



REQUEST FOR PROPOSAL

CONSULTING SERVICES TO CONDUCT A FEASIBILITY STUDY FOR DEDICATED FIRE DISPATCH AND AUTOMATIC AID

RELEASE DATE: April 15, 2019

The Indian Nations Council of Governments (INCOG) invites proposals from qualified vendors to conduct a study to assess the feasibility of dedicated fire dispatch and automatic aid for municipal and independent fire departments in the Tulsa area.

RFP Contact	All communication regarding this RFP must be made through RFP Contact: Contact: Ann Domin – admin@incog.org
Submitted Questions Due	All questions must be submitted to the RFP Coordinator identified above by: Date: May 17, 2019
Proposal Submission	Submission Deadline: May 31, 2019 no later than 4:00 p.m., Central Daylight Time (CDT) Submit to: INCOG, Attn: Ann Domin, 2 W. 2 nd Street, Suite 800, Tulsa, OK 74103

TABLE OF CONTENTS

	PAGE
PART I INTRODUCTION	3
A. Purpose and Background	3
B. General Provisions	3
C. Eligibility to Submit Bids	4
D. Contract Term	4
PART II SCOPE OF SERVICES	5
PART III KEY RFP EVENTS	7
A. Questions	7
B. Amendments	7
C. Submitting the Proposal	7
PART IV PROPOSAL FORMAT AND SUBMISISON REQUIREMENTS	9
A. Proposal Format	9
B. Proposal Contents	9
PART V PROPOSAL EVALUATION AND SELECTION	11
A. Selection Criteria	11
B. Schedule of Events	11
APPENDIX A COVER PAGE	12
APPENDIX B NON-COLLUSION CERTIFICATION	13
APPENDIX C QUALIFICATIONS AND EXPERIENCE FORM	14
APPENDIX D COST PROPOSAL FORM	17
APPENDIX E SUBMITTED QUESTIONS FORM	18

PART I INTRODUCTION

A. Purpose and Background

The Indian Nations Council of Governments (INCOG) is a voluntary association of local and tribal governments in the Tulsa metropolitan area in northeast Oklahoma. INCOG provides planning and coordination services to assist in creating solutions to local and regional challenges in such areas as public safety, land use, transportation, community and economic development, environmental quality, and services for older adults.

INCOG is seeking proposals for expert consulting services to conduct a study on the feasibility of regional dedicated fire dispatch and automatic aid for the initial ten fire departments in the Tulsa County area. The ten fire departments include those for the municipalities of Bixby, Broken Arrow, Catoosa, Coweta, Glenpool, Jenks, Owasso, Skiatook and Tulsa and for the Berryhill Independent Fire District.

The City of Tulsa's dedicated fire dispatch center located in the Tulsa PSAP currently dispatches for the Tulsa, Catoosa and Berryhill Fire Departments as well as for several rural fire departments. The remaining seven municipal fire departments and several other rural fire departments are dispatched through each city's PSAP. The current estimated population of the city of Tulsa is 405,841, and the estimated total population of the other eight municipalities is 246,524. Tulsa County's population from the 2017 Census estimate is 646,266, and the population estimate for the Tulsa Metropolitan Statistical Area is 990,706. A map of Tulsa area municipalities can be found at the following link:

<https://incog.maps.arcgis.com/apps/webappviewer/index.html?id=41c81ca8750a47c7a907dcd a55d469f7>.

The initial ten fire departments wish to explore whether firefighter safety and service to the public can be enhanced through a regional dedicated fire dispatch center(s) with automatic aid provided through a CAD system and whether it is technologically, legally, politically, financially and practically feasible to establish a dedicated fire dispatch system. Identification of issues related to technology needs, legal impediments, and political considerations should be included as well as an estimate of the costs included in implementing a dedicated fire dispatch center(s) with automatic aid in the current environment.

B. General Provisions

1. Issuance of this RFP does not commit INCOG to issue an award or to pay expenses incurred in the preparation of a response to the RFP. This includes interviews and attendance at meetings.
2. All proposals should adhere to the instructions and format requirements outlined in this RFP and all written supplements and amendments (such as the Summary of Questions and Answers) issued by INCOG. Proposals are to follow the format and respond to all questions and instructions specified below in the Proposal Contents section of this RFP.

3. Please note that in evaluating a proposal submitted in response to this RFP, INCOG will consider materials provided in the proposal and information obtained through interview/presentation (if any). INCOG also reserves the right to consider other reliable references and publicly available information in evaluating a consultant's experience and capabilities.
4. The proposal must be signed by a person authorized to legally bind the consultant and must contain a statement that the proposal and the pricing will remain valid and binding for a period of 180 days from May 31, 2019.
5. The RFP and the selected consultant's proposal, including all appendices or attachments, should be the basis for the final contract, as determined by INCOG.
6. Following announcement of an award decision, all submissions in response to this RFP will be considered public records available for public inspection pursuant to the Open Records Act of the state of Oklahoma.
7. INCOG, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to this RFP.
8. All applicable laws, whether or not contained in this RFP, are included by this reference. It is the consultant's responsibility to determine the applicability and requirements of any such laws and to abide by them.

