



**Northwest Central Dispatch System**  
**Northwest Central 9-1-1 System**

Northwest Central Dispatch System  
1975 E. Davis Street  
Arlington Heights, IL 60005

Phone: 847.398.1130  
Fax: 847.590.3369

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# Request for Qualifications

## Project Management/Consultant Services for Computer Aided Dispatch (CAD)

DATE DUE: March 3, 2017

TIME DUE: 4:00 p.m.

Envelopes must be sealed and marked with the Project Title.

Proposers must submit one (1) original and three (3) complete copies of their proposal, as well as an electronic copy saved to an external storage device.

**RFQ Questions:**

John Ferraro, Executive Director  
Northwest Central Dispatch System  
Phone: (847) 590-3408  
Fax: (847) 590-3469  
Email: [jferraro@nwcds.org](mailto:jferraro@nwcds.org)

**SUBMIT PROPOSAL TO:**  
**John Ferraro, Executive Director**  
**Northwest Central Dispatch System**  
**1975 E. Davis Street**  
**Arlington Heights, IL 60005**

## **Section 1** **Introduction**

The Northwest Central Dispatch System/Northwest Central 9-1-1 System (NWCDS) will receive proposals from firms qualified to perform project management/consulting services until 4:00 p.m. local time on Friday, March 3, 2017, at Northwest Central Dispatch System located at 1975 E. Davis Street, Arlington Heights, Illinois 60005. Firms are invited to submit a proposal outlining their experience and qualifications in performing work directly related to the services required as detailed in the Request for Qualifications (RFQ) packet.

No proposal will be considered unless fully completed in a manner provided in the RFQ packet. Any proposal received after the closing time will be returned to the submitting firm unopened after a contract has been awarded for the required services.

The Northwest Central Dispatch System/Northwest Central 9-1-1 System Joint Board of Directors reserves the right to postpone, accept, or reject any and all proposals, in whole or in part, on such basis as the Board deems to be in its interest to do so.

No proposal may be withdrawn for at least ninety (90) days after the scheduled closing time of the proposal.

## **Section 2** **Proposer's Special Instructions**

### **A. Proposed Timelines**

Tuesday, January 31, 2017:	Release of Request for Qualifications
Friday, February 10, 2017:	Deadline for Questions Submitted
Friday, February 17, 2017:	Questions answered
Friday, March 3, 2017 - 4:00pm:	Deadline for Submission of Proposals
March 3 <sup>rd</sup> - March 10, 2017:	Interviews(phone calls, if necessary)
Thursday, March 16, 2017:	Award of Contract
Monday, March 20, 2017:	Commencement of Services

**Note:** NWCDS reserves the right to modify this schedule at its discretion. Proper notification of changes will be made to all interested parties.

### **B. General**

By submitting a proposal, the Proposer certifies that the Proposal has been arrived at independently and has been submitted without any collusion designed to limit competition.

### **C. Proposal Submittal**

The Proposal and all amendments must be signed and submitted no later than March 3, 2017 by 4:00pm, to the address listed. Each proposal must be submitted with one (1) original and three (3) copies, as well as an electronic copy saved to an external storage device in an envelope and designated with proposal title.

To assure that your proposal receives priority treatment, please mark as follows.

**Project Management/Consultant Services for CAD**

Due: March 3, 2017

Northwest Central Dispatch System

Attn: John Ferraro, Executive Director

1975 E. Davis Street

Arlington Heights, IL 60005

Proposer shall put their name and address on the outside of the envelope. It is the Proposer's responsibility to ensure that proposals are received prior to the stated closing time. NWCDS shall not be responsible for the proper identification and handling of any proposals submitted incorrectly. Late proposals, late modification or late withdrawals shall not be considered or accepted after the stated proposal opening date and time and shall be returned unopened. Facsimile and electronic (email) proposals will not be accepted.

**D. Proposal Submission**

All requested forms and attachments must be submitted with the Proposal and in the required format. The submission and signing of a proposal shall indicate the intention of the firm to adhere to the provisions described in this RFQ.

**E. Cost of Preparing a Proposal**

The RFQ does not commit the NWCDS to paying any costs incurred by Proposer in the submission or presentation of a proposal, or in making the necessary studies for the preparation thereof.

