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MEMORANDUM

TO: Potential Consultants

FROM: Denise Bulat, Executive Director

DATE: March 24, 2005

RE: Request for Qualifications

The Cities of Davenport and Bettendorf, and Scott County, Iowa are requesting qualifications for a study of dispatch service and record keeping consolidation of four existing public safety answering point (PSAP) centers; City of Davenport, City of Bettendorf, Scott County, Iowa and MEDIC. The scope of services being solicited is detailed in the enclosed request for qualifications (RFQ). Questions will be handled as outlined in the RFQ.

Twenty (20) copies of the proposal should be submitted before 3:00 p.m., CST, on April 22, 2005 to:

Denise Bulat
Executive Director
Bi-State Regional Commission
1504 Third Avenue
P.O. Box 3368
Rock Island, Illinois 61204-3368

DLB/sh
Grants/memos/Consolidated Communication RFP.doc

Enclosure: As stated above

REQUEST FOR QUALIFICATIONS

DISPATCH SERVICE AND RECORD KEEPING CONSOLIDATION CITY OF DAVENPORT, CITY OF BETTENDORF, SCOTT COUNTY, IOWA AND MEDIC

March 2005

I. INTRODUCTION

The City of Davenport, City of Bettendorf and Scott County, Iowa (clients) are soliciting proposals from qualified consulting firms to develop a plan that addresses all issues that would be involved in consolidating the three existing primary 911 PSAPs (public safety answering points), operated by each of the clients, and a secondary PSAP operated by MEDIC for ambulance service, into a single facility.

The four PSAPs all perform various 911-related emergency communications services for local police, fire, ambulance and other public agencies. They are currently operated at separate sites as separate entities, although there is considerable interaction among the field units – especially in mutual aid scenarios and in multi-jurisdiction activities. Scott County owns a Sheriffs Department annex facility that has been identified as a potential location for the consolidated center.

The plan will address the questions "How would a consolidation take place and provide improved service?" and "How should it be organized and staffed? What services should it perform? How should policies be made and changed? How should it be funded?"

In order to determine the costs and benefits of such a consolidation, the consultant will review and verify existing data that has been collected by the Clients. The consultant will then perform computer analyses of all of the available statistical data on the present workloads and the grade-of-service being provided, to give a baseline for making recommendations for consolidated staffing.

The plan will also address the questions "With consolidation, what communications changes or improvements should be made in order to support the operations better than provided today."

The consultant will present cost and benefit alternatives. The alternatives will also consider interfaces with other agencies and laying out a recommended phasing plan for migration to the recommended alternative.

The planning study will be directed by a Steering Committee comprised of representatives of the Clients and MEDIC. The Bi-State Regional Commission will manage the consultant contract.

The Clients reserve the right to reject any and all proposals and to negotiate changes with any proposers. Any vendor who has a stake in the potential provision of equipment to

existing centers or the consolidated center will not be considered for this study phase. The Clients are not liable for any cost incurred by any proposers prior to the execution of an agreement or contract. Nor shall the Clients be liable for any costs incurred by the selected consultant that are not specified in the contract.

The Clients are Equal Employment Opportunity Employers.

II. BACKGROUND

The Davenport-Rock Island-Moline Metropolitan Statistical Area (MSA), popularly known as the Quad Cities, is one of fifty interstate metropolitan areas in the United States. Comprised of Scott County in Iowa and Henry, Mercer and Rock Island Counties in Illinois, its population is dispersed evenly along both sides of the Mississippi River, which includes the eastern boundary of Iowa and the western boundary of Illinois, approximately 165 miles west of Chicago. The equal division of its 380,000 residents between the two states and the absence of a dominant central municipality makes it unique among other interstate communities.

Because of the geographical nature of the region, the Quad Cities area has a strong tradition of working cooperatively on issues impacting the overall public safety and quality of life in the region. Coalitions and consortiums have been created over the years to resolve issues of mutual concern and to improve efficiencies, while at the same avoid duplication in efforts.

Scott County (population 158,688): Scott County, Iowa has four PSAP's – Bettendorf (pop. 31,275), Davenport (pop. 98,359), Scott County and MEDIC. The three local government PSAP's are primary 911 PSAP's and are connected via a fiber optic network. The MEDIC PSAP is a secondary PSAP and it's connection to fiber is provided through Genesis Health Systems and is not currently linked directly through fiber to the other PSAP's. Three of the entities are using 800 MHz communication for law enforcement mobile data commuting.

