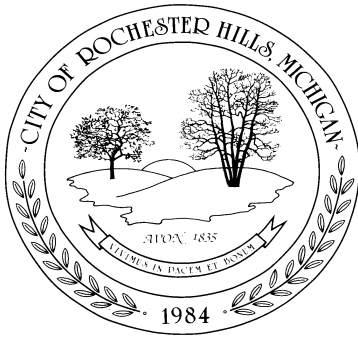


June 5, 2007



**REQUEST FOR PROPOSALS FOR
CONSULTANT FOR
911 PSAP AND EMERGENCY COMMUNICATION
CENTER SERVICES
RFP-RH-07-025**

The City of Rochester Hills is seeking proposals from experienced, knowledgeable and qualified consultants to assist in the evaluation of the City's current 911 Public Service Answering Point (PSAP) and Emergency Communication Center Services. Sealed proposals will be received by the City of Rochester Hills at the **Fiscal/Purchasing Office**, 1000 Rochester Hills Drive, Rochester Hills, MI 48309 until **3:00 P.M. Local Time, WEDNESDAY, JULY 18, 2007**, at which time the name of submitting proposers will be publicly read.

The City of Rochester Hills officially distributes bid documents from the Purchasing Division or through the Michigan Intergovernmental Trade Network (MITN). Copies of bid documents obtained from any other source are not considered official copies. Only those vendors who obtain bid documents from either the Purchasing Division or the MITN System are guaranteed access to receive addendum information, if such information is issued. The first step to do business with the City is to become a registered vendor by visiting the City website at www.rochesterhills.org, click on City Services, then Purchasing and Bid Opportunities and link to MITN website. Final proposal results will be posted on the MITN website after award.

THE CITY OF ROCHESTER HILLS RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSALS.

Any deviation from the specifications must be noted on the proposal.

Please submit proposal on or before the date and time given above to:

Jean A. Farris, CPPB, Supervisor of Procurement
City of Rochester Hills
1000 Rochester Hills Drive
Rochester Hills, Michigan 48309

All proposals (**6 copies**) must be submitted in a Sealed Envelope marked **"RFP – CONSULTANT FOR 911 PSAP AND EMERGENCY COMMUNICATION CENTER SERVICES."**

Overview/Project Objectives

The City of Rochester Hills wishes to engage an experienced professional firm for the purpose of obtaining consulting services to assist the City in determining the best method to provide its residents with the most effective and cost efficient emergency communication services. It is the City's desire to hire a qualified firm that can objectively evaluate the City's 911 PSAP and emergency communication center services. The consultant will furnish all required labor, materials, supplies and travel required in connection with the project. The City expects that the project staff will include individuals with expertise in the fields of public safety, 911 PSAP, emergency communication operations, municipal government and technical report writing.

The City is seeking straight-forward, strategic advice, not a detailed and time-consuming study. There is a total budget of \$25,000 for this project.

With a view to obtaining the most acceptable services, these specifications cover the general requirements. Recommendations from proposers are encouraged and will be reviewed and evaluated based on the best interests of the City.

This document is a Request for Proposal. It differs from a Request for Bid/Quotation in that the City is seeking a solution as described herein, not a bid/quotation meeting firm specifications for the lowest price. As such, the lowest price proposed will not guarantee an award. Competitive sealed proposals will be evaluated based upon criteria formulated around the most important features of the service, of which qualifications, experience, capacity, comparable projects and methodology, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposed evaluation criteria should be viewed as standards, which measure how well a vendor's approach meets the desired requirements and needs of the City.

Background

The City of Rochester Hills is located in eastern Oakland County, 36 miles north of Detroit. The population is approximately 70,000. The City's 32 square miles are largely developed, with build-out expansion expected to reach 77,000 persons. The City is a strong Mayor form of government.

The City currently contracts with the Oakland County Sheriff Office for police services. Fire Services are provided by City Fire Department personnel, both full time and paid-on-call. The City Fire Department operates an Emergency Communication Center at Fire Station #1. Landline 911 calls are received by the Fire Department Emergency Communication Center, while 911 wireless calls are answered by the Oakland County Sheriff Office. Based on the request for service, Fire, EMS or Police, each agency either handles the call or transfers it to the other agency. The Fire Department Emergency Communication Center dispatches emergency units to fire and EMS runs while Oakland County Sheriff Office dispatches patrol cars requests for police.

