

REQUEST FOR PROPOSALS

Northwest Central Dispatch System



September 27, 2023

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Introduction

The Northwest Central Dispatch System (hereinafter referred to as “NWCDs”), 1975 E. Davis Street, Arlington Heights, Illinois, is seeking a qualified consultant to conduct a comprehensive study of population density changes within the twelve existing member communities that comprise the center by intergovernmental agreement. At the conclusion of research, the consultant will provide NWCDs with strategies to meet the challenges that changes in population density will have including 9-1-1 center staffing, necessary changes in technology, and building space needs.

Background

NWCDs is a consolidated emergency dispatch system providing 9-1-1 services for twelve (12) communities in the northwest suburbs of Chicago, Illinois. The combined population of the communities is approximately 510,000 people covering over one hundred seventy (170) square miles. The state of the art center handles an average of 1,700 telephone calls per day and dispatches nearly 315,000 incidents a year to police, fire, and EMS.

Proposers Background, Qualifications, and Experience

Proposers should use this section to explain why their firm is the best choice for *NWCDs*. This section must contain the following:

Compliance: What requirements and safeguards does your organization employ to establish and maintain full compliance with regulations such as OSHA, NEC, and State and local codes?

References: Provide a list of references of similar work completed that you will be proposing for NWCDs.

Risk Management: What kind of business insurance coverage do you have to protect against error and omissions, bodily injury, property damage, and theft or disclosure of confidential information? Does your policy provide true worldwide coverage to protect your company?

Qualifications: What qualifies your firm to provide consulting services to NWCDs regarding the impacts of changes in population density?

In addition, the proposer should demonstrate:

- Strong analytical skills with the ability to interpret demographic data and trends
- Knowledge of emergency services/public safety operations and 9-1-1 dispatch center procedures
- Expertise in spatial planning and facility assessment

Scope Statement

The selected consultant will be responsible for conducting a thorough analysis of the growth trends in population density within the twelve (12) suburban communities served by NWCDS. The consultant will be required to perform the following tasks:

- A. Data Collection and Analysis:
 - 1. Gather historical population data for each community over the last decade.
 - 2. Identify growth patterns, trends, and projections for the next 5, 10, and 20 years.
 - 3. Analyze demographic data to understand potential shifts in service demands.
- B. Impact Assessment:
 - 1. Evaluate the impact of population growth on call volume and emergency service dispatch patterns.
 - 2. Assess the current staffing levels and identify potential gaps based on projected call volumes.
 - 3. Analyze the technological infrastructure of the 9-1-1 center and determine if upgrades or enhancements are required to accommodate increased demand, as well as the impact of changing technology on staffing levels.
- C. Space Needs Analysis:
 - 1. Review the existing 9-1-1 center building and assess its capacity to handle increased staffing or technological requirements.
 - 2. Provide recommendations for modifications or expansions to the facility based on projected growth and operational needs.
- D. Reporting:
 - 1. Prepare a detailed report outlining the findings of the study, including growth trends, their implications on staffing and technology, and space requirements.
 - 2. Present the report to relevant stakeholders within the Consolidated 9-1-1 Center and the suburban communities.

Proposal Submission

Interested consultants are invited to submit their proposals, which should include:

- 1. Company profile and relevant experience.
- 2. Proposed methodology and approach for conducting the study.
- 3. Estimated timeline for completion of the study.
- 4. Cost breakdown including fees and expenses.
- 5. References from similar projects.

General Requirements

Proposals, bids, or responses will be accepted by NWCDS **no later than 5:00 p.m. (local time), on November 9, 2023**. Every proposal must be enclosed in an envelope clearly marked **NWCDS Growth Consultant**, and delivered (personally, by US Mail, FedEx, etc.) and shall include three hard copies, as well as an electronic copy saved to a flash drive.