C. Eligibility to Submit A Proposal

All interested and eligible entities are invited to submit a response to this Request for Proposals. Any business that has been done with INCOG or any of the ten fire departments or municipalities listed herein within the last ten years must be disclosed. Any relationship with any of the ten fire departments listed must be divulged with an explanation of how the consultant will provide an unbiased, independent analysis.

INCOG's preference is to engage one consultant to address all requirements detailed in the Scope of Services.

D. Contract Term

INCOG is seeking a cost-efficient proposal to provide services, as defined in this RFP, for the anticipated contract period defined in the table below. Please note that the dates below are estimated and may be adjusted as necessary in order to comply with all procedural requirements associated with the RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

The term of the anticipated contract resulting from this RFP is defined as follows:

Period	Start Date	End Date
Period of Performance	October 1, 2019	May 31, 2020

PART II SCOPE OF SERVICES

INCOG is seeking professional consulting services to assist in compiling data and information to analyze the feasibility of implementing a dedicated fire dispatch center(s) with automatic aid for the nine municipal jurisdictions and one independent fire district participating in the study.

Substantial emphasis will be placed on the vendor's ability to provide expertise related to current technology, operational methods, and best practices in fire dispatch, and organizational skills. Prior dispatch consolidation planning and project management experience is preferred. Familiarity with fire service, 9-1-1, telephone system and two-way radio system architecture, and computer aided dispatch software will be valuable to this project.

The consultant selected for this project will conduct a study that assesses and provides recommendations relevant to the financial, legal, political, and technological feasibility of regional dedicated fire dispatch and automatic aid. In addition, the consultant will analyze alternatives, if any, to dedicated fire dispatch in the current environment. The study should include a blueprint for implementation of dedicated fire dispatch with automatic aid should the jurisdictions desire to move toward that goal. It is expected that the results of the study, the recommendations and the plan forward will be presented in the form of a detailed written report.

The specific tasks to be performed as more fully described below are in addition to the duties outlined in this description of work to be performed.

Specific Tasks and Manner of Performance of the Work

The contractor will be expected to:

A. For the initial ten fire departments participating in the project, understand all services, service levels and service capabilities (EMS, rescue, HazMat, etc.) including:

- Current technology such as radio, mobile data components, station alerting systems, automatic vehicle locating, and other technology within the initial ten fire departments
- Funding mechanisms for the fire departments;
- State and national standards, metrics and evaluation tools pertaining to fire service including those of Insurance Service Office (ISO), Public Protection Classification (PPC), Fire Suppression Rating Schedule (FSRS), National Fire Protection Association (NFPA), and Oklahoma Emergency Management;
- How the fire departments currently work together for response/mutual aid/automatic aid and for other purposes and how critical information is communicated among the departments in emergencies;
- How the fire departments work with EMS and law enforcement for response and other purposes and how critical information is communicated among first responders in emergencies;
- How fire departments coordinate with 9-1-1 and Emergency Management entities throughout the region and state.

B. Understand the operations, service levels, service capabilities and technology of the PSAP and 9-1-1 dispatch operations for the ten fire departments including:

- Current CAD, radio, text to 9-1-1, automatic vehicle locating, and other technology in area PSAPs;
- Funding of 9-1-1/ dispatch services for the nine municipal jurisdictions and the independent fire district;
- State and national standards, metrics and evaluation tools pertaining to 9-1-1 operations including those of the Association of Professional Safety Communications Officials (APCO International) and the National Emergency Number Association (NENA) including standards pertaining to times from call receipt to dispatch;
- Alternative service delivery systems to the current operations involving regional dedicated fire dispatch and automatic aid.

C. Understand the political environment in which the area fire departments and PSAPs work and any legal constraints to dedicated dispatch and automatic aid;

D. Develop a schedule for the work and communicate with identified staff on a regular basis as to the progress of the work.

E. Prepare a written report that includes a description of the feasibility of dedicated fire dispatch and automatic aid, alternative methods of providing service that increase firefighter safety and provide better service to the public, recommendations for improved service, and a plan for achieving dedicated dispatch with automatic aid should it be desired.