Scope of Work

- A review and assessment of the current 911 PSAP and emergency communication center systems provided to the community.
- A review and assessment of the effectiveness and efficiency of utilizing tandem functions of Rochester Hills and Oakland County, including integration and functionality of the operations.
- Compare and analyze the City's needs and resources against best practices to determine if there is need for revisions/improvements.
- Analyze technology and procedures to identify any missed opportunities to improve any effectiveness or efficiency of the overall services to the community.
- Recommend strategic direction for the future of the entire 911 PSAP and the Rochester Hills Fire Department 911 PSAP and emergency communication center systems.

Communication and Coordination

Since communication and coordination are keys to any process, detail how you propose to work with the City Administration to review work products as they are developed.

Work Products/Deliverables

- Written report that includes findings of review and assessment and recommendations, based on tasks identified in Scope of Work.
- Proposers may be required to make a presentation to City Council.

Professional Approach

The firm will represent that all tasks will be performed in accordance with generally acceptable professional standards and further represent that the advice and consultation provided will be within its authority and capacity as a professional. The firm will comply with the regulations, laws, ordinances and requirements of all levels of government applicable to this project.

The firm will further represent that it is not currently employed in any capacity with the City of Rochester Hills or Oakland County or its subsidiary agencies. Proposers shall describe in detail its relationship(s) with said agencies within the last fifteen (15) years. It is the City's intent to obtain a totally independent and unbiased analysis and recommendation. The decision to award this contract and the impartiality of the proposer will be based solely on the discretion of the City of Rochester Hills Administration.

Mandatory Requirements

The successful firm ensures and understands that:

1. All licenses required by the State of Michigan are to be maintained by the firm during the course of the contract.
2. All required insurances are to be maintained by the firm during the course of the contract.
3. The firm will provide a single point of contact for the duration of the contract.
4. The firm will ensure completion of the project in accordance with the proposed time line as proposed by the consultant.
5. The firm will comply with administrative procedures of the City.
6. The firm will meet with applicable City departments and consultants to review specific concerns or issues.

General Conditions

1. All correspondence from interested firms regarding this proposal must be directed to the attention of Jean Farris, CPPB, Supervisor of Procurement, 1000 Rochester Hills Drive, Rochester Hills, MI 48309, 248/841-2538. All inquiries will be made in writing in order that a written response in the form of an addendum can be processed before the proposals are opened. Inquiries received after **Friday, July 6, 2007, at 12:00 (noon)**, will not be considered.
2. Additional information to this proposal from prospective firms shall be requested by the Purchasing Division of the City of Rochester Hills.
3. No proposal will be accepted from, or contract awarded to any person, firm, or corporation that is in arrears or is in default to the City of Rochester Hills upon any debt or contract, or that is in default as surety or otherwise, or failed to perform faithfully any previous contract with the City.
4. No proposal may be withdrawn after it has been deposited with the City of Rochester Hills, except as provided by law.
5. All costs incurred in the preparation, submission, and presentation of this proposal, in any way whatsoever, will be wholly absorbed by the prospective firm. All supporting documentation will become the property of the City of Rochester Hills unless requested otherwise at the time of submission. Michigan FOIA requires the disclosure, upon request, of all public records that are not exempt from disclosure under section 13 of the Act, which are subject to disclosure under the Act. Therefore, confidentiality of information submitted in response to this Request for Proposals is not assured.
6. The City reserves the right to reject any and all proposals, to waive any informality in the proposal received, and to accept any proposal (or part thereof) which it will deem to be most favorable to the interests of the City or to award to multiple proposers.