Scott County Sheriff: The Scott County Sheriff's office has implemented an 800 MHz system for voice communication and currently has the ability to operate on Bettendorf frequencies and can act as a backup dispatch for Bettendorf. Scott County has one 800 MHz channel permanently linked to Davenport Police Dispatch 2 frequency and the ability to link any of Davenport Police frequencies to a Scott County 800 MHz channel. Rural fire departments currently operate on VHF frequencies which are linked to county 800 MHz channels. Scott County is slated to change its AVL software in the near future. The proposed vendor is Location Technologies, the same as is being used by Bettendorf Police Department. The 911 system is also slated, in the near future to be upgraded to meet new TDD standards to handle VCO (voice carry over) and HCO (hearing carry over) calls. Future plans include Phase II wireless 911 upgrades.

The Scott County Sheriff's Office Communications Center is a fairly new facility located at the Scott County Courthouse. The Center provides dispatch services for the Scott County Sheriff's Office, 8 local Police Departments, Scott County Conservation, Scott County emergency management, 5 ambulance services, 14 fire departments, and the Sheriff's Reserve Unit. The PSAP is staffed by 13 full-time and one part-time public safety dispatchers, including 3 lead dispatchers and one Communications Supervisor. All Communications personnel are certified by the NAEMD (National Academy of Emergency Medical Dispatch) and provide EMD services.

Bettendorf: Bettendorf Police Department has upgraded or replaced in the past five years all telephone systems, radio networks, and CAD/RMS/Mobile reporting software. QWEST is the LEC for Bettendorf. NEC PBX equipment city-wide is linked to other sites via private fiber. Positron Lifeline 100 is the E9-1-1 used in the Dispatch Center (also tied to NEC PBX network). RACOM is the service provider for 800 MHz trunked voice and data. Bettendorf also maintains UHF for law enforcement and VHF for fire paging and redundancy. Location Technologies is the new vendor for squad car automatic vehicle location mapping. (AVL Information Systems was the past vendor but no longer supports their product.) CODY system is the vendor for CAD, RMS and the mobile data system, utilizing Oracle database. Squad cars use Aether Packet Cluster Mobile to transmit data over the RACOM network. Panasonic Toughbook CF-28 computers are installed in every squad car, running Windows 2000. Squad car data bandwidth available over RACOM is 9600 baud. The PSAP is planning migration to Terabeam WI-MAX in Spring 2005 using 4.9 GHz. Regarding interoperability, the PSAP can patch Davenport Police UHF channels 1,2, and 3 and Davenport Fire UHF channels 1 and 2 and MEDCOM UHF to any talk group at the dispatch center using ZETRON equipment. The Bettendorf PSAP also has access to all four Scott County Fire VHF frequencies and can act as a backup dispatch center for Scott County.

Bettendorf employs nine full-time and one part-time communications/computer specialist (dispatchers). Bettendorf dispatchers are under the Bettendorf Peace Officers Association union. Since 1997, Bettendorf has spent over \$1,000,000 in remodeling the dispatch center including a third console center, new equipment, computer systems for squad cars, and CODY, a new computer aided dispatch and record system.

Davenport: The current radio system in Davenport is comprised of several UHF conventional FM Repeaters. All of the Fire and Police repeaters are also equipped with remote satellite receivers, linked to the main system. The Police Department has 3 repeaters, the Fire Department has two, the Public Works Department has two and the Transit Department has one UHF Repeater system. These systems adequately cover the City of Davenport today. The three Police and one Fire Department repeaters are at the end of their life cycle, and replacement should be considered. The Police Department currently uses the

RACOM EDACS system for mobile data applications, but is planning for a move to acquire more bandwidth and capabilities with newer technology at a reduced cost. The current system uses a T-1 line. The RACOM EDACS system ceases to work if the T-1 line goes down. The Fire Department does not have mobile data, but is interested in acquiring it as soon as possible. The police department has access to a continuously operated linker provided by Scott County sheriff's Dept. linking the Police 2 Channel to a Scott County Event Group on their EDACS system. Bettendorf and the outlying departments also have access to this linker. The fire department has a linker installed to link their Fire 2 channel to the Quad City Event Channel on the EDACS system for Mutual Aid responses in Bettendorf. The City has a Capital Improvement Project on the horizon for a new communications system.

Twenty-two Communications Clerks currently staff the Davenport PSAP and they belong to the Union of Professional Police. Ground breaking for a new Davenport Police Facility is set for late fall of 2005 with a scheduled completion date set at 18 months. The new facility has no reserved space for the dispatch function. It is estimated that the current Police Department building will be evacuated in the Fall of 2006.