PART III KEY RFP EVENTS

A. Questions

1. General Instructions

a. It is the responsibility of interested parties to examine the entire RFP and to seek clarification in writing if they do not understand any information or instructions.

b. Interested parties should use Appendix E – Submitted Questions Form—for submission of questions.

c. The Submitted Questions Form must be submitted by email and received by the RFP contact as soon as possible but no later than the May 17, 2019, as specified on the RFP cover page.

d. Submitted Questions must include the RFP Title in the subject line of the email transmission and receipt.

2. Question and Answer Summary

Responses to all questions will be issued in the form of an addendum to this RFP and posted on the following website: http://www.incog.org/Public_Safety/safety_main.html no later than May 24, 2019 at 4:00 p.m. local time. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question and Answer Summary. Only those answers issued in writing on this website will be considered binding.

B. Amendments

All amendments released in regard to this RFP will also be posted on the following website: http://www.incog.org/Public_Safety/safety_main.html. It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website will be considered binding.

C. Submitting the Proposal

1. Proposals Due: Proposals must be received no later than 4:00 p.m. CDT, on May 31, 2019, as listed on the cover page of this RFP, at which point they will be opened. Proposals received after the 4:00 p.m. deadline will be rejected without exception.

2. Mailing/Delivery Instructions: The official delivery site is INCOG. Please refer to the RFP cover page for submission address.

a. Only proposals received at the official delivery site prior to the stated deadline will be considered. Postmarks do not count. Any method of hardcopy delivery is acceptable, such as U.S. Mail or in-person delivery.

b. The proposal submission must be made in a sealed package and must include one signed original copy. In addition, an electronic copy in MS Word or PDF must be submitted to adomin@incog.org.

c. Submission packages are to be clearly labeled and contain the following information:

- Proposal submission address provided on the RFP cover page
- The full business name and address
- The RFP title

d. The submission package must include:

- Proposal Cover Page (Appendix A)
- Non-Collusion Certification (Appendix B)
- Qualifications and Experience and Proposed Services Packet (Appendix C)
- Cost Proposal Form (Appendix D)

PART IV PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

A. Proposal Format

1. The proposal should include all forms provided in the RFP and additional narrative as needed in responding to the RFP. Responses should be brief and concise.
2. It is the responsibility of the consultant to provide all information requested in the RFP at the time of submission. Failure to provide information requested may result in a lower rating and in the proposal being disqualified for consideration.

B. Proposal Contents

Section I Organization Qualifications and Experience

1. Overview of the Organization

Appendix C should be completed describing qualifications and skills to provide the requested services in the RFP. The response should also include three examples of projects which demonstrate the consultant's experience and expertise in performing these services.

2. Staff Qualifications – Proposals should identify only members of the firm's staff who would be assigned to work on this project and the role they would perform. A resume stating the background and qualifications of each individual named must be included in this section.

3. Subcontractors

If subcontracts are to be used, provide a list that specifies the name, address, phone number, contact person and a brief description of the subcontractor's organizational capacity and qualifications.

4. Experience and References

Proposals must include a description of the firm's overall experience in handling projects similar in character or scope to this project. A list of references for similar projects from at least three different customers, including the customer name, address, project value, telephone number and contact person must be included in the proposal.

5. Statement of Material Litigation

Provide a statement on whether or not the company is currently involved with any litigation material to providing consulting services, arbitration or bankruptcy proceedings, or has been within the past five years, directly or indirectly.

Section II Proposed Services

1. Services to be Provided/Approach and Methodology

Discuss the Scope of Services referenced above in Part II of this RFP. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved. Also, describe how you will ensure expectations and/or desired outcomes as a result

of these services will be achieved. If subcontractors are involved, clearly identify the work each will perform.

2. Work Plan

Provide a realistic work plan for this consulting project. The work plan must provide details on all aspects of the scope of services set out in this RFP. Display the workplan in a timeline chart. Concisely describe each implementation task, the month it will be carried out, the person or position responsible for each task, and the hours each person or position will work on the task.

Section III Cost Proposal

1. General Instructions

- a. A cost proposal must be submitted that covers the entire period of the contract.
- b. The cost proposal must include the costs necessary to fully comply with the RFP requirements.
- c. No costs related to the preparation of the proposal for this RFP or to the negotiation of the contract with INCOG may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.

2. Cost Proposal Form Instructions

Fill out Appendix D following the instructions provided. Failure to provide the requested information and to follow the required cost proposal format may result in the exclusion of the proposal from consideration at the discretion of INCOG.

In addition to the total fixed price cost proposal, consultant should provide itemized hourly rates for each category of personnel who will perform the tasks identified in the workplan, including as practicable the names of the persons who will perform the work.