**F. Interpretations and Addenda**

All questions regarding this project proposal shall be directed to John Ferraro, Executive Director. If necessary, interpretations or clarifications in response to such questions will be made by issuance of an "Addendum" to all prospective Proposers within a reasonable time prior to proposal closing, but in no case less than 72 hours before the proposal closing. If an addendum is necessary after that time, NWCDS, at its discretion, can extend the closing date. Any Addendum issued, as a result of any change in the RFQ, must be acknowledged by submitting the "Acknowledgment of Addendum" with proposal. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarifications will be without legal effect.

**G. Proposal Validity Period**

Each proposal shall be irrevocable for a period of ninety (90) days from the Proposal Opening Date.

**H. Termination**

The contract may be terminated by mutual consent of both parties or by the NWCDS at its discretion with a 90-day written notice. If the agreement is so terminated, Contractor shall be paid in accordance with the terms of the agreement.

## **I. Non-Collusion**

Proposer certifies that this proposal had been arrived at independently and has been submitted without collusion designed to limit independent bidding or competition.

## **J. Public Record**

All bid material submitted by bidder shall become the property of the NWCDS and is public record unless otherwise specified.

# **Section 3** **Background and Overview**

## **Northwest Central Dispatch System**

Northwest Central Dispatch System (NWCDS) is a cooperative venture voluntarily established by its members in 1971 pursuant to the Northwest Central Dispatch System Intergovernmental Agreement entered into by them in accordance with Article VII, Section 10 of the 1970 Constitution of the State of Illinois and pursuant to the Intergovernmental Cooperation Act, Chapter 127 of the Illinois Revised Statutes for the purpose of providing hardware, software, services and other items necessary and appropriate for the establishment of a joint police, fire and other emergency communications system for the mutual benefit of the members of the venture operating within portions of Cook, DuPage, Kane and Lake Counties, Illinois.

NWCDS is often cited as a model and best of class example of intergovernmental cooperation in the delivery of 9-1-1 and emergency dispatch services. The agency has been in existence since 1972 and has steadily grown over the years as additional municipalities discover the high level of professional services offered and the cost savings that can be realized through consolidation. Today the System provides service to eleven communities that include Arlington Heights, Buffalo Grove, Elk Grove Village, Hoffman Estates, Inverness, Mount Prospect, Palatine, Prospect Heights, Rolling Meadows, Schaumburg and Streamwood with a population of 486,000 residents. Our constituency is predominately residential composed of single-family, high-rise and multi-family units, but also includes commercial, industrial and corporate businesses.

NWCDS is a multi-agency, multi-jurisdiction regional 9-1-1 communications center. The operation dispatches calls for police, fire, and medical responses to the residents and businesses in the eleven municipalities served, supporting 11 police departments and 10 fire departments.

Additionally NWCDS provides service to surrounding police and fire departments. The Center is the Mutual Aid Box Alarm System (MABAS) Communication Center for MABAS Division One serving 15 fire departments and serves as the Northern Illinois Police Alarm System (NIPAS) call-out center for 60 police departments. The Center's impact extends across the state by serving as the statewide call-out center for the Illinois Law Enforcement Alarm System (ILEAS), an initiative of the Illinois Terrorism Task Force and the Illinois Telecommunicator Emergency Response Task Force.

NWCDS runs all of its operation directly with a staff of approximately 70 bargaining unit employees and 20 non-bargaining unit employees.

### **Northwest Central 9-1-1 System**

Northwest Central 9-1-1 System (NWC911) is a cooperative venture voluntarily established by its members in 1989 pursuant to the Northwest Central 9-1-1 System Intergovernmental Agreement entered into by them in accordance with the Intergovernmental Cooperation Act, Chapter 127, and the Emergency Telephone System Act , Chapter 134, Section 30.01 et seq. of the Illinois Revised Statutes for the purpose of providing equipment, services, personnel, facilities and other items necessary for the implementation, operation, maintenance and repair of a 9-1-1 Emergency Telephone System within portions of Cook, DuPage, Kane and Lake Counties, Illinois.