MEDIC EMS: MEDIC EMS has implemented an 800 MHz system for primary radio communications through the RACOM EDACS network. They maintain an aged Motorola UHF system that is used for dispatching and communicating with MED-FORCE air medical helicopter. It is also used to dispatch a 24-hour courier service, initially dispatch the Eldridge MEDIC crew and as a backup to the 800MHz system. Their UHF base/repeater is housed at Genesis West Hospital with a Qwest leased line connecting it to the dispatch center (MED-COM). Qwest is our LEC. In 2005, a new Nortel phone switch was installed to support the dispatch center as well as the business office needs of the company. A Positron Lifeline 100 is integrated into the Nortel system which is nearly eight years old. 9-1-1 calls are answered on a standard phone set. The vendor for the ambulance automatic vehicle location mapping is AVL Information Systems. In April of 2003, MEDIC EMS installed Rescuenet Dispatch from Zoll Data Systems as its CAD system. Field Data from Zoll Data Systems is the application that is utilized to manage patient care records. MED-COM's System Status Controllers supply Pre-Arrival Instructions (PAI) to all callers using the protocols of the National Academy of Emergency Medical Dispatch.

MEDIC EMS is a private 501c3 not-for-profit corporation established in 1982, doing business as the Davenport Hospital Ambulance Corporation (DHAC.) MEDIC EMS is the primary 9-1-1 and non-emergency Paramedic Ambulance Transport provider in most of Scott County, with a fleet of 16 ambulances and 3 Command vehicles. In addition to responding to 9-1-1- calls, MEDIC EMS also provides scheduled ambulance transfers for local and surrounding hospitals, as well as extended care facilities. MEDIC EMS also has an ambulance transfer operation in Clinton, Iowa, and supplies ambulance transportation services to

Mercer County Hospital, located in Aledo, Illinois. MEDIC EMS is governed by leadership from both the local hospitals as well as the public sector. The dispatch division of MEDIC EMS, known as MED-COM, is located in the headquarters facility at 1204 E High Street in Davenport. Dispatch staff consists of nine full-time and eight part-time System Status Controllers. A minimum of two controllers are on duty at all times. An additional controller is added from 0900 to 1700 Monday through Friday to address peak call volumes. At this time there is no union representation at MEDIC EMS.

III. EXISTING DATA

A copy of all relevant existing information and records within the offices of the Clients will be furnished at no cost to the consultant. It is the consultant's responsibility to determine the information needed from that available and to collect any additional data which may be required. All additional data or information shall be the responsibility of the consultant for determination and collection.

The Clients do not guarantee the accuracy of available existing data and leave to the consultant the responsibility for verification and applicability of the existing data necessary for the study.

IV. PROPOSAL SUBMITTAL REQUIREMENTS

- ◆ Submittal Deadline: April 22, 2005, at or before 3:00 p.m. CST
- ◆ Submittal Location: Bi-State Regional Commission
1504 Third Avenue
P.O. Box 3368
Rock Island, Illinois 61204-3368
- ◆ Question Deadline: April 12, 2005
- ◆ Question Contact: Questions must be submitted in writing or email to:
Denise Bulat and Mark Hunt
Bi-State Regional Commission
1504 Third Avenue
Rock Island, Illinois 61201
dbulat@bistateonline.org and
mhunt@bistateonline.org
- ◆ Question Responses: Posted in Feature Section at
www.bistateonline.org
- ◆ Submittal Copies: Twenty (20) copies are required

Fees and Compensation

Quotation of fees and compensation is an activity that will occur after the prime firm is selected. The estimate of costs and person hours per work item will be an exhibit in the consultant contract and will be represented as a cost not to exceed.

V. PROPOSAL CONTENTS

To simplify the review process and to obtain the maximum degree of comparability, the proposal shall include the following information and shall be organized in the manner specified below.

Particular emphasis should be placed upon providing information concerning the firm's proposed project approach, similar projects the firm has recently performed, and the qualifications experience and availability of the firm's team and subconsultants.

A. Letter of Transmittal

Provide a letter of transmittal briefly outlining the firm's understanding of the work, general information regarding the firm and individuals to be involved, and the name, address telephone number and fax number for the contact person for the proposal.

B. Profile of Firm

Include general information about the firm, the firm's area of expertise, and the firm's official name, address and principal officers.

C. Qualifications

- 1) Include the name of the anticipated project manager, their qualifications and experience, and the names, qualifications and experience of other key personnel who will be assigned to the project.
- 2) Describe the experience of the firm in performing similar studies. The proposal shall include, at a minimum, projects completed within the past five years. Project references shall include the following:
 - ◆ Project name
 - ◆ Project location
 - ◆ Contact person and telephone number for:
 - Project manager/coordinator
 - System dispatcher
 - ◆ Brief description of the project
- 3) The proposal shall describe the name and location of other subcontracting firms that

will be used by the firm in the study, and the approximate percentage and type of work that would be performed by each of these firms.

- 4) The proposal shall discuss the firm's ability to integrate this study into the firm's present workload.