All questions, requests, bids, responses, and proposals shall be submitted to the following address:

John Ferraro, ENP – Executive Director
1975 E. Davis Street
Arlington Heights, IL 60005
847-590-3407 (office)
708-446-1037 (cell)
jferraro@nwcads.org

All timely responses shall be reviewed by NWCDS prior to acceptance/contract award. Any response, bid, or proposal received after the above deadline shall be considered late, and will not be opened or considered. When the contract is awarded, all proposals will be subject to the Illinois Freedom of Information Act and the proposals will be available to the public. Provider shall acknowledge compliance with the Illinois Prevailing Wage Act, 820 ILCS 130/0.01-12.

Timeframe

The timeframe for all responses must be complete and in possession of NWCDS by 5:00 p.m. (local time) on November 9, 2023. Proposals will be opened at an unspecified time after the deadline. Each submission/proposal must be complete. Any incomplete responses will be rejected. All respondents will comply with this RFP as a basis for the award of a contract.

Approval

All proposal responses must remain valid for a period of no less than six (6) months.

Insurance Requirements and Liability

The PROVIDER shall maintain commercial general liability, automobile liability, worker's compensation and employer's liability insurance in full force and effect to protect the NWCDS from claims under Worker's Compensation Acts, claims for damages for personal injury or death, and for damages to property arising from the negligent acts, errors, or omissions of the PROVIDER and its employees, agents, and subcontractors in the performance of the services covered by this Agreement, including, without limitation, risks insured against commercial general liability policies.

The PROVIDER shall also maintain professional liability insurance to protect NWCDS against the negligent acts, errors, or omissions of the PROVIDER and those for whom it is legally responsible, arising out of the performance of the services under this Agreement.

The PROVIDER's insurance coverage shall be for not less than the following limits of liability:

1. *Commercial General Liability: \$500,000.00 per claim up to \$2,000,000.00 per occurrence;*
2. *Automobile Liability: \$100,000.00 per claim up to \$2,000,000.00 per occurrence;*
3. *Worker's Compensation in accordance with the statutory limits; and Employer's Liability: \$1,000,000.00; and*
4. *Professional Liability (Errors and Omissions): \$1,000,000.00, each claim and in the annual aggregate.*

The PROVIDER shall, upon request at any time, provide NWCDS with certificates of insurance evidencing such policies and confirming that they are all in full force and effect as required by this Agreement. All such policies shall name NWCDS as an "additional insured".

Any insurance policy required hereunder shall be written by a company which is incorporated in the United States of America or is based in the United States of America. Each insurance policy must be issued by a company authorized to issue such insurance in the State of Illinois.

As between PROVIDER and NWCDS, the parties waive any and all rights against each other, including their rights of subrogation, for damages covered by property insurance during and after the completion of Services under this Agreement. **There will be no exceptions to the insurance requirement.**

Contract Nullification

NWCDS may, at any time, nullify the agreement if, in the judgment of NWCDS, the provider has failed to comply with the terms of the agreement. In the event of nullification, any payment due in arrears will be made to the provider(s), but no further sums shall be owed to the provider(s). The agreement between NWCDS and the PROVIDER is contingent upon approved annual budget allotments, and is subject, within fifteen (15) days notification, to restrictions, or cancellation if budget adjustments are deemed necessary by NWCDS.

Payments/Invoicing

Invoices that are submitted by the awarded provider are required to provide accurate and current addresses. Payment terms shall be specified in the proposal response, including any discounts for early payment. NWCDs discourages the practice of picking up checks in person, unless there is an emergency situation.

The provider must provide an invoice upon completion of the specified requested services, and acceptance by NWCDs and indicate payment terms and any prepayment discounts.

Invoices are to be submitted to:

Terri Svec, HR/Finance Manager
Northwest Central Dispatch System
1975 E. Davis Street
Arlington Heights, Illinois 60005
tsvec@nwcds.org

Selection Procedure

NWCDS will evaluate the responses based on experience with government public safety entities, qualifications, and pricing structure. Companies may be required to interview with NWCDS before signing an agreement to provide services. NWCDS reserves the right to negotiate a contract, including a scope of work, and contract price, with any proposers or other qualified party.