Our goal is to replace the current CAD system, mobile computing application, and police and fire records management system (RMS) with a comprehensive unified police, fire and EMS platform, which supports mapping, AVL, mobile field reporting/computing, comprehensive preplanning and routing capability, and station alerting applications that have true multi-jurisdictional and multi-agency capabilities. To accommodate this system, there are a number of required interfaces that must also be a part of the new solution. The selected project manager/consultant will guide and assist NWCDS and member departments in selecting a vendor to meet these needs and will manage the project through to implementation and final acceptance.

The vendor will assist with developing a Request for Qualifications (RFQ), proposal evaluation, product selection, contract negotiations and contract management, which includes assisting with project management through system implementation, system testing, final acceptance and final project validation and closeout. The objective of these services is to ensure that NWCDS and our partner agency interests are represented during each phase of the vendor selection process and system implementation project, all the way through to final acceptance.

## **Section 4** **Scope of Work**

- A. Identify one individual to serve as Project Manager (PM) throughout the project, including design and implementation. The PM shall also be responsible for coordinating work with all vendors and NWCDS, scheduling and ensuring deliverables and assisting NWCDS to ensure that the project is completed successfully, according to the scope of work, on time and within budget and without interruption to any 9-1-1 and dispatch services.
- B. Work and coordinate with the entire project team that will be assisting the Project Manager throughout the project, including design and implementation.
- C. Review the current NWCDS CAD system, records management systems at the police departments, records management at the fire department, mobile data systems, and mobile field reporting, and all related and integrated NWCDS applications.
- D. Work with the established CAD committees to determine the needs of NWCDS and member departments.

- E. Prepare a detailed RFP for the implementation of a replacement CAD system reflective of the goals of the NWCDS/NWC911 Joint Board, including scope of work, parameters and functional benchmarking to validate functionality. Give examples of projects where this was done and estimated staff time required to produce it.
- F. Coordinate with the NWCDS staff on front-end RFP documents, RFP procurement process, RFP opening and contract award recommendations. Provide pre-vendor proposal support.
- G. Submit a detailed estimate for the cost of procurement based upon the completion of the drafted RFP and provide examples of projects where this was done and estimated staff time required to producing it.
- H. Assist and perform a technical and pricing analysis and evaluation of each proposal and rate the proposals with the NWCDS staff, including any best and final offers that may be requested by the NWCDS from certain vendors. Present and discuss that evaluation to stakeholders. The Consultant shall have the operational knowledge and technical expertise to recommend the proper equipment and applications needed for this project.
- I. Assist the NWCDS staff and selected vendor with developing statement of work and executing the contract.
- J. As the primary Project Manager, the vendor will be tasked with construction project management, project controls, cost and schedule reporting, change order support, quality assurance and control, overseeing acceptance testing plans and statements of work, managing network and NWCDS implementations and cutover.
- K. Vendor will be responsible for developing long term maintenance and management plans.
- L. Meet with and provide input and direction to the NWCDS/NWC911 Joint Board as necessary (i.e. progress reports, critical junctures, and decisions).

## **Section 5**

### **Proposal Requirements**

#### A. Introduction and Cover Letter

This section should contain company information. The name of the contractor, the address of the proposing office(s), and the contact individuals authorized to answer technical questions together with their telephone numbers and mailing addresses. The cover letter must also be signed by a person or persons authorized to bind the vendor.

#### B. Organizational Capabilities

Provide an overview of the firm and the kinds of projects for which you have provided project management/consultant services.

#### C. Qualifications

Proposals shall identify each member of the consultant's staff who would be assigned to

work on this project and the role they will be performing. A resume stating the background and qualifications of each individual named should be attached. Particular attention shall be given to the individual named as the project manager.

#### D. Experience and References

Proposals shall include a description of the firm's overall experience in handling projects similar in character or scope to this project. A list of references of similar projects from at least three different projects, including the customer name, address, project value, telephone number and contact person shall be included in the proposal. NWCDS expects to contact the references listed to determine the quality of work performed and personnel assigned to the project. The results will be provided to the evaluation team and used in scoring the proposals.

#### E. Project Approach and Management Plan (General Requirements)

This section should present critical steps to project completion including: method, plans, reports, covering key elements to assist the System with attaining the goals of this project.