D. Design Approach

The proposal shall include a general description of the firm's proposed means of satisfying the following scope of services. The selected firm's responsibilities will include, but may not be limited to, the following scope of services. (Note that the detailed scope of services will be negotiated at the time of contract development).

The consultant will perform the following tasks to assist the Clients in analyzing and planning for consolidation of emergency communications centers within Scott County. The study will plan for potential consolidation of four existing PSAP centers; City of Davenport, City of Bettendorf, Scott County and MEDIC and will identify alternative approaches and estimated costs for the alternatives that are selected as the most viable by the participants.

Each task will have a deliverable document which will be produced in two increments. The first will be a draft which will be submitted for review by the Clients and other respective participants. Upon completion of the review and receipt of comments from the Clients, the consultant will produce a final version of the document for general release. Although each task will result in a separate document, they will be prepared in a manner that allows them to be consolidated into a single report at the conclusion of the project.

Task 1: Review current operations at the four PSAP centers to document the following:

- Management and organizational structure, including staffing levels and unions
- Operational services provided and policies and procedures
- Compensation packages and career paths
- Traffic volumes, including calls for service, incidents created, reporting methods
- Training programs and certifications requirements
- Warrants processing and maintenance functions
- Operations and maintenance support

Task 2: Develop Operational Modes for a Consolidated Center

The consultant will describe the proposed structure and operational functions for a consolidated center, addressing each of the elements in Task 1 and expanding them as projected for a consolidated center with a focus on improved service. It will address the required changes in structure and operations from existing centers, especially on items which will significantly affect the operations staff. Where appropriate, the draft

document will address alternative approaches, and show the consultants recommended approach. The final document will focus on the approach selected as the most appropriate by the Clients and will include:

- An operational design for a consolidated center. This includes number of operational police radio consoles, fire/EMS radio consoles, and call answering positions.
- Equipment needs of the consolidated center and associated costs. Installation costs will also be determined.
- Equipment transition plan from the existing operations to the new consolidated center including preparation for cutover.
- Employee transition plan, including providing cost estimates of accrued leave time liability.
- Facility improvement needs and costs including fiber system.
- An implementation plan, time line and start up costs for the operation of a consolidated center.
- An operational budget for the consolidated center.
- Identification of future expansion capabilities for the consolidated center and potential for assimilation of the new center into new service areas and technologies such as 411.

Task 3: Propose a Governing Structure

The consultant will develop a proposed structure for the governing bodies of the consolidated center. This will include structures for overall planning and guidance, budget/finance approvals, and day-to-day operations. For each type of governing body identified, participation levels, term of office, voting, and similar matters related to the organization and management of a consolidated center. This will include draft agreements for the participating organizations.

Task 4: Funding Options

The consultant will prepare a document which identifies alternative methods for providing the funding to operate the consolidated center and developing operating budgets for the center. This will include:

- Cost distribution among the participants
- Budget development process/guidelines
- Use of telephone surcharge for 9-1-1 emergency services support
- Use of grant funding should it be available
- Capital budgets versus operational budgets

Task 5: Public and Stakeholder Involvement

The consultant will describe the public involvement planned for the key study milestones. The consultant will also discuss the methods that will be used to gather

input from the direct stakeholders such as sheriff, police and fire departments, unions MEDIC, elected and administrative officials, and Blue Ribbon Committee members (an advisory committee appointed by the Mayors of Davenport and Bettendorf and the Scott County board Chair to review potential joint efforts of the three jurisdictions).

E. Project Schedule

The proposal shall include a general project schedule and estimated completion date with the understanding that the clients are interested in moving forward as quickly as possible with the study.

VI. EVALUATION CRITERIA

A review of qualifying proposals will identify potential firms which most closely meet the needs of the Clients. Upon review of the proposals, top candidate firms (up to 3 firms) will be asked to make a presentation to the Steering Committee to discuss their qualifications, background and experience, and proposed approach to accomplish the scope of work.

Proposals will be evaluated by the Steering Committee. Factors to be considered by the Steering Committee will include the following:

- A. Qualifications and experience of the project manager.
- B. Qualifications and experience of the firm.
- C. Experience and qualifications of the project team in dealing with similar projects, local government and project impacts.
- D. Understanding of the project.
- E. Design approach addressing the requested scope of services.
- F. Ability to meet proposed schedule.
- G. Evaluation of references.

PROPOSED EVALUATION SCHEDULE

Solicitation for Qualifications by March 24, 2005

Qualification Proposals Due by April 24, 2005

Review/Interviews by May 16, 2005

Consultant Selection by May 23, 2005

Contract negotiation will begin immediately upon consultant selection with the study beginning upon execution of the contract.