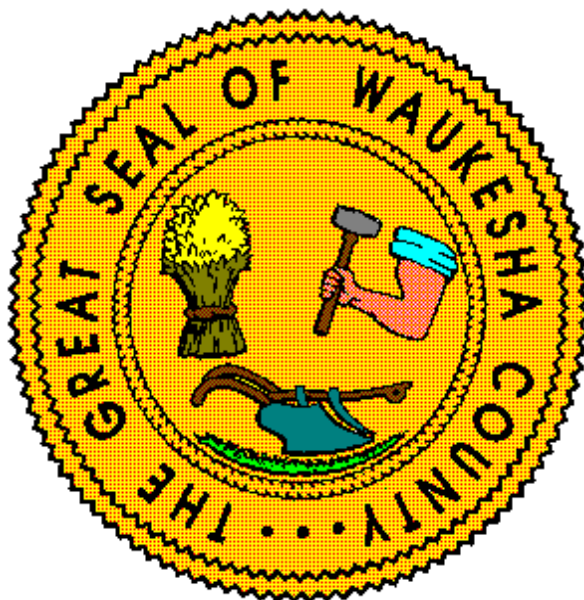


WAUKESHA COUNTY, WISCONSIN



Performance Audit of the Emergency Preparedness – Communications Center / Dispatch Operations

REQUEST FOR PROPOSAL # 1043

Dated: 08/23/10

KEY PROPOSAL DATES	
Questions Due:	10:00 a.m. September 7, 2010
Contact Name	Diane Knoll
Contact E-mail	dknoll@waukeshacounty.gov
Contact Fax	262-548-7668
Submission of Proposals	2:00 p.m. on Tuesday, September 21, 2010

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WAUKESHA COUNTY
PURCHASING DIVISION
ADMINISTRATION CENTER, ROOM 310
515 W. MORELAND BLVD.
WAUKESHA, WI 53188

REQUEST FOR PROPOSAL – #1043 Performance Audit of Communications Center / Dispatch Operations

Submission Requirements:

This RFP is issued on behalf of Waukesha County by the Purchasing Division, which is the sole point of contact during the procurement process.

***Sealed proposals for furnishing services as specified below are to be mailed to the Office of the Waukesha County Purchasing Division, Administration Center - Room 310, 515 W. Moreland Blvd. Waukesha, WI 53188 no later than 2:00 p.m. on 9/21/10. NOTE: If you are delivering your response in person, you must enter through the main Courthouse public entrance (Door #2), 515 W. Moreland Blvd and deliver it to the Department of Administration receptionist in Room 310 of the Administration Center to be time-stamped no later than 2:00 p.m. on the opening date. Be sure to allow sufficient time to obtain entry as the County has now instituted a Controlled Access policy. For more information – go to www.waukeshacounty.gov and click on the Waukesha County Security Screening link located at the bottom of the page.**

***Waukesha County will also accept electronic responses. Vendors wishing to do so should reference the Proposal Submission Section.**

ALL PROPOSALS RECEIVED AFTER THE DATE AND TIME SPECIFIED WILL BE REJECTED

PROPOSAL SUBMISSION:

One (1) original and five (5) copies of the vendor response document, and one original and one copy of the pricing document are to be submitted in **SEPARATE SEALED ENVELOPES** to the Waukesha County Purchasing Division no later than 2:00 p.m. 9/21/10.

The **two separate proposal envelopes** must be identified in the lower left corner as follows:

Vendor Response Document for #1043 Communications Center Performance Audit OPENING DATE: 9/21/10

Pricing Document for #1043 Communications Center Performance Audit OPENING DATE: 9/21/10

Any Proposal received in an envelope not properly and clearly marked as specified above may result in the proposal being rejected. **It is the vendor's responsibility to comply with the above in order to assure its inclusion at the proposal opening.**

FAX OR EMAIL RESPONSES WILL NOT BE ACCEPTED - ALL FAXED OR EMAIL RESPONSES RECEIVED WILL BE REJECTED.

Proposals will be opened and the name of the respondents read at the time indicated. Details of each proposal, including proposed fees, shall not be announced at the time of opening. Such information shall be made public after an award has been made and all negotiations are completed.

All proposals received in response to this request will become the property of the County and will not be returned to the respondents.

NOTE: THIS PAGE IS TO BE COMPLETED ONLY IF YOUR FIRM IS NOT RESPONDING TO THIS RFP

RFP #1043 Communications Center Performance Audit

In order to assist the Purchasing Division of Waukesha County in evaluating and improving our solicitation process, we are asking that you complete this form and return it to Diane Knoll via fax (262.548.7668) or e-mail . If we do not receive this form by the opening date of the Bid/RFP, we will assume that you can no longer supply this commodity/service and your name will be removed from our vendor list for this item.

_____ 1. The terms and conditions of the Request for Bid/Proposal document were restrictive. Our objections are:

_____ 2. We did not feel we could be competitive.

_____ 3. We could not submit a Bid/Proposal because of the marketing or franchising policies of the manufacturing company.