7. The City reserves the right to modify the scope of services during the course of the contract. Such modification may include adding or deleting any tasks this project will encompass and/or any other modifications deemed necessary. Any changes in pricing or payment terms proposed by the consultant resulting from the requested changes are subject to acceptance by the City. Changes may be increases or decreases.
8. The City reserves the right to terminate the contract without penalty upon 30 days written notice due to poor performance or for reasons deemed to be in its best interest. A designated representative of the City will be solely responsible for determining acceptable performance levels. His/her decision will be deemed in the City's best interest and will be final. The City reserves the right to re-award the contract to the second most qualified proposal, re-bid the contract or do whatever is deemed to be in its best interest.
9. The successful proposer must furnish documentation complying with State of Michigan and Federal laws relating to discrimination under Equal Employment Opportunity (EEO).
10. The City of Rochester Hills is exempt from all sales, excise, and transportation taxes.
11. The selected firm must maintain for the life of the agreement insurance coverage meeting the minimum limits of liabilities as outlined in Appendix A.
12. No faxed proposals will be accepted. All information requested herein must be submitted with the proposal; failure to do so may result in rejection of the proposal as non-responsive and/or incomplete.
13. All proposals must be in accordance with the Purchasing Ordinances of the City of Rochester Hills and the requirements of this notice to be deemed responsive. Any deviation from the specifications must be noted in the proposal.
14. Ownership of all data, materials and documentation originated and prepared for the City of Rochester Hills pursuant to the Request for Proposals and the subsequent contract shall belong exclusively to the City of Rochester Hills.
15. The consultant will provide competent, suitable and qualified personnel to perform the work as required by the specifications. The consultant will designate a representative who will be the point of contact and will have the authority to act on behalf of the consultant. The consultant's representative will not be replaced without prior written notice to the City. All communications given the consultant's representative will be as binding as if given to the consultant.
16. The consultant shall not subcontract any or all portions of the work unless the City grants prior written approval. Any subcontractor, so approved, shall be bound by the terms and conditions of this contract. The consultant shall be fully liable for all acts and omissions of its subcontractor(s) and shall indemnify the City of Rochester Hills for such acts or omissions.

17. All work shall meet with the approval of the City administration, or an authorized representative, as conforming to the provisions and requirements of this contract.
18. Advanced payments will not be authorized. Payments will be made on a time and materials basis and acceptance of services rendered. Correct invoices will be paid net 30 days, following the City of Rochester Hills' schedule for payment of invoices.
19. The City of Rochester Hills reserves the rights to waive any informalities, or immaterial omissions or defects not involving price, time or changes in the work and to reject any or all proposals, if to do so is deemed in the best interest of the City. In no event will an award be made until all necessary investigations are made as to the responsibility and qualifications of the consultant to whom it is proposed to make such award. Any contract awarded to a person or company who is discovered to have been in default or disqualified at the time of the awarding of the contract shall be voidable at the discretion of the Mayor of the City of Rochester Hills.
20. Proposers are advised that the RFP is considered to be under evaluation from the opening date until contract award. The Purchasing Division and City staff are restricted from giving any information relative to the proposals and the "progress" of the evaluation during this time, except as described in this RFP and as required to administer the evaluation process. Proposers will be notified when an award is made and a notice posted on the MITN website.
21. It shall be the proposer's responsibility to make inquiry as to the changes or addenda issued. Addendum will be posted on the MITN system. All such changes or addenda shall become a part of the contract and all contractors shall be bound by such changes or addenda.

Payment Terms

Payment will be remitted net 30 days following receipt and authorization of a monthly invoice that includes the following detailed information:

Information for each discipline on each individual project:

- Amount of monthly payment
- Itemization of all additional services performed
- Number of hours spent on additional services
- Fees associated with these hours
- Balance of costs remaining

Instructions to Proposers

1. Submit **Six (6) COPIES** of your proposal. Proposers not responding to any of the specifications may be classified as unresponsive. The response must follow the format outlined in this proposal. Supplemental information may be attached.

2. Any significant explanation desired by a proposer, regarding the meaning or interpretation of the Request for Proposals must be requested with sufficient time allowed for a reply to reach all prospective proposers before the submission of their proposals. Any information given to a prospective proposer concerning the RFP will be furnished to all prospective proposers as an amendment or an addendum to the RFP, if such information would be of significance to uninformed proposers. The City of Rochester Hills will make the sole determination as to the significance to uninformed proposers. Inquires regarding the proposal will not be accepted after **Friday, July 6, 2007, at 12:00 (noon)**. Proposer shall be responsible to insure that he/she has all significant information prior to submitting a proposal.
3. All correspondence or inquiries from interested firms regarding this proposal shall be directed to the attention of Jean Farris, CPPB, Supervisor of Procurement, 1000 Rochester Hills Drive, Rochester Hills, Michigan 48309, 248-841-2538, farrisj@rochesterhills.org.

