



COUNTY OF SAN MATEO

## **REQUEST FOR PROPOSALS**

**FOR**

**SPATIAL AND NEEDS ASSESSMENT STUDY  
FOR PUBLIC SAFETY COMMUNICATIONS**

**911 CONSOLIDATED DISPATCH CENTER  
RELOCATION**

**RFP #1111-01**

Proposal must be submitted to:

San Mateo County  
Office of Public Safety Communications  
Jaime D. Young, Director  
400 County Center, PSC#100  
Redwood City, CA 94063

**By: 8:00 a.m. PST  
December 16, 2011**

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**Office of Public Safety Communications**  
**Project: Circle Star Plaza**  
**Re-location of 911 Consolidated Dispatch Center**

**Request for Proposals**  
**For**  
**Spatial and Needs Assessment Study**

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## 1. Purpose of the Request for Proposal

San Mateo County's Office of Public Safety Communications is seeking to enter into a contract with a vendor that can provide design and spatial assessments for the relocation of the County's consolidated Emergency 911 Dispatch Center.

### 1.2 Service Providers

The County welcomes proposals from all qualified vendors. The County, in its sole discretion, may enter into contract with one or more qualified vendor(s).

### 1.3 Contacts with County Employees

As of the issuance date of this RFP and continuing until the final date for submission of proposals, all Proposers are specifically directed not to hold meetings, conferences or technical discussions with any County employee for purposes of responding to this RFP except as otherwise permitted by this RFP. Any Proposer, who violates this directive in any way, may be disqualified from entering into any contract that may result from this RFP.

## 2. Background

The County of San Mateo is situated between the metropolitan areas of San Francisco and San Jose, California. The population is 870,000 which occupies approximately 455 square miles of urban, suburban and rural landscape. The County's Emergency 911 Fire, Police and Ambulance Communications Center and Administration are planning a move to a recently acquired commercial office complex less than one mile away from where the Center and Offices are currently housed. The exact timetable for this move has yet to be determined although it is anticipated to occur by late 2012. The County's new property is situated in San Carlos, CA, and is located approximately .8 miles from the Government Center complex. The property consists of #1 and #2 Circle Star Way, two 103,948-square-foot, four story office structures and 700 parking spaces. It is the County's intention to co-locate other County Department's such as Public Works, Department of Housing, Planning and Construction Services in the same building where Health and Human Services are slated for the other.

The Office of Public Safety Communications employs 46 line staff and 11 administrative staff including the Director's Office, Operations Managers, Support Supervisors and administrative personnel. Maximum staffing in the Dispatch Center staffs 14 workstations that are occupied 24 hours a day, seven days a week. Currently, the County's 911 Center is housed in the basement of the aging Hall of Justice and Records

in the Government Center and administrative and systems administration offices are located in two separate buildings on the same campus.

3. Project Description

The County of San Mateo Office of Public Safety Communications is in the planning stages of relocating the 911 Consolidated Dispatch Center and associated Systems and Administrative support offices to a new location off the County's main campus. We are seeking the services of a qualified architectural firm with experience in design of 911 Dispatch Centers to conduct a building Needs Assessment Study and Recommendations within 60 days of a signed agreement. Information obtained in the study will be used to promote the funding and ultimately the design of the facility. The study will be to determine space requirements for current and future growth and recommended criteria for improvement for the Center and Offices as identified above.

4. Scope of Services Sought

It is the County's desire to obtain specialized architectural services to collaborate with the primary architect firm to design a floor plan for the 911 Dispatch Center that will not only accommodate the Department's current needs yet be flexible enough to meet future growth and advancing technology trends. Due to the complexity of emergency communications, experience in planning and design of this type of facility is an essential criterion for selection. The County is seeking statements of qualifications, experience in mission critical facility design and references of other public safety facility projects that have involved their respective firms. The Consultant's scope will include a review of relevant historical data, projected population trends, and anticipated staffing levels at least 20 years into the future. Included will be analysis of departmental programs and the integration of technology into the facility.

The Needs Assessment Study will include:

- a) A study of each Division as required to achieve a thorough understanding of operational needs
- a) Allowances for current and projected population trends
- b) A space needs analysis and recommendation based on relevant and contemporary practices in like facilities
- c) A separate analysis of emerging trends in technology and operations in the public safety community that would impact public safety communications operations and subsequent equipment and facility accommodations
- d) Design, remodel and furnishing cost estimates
- e) Requirements and compliance recommendations specific to 911 mission critical operations from regulating agencies including but not limited to NFPA, Department of Homeland Security, CAL-Osha, State of California Building Code, Federal and State Offices of Emergency Services
- f) A written report and recommendations for presentation to County officials

5. Content of Proposal

- a) Name, address, telephone number and principals' and officers' email addresses
- b) Tax identification number
- c) Type of organization and organizational structure
- d) Principals of the firm and the person who will lead the proposed project
- e) Name, function and qualifications of personnel in the firm contemplated for this project
- f) A proposed timeline for completion of the project
- g) A list of similar public safety communications needs assessment studies conducted by your firm within the last three years
- h) Three to five references for customers of similar scope and size. At least one reference shall be from a Government Emergency 911 Communications Center Executive. This reference list shall include the following:
  - Agency Name
  - Customer contact – name and title
  - Telephone number
  - Email Address
- i) Years of experience related to public safety communications center Spatial and Needs Assessment studies
- j) Hourly rates for project personnel
- k) Total estimated project cost

6. Timeline

- |   |  |
|---|--|
| a. Release of RFP                             | November 09, 2011                            |
| b. Deadline for Emailed Questions             | November 23, 2011                            |
| c. Deadline for response to emailed questions | November 28, 2011                            |
| d. Proposal Due Date                          | December 16, 2011                            |
| e. Start Review of Proposals                  | January 03, 2012                             |
| f. Recommendation to PSC Director             | January 06, 2012                             |
| g. Last Date to Submit Protest                | 5 days from receipt of notice recommendation |
| h. Determination of Protest                   | 5 days from receipt of protest               |
| i