_____ 4. We do not furnish the items/services requested in the Request for Bid/Proposal.

_____ 5. Insufficient time to respond.

_____ 6. We could not meet your required delivery/time schedule.

_____ 7. We did not have sufficient staffing at the time.

_____ 8. We did not receive subject Invitation to Bid/Request for Proposal.

_____ 9. Please remove our name from this category in the vendor list.

_____ 10. Other: _____

PRINTED NAME

DATE

SIGNATURE

PHONE

COMPANY NAME

FAX

Purchasing Division
Administration Center, Room 310
515 W. Moreland Blvd.
Waukesha, Wisconsin 53188-2473
<https://purchasing.waukeshacounty.gov>
Phone: (262) 548-7888
Fax: (262) 548-7668

PROPOSAL SUBMISSION REQUIREMENTS

- A. CLARIFICATIONS** - If additional information is needed to interpret the specifications/requirements, **WRITTEN QUESTIONS MUST BE RECEIVED NO LATER THAN THE TIME/DATE AND ADDRESSED TO THE PERSON NOTED ON THE COVER PAGE.**

No information provided verbally, or by any other personnel, will be considered binding. All respondents should use this written document and its attachments as the sole basis for proposal at this time.

Additionally, the County prohibits communication initiated by the respondent to any County official, representative from another entity or employee evaluating or considering the proposals, prior to the time a decision has been made.

- B. CONTENTS OF PROPOSAL** - All attachments, additional pages, addenda or explanations supplied by the vendor with this proposal will be considered as part of the proposal response.

If an oral presentation/interview is required of selected finalists, it shall be at the respondent's expense. However, an award may be made without discussion with the respondents. Therefore, respondents are cautioned that proposals should be submitted initially on the most favorable terms, from both a technical and cost standpoint. Unnecessarily elaborate brochures or other presentations beyond that required to present a complete and effective proposal are not desired.

- C. NONCONFORMING TERMS & CONDITIONS** - A response that includes contractual terms and conditions that do not conform to the contractual terms and conditions in the RFP document is subject to rejection as nonresponsive. Waukesha County reserves the right to permit the respondent to withdraw nonconforming terms and conditions from its response or negotiate changes to the contractual requirements prior to making a determination of responsiveness.
- D. ALTERNATE PROPOSALS** - An alternate proposal is viewed by the County as a proposal describing an approach to accomplishing the requirements, which differs from the approach set forth in the solicitation. An alternate proposal may also be a second proposal submitted by the same respondent, which differs in some degree from its prime proposal.

The County may consider or reject any or all alternate proposals submitted.

- E. RESERVATIONS** - This RFP does not commit the County to award a contract, to pay any costs incurred in the preparation of a response to this request or to procure or contract for services or supplies. The Purchasing Division reserves the right to accept or reject any or all proposals received as a result of this request, to waive minor irregularities in the procedure, to negotiate with any qualified source, or to cancel in part or in its entirety, this RFP, if it is in the best interest of Waukesha County to do so.
- F. NON-INTEREST OF COUNTY EMPLOYEES AND OFFICIALS** - No official or employee on the evaluation committee shall have any financial interest, either direct or indirect, in the proposal or contract. No official or employee of the evaluation committee shall exercise any undue influence in the awarding of the proposal or contract.
- G. AMENDMENT OF PROPOSALS** -

By County: Requests for Proposals may be amended by the Purchasing Division in response to need for further clarification, specifications and/or requirements changes, new opening date, etc. Amendments will be posted to the Waukesha County purchasing website, at <https://purchasing.waukeshacounty.gov>. **It is the responsibility of prospective vendors to check this website for any future amendments, questions, revisions, etc., prior to the opening date. All amendments must be acknowledged on the signature page in the area provided. Failure to do so may result in your response being rejected.**

If you are unable to access the Internet, contact the buyer listed within the RFP to request paper copies.

By Vendor: Proposals may only be amended after receipt by the Purchasing Division by submitting a later dated proposal that specifically states that it is amending an earlier proposal. No proposal may be amended after the opening date unless requested by the Purchasing Division.

H. WITHDRAWAL OF PROPOSALS - Proposals may be withdrawn only in total, and only by a written request to the Purchasing Division prior to the time and date scheduled for opening of proposals.

I. OTHER CONSIDERATIONS - Factors which include, but are not limited to, quantity involved, time of completion, purpose for which required, competency and financial capacity of vendor, ability to render satisfactory service and past performance will be considered in determining status as a responsible vendor. The County reserves the right to request additional information as may reasonably be required to make this determination and to further investigate the qualifications of the respondent as deemed appropriate.

RFP TABULATIONS - RFP Tabulations are available to the public after contract award, approximately 60-90 days from the date of opening. RFP Tabulations can be found at <https://purchasing.waukeshacounty.gov>. If you are unable to access the Internet, you may contact 262-548-7888 for a hard copy. Copies are 15 cents per page plus postage costs if applicable.

CONTRACTUAL REQUIREMENTS

The successful contractor will be required to execute Waukesha County's Service contract and the B to B Network agreement, samples of which are posted at our website along with this solicitation.

