

QUADCOM



Request for Proposals

Staffing and Building Space Utilization Analysis

Proposal Documents and Specifications

Issued By:

QuadCom 911 Police & Fire Communications System
505 Elm Ridge Road
Carpentersville, Illinois 60110

NOTICE

OFFICIAL NOTICE IS HEREBY GIVEN that separate sealed proposals will be received at QuadCom Police & Fire Communications System located at 505 Elm Ridge Road, Carpentersville, IL 60110 until 1:00 PM local time on April 17, 2024, and then at said office publicly opened for the RFP on Staffing and Building Space Utilization Analysis.

QuadCom 911 Police & Fire Communications System will be hereafter referred to as "*QuadCom*".

The intent is to obtain the professional services necessary to analyze QuadCom staffing and building space utilization.

Any proposals submitted unsealed, unsigned, via fax, via email, or received after the aforementioned date and time may be disqualified and returned to the Proposer.

QuadCom reserves the right to reject any and all proposals or parts thereof, to waive any irregularities or informalities in proposal procedures, and to award the contract in a manner best serving the interest of QuadCom.

SUBMISSION INFORMATION

RFP Staffing and Building Space Utilization Analysis

Proposal Opening Date: March 20, 2024 at 12:00 PM local time

Proposal Ending Date: April 17, 2024 at 1:00 PM local time

Location: QuadCom 911

Submit 1 original and 3 hard copies.

Company Name: _____

Street Address: _____

City, State, Zip Code: _____

Any and all exceptions to these specifications MUST be clearly and completely indicated on the proposal sheet. Attach additional pages if necessary. NOTE TO OFFERORS: Please be advised that any exceptions to these specifications may cause your proposal to be disqualified. Submit proposals by SEALED PROPOSALS ONLY. Fax and e-mail proposals are not acceptable and will not be considered.

Authorized Signature: _____

Typed/Printed Name: _____

Date: _____

Title: _____

Telephone Number: _____

E-mail: _____

PROJECT SPECIFICATIONS

1. Description of Project:

QuadCom is seeking a professional consultant to review its organization's staffing levels based on current operations and building space utilization and make recommendations, if any, for improvements that would enhance its ability to operate efficiently.

2. General and Background Information:

QuadCom is a consolidated 911 PSAP created by an intergovernmental agreement between the Villages of Carpentersville, East Dundee, West Dundee, Sleepy Hollow, South Barrington, Barrington Hills, and the Fire Protection Districts of East Dundee, and Rutland-Dundee. The approximate population served is 69,768. It is also the primary dispatch center for MABAS Division 2, which serves fifteen (15) Fire Departments.

The current operational organization of QuadCom consists of the following full-time and part-time personnel:

Full-Time: Director, Deputy Director, IT Administrator, three (3) Shift Supervisors who work in the room, one (1) Training Supervisor who works in the room, and ten (10) Emergency Communications Operators (ECOs).

Part-Time: three (3) Emergency Communications Operators (ECOs) and one (1) GIS Administrator (remote).

QuadCom answers 911, seven-digit emergency, and seven-digit non-emergency lines and dispatches police, fire, and EMS calls, servicing six (6) police departments and four (4) fire departments. All Emergency Communications Operators are cross-trained, and although assigned a position of primary call-taker and fire dispatch or secondary call-taker and police dispatch, they are expected to dispatch any in-progress incident they answer the phone for, regardless of their daily assigned position.

In 2023, QuadCom took 26,442 wireless, wireline, and VoIP 9-1-1 calls, 68,748 administrative calls, and 47 text-to-911 calls. QuadCom answered 98.3% of its 911 calls in ten (10) seconds or less.

3. Pricing:

Please provide pricing. It shall be inclusive of all fees. Costs and expenses that are not identified as part of the all-inclusive fees must be identified, and their estimated costs must be listed.

4. Award:

The award will be made to the Proposer who is best qualified to perform in accordance with the terms and conditions of the specification, including the evaluation criteria specified herein.

5. Term:

The term will extend from the date of the award until the work is completed. QuadCom must approve any extensions beyond that timeframe. The awarded consultant is expected to complete the work in 90 days from the date of the award.

6. Scope of Work

A. Intent

The intent is to obtain the professional services necessary to analyze QuadCom staffing and building space utilization.