The following requirements must be addressed in the project description and schedule:

1. Provide an explanation of your understanding of the tasks believed to be necessary to accomplish the goals outlined in the RFQ.
2. Discuss the overall approach the consultant proposes to use with this project.
3. Demonstrate a working knowledge of current state-of-the-art and legacy public safety CAD systems and how they operate.
4. Demonstrate experience assisting clients in effectively negotiating contracts and resolving disputes.
5. Demonstrate experience with warranty terms and conditions that might invalidate warranty terms.
6. Demonstrate experience acting as a liaison between contractors and local jurisdictions.
7. Knowledge of major project funding and basic accounting principles.
8. Assist and perform a technical and pricing evaluation of each proposal and rate the proposals with the NWCDS staff. Present and discuss that evaluation as required.
9. Demonstrate experience with functional benchmarking to validate performance of prospective vendor(s).
10. Provide technical support to the NWCDS staff during contract negotiations with the successful bidder on an as-needed basis.
11. Assist the NWCDS staff during the detailed design review with the vendors.
12. Demonstrate experience with project management responsibilities during the implementation phase of the project, including such things as status reporting, issue tracking and resolution, and managing the vendor's adherence to the agreed-upon implementation schedule.

F. Project Schedule

As part of this proposal the vendor must review the proposed project schedule, and agree or make suggestions for schedule adjustments. Committee structures and vendor demonstrations are complete.

March 20 - June 30, 2017:	RFP for CAD, mobile data, and records management released and product selected
June 30 - August 31, 2017:	Contract review and finalization
September 11, 2017 - January 31, 2019:	Product implementation
February 4, 2019:	“Go live”

G. Cost Summary

Consultant will submit a not-to-exceed all inclusive fee proposal. We expect the proposal to contain an estimate of cost for each phase of the project as described in the general requirements above. The fee shall include all necessary site visits, travel, printing cost and other foreseeable expenses to complete the project. Specific exclusions to the fee proposal should be noted.

H. Acknowledgement of Regulatory Requirements

This section should include an acknowledgement and agreement to Terms and Conditions set forth in the RFQ.

I. Concluding Remarks and any Additional Material

This section shall contain any final remarks or elaboration that the Vendor believes is important to gain a clear understanding of the proposed services and/or the Vendor’s capabilities.

J. Specimen Agreement.

Consultant shall submit a form of engagement agreement for consultant’s services.

**Section 6**  
**Proposal, Content and Format**

Required Sections (defined above in section 5)

- A. Introduction and Cover letter
- B. Organizational Capabilities and Staff Qualifications
- C. Qualifications
- D. Experience and References
- E. Project Approach and Management Plan
- F. Project Schedule
- G. Cost Summary



- H. Acknowledgement of Regulatory Requirements
- I. Concluding Remarks and Any Additional Material

## **Section 7**

### **Criteria for Selection and Evaluation**

- A. Expertise of the firm in offering required services. Ability to meet and deliver the required services as specified.
- B. Qualification and verifiable experience of the consultant's familiarity with providing CAD replacement consultation and project management with on-time delivery to governmental agencies similar to NWCDS and member agencies.
- C. Technical Offers including costs and project approach. Proposer's ability to offer services and equipment knowledge which will provide added value to NWCDS.
- D. References to the consultant's previous clients requesting similar services and equipment.

Accepted proposals will be reviewed by an Evaluation Committee. This review will determine the ranking of consultants based upon their written proposals and references. If the team determines that it is in the best interests of NWCDS to require oral presentations, it will invite the highest ranking vendors to make such presentations. Evaluation will include telephone interviews.

## **Section 8**

### **Special Conditions**

***Rejection of Proposals: The NWCDS reserves the right to accept or reject any or all proposals and to waive any informality in proposals. By submitting a response to this RFQ, you acknowledge that no proposal shall be binding on NWCDS unless incorporated into a definitive agreement to be negotiated by NWCDS and proposer for the services contemplated in the proposal. In addition, by submitting a proposal you acknowledge that NWCDS reserves the right to cancel the project, reject all proposals, negotiate with one or more proposers or otherwise take any other action it deems prudent with respect to the services contemplated herein.***

Response Instructions:

Your proposal may be mailed or hand delivered as follows:

**John Ferraro, Executive Director  
Northwest Central Dispatch System  
1975 E. Davis Street  
Arlington Heights, IL 60005**