WAUKESHA COUNTY INTERNAL AUDIT DEPARTMENT
REQUEST FOR PROPOSAL #1043 PROFESSIONAL SERVICES FOR PERFORMANCE AUDIT OF
EMERGENCY PREPAREDNESS – COMMUNICATIONS CENTER / DISPATCH OPERATIONS
8/23/10

I. PURPOSE OF REQUEST

Waukesha County is seeking proposals from qualified firms for professional services to perform a performance audit of the Communications Center / Dispatch Operations of the Emergency Preparedness Department.

Note: For purposes of this RFP, the “Contractor” refers to the successful firm awarded the contract for this RFP.

II. OVERVIEW OF COMMUNICATIONS CENTER OPERATIONS

The Communications Center (Center) began operations in July 2004. The Center is responsible for dispatching for the police, fire, and emergency medical services resources operated by partner municipalities and the County Sheriff. The Center also serves as the Public Safety Answering Point (PSAP) for landline 9-1-1 calls for the communities they dispatch for, and wireless 9-1-1 calls for the entire county. Wireless 9-1-1 calls for service are then either dispatched or transferred to the appropriate public safety agency. The Center currently provides dispatch services for 29 of 37 municipalities in the County. Participating members are:

Cities:	Brookfield, Delafield, Pewaukee
Towns:	Brookfield, Delafield, Eagle, Genesee, Lisbon, Merton, Oconomowoc, Ottawa, Summit, Vernon, Waukesha
Villages:	Big Bend, Butler, Chenequa, Dousman, Eagle, Hartland, Lac La Belle, Lannon, Merton, Nashotah, North Prairie, Oconomowoc Lake, Pewaukee, Sussex, Wales
County:	Sheriff's Department

The following table presents various measures of activity at the Center, as reported by Center management.

Activity Levels

Activity	2007	2008	2009
Phone calls received and made	351,033	334,344	308,057
Phone calls received only	244,086	232,251	214,688
Phone calls outgoing only	106,947	102,093	93,369
Calls transferred to other PSAP's	27,353	28,082	26,431
9-1-1 calls received	65,710	67,274	62,035
Non-9-1-1 calls received	178,376	164,977	152,653
Wireless 9-1-1 calls received	53,168	55,381	51,698
Land Line 9-1-1- calls received	12,542	11,893	10,337
CAD events total	184,381	186,815	183,001
Law CAD events	175,118	169,799	165,489
Fire CAD events	14,694	16,053	15,071
Transferred CAD events	22,486	24,023	23,315

The 2009 and 2010 budgets for the operations are summarized in the following table. Detailed 2009 and 2010 budgets for the Center are available on the County's website (www.waukeshacounty.gov) under the Emergency Preparedness section of the Approved Budgets. These documents also contain department prepared budget commentary and performance measure information regarding the Center's operations.

Operating Budget

	2009 Budget	2010 Budget	Budget Change
Revenues			
General Government ^(a)	\$51,000	0	(100.0%)
Charges for Services	25,180	34,675	37.7%
Appropriated Fund Balance	269,750	296,750	10.0%
County Tax Levy	4,189,264	4,392,015	4.8%
Total Revenues	\$4,535,194	\$4,723,440	4.2%
Expenditures			
Personnel Costs	\$3,728,260	\$3,885,687	4.2%
Operating Expenses	389,939	331,298	(15.0%)
Interdepartmental Charges	381,995	415,455	8.7%
Fixed Assets	35,000	91,000	160.0%
Total Expenditures	\$4,535,194	\$4,723,440	4.2%
Operating Income / (Loss)	\$0	\$0	0%

(a) Represents E 9-1-1 grant reimbursements which sunset in November 2008, with final payments received in 2009

The Communications Center is staffed by 52.7 FTE staff and operates three (3) 8.2-hour shifts daily.

The Center monitors several performance measures of ongoing operations, as compared to national standards. A sample of those standards and estimated results for the years 2007 through 2009, as reported by the Center, are as follows:

Selected Performance Measurements

Activity	2007	2008	2009
9-1-1 Answer time less than 10 seconds	88.5%	85.5%	89.2%
9-1-1 Answer time less than 15 seconds	96.4%	94.8%	95.9%
9-1-1 Answer time less than 20 seconds	98.7%	97.8%	98.2%
9-1-1 Talk time less than 1 minutes	36.8%	35.0%	36.1%
9-1-1 Talk time less than 3 minutes	81.9%	81.6%	82.2%
9-1-1 Talk time less than 5 minutes	93.4%	93.4%	93.5%

The following items affect the overall funding of the Center's operations:

- When the Center began operations, partner communities funded ½ of the startup costs of the operations and the County funded the remaining startup costs and funds 100% of the annual operating costs of the Center. Additional communities can join the Center and would be responsible for their portion of the original startup fees.
- Currently in Wisconsin, the PSAPs do not receive any 9-1-1 surcharge monies, There is no 9-1-1 surcharge on cell phones for PSAPs. On landline phones there is a monthly surcharge that is paid to the Local Exchange Carrier (LEC), but that covers the phone company's infrastructure up to the D-mark in the PSAP building. From 2005 to 2008, the Center collected surcharges on cell phones to fund 50% of the start-up costs for E 9-1-1 capability. This funding ended in 2008.

