form
- Technical presentations to Elko County E911 Advisory Board and/or internal stakeholders

Phase 2: Procurement Support

At the Elko County E911 Advisory Board's sole option, they may require any or all of the following professional services to develop an RFP (Request for Proposal or other formal procurement document) to be issued to vendors:

A. Assist the Elko County E911 Advisory Board to incorporate the established technical requirements into an RFP to be issued to vendors for the development and submission of proposals for a replacement E-911/Next Gen 911 system:

- Coordinate with the Elko County E911 Advisory Board on the format of the RFP to include administrative elements
- Define requirements and options for a new or upgraded E-911/Next Gen 911 system within the RFP
- Establish a list of qualified vendors
- Develop bid/proposal scoring and evaluation criteria
- Establish a schedule and timeline for the RFP pre-bid date and location; facilitate site walks or related activities
- Assist with the coordination of pre-bid meetings, site walks, etc.

B. Assist with the review and recommendations of proposals received from vendors and contract terms:

- Assist the Elko County E911 Advisory Board Evaluation and Selection Committee by conducting a full review and evaluation of proposals received; submit follow up questions to vendors as needed for clarification of RFP elements; review vendor history and references
- Provide a written evaluation of the 2-3 proposals which are determined by the consultant to be the top scoring proposals to include:
 - Operational and technology benefits and drawbacks
 - Detailed cost data
 - Lease and purchase options
 - Long term maintenance costs and expected lifecycle
- Assist with final vendor contract negotiation and execution, including “best and final” pricing negotiations

Phase 3: System Implementation Support

At the Elko County E911 Advisory Board’s sole option, they may require any or all of the following professional services to assist with “Project Management” and oversight support during the installation and implementation phase of the project:

A. Upon completion of the contract execution with the selected vendor, assist the Elko County E911 Advisory Board with coordination of project implementation:

- Coordinate with selected vendor to establish a Project Manager
- Work with the Elko County E911 Advisory Board and vendor to schedule a project kickoff meeting
- Finalize project implementation, equipment delivery and installation schedule
- Serve as a point of contact for the Elko County E911 Advisory Board to address local ILEC facilities issues; assist with readiness of facilities for delivery and installation of equipment

B. Provide ongoing Project Management services for the Elko County E911 Advisory Board during the life of the project

- Provide oversight of delivery and installation of equipment
- Assist the Elko County E911 Advisory Board and vendor with resolution of problems
- Track project schedule, costs, and budget expenditures
- Coordinate with vendor(s) to conduct weekly project update conference calls and provide regular written project status reports of equipment, to include both technical parameters and system coverage

C. Project completion and closeout:

- Coordinate with Elko County E911 Advisory Board and vendor to establish final testing parameters and activities
- Conduct final inspections of all infrastructure locations and equipment
- Coordinate and participate with vendor to conduct testing of radio system
- Work with the Elko County E911 Advisory Board and vendor to develop a “punch list” of all equipment and issues needing to be addressed or resolved
- Provide determination whether project and system goals have been met
- Verify the Elko County E911 Advisory Board has received all required system documentation

- Assist the Elko County E911 Advisory Board in establishing a training program for employees to learn the how to use the new system

PROPOSAL FORMAT:

Proposers are requested to submit a response to the Request for Proposal describing their ability to perform the required professional services identified with the Consultant Objectives for Phases 1, 2 and 3. The proposal must include the information listed below and should be organized as follows:

A. Business organization – eligibility:

- Company and key personnel must have five (5) years of continuous experience in the public safety E911/ Next Gen 911 system consulting, planning, design and implementation
- Firm must have documented experience in the development of large-scale E-911 infrastructure acquisition and project management
- Company shall be entirely independent and impartial in the development of any project specifications and recommendations
- Firm shall emphasize demonstrated knowledge and experience with current and emerging public safety telephone systems in the State of Nevada, if any
- Name of principal in charge, location of specific office that will perform the majority of the work, and contact information
- Identification of legal basis for proposer's business structure; i.e. sole proprietorship, partnership, corporation, S corporation, LLC, etc.
- Summary of capacity of the firm to perform the Consultant Objectives including the firm's number of employees, specialties and list of recent clients
- Statement affirming that, to the best of its knowledge, there are no circumstances that would cause a conflict of interest in performing services for the Elko County E911 Advisory Board
- Specify any projects or work performed by the firm or key personnel for Elko County E911 Advisory Board or the aforementioned stakeholders within the last five (5) years
- A demonstrated record of vendor neutrality and recommendations for various vendors is preferred

B. Project Team

- List the names of key personnel and their anticipated project assignments. Work samples may be provided in your submission
- Identify lead person responsible for working with the Elko County E911 Advisory Board
- Summary of each team member's qualifications, including but not limited to:
 - Name, specialty and job title
 - Years of relevant experience with the submitting firm
 - Professional licenses and registrations
 - Office location where employed
 - Synopsis of experience, training or other qualifications that will be used to provide the required services

C. Experience

- Identify each public safety agency your firm has worked with in the last three (3) years
- Highlight similar projects (E-911 consulting services for needs analysis, system planning, procurement support or implementation support) performed in the last three (3) years and demonstrate vendor neutrality:
 - Consultant recommendation

- Final decision by client
- Name, address, telephone and e-mail of references for each project
- Describe project team’s specific experience with E-911/ Next Gen 911 systems currently in use or being developed. Specify experience with members of local project teams (state, county, cities or vendors) who have been instrumental in developing and implementing these systems.

D. Timing

- The critical importance of this project demands sufficient time to conduct a thorough analysis and make sound recommendations. However, many stakeholders and other significant projects are awaiting this decision, so time is of the essence.
- An aggressive timeline for project milestones should be outlined.

E. Cost

- Hourly fee rates. If hourly fees are not used, indicate this in the proposal and provide the total amount and basis for charges
- Total project cost for Phase 1, including a breakdown of expenses for travel, materials, etc.
- Estimate a total project cost for Phase 2 and Phase 3; provide a blended hourly fee rate for these phases since the Elko County E911 Advisory Board has not determined the level of engagement is desired, if any

Schedule Item	Date
Request for Proposal released	April 17, 2017
Request for clarifications due 3:00pm	May 10, 2017
Proposals due by 4:30pm in Assistant Elko County Manager’s Office	May 19, 2017