APPENDIX A INSURANCE REQUIREMENTS

Submit a Certificate of Insurance prior to the issuance of a purchase order meeting the minimum limits of liabilities as outlined. Certificate of Insurance shall have language the same as that shown in example. All insurance carriers must be acceptable to the City and licensed in the State of Michigan.

A new certificate of insurance shall be provided to the City each year at the time of policy renewal. New certificates shall be delivered to the City in the same format as outlined in the SAMPLE certificate attached.

The Vendor shall not allow for any lapse of insurance coverage in the amounts shown below. Failure of the Vendor to maintain the required insurance shall be grounds for contract cancellation.

1. Workers' Compensation Insurance. The Vendor shall procure and maintain during the life of this contract, Workers' Compensation Insurance, including employers Liability Coverage, in accordance with all applicable statutes of the State of Michigan.
2. Commercial General Liability Insurance. The Vendor shall procure and maintain during the life of the blanket purchase order, Commercial General Liability Insurance on an "Occurrence Basis" with limits of liability not less than \$1,000,000 per occurrence and/or aggregate combined single limit, Personal Injury, Bodily Injury, Bodily Injury and Property Damage. Coverage shall include the following extensions: (A) Contractual Liability; (B) Products and Completed Operations Liability; (C) Independent Contractors Coverage; (D) Broad Form General Liability Extensions or equivalent; (E) Deletion of all Explosion, Collapse and Underground (XCU) Exclusions, if applicable.
3. Motor Vehicle Liability. The Vendor shall procure and maintain during the life of this contract Motor Vehicle Liability Insurance, including Michigan No-Fault Coverages, with limits of liability of not less than \$1,000,000 per occurrence combined single limit Bodily Injury and Property Damage. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.
4. Umbrella Liability Insurance. The Vendor shall procure and maintain during the life of this contract Umbrella Liability Insurance with limits of liability of not less than \$1,000,000 per occurrence.
5. Additional Insured. Commercial General Liability and Motor Vehicle Liability Insurance, as described above, shall include an endorsement stating the following shall be Additional Insureds: "The City of Rochester Hills, all elected and appointed officials, all employees and volunteers, all boards, commissions and/or authorities and board members, including employees and volunteers thereof. This coverage shall be primary to

the Additional Insureds, and not contributing with any other insurance or similar protection available to the Additional Insureds, whether other available coverage be primary, contributing or excess.

6. Cancellation Notice. Compensation Insurance, Commercial General Liability Insurance and Motor Vehicle Liability Insurance, as described above, shall include an endorsement stating the following: "It is understood and agreed that Sixty (60) days Advance Written Notice of Cancellation, Non-Renewal, Reduction and/or Material Change shall be sent to City of Rochester Hills, 1000 Rochester Hills Drive, Rochester Hills, Michigan 48309."

If any of the above coverages expire during the term of the contract, the Vendor shall deliver renewal certificates and/or policies to the City of Rochester Hills at least ten (10) days prior to the expiration date.

HOLD HARMLESS

To the fullest extent permitted by law, Vendor agrees to defend, pay in behalf of, indemnify and hold harmless the City of Rochester Hills, its elected and appointed officials, employees and volunteers and others working in behalf of the City of Rochester Hills against any and all claims, demands, suits, or loss, including all costs and attorney fees connected therewith, and for any damages which may be asserted, claimed or recovered against or from the City of Rochester Hills, its elected and appointed officials, employees, volunteers or others working in behalf of the City of Rochester Hills by reason of personal injury, including bodily injury and death and/or property damage, including loss of use thereof, which arises out of or is in any way connected or associated with this contract.

Selection Criteria

Proposals will be evaluated and ranked. The City of Rochester Hills reserves the right to reject any and all proposals, to make an award based directly on the proposals or to negotiate further with one or more firms. The firm selected will be chosen on the basis of the apparent greatest benefit to the City, including but not limited to:

1. *Experience and Qualifications* - The firm must have personnel who have experience with the professional services described herein, as well as experience in working with municipal governments or public entities. Provide information on technical training, experience, and education of ONLY the personnel who will be assigned to this project.
2. *Capacity* - Enumeration of the firm's capability to accomplish the project with its present work force. Firms should clearly identify all disciplines available within the firm and those that will be subcontracted to others. List the subcontracted firms that will be involved in the project. Provide for each firm the scope of responsibility to the project and the amount of time they will be involved with the project. State the firm's ability to complete the project in a timely manner, based on current and anticipated workload.
3. *Methodology/Work Plan* - The firm shall provide a work program that expressly addresses the objectives and components identified in the RFP. Provide a timeline for the project.
4. *Comparable Projects* - Provide a list of comparable projects that have been successfully completed by your firm within the past 5 years and a contact person (name, address, title, responsibility, and phone number) for each project.
5. *Cost Proposal* - Show full billing rates for each person assigned to this project. Estimate the amount of time each person will spend on each task identified in the work program. Show estimates for materials, travel, and other reimbursable expenses. Provide total project cost as a not-to-exceed amount.