- In Wisconsin, dispatch centers do not monitor burglar or fire alarms, and therefore collect no fees related to this service.

The Computer Aided Dispatch (CAD) system currently used by the Center is Spillman CAD version 4.6 and the mobile product version 4.2. The Center is in the process of replacing this system with Integraph CAD System version 9.1 and its mobile product. It is anticipated that the system replacement will begin in the fall of 2010 and take approximately 18 months until completion.

III. SCOPE OF PERFORMANCE AUDIT

The scope of this project is a performance audit of the Communications Center Division. The primary objective is to review the effectiveness and efficiency of the centralized dispatch operations of the Division. This evaluation should include comparison to nationally recognized performance measures and best management practices.

The performance audit is to be performed in accordance with the GAO's (Government Accountability Office) Government Auditing Standards related to evidence requirements and development of findings (especially GAS 7.55 – 7.76) promulgated by the Government Accountability Office (<http://www.gao.gov/cqi-bin/getrpt?rptno=GAO-07-731G>).

Recommendations provided in the performance audit should include areas for improvement of the internal control system as well as potential improvements to the efficiency or effectiveness of operations.

IV. DELIVERABLES

1. Contractor will perform a risk assessment and develop a specific audit program based on the risk assessment. The plan will be reviewed with the Internal Audit Manager to ensure adequacy and compliance with the intent of the performance audit.
2. At a minimum, provide bi-weekly email updates to the Internal Audit Manager to provide information on progress and findings. If significant issues are noted during the fieldwork, more frequent updates should be provided, as necessary.
3. Contractor will submit a draft report in electronic (PDF) format, to be delivered to the Waukesha County Internal Audit Manager for review 10 business days prior to an exit conference. The report is to include the recommendations and other components and deliverables identified herein. The report will include an executive summary, project scope and methodology, an overview of the operations audited (in adequate detail for understanding of the report by persons with a general understanding of department operations), a description of each scope section, including the current practices, areas of weaknesses and recommendations for improvement.
4. Recommendations for improvement shall be accompanied by a description of the conditions in need of improvement. Recommendations should be practical and achievable within current funding and staffing limitations. If additional resources are necessary to implement recommendations, the report should include descriptions of and justifications for the additional resources.
5. Recommendations must identify a specific **action** to be taken to obtain a specific **result**.
6. An exit conference will be conducted with the responsible County parties, including but not limited to the Waukesha County Internal Audit Manager and representatives from Emergency Preparedness to discuss the recommendations resulting from the performance audit and any defects or deficiencies considered by the consultant and the County to be within the scope of the proposal.
7. Subsequent to the exit conference, the consultant shall correct all defects or deficiencies considered by the consultant and the County during the exit interview and resubmit a final draft report within ten (10) business days.

8. The County will provide the consultant with written responses to the recommendations, for incorporation in the final report, within fifteen (15) business days of the exit conference.
9. Contractor will submit a final report for all aspects of the scope of this project within ten (10) business days after receipt of the County's response to the recommendations. The final report should incorporate the responses to the recommendations provided by the department's management, and the contractors evaluation of the adequacy of the responses. If the recommendation will **not** be implemented, the response should address an alternative method for correcting conditions and the contractor's evaluation of those alternatives.
10. The final report shall be completed and delivered to the County in the following format: 35 bound copies and 1 electronic (PDF format) copy and include any modifications as a result of the exit conference.
11. Contractor will prepare and conduct a presentation of the results of the performance review at a joint meeting of the Executive Committee and selected standing committees of the Waukesha County Board of Supervisors.

V. CONTRACTOR INDEPENDENCE

The Contractor must demonstrate that in all matters relating to the audit work, the audit organization and the individual auditors are free both in fact and appearance from personal, external and organizational impairments to independence. The Contractor will certify its ability to meet the independence standard.

All Contractors must satisfy the standards of independence as stated by the GAO Government Auditing Standards (<http://www.gao.gov/new.items/d07731g.pdf>) Chapter 3.02, which defines independence as:

"In all matters relating to the audit work, the audit organization and the individual auditor, whether government or public, must be free from personal, external, and organizational impairments to independence, and must avoid the appearance of such impairments of independence."

All staff working on this engagement will be required to sign a statement that they meet these standards of independence.

As part of their response to this solicitation, Contractors will be required to identify nonaudit services performed within the last four years on behalf of Waukesha County. This includes any subcontractors that may be employed by the Contractor in performance of the contract. If no such services were performed for the audit entity, Contractor will so indicate in their response. If the proposing firm has performed nonaudit services during this time frame, their response should include an explanation of how they will satisfy the independence requirements of this project. Failure of Contractors to so identify nonaudit services performed on behalf of the audited entity as specified in this section will be deemed nonresponsive and their bids will be rejected. If Waukesha County learns of such nonaudit services subsequent to the contract, and those nonaudit services were not disclosed to by the Contractor, Waukesha County may choose not to pay the Contractor for work performed under the contract. As part of its evaluation process Waukesha County will evaluate and determine if a Contractor meets this requirement.