B. Review, Analysis, and Recommendations

1. Review of QuadCom's staff positions, organizational structure, and functional areas served.
2. Review the current staffing structure as it relates to management, operations, support, systems administration, IT services, etc.
3. Analysis of QuadCom's current statistics and analysis of the operational effectiveness of the current organization's ability to efficiently meet the needs of its member agencies.
4. Analysis of existing resources and effectiveness of their distribution with recommendations for QuadCom's layout.
5. Review QuadCom's building layout, recommendations for better utilization of current space, and recommendations for any building expansion.

C. Contents of Proposals

1. Cover Letter: should specify the name, phone number, address, and e-mail address of the proposal's contact person for this proposal.
2. Statement of Understanding: The proposer's understanding of what the study should accomplish should be briefly summarized.

3. Proposal's Approach: this should include a detailed description of how the consultant proposes to conduct the study, including a description of the deliverables as appropriate.
4. Relevant Experience and Qualifications: this should be summarized, including the firm's experience on similar projects for similar clients.
5. Key Consulting Team Members: this should detail the qualifications and experience of the key members to conduct this study.
6. Cost Proposal: this should be provided as a breakdown of proposed costs by task, showing labor hours, labor costs, and reimbursable expenses. A cost summary should be included, showing total hours, total labor costs, reimbursable expenses, and total costs.

7. Invoices and Payments

The consultant shall submit invoices to QuadCom detailing the services provided as related to the cost proposal documents. QuadCom will pay the consultant via check, which is to be approved by the Executive Committee on the third Wednesday of the month. Invoices should be delivered to:

QuadCom

Chris Harding, Director

505 Elm Ridge Road

Carpentersville, IL 60110

Or via email: charding@quadcom911.org

8. Calendar of Events (Tentative and Subject to Change)

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|--------------------|--|
| March 20, 2024: | Request for Proposals are sent to potential Proposers and advertised on the QuadCom website. |
| April 17, 2024: | Deadline for Proposal Submission of 1:00 PM that day. Public opening of proposals received. |
| April 17-30, 2024: | Evaluation of Proposals and final questions and assessments. |
| May 15, 2024: | Award of Contract by QuadCom Executive Committee. |

9. Additional Information

Should the proposer require additional information about this request for proposal, submit questions via email to charding@quadcom911.org. Questions are required no later than 4:00 PM on April 12, 2024.

SUBMISSION OF PROPOSALS

All proposals will be accepted until April 17, 2024, by 1:00 PM. Proposals may be mailed or personally delivered to:

QuadCom
Director Chris Harding
505 Elm Ridge Road
Carpentersville, IL 60110

All proposals shall be clearly marked “**RFP Staffing and Building Space Utilization Analysis**”. Faxed and emailed proposals will not be accepted.

Bidders shall submit the original plus three (3) hard copies of their proposal.

Proposals submitted after the deadline will not be considered.

SELECTION AND APPROVAL PROCESS

The final decision on the selection of the firm to conduct the staffing and building space utilization analysis will be made by QuadCom’s Executive Committee.

The Executive Committee may also request the consultant to attend a meeting, make a brief presentation, and answer questions posed by the Committee.

All proposals submitted in accordance with the aforementioned specifications will be reviewed by QuadCom and the proposal which best meets the needs and provides the most value to QuadCom, will be selected.

Proposers are advised that QuadCom is tax-exempt.

QuadCom reserves the right to reject any and all proposals, or any part thereof, to waive defects in the same or to accept any proposal it deems to be in the best interest of QuadCom.

TERMS AND CONDITIONS

Communications with QuadCom

Communications regarding the request for proposal with QuadCom should only be made via email to Director Chris Harding at email address:

charding@quadcom911.org

No discussions about this RFP should be held with any QuadCom employee or member of the Executive Committee unless authorization is received from the QuadCom Director. Any consultant who violates this constraint may be excluded from consideration.

References

The proposal should include a list of references from other organizations (of similar size and structure to QuadCom is preferred) for which these or similar services have been provided. QuadCom may contact all listed references prior to award for the RFP consideration.

Conflict of Interest

Each proposer shall investigate whether an actual or potential conflict of interest exists between the Proposer, its owners, its employees, and any employee of QuadCom. Any actual or potential conflicts shall be stated in writing as part of the proposal packet.