

LACKAWANNA COUNTY BOARD OF COMMISSIONERS

**REQUEST FOR PROPOSAL
FOR
EMERGENCY SERVICES MANAGEMENT CONSULTING SERVICES**

July 17, 2012

NOTICE IS HEREBY GIVEN that pursuant to a fair and open process, sealed proposals will be received and reviewed by the County of Lackawanna (the "County") Board of Commissioners ("Board of Commissioners") for Emergency Services Management Consulting Services.

Respondents must submit their written proposal by **1:00 p.m.** prevailing time on **Friday August 10, 2012.**

County management personnel will be available to answer the questions of potential respondents. Respondents should contact Maria Elkins, Lackawanna County Chief of Staff at elkinsm@lackawannacounty.org.

Proposals received will be reviewed and evaluated by the Board, based upon such criteria as the Board, in its sole discretion, deems appropriate. The Board reserves the right to request clarification or additional information from any respondent. The Board, in its sole discretion, may accept the proposal of a respondent, may choose a respondent with which the Board will enter into negotiations, or may reject all proposals.

The Board reserves the opportunity to modify this Request for Proposal at its own discretion and without prior notice, and to waive any immaterial defect or informality in any proposal as may be permitted by law.

PURPOSE:

The purpose of this Request for Proposal is to solicit proposals from qualified providers to meet the following objectives:

1. Develop and review a database solution provided to manage the wire line contribution rate collected by the county.
2. Monitor tariff collection information, selective routing and ALI systems costs each month.
3. Personnel will review the access line counts provided by wire line and VoIP providers entered into a database solution for supervision.
4. Comparisons of tariff collections and access line will be conducted and reviewed for compliance. This Task will generally include the following:
 - a. Data review on a monthly basis of:
 - i. Access line entry by each LEC and CLEC
 - ii. Tariff Collected Data by each LEC and CLEC.
 - iii. Monthly monitoring of selective routing costs.
 - iv. Supervision of ALI costs and Circuit charges on a monthly basis.

- v. Management of circuit costs in relationship to access lines on a monthly basis.
 - vi. Oversight of access lines and tariff collections on a monthly basis.
 - vii. Assistance in resolving discrepancies in Telephone Company receipts and expenditures as they apply to the 9-1-1 Center.
5. Provide wireless fund administration. Annually, prepare the wireless funding application for submission, as established by PEMA.
 6. In preparing the application, utilize a database solution to review both the County's wire line plan and wireless funding needs. To include providing consultation services during the customer's traditional budget preparation process. This task will generally include :
 - i. Attend wireless funding application meetings as determined by the Pennsylvania Emergency Management Agency and the County.
 - ii. Provide the County with Act 78 and Act 56 consulting services for budget preparation.
 - iii. Examine the County 911 budget, Act 78 supplemental forms and previously applied for wireless fund application.
 - iv. Determine the most effective means of cost recovery from the funds available.
 - v. Prepare wireless funding application annually as sanctioned by the County.
 - vi. Prepare the necessary documents to modify the previous years of wireless fund applications as provided by the County.
 - vii. Assist in gathering essential information as requested during the wireless application review process with the PEMA.
 7. Provide reconciliation services, to maintain a database of all approved eligible items identified by PEMA.
 8. For audit purposes, the reconciliation year will correspond to the approved eligible items of the same calendar year. In addition, they will track quarterly payments received by the County and correlate these payments to expenses paid or encumbered on approved eligible items. The reconciliation process will be monitored monthly.
 9. Provide the County with a complete report for reconciliation and copies of the appropriate invoices, contracts, purchase orders, etc. Present the reconciliation report to PEMA on the County's behalf, upon prior review with and approval by the County. This task will generally include the following:
 - i. Project management database.
 - ii. Data entry to database on a weekly basis.
 - iii. Monitoring of fund expenditures of each project to abide by Act 78 and Act 56 guidelines.
 - iv. Tracking wireless fund quarterly payments received by the County as it correlates with eligible expenses.
 - v. Make available progress reports and percentage of expenses to date.
 - vi. Prepare necessary amendments for adjustments to costs of eligible items.
 - vii. Provide a report for use by the County and PEMA for reconciliation 30 days prior to audit.
 10. Provide Annual Reviews and Report preparation for the following:
 - i. Trunk Capacity: they will review annually trunk identification and trunk calculations, derived via the trunk capacity formula and to have a Busy

Study conducted on tandem trunks for a two-week period. The Busy Study is to identify the number of calls received, number of busy signals, and average length of calls, and lines that might have experienced trouble. By performing the review the successful proposer must show they are capable of determining 9-1-1-system trunk efficiency. The study would also assist the PSAP in determining wireless tandem trunk calculations as it pertains to Act 78.