VI. PERSONNEL/BACKGROUND CHECKS

Any contractor staff assigned to work at the Communications Center must comply with state, federal, and county policies regarding additional background checks and fingerprinting to be performed by the Waukesha County Sheriff's Department, and submit to any additional checks that may be deemed necessary by the Waukesha County Sheriff's Department.

Contractor shall complete background checks at Contractor's expense on all personnel prior to starting any activity for the County. Contractor shall confirm in writing to Waukesha County that they have successfully conducted the background checks prior to the commencement of work and that Contractor will not use any personnel for whom background checks have revealed factors that make them unsuitable for the activity to be undertaken for the County. This includes replacement personnel.

At a minimum, resources to be checked should include, but are not limited to, civil (<http://wcca.wicourts.gov/index.xsl>) and criminal records (<http://wi-recordcheck.org/index.html>), Department of Transportation motor vehicle/licensing records (<http://www.dmv.org/wi-wisconsin/departments-motor-vehicles.php>). In order to do so, Contractor must obtain certain information for each of the Contractor's employees expected to be performing work for Waukesha County. At a minimum, the information shall include full name (including middle initial), date of birth and social security information. Additional information that is helpful in completing background checks includes maiden name, sex, race, driver's license number and issuing state and places of residence for the last three years.

NOTE: If the individual has resided outside of the State of Wisconsin within the last three (3) years, you will have to do similar research within the state they resided in.

All costs associated with the background checks are to be borne by the Contractor. All records received as a result of background checks are to be retained by the Contractor for a period of three (3) years after contract expiration.

Waukesha County reserves the right to request the results of the background checks and/or to do additional background checks on their own.

Additional Requirements for Communication Center Related contractors:

When working within the Waukesha County Sheriff's Department, including the Communications Center, or when working on any jail related system (security, electronics, inmate phones, etc.) outside of these areas, the following must occur:

1. At least 48 business hours prior to the scheduled commencement of the work, personnel will be required to fill out a personal history statement form, as well as an authorization for release form.
2. A security check will be performed and the results of the check will be relayed back to the contact person within 24 hours. The reported results will be that the worker is either a) cleared for access to the Communications Center, jail and/or the Sheriff's Department or b) not cleared for access to the Communications Center, jail and/or the Sheriff's Department.
3. If the contracted firm has prior knowledge of issues with the workers that may be questionable, contact Detective Paul Stadler at 262-896-8142 and he will be able to make an upfront assessment if the individual would be allowed access or denied.

VII. CONTRACTOR RELATIONSHIP WITH COUNTY

1. Compliance with Federal Immigration Laws and Regulations: Waukesha County supports the Immigration and Nationality Act (INA) which includes provisions addressing employment eligibility, employment verification and non-discrimination. The filing of a proposal in response to this RFP is considered certification that the proposer is in compliance with the INA and has

established appropriate procedures and controls so that no services under this contract will be performed by a worker who is not legally eligible to perform such services.

2. All reports, studies, analyses, memoranda and related data and material inclusive of but not limited to working papers, etc. as may be developed during the performance of this Contract shall be submitted to and be the exclusive property of Waukesha County, which shall have the right to use the same for any purpose without any further compensation to the Contractor other than hereinafter provided. All of the aforesaid documents and materials prepared or assembled by the Contractor under this Contract are confidential and the Contractor agrees that he will not, without prior written approval by Waukesha County, submit or make same available to any individual, agency, public body or organization other than Waukesha County.
3. Audit working papers must be retained for at least seven years from the final year of the audit engagement, and be made available for examination by authorized representatives of the cognizant federal or state audit agencies, US General Accounting Office, Waukesha County, State of Wisconsin, US Department of Housing and Urban Development, successor auditors (if appointed), and/or any other parties authorized by the Waukesha County Internal Audit Manager, unless destruction or surrender is required by another agreement between the parties. Upon receiving requests to make working papers available or to make copies of working papers, the firm will be required to notify the Internal Audit Manager of the request.
4. The Contractor must agree to keep confidential any and all information gathered as a result of this engagement. The successful Contractor(s) shall establish and maintain procedures and controls for the purpose of assuring that no information in its records or obtained from Waukesha County or from others in carrying out its functions under the contract shall be used or disclosed by it. Waukesha County reserves the right to review such procedures to ensure acceptability to Waukesha County. If information and/or records are requested of the successful Contractor(s), Waukesha County shall be notified immediately.
5. All subcontractors must be identified in your proposal response. If subcontractors are used, Waukesha County will consider the proposing Contractor to be the Prime Contractor and to be solely responsible in all contractual matters, including payment of any and all charges resulting from such subcontractor arrangements. The Prime Contractor will be fully responsible for the acts, errors, and omissions of the subcontractor. The Contractor shall cause appropriate provision of its proposal to be inserted in all subcontracts ensuing to ensure fulfillment of all contractual provisions by subcontractors.
6. The County shall be entitled to request the removal of individuals working on any project for any of the following grounds, provided that such request be in writing and shall specify the reasons for the County's dissatisfaction: (i) unsatisfactory performance that causes negative operational impact at the County or causes the County to commit additional resources to avoid operational impact; (ii) dishonesty or belligerent conduct; (iii) lack of compatibility with County staff; or (iv) violation of County rules or policies. Upon such written request, the County and CONTRACTOR shall decide on a course of action to cure any such problems, provided that there shall be no cure opportunity required for problems involving categories (ii) or (iv) in the preceding sentence. In the event CONTRACTOR does not cure the problem within (7) days from the date of notice, CONTRACTOR shall remove such person and shall promptly provide a qualified replacement. The County will be liable for payment of services only up to the time of dismissal and provided then only if services rendered meet the minimum requirements of the County.
7. All personnel working on-site shall be required to wear an ID badge, dress appropriately and maintain proper hygiene. Failure to do so can be cause for termination of the individual.

