



**SNOCOM 911**  
Southwest Snohomish County Communications Agency



REQUEST FOR PROPOSAL

RFP RESPONSE DUE DATE:

NLT April 22<sup>nd</sup>, 2016 - 11:59PM PST

RETURN COMPLETED PROPOSALS TO:

Proposals are requested to be submitted electronically so they can be shared with the committee in a timely manner. Please send to: [RFP-1@snopac911.us](mailto:RFP-1@snopac911.us)  
A confirmation of receipt of all proposals will occur within one-business day.

(Limit attachments to 10MB or include third-party download solution like box.com)

Project Summary:

Two 911 public safety dispatch (PSAP) agencies desire to engage with an independent facilitator to work with a Joint Task Force to lead, guide, coordinate support and foster consensus-building and open, honest and respectful communication to ensure consolidation study recommendations are fairly presented and considered by the two boards.

Project Overview:

SNOCOM and SNOPAC are the two 911 public safety dispatch (PSAP) agencies in Snohomish County. A consultant study had recommended several options to resolve operational concerns from a “virtual consolidation” to the two PSAPs combining into a single entity. The boards of directors for the two PSAPs have implemented a joint task force consisting of PSAP, Police/Fire Agency and Board Representatives to consider all of the consultant’s recommendations.

The Facilitator would, in partnership with and at the direction of the Task Force:

- Coordinate and lead Joint Task Force meetings
- Facilitate the discussions and negotiate the differences
- Ensure an open and transparent process.
- Advise, recommend and manage key points in the process and remain consistent with the board priorities (Service, Cost, Redundancy & Governance)
- Develop a joint task force meeting summary in a format easily shared with stakeholders
- Attend various stakeholder meetings and provide status updates including but not limited to city council meetings, commissioner meetings, PSAP board meetings.
- Bring ideas and best practices to the process, help us to identify and successfully navigate ‘blind spots’ and lead, guide and help to ensure the boards can make the best decisions

As an in-depth consultant study has already been completed the boards are eager to complete a full, transparent and expeditious process with the objective of making a decision. Work expectations include those discussed above and the following:

Review Matrix Reports & 2005 Consolidation Report: 3-5 Hours

Joint Task Force Meetings: 2 x Monthly (2 hours +/-), frequency subject to change.

Board Meetings: Attend monthly SNOPAC & SNOCOM Board Meetings and provide updates. (1.5 hours +/-)

Joint Board Meetings: Attend all Joint Board Meetings, typically scheduled to coincide with regular board meetings

Upon Request: Attend various stakeholder meetings, city council, county council, commissioners, etc.

Upon Request: Telephonic/Electronic: Be reasonably responsive to email and telephone calls as needed from Joint Task Force Team members.

**Evaluation Process / Selection Timeline:**

Proposals shall be evaluated by the Joint Consolidation Task Force. Finalists will be selected by those responders who the task force believes best demonstrate they have the required qualifications and experience for the most reasonable cost. The final decision on whether to award the finalist will be made each PSAP Board of Directors.

**Qualifications / Requirements:**

Ability to Communicate effectively with a wide variety of audiences both orally and in writing.

Ability to facilitate negotiations to reach a consensus with a variety of participants with a wide range of backgrounds/experience.

Knowledge of the unique challenges Public Safety Communications and/or dispatch centers face regarding operational, staffing, and budgeting.

Knowledge of a variety of governance models.

Experience working with multi-jurisdictional committees and ability to gain consensus.

Experience with mergers of organizations of similar size and makeup.

Prefer a minimum of five years continuous experience in providing facilitation services to the public sector.

Prefer experience working in or with public safety communications and 911.

The awardee will be required to maintain insurance coverage including Automobile Liability and may be required to also carry Commercial General Liability Insurance in an amount not less than \$1,000,000 per occurrence.

Required traits must include: Effective leadership/management/communication, goal-oriented and solid time management skills.

**How to Submit a Proposal:**

Please submit the following no later than April 22<sup>nd</sup>, 2016 - 11:59PM PST. Electronic versions preferred. Your proposal should include the following:

1. Names and contact information of individuals who will be directly involved in the project.
2. A technical plan, which describes how you will carry out the tasks outlined above.
3. A summary of your recent and relevant projects.
4. Provide a copy of relevant work product(s) in a Word, PDF or hardcopy
5. A firm estimate of the fees to be charged and an estimate of expenses that would be incurred.
6. Provide references including names, phone numbers, and email addresses of individuals at three organizations you have worked with. Briefly describe the nature of the engagement/project and the timeframe.

The Joint Consolidation Task Force shall have the option to invite the top three bidders to make oral presentations then afternoon of Monday May 2nd. If you have questions regarding the scope of work or RFP please email:

“RFP-1@snopac911.us”. All submissions will receive a confirmation email acknowledging receipt of each submission within one working day. If you do not receive this confirmation please contact Kurt Mills, SNOPAC Director, 425-407-3911.

Vendor:	Proposal Evaluation Criteria	Max. Points	Score	
<b>Technical Plan / Design / Innovation</b>	Description of proposed plan. Thoroughness and understanding of the plan.	25		
<b>Previous Projects / Technical Expertise / References</b>	Quality of similar projects / similar scope / client references within the past 3 years.	30		
<b>Individual or Team Qualifications and experience.</b>	Qualifications, experience, and expertise of individual and/or team to be assigned to this project. Including any subcontractors who may be assigned to this project.	30		
<b>Pricing/Cost</b>	Evaluation of the overall competitiveness and overall cost of the proposer's proposal.	25		
	<b>Sub-Total</b>	<b>110</b>		
<b>Finalist Presentations</b> (Optional Scoring)	Finalist Interviews will be conducted with proposers which receive the highest overall scores from the other five evaluation categories listed above.	25		
	<b>Total Points</b>	<b>135</b>		

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Evaluator Signature

Printed Name

Date