- ii. Selective Routing, ALI Circuits: review annually selective routing, ALI circuit, and ALI data costs to confirm the charges to those circuits.
11. Private Lines: identify increases of telephone charges for the calendar year, to include private lines dispatch to emergency service provider, services at PSAP and administrative & emergency local dial tone lines. These costs will be applied to the plan and amended as necessary.
12. Personnel, Wages and Benefits: review costs of personnel, wages. These increases in costs will be identified and addressed in the plan.
13. Maintenance: review costs of maintenance. The processing portion of PSAP entails various types of computer and communications equipment. This equipment requires maintenance and servicing. In many cases, cost projected is much higher than anticipated. These costs will be identified and amended to the County's plan as necessary.
14. Operation Costs: The successful proposer will review tower leases, funded debt, public education, training, eligible utilities and other County specific operating cost and will amend the County's plan as necessary to reflect changes estimated.
15. Develop and prepare 911 Triennial Plan.

PROCEDURES FOR RESPONDING TO REQUEST FOR PROPOSAL:

1. Four (4) copies of the proposal must be provided. Qualifications must be submitted to the Board of Commissioners, c/o Maria Elkins, Chief of Staff, 200 Adams Avenue, 6th Floor, Scranton, Pennsylvania 18503. Proposals must be submitted in a sealed envelope with the name of the firm submitting the proposal clearly marked on the outside of the envelope. The County assumes no responsibility for delays in any form of carrier, mail, or delivery service causing the submission to be received after the above-referenced due date and time. Submissions by fax, telephone, or email are not permitted. The final selection will be made in the sole discretion of the Board.
2. All questions regarding this Request for Proposal should be made in writing to the Board of Commissioners, c/o Maria Elkins, Chief of Staff, elkinsm@lackawannacounty.org.

CRITERIA FOR EVALUATION OF PROPOSAL:

The Board will independently evaluate each submission and selection will be made upon the following criteria:

1. Experience and reputation with respect to representation of governmental entities.
2. Knowledge of the subject matter of the services to be provided to the County.

3. Ability to meet timelines and schedules for completion on an expedited basis as set forth by the Board; Availability to accommodate any required meetings of the Board.
4. Other factors determined to be in best interest of the County in the Board's sole discretion.
5. The vendor must submit a certified copy of a current financial report of the company.
6. The vendor shall submit a list of five (5) references, including name of institution, address, and contact person and phone number.

PROPOSAL

Each proposal must be in sufficient detail to permit evaluation, at a minimum, with respect to the following issues. Proposals must include the information that is specifically requested herein as well as such additional information as a respondent deems relevant to the process. Each respondent agrees that the proposal submitted constitutes a firm offer to the County that cannot be withdrawn for ninety (90) days from the proposal due date.

1. **Scope of Services/Prior Experience** - All submittals must detail the services proposed to be provided and the firm's experience in providing such services.
2. **Personnel** – All proposals submitted to the County must include the following:
 - a. Name, address, and brief description of your firm;
 - b. The names, experience, and qualifications of the individual(s) who would be primarily responsible for performing services on behalf of the County;
 - c. A statement of assurance that your firm is not currently in violation of any regulatory rules and regulations that may have any impact on your firm's operations; and
 - d. A statement that your firm or principals are not involved in any current or pending litigation involving Lackawanna County, or any of its Departments or Authorities.
 - e. The vendor's demonstrated experience and expertise in correctional facilities. Experience shall include current service in correctional facilities of similar size and volume, as well as experience of staff, district manager and transition team.
3. **Conflict of Interest** - All submittals must state that there are no conflicts of interest to which the firm would be subject if it were to provide the requested legal services on behalf of the County.
4. **Communication with Elected or Appointed Officials** - All communications during this process should be directed to the appropriate contact listed in this Request for Proposals. Any firm that makes any effort to communicate with any other official of Lackawanna County, either directly or indirectly, during this process will be EXCLUDED from consideration.

CONFIDENTIALITY:

This Request for Proposal, and all proposals received in response, will remain confidential (with the exception of information that was previously public information), and will not be used for any purpose other than the evaluation of the proposals received by the Board. Each respondent, by responding to this Request, acknowledges the terms expressed above and agrees to safeguard the details of this process and the contents of this document. If your organization does not agree to these conditions concerning confidentiality, or if you elect not to respond to this Request for Proposal, please return this Request to the Board and retain no copies thereof.

Lackawanna County
Qualification Base Selection Process

The statement of qualifications will be evaluated in accordance with the County's Qualifications Base Selection Process. Anyone submitting a statement of qualifications is advised to review that process, which is set forth on the County's website.