8. The County will not be held responsible for payment of travel to and from the Waukesha County job site, nor will reimburse the consultant and/or firm for any expenses related to providing staff that reside outside of the Waukesha County area.

VIII. ASSUMPTIONS

When preparing your response, consider the following:

1. County will not have a full-time (100%) project manager.
2. The Contractor is responsible for activities directly related to the development of deliverables.
3. County will assist in identification of departmental representatives.
4. County will assist in coordinating access to departmental representatives on a timely basis.
5. Contractor will provide appropriate introduction and preparatory materials in coordination with project manager to departmental representatives during project initiation to ensure these representatives are informed and educated prior to project commencement and interviews.
6. Consultant will be responsible for the identification and acquisition of data and materials required for input to the development of the various deliverables to be produced.

IX. TERM AND PRICING

Term: The contract term will begin upon contract execution anticipated by the County to be in 2010. The work may commence immediately after contract execution, based on upon mutually agreeable schedules with the Communications Center staff. The project must be completed by the end of the second quarter 2011. The contractor is to provide the County, in their best professional judgment, the timeframe for this project, including anticipated starting dates, critical milestone projections, and the completion dates.

Pricing: The cost proposal should include a “not to exceed” fee for the project, inclusive of items which are normally referred to as **reimbursable expenses**, i.e., travel, meals, lodging and overtime work requiring higher than regular rate for which no additional compensation will be due. This will be the cost to be used in determining point scores for cost evaluation purposes.

Payment: Payment for services provided will be tied to specific milestones and/or deliverables and acceptance of the milestones/and or deliverables identified in the Statement of Work according to the following schedules if completion is satisfactory:

- 10% upon contract execution
- 25% upon approval of deliverables 1 – 5
- 25% upon approval of deliverables 6 - 7
- 25% upon approval of deliverables 8-10
- 15% upon completion and acceptance of the deliverable 11

Waukesha County's preference is to pay for goods/services on a P-Card. Indicate in the pricing document whether you will accept MasterCard for payment purchases. Vendor should note how many days after receipt of invoice payment must be processed to accept the credit. Please keep in mind that we will not process payment until/unless goods or services have been received (or accepted if applicable).

If you are unable to accept credit card, payment will be made within thirty days after acceptance of equipment and receipt of a properly documented invoice. Note: Invoice must be sent to the location

specified on the purchase order to avoid delays in payment. Vendors who wish to quote a discount for early payment against a purchase order may do so (reference the payment terms of the Pricing Document). For example, 1%/10 days. Discounts will be taken into consideration when evaluating costs.

X. INSURANCE

Contractor shall agree that it will, at all times during the term of the contract, keep in force and effect insurance policies in accordance with the provisions below, issued by a company or companies authorized to do business in the State of Wisconsin and satisfactory to the County. Such insurance shall be primary. Waukesha County shall be named as additional insured with respects to General Liability. Prior to execution of the written contract, the successful respondent shall furnish the County with a Certificate of Insurance and upon request, certified copies of the required insurance policies. The Certificate shall reference the contract and provide for thirty -(30) days advance notice of cancellation or nonrenewal during the term of the contract.

Worker's Compensation and Employers' Liability Insurance – Statutory worker's compensation benefits and employers' liability insurance with a limit of liability not less than \$100,000 each accident. Firm shall require subcontractors not protected under its insurance to take out and maintain such insurance.

General Liability Insurance (Including Errors and Omissions) – Policy shall provide coverage for premises and operations, products and completed operations, personal injury and blanket contractual coverage. Errors and omissions shall not be excluded or a separate policy covering such exposure shall be maintained. Limit of liability not less than \$1,000,000 each occurrence and aggregate.

Automobile Liability Insurance – Business automobile policy covering all owned, hired and non-owned private passenger autos and commercial vehicles. Limit of liability not less than \$500,000 combined single limit.

Failure to submit an insurance certificate, as required, can make the contract voidable at the County's discretion. Additionally, the Contractor shall not allow any subcontractor to commence work until the insurance certificates, where applicable, have been obtained from the subcontractor and approved by Waukesha County.

XI. CONTROLLED ACCESS SCREENING

Controlled access screening is mandatory for all vendors seeking access to the Courthouse and Administration Center.