The City reserves the right to interview any number of qualifying firms as part of the evaluation and selection process. The proposal award will not be based solely upon cost, but will be evaluated based upon criteria formulated around the most important features of the services, which will include, but not be limited to: depth and breadth of experience, size and scope of previous projects, quality and experience of the assigned personnel and other applicable components.

VENDOR QUESTIONNAIRE

Date: _____

Firm Name: _____

Address: _____

City/State/Zip Code: _____

Telephone Number: _____

Fax Number: _____

Email Address: _____

Firm Established: _____ **Years in Business:** _____

Type of Organization: (Circle One)

- a. Individual
- b. Partnership
- c. Corporation
- d. Joint Venture
- e. Other

**How many years has your company been providing consulting for 911 PSAP and
Emergency Communication Center services?**

**How many clients does your company currently serve with the type of services described?
Explain the capacity of the services provided.**

[illegible]

If subconsultants are to be utilized for this project, has anyone from the subconsultant's firm assigned to this project ever been employed in any capacity with the City of Rochester Hills or Oakland County or its subsidiary agencies. Describe in detail the relationship(s) with said agencies within the last fifteen (15) years.

How are consultants managed within your organization?

Provide your work plan for this project.

Provide a detailed timeline for this project.

Provide a description of the deliverables to be provided at the end of the engagement.

Is a contract required? If so, please attach a copy of your standard contract.

What are your billing procedures?

Have you been involved in any litigation during the past five years? If so, provide an explanation.

Has your firm filed bankruptcy proceedings during the past five (5) years. Please explain.

Provide a complete Cost Proposal (#5 Cost Proposal in Selection Criteria) including full hourly (billing) rates for each person assigned to this project. Estimate the amount of time each person will spend on each task identified in the work program. Show estimates for materials, travel, and other reimbursable expenses. Show total project cost as a not-to-exceed amount. Clearly define all relative direct and indirect costs. Include current fee schedule.

Do you charge an administrative overhead fee for subconsultants? Please explain.

Can your firm meet the City's insurance requirements? Yes _____ No _____

The undersigned hereby declares that he/she has carefully examined the general conditions and specifications and will provide services for Consultant for 911 PSAP and Emergency Communication Center Services as described herein for the price set forth in this proposal. Any changes to the specifications and its impact on the final cost will be discussed and mutually agreed upon before the delivery of the services.

It is understood that all proposed prices shall remain in effect for at least ninety (90) days from the date of the proposal opening to allow for the award and that, if chosen the successful vendor, the prices will remain firm through invoice.

The proposer affirms that he/she is duly authorized to execute this proposal, that this company, corporation, firm, partnership or individual has not prepared this proposal in collusion with any other proposer and that the contents of this proposal as to prices, terms or conditions have not been communicated by the undersigned, nor by any employee or agent, to any competitor, and will not be, prior to the award and the proposer has full authority to execute any resulting contract awarded as the result of, or on the basis of the proposal.

By submission of a response, the Proposer agrees that at the time of submittal, he/she: (1) has no interest (including financial benefit, commission, finder's fee, or any other remuneration) and shall not acquire any interest, either direct or indirect, that would conflict in any manner or degree with the performance of Proposer's services, or (2) benefit from an award resulting in a "Conflict of Interest." A "Conflict of Interest" shall include holding or retaining membership, or employment, on a board, elected office, department, division or bureau, or committee sanctioned by and/or governed by the City of Rochester Hills. Proposers shall identify any interests, and the individuals involved, on separate paper with the response and shall understand that the City, at its discretion may reject their proposal.

The submission of a proposal hereunder shall be considered evidence that the proposer is satisfied with respect to the conditions to be encountered and the character, quantity and quality of the work to be performed.

Representative's Name: _____

Title: _____

Signature: _____