Part V PROPOSAL EVALUATION AND SELECTION

A. Selection Criteria

INCOG will use a Selection Committee comprised of qualified reviewers which will review each proposal and judge the merits of the proposals in accordance with the criteria defined in the RFP. In performing its evaluation, the Selection Committee will consider the following:

1. Organization Qualifications and Experience

- Previous related work experience, communication skills and qualifications of personnel assigned;
- Demonstration of a clear knowledge of fire service operations and 9-1-1 PSAPs, regional or consolidated dispatch and communications and CAD systems technology;
- Demonstration of a clear understanding of the scope of work and technical issues contained in this RFP;
- History and performance of company on similar projects;
- References and recommendations from previous clients.

2. Overall Methodology and Proposed Services – Overall approach to the project, the services offered, and work plan.

3. Cost – Including the most cost-effective model to carry out the required scope of work.

Evaluation of the proposals is expected to be completed by INCOG and the Selection Committee within forty-five days after receipt. At the discretion of INCOG, interviews may be arranged with top consultants to assist in making the final selection. As part of the evaluation, INCOG may also request clarification to individual proposals and receive responses from the respective vendors.

Final selection of the consultant is subject to approval by the INCOG Board of Directors.

Issuance of this RFP in no way constitutes a commitment by INCOG to award a contract or to pay costs incurred in the preparation of a response to this request. INCOG reserves the right to accept or reject any or all proposals.

B. Schedule of Events

RFP Issued	April 15, 2019
Pre-Proposal Questions Due to INCOG (by email only)	May 17, 2019
Answers to Proposal Questions Posted to Website	May 24, 2019
RFP Due	May 31, 2019
RFP Review, Interviews (if necessary) and References	June and July 2019
Selection	August 15, 2019

APPENDIX A

PROPOSAL COVER PAGE

Consulting Services to Conduct a Feasibility Study for Dedicated Fire Dispatch and Automatic Aid

Organization Name:			
Chief Executive – Name/Title:			
Phone:		E-mail:	
Headquarters Street Address:			
Headquarters City/State/Zip:			
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal – Name/ Title			
Phone:		E-mail:	
Headquarters Street Address:			
Headquarters City/State/Zip:			

- This proposal and the pricing structure will remain firm for a period of 180 days from the date and time of the bid opening.
- No personnel currently employed by INCOG or any Tulsa area municipality or fire district participated, either directly or indirectly, in any activities relating to the preparation of this proposal.
- The Undersigned is authorized to enter into contractual obligations on behalf of the above-named organization.

To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.

Name (Print):	Title:
Authorized Signature:	Date:

APPENDIX B

NON-COLLUSION CERTIFICATION

Organization Name	
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By signing this document, I certify to the best of my knowledge and belief that the organization mentioned above, its principals and any subcontractors named in this proposal:

a. Have not within three years of submitting the proposal for this RFP been convicted of or had a civil judgment rendered against them for:

1. Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.
2. Violating federal or state antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity with commission of any of the offenses enumerated above; and
4. Have not within a three-year period preceding this proposal had one or more federal, state or local government transactions terminated for cause or default.

b. Have not been a party to any collusion among responders in restraint of freedom of competition by agreement to submit a fixed price or to refrain from responding; or with any municipal jurisdiction or fire district as to quantity, quality or price in the prospective contract, or any other terms of the prospective contract; or in any discussions between responders and any municipal or fire official concerning exchange of money or other thing of value for special consideration in letting of a contract.

Failure to provide this certification may result in the disqualification of the proposal at the discretion of INCOG.

Name (Print):	Title:
Authorized Signature:	Date:

APPENDIX C

QUALIFICATIONS AND EXPERIENCE FORM

Organization Name	
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Provide a brief statement of qualifications, including any applicable licensure and/or certifications. Describe the history of the consultant’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may use additional pages to provide this information.

Provide a description of projects undertaken within the past five years which reflect experience and expertise needed in performing the functions described in the Scope of Services portion of this RFP. For each of the project examples provided, a contact person from the client organization should be listed, along with that person's telephone number and email address. You may use additional pages to provide this information.

Project One	
Client Name:	
Client Contact Person:	
Telephone:	
Email:	
Brief Description of Project	

Project Two	
Client Name:	
Client Contact Person:	
Telephone:	
Email:	
Brief Description of Project	

Project Three	
Client Name:	
Client Contact Person:	
Telephone:	
Email:	
Brief Description of Project	

APPENDIX D

COST PROPOSAL FORM

Organization Name	
Proposed Total Fixed Cost:	\$

Instructions: For the proposed total fixed cost submitted above, consultant should provide the following details. Please list all personnel who will work on this project, the number of hours for each resource and their hourly rates. You may add more rows if necessary.

Category of Personnel	Hourly Rate	Total Hours	Total Cost
	\$		\$
	\$		\$
	\$		\$
	\$		\$

Other Project Costs (please specify)

	\$
	\$
	\$

Proposed Total Fixed Cost (sum of costs above)	\$
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