This Request for Proposal does not commit NWCDS to award a contract, to pay any costs incurred in preparation of a response to this request, or to procure or contract for services or supplies. NWCDS reserves the right to accept or reject any and all responses received as a result of this request, or cancel this request in part or in its entirety if it is in the best interests of NWCDS to do so. Proposers shall not offer any gratuities, favors, or anything of monetary value to any officer, employee, agent or director of NWCDS for the purpose of influencing favorable disposition toward either their proposal or any other proposal submitted as a result of the Request for Proposal.

Respondents shall be capable of providing the highest quality level of service, performed by trained personnel.

Questions and Inquiries

It is the policy of NWCDS to accept questions and inquiries in writing (and/or e-mail) from proposers. Answers will be given in the form of a written addendum to the RFP and shall be binding unless modified in subsequent written addenda. Oral explanations or instructions given over the phone prior to the proposal submission date shall not be binding.

All written questions must be directed to the individual designated below:

John Ferraro, ENP
Executive Director
Northwest Central Dispatch System
1975 E. Davis Street
Arlington Heights, IL 60005
PHONE: 847-590-3407
E-MAIL: jferraro@nwcds.org

Proposal Requirements

NWCDS is not liable for any costs incurred by the Proposer in the preparation, presentation or in any other aspect of the Proposal. Provider is required to provide evidence that you meet the NWCDS insurance requirements. Provider may be required to provide a reference list of clients that have a current contract for services with their company. The entity responsible for fulfilling this agreement shall be identified in the proposal response.

Right to Seek a New Proposal

NWCDS reserves the right to receive, accept, or reject any and all proposals for any, or all, reasons.

Proposals will be awarded to the best overall respondent as determined by that which is in the best interests of NWCDS.

In comparing the responses to this RFP when making awards, NWCDS may consider such factors as quality and thoroughness of a proposal, the record of experience, the references of the respondents, and the integrity, performance, and assurances in the proposal in addition to that of the proposal price.

Terms and Conditions

Any contract or agreement resulting from the acceptance of this proposal by NWCDS shall be approved by NWCDS Attorney, and shall contain, as a minimum, applicable provisions of this Request for Proposal. NWCDS reserves the right to reject any agreement that does not conform to the Request for Proposal and any NWCDS' requirements for agreements and contracts.

Providers should include any standard contract documents with their proposal.

NWCDS reserves the right to request clarification of information submitted and request additional information as needed.

The Provider shall indemnify and hold harmless NWCDS, its agents, and its employees from and against all claims for personal injury, property damage or stolen goods, including claims against NWCDS, its agents, or servants arising out of the Illinois Structural Work Act (Illinois Revised Statutes Chapter 48, Section 60 through 69 inclusive), and all losses and expenses, including attorney's fees that may be incurred by NWCDS, defending such claims, arising out of or resulting from the performance of the work and caused in whole or in part by any negligent act or omission of the Provider, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by the party indemnified hereunder. In any and all claims against NWCDS or any of its agents, or servants by an employee of a Provider, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation under this paragraph shall not be limited in any way by any limitation on the amount or type of damages, compensation of benefits payable by or for the Provider or subcontractor under Workers' Compensation Acts, Disability Acts, or other Employee Benefit Acts.

- The provider will be responsible for any damages, injuries, accidents, and claims resulting from, and or occurring during completion of specified services
- The provider will be responsible for transportation of all materials to the job site (FOB Destination) and be responsible for insurance on all materials after initiation of job until the point where NWCDS accepts the completed project

Applicable Law

NWCDS is an equal opportunity employer. NWCDS does not discriminate against anyone on the basis of race, sex, color, age, religion, ancestry, national origin, qualified disability, marital status, sexual orientation, genetic information or military status.

The successful Provider agrees that they shall comply with all local, state, and federal laws, statutes, rules, and regulations. In the event that any claims should arise with regards to this contract, for a violation of any such local, state, or federal law, statues, rules, or regulations, the provider will indemnify and hold NWCDS harmless for any damages, including court costs or attorney fees which might be incurred.

Any contract will be interpreted under the laws and statutes of the State of Illinois.

NWCDS does not enter into contracts which provide for mediation or arbitration. Therefore, any action arising from any contract made from these specifications shall be brought in the state courts in Cook County, Illinois or the United States Federal District Court for Illinois.