Vendors who will be visiting either the Courthouse or Administration Center (515 W. Moreland Blvd.) are to enter and exit the facilities through the main Courthouse public entrance (Door #2), 515 W. Moreland Blvd. Screening will take place in the lobby of the Courthouse. A corridor near the Courthouse lobby connects both buildings together.

Hours of operation are 8:00 am-4:30 pm Monday-Friday excluding holidays when the facilities are closed. Additional screening will occur at this location when the facilities are open after-hours. The County's internet website www.waukeshacounty.gov has been updated to include a quick link for Security Screening. Our Home Page shows the link on the right side of the page along with the other links in alphabetical order. The Home Page also includes a link at the bottom of the page in red font that takes you to the same location as the link on the right. More detailed information regarding the screening process can be viewed on this site. A map of the Government Center campus identifying public access points and parking areas is included in this link.

XII. CLARIFICATIONS

Any questions concerning this RFP must be submitted in writing by **10:00 a.m. on Thursday, September 7, 2010** to:

**Waukesha County Department of Administration
Purchasing Division
Attn: Diane Knoll, CPPB, Sr. Buyer
515 W. Moreland Blvd.
Administration Center, Room 310
Waukesha, WI 53188**

Questions may also be submitted by fax to 262-548-7668 or via email to dknoll@waukeshacounty.gov . Questions submitted either by fax or mail must be marked “**#1043 QUESTIONS FOR EMERGENCY PREPAREDNESS – COMMUNICATIONS CENTER / DISPATCH PERFORMANCE AUDIT.**”

Vendors are expected to raise any questions, exceptions, or additions they have concerning the RFP document prior to the submission of the proposal.

If a vendor discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency exists in the RFP, the vendor should immediately notify the above of such error and request modification or clarification of the RFP document. In the event that it becomes necessary to provide additional clarifying data or information, that revises any part of this RFP, supplements or revisions will be provided to all recipients of this initial RFP via written amendment.

XIII. PROPOSAL FORMAT & SUBMISSION

A. Format

In order for the committee to adequately compare proposals and evaluate them uniformly and objectively, firms must complete **ONLY** the County's Vendor Response and Pricing documents regardless of whether you are submitting hard copy or electronically; i.e. do not submit the Vendor Response document and a response in another form/format. The Vendor Response document is posted on Waukesha County's website along with this RFP and identified as **#1043 Communications Center Performance Audit - Vendor Response Document**.

Failure to use the Vendor Response Document may result in your response being rejected. If both our Vendor Response document and another submittal format are received, only the Vendor Response document will be evaluated.

Although additional documents/attachments may be submitted with either your hard copy or electronic response, they should not be excessively long or submitted in an elaborate format. Additional or attached documents are not to be used in place of responding to the questions in the vendor response document; i.e. do not respond with “Reference Attachment”. Unnecessary attachments beyond those sufficient to present a complete, comprehensive and effective response should not be included. Proposals will not be evaluated on the aesthetics of the package.

The Vendor Response Document may be submitted hard copy or electronically – **DO NOT SUBMIT BOTH AN ELECTRONIC AND A HARD COPY OR BOTH MAY BE SUBJECT TO REJECTION**. See below for detailed instructions for both methods.

B. Vendor Response Submission - Hard Copy:

Respondent shall be required to mail* one (1) original, **UNBOUND**, clearly marked and identified as such, and five (5) copies of the Vendor Response Document no later than 2:00 P.M. CST on **9/21/10** to:

**Waukesha County Purchasing Division
Administration Center, Room 310
515 W. Moreland Boulevard
Waukesha, WI 53188**

Each **HARD COPY** should be double-sided and bound, with the exception of the original, which should be double-sided but not bound. The copies should be bound by staple, binder clip or in a three-ring binder. Spiral, wire or comb bound copies are not acceptable.

***NOTE: If you are delivering your response in person, you must enter through the main Courthouse public entrance (Door #2), 515 W. Moreland Blvd and deliver it to the Department of Administration receptionist in Room 310 of the Administration Center to be time-stamped no later than 2:00 p.m. on the opening date.**

*Be sure to allow sufficient time to obtain entry as the County has now instituted a Controlled Access policy. For more information – go to www.waukeshacounty.gov and click on the **Waukesha County Security Screening** link located at the bottom of the page.*

Responses should be identified in the lower left corner as follows:

VENDOR RESPONSE, RFP #1043 Communications Center Performance Audit - OPENING DATE: 9/21/10

Envelopes, which are not properly identified or received after the above date and time, will be rejected.

C. Pricing/Signature Document Submission - Hard Copy:

Pricing must be submitted on the forms provided. Failure to do so may result in your proposal being rejected.

The Signature Document should be printed, completed in its entirety (with the exception of the tracking ID field; this field is only required for electronic submissions), and signed. **Note: Be sure to acknowledge any amendments issued, if applicable, in the box located above the signature area.**

The signature document along with one (1) original clearly marked and identified as such, and one (1) copy of the Pricing Document should be mailed* no later than 2:00 P.M. CST on **9/21/10** to:

**Waukesha County Purchasing Division
Administration Center, Room 310
515 W. Moreland Boulevard
Waukesha, WI 53188**

***NOTE: If you are delivering your response in person, you must enter through the main courthouse public entrance, 515 W. Moreland Blvd. and deliver it to the Department of Administration receptionist in Room 310 of the Administration Center to be time-stamped no later than 2:00 p.m. on the opening date. Be sure to allow sufficient time to obtain entry as the County has now instituted a Controlled Access policy. For more information – go to www.waukeshacounty.gov and click on the **Waukesha County Security Screening** link located at the bottom of the page.**

Proposal should be identified in the lower left corner as follows:

Pricing Document, RFP #1043 Communications Center Performance Audit - OPENING DATE: 9/21/10

Envelopes, which are not properly identified or received after the above date and time, will be rejected.

D. Response Submission - Electronic Submission:

Respondents may use the Purchasing website for submission by creating an electronic response following the directions contained therein (<https://purchasing.waukeshacounty.gov>). **Fax or email responses are not considered electronic submissions.**

The following documents will need to be downloaded and saved to your computer to provide an electronic response:

- ✓ Vendor Response Document
- ✓ Pricing Document

Once you have made your response final, you must print out the signature document and fax it the Purchasing Division (262-548-7668) prior to the opening date and time. This document will now have a tracking ID associated with it. **Note: Be sure to acknowledge any amendments issued, if applicable, in the box located above the signature area.**

XIV. EVALUATION OF PROPOSALS

Proposals will be evaluated in accordance with the criteria listed below.

A. General Requirements — 25%

1. Organizational capabilities
2. Staff qualifications, experience, and training
3. References

B. Technical Requirements – Scope of Services — 50%

1. Understanding of required audit services
2. Approach to audit objectives
3. Additional Information (unique information that would give firm an advantage in this type of project)

C. Costs — 25%

XV. INTERVIEWS

Interviews may be required of selected finalists at the respondent's expense. The selected finalists will be notified of the date and time of the interview; however, the interview will be separated into the following parts:

Set-Up Time	5% of the time
Contractor Presentation	15% of the time
Questions and Answers	80% of the time

If selected, it is mandatory that the individuals who will actually be providing the services be in attendance.

XVI. AWARD

Award will be made to the responsive, responsible firm who complies with the requirements and scores the highest total on the evaluation criteria as it pertains to the overall needs of Waukesha County.

XVII. FINANCIAL STABILITY

The Contractor, including any subcontractors, must have the financial capability to undertake the requirement. In order to demonstrate its financial capability, Waukesha County may require the submission of some or all of the financial information detailed below by both the Contractor and subcontractor if applicable. The requested information must be provided within five (5) working days of Waukesha County's written request.

- A) Audited Financial Statements for the Respondent's last three (3) fiscal years or for the years that the Respondent has been in business if this is less than three (3) years, including as a minimum the Balance Sheet, Statement of Retained Earnings, Income Statement and any notes to the statements.
- B) If the date of the Financial Statements provided in A) above is more than three (3) months from the date on which Waukesha County requests this information, the Respondent must also provide Interim Financial Statements consisting of a Balance Sheet and year to date Income Statement, as of two (2) months prior to the date of Waukesha County's request.
- C) Evidence by certification from the Chief Financial Officer or an authorized signing officer of the Respondent, regarding the accuracy of any financial information provided.
- D) Formal certification on proposer's stationery signed by the owner or authorized officer of the company indicating the proposing firm has not filed for bankruptcy in any form, nor are there any current intentions of filing any type of bankruptcy proceedings. In the event a proposer has or is considering filing bankruptcy of any type, formal certification will take on the form of a written explanation of such filing, complete with history and current status.
- E) A confirmation letter from the Respondent's financial institution(s) outlining the total of lines of credit granted and the amount of credit that remains available and not drawn upon as of one month prior to the date of Waukesha County's request.
- F) If any proposal is submitted by a joint venture, then the specific financial information requested may be required from each member of the joint venture depending on the magnitude and impact of their role in the joint venture.
- G) If the Contractor or subcontractor is a subsidiary of another company, then the specific financial information requested is also required from the parent company.

XVIII. PROPOSAL DATES

The following dates are being provided for your information and planning purposes. Although every effort will be made to follow this schedule, we reserve the right to modify the dates as necessary.

Release of RFP:	No later than August 27, 2010
Questions Due:	10:00 a.m., Thursday, September 7, 2010,
Proposals Due:	2:00 p.m. Tuesday, September 21, 2010
Evaluation of Proposals:	September 22-29, 2010
**Interviews (if required):	October 12 & 13, 2010
Notice of Award:	No later than October 18, 2010

****We anticipate sending written notification by close of business on September 30, 2010 to the respondents selected for an interview. Respondents must be available for the interview/demonstration process if they are selected as a finalist so please mark your calendars accordingly. Please set aside October 12 & 13, 2010 for the interview/demonstration process – no exceptions/extensions will be given.** Respondents not selected will also be notified that their proposal will no longer be considered unless the Committee finds, after the completion of interviews, that additional firms should be interviewed.

END OF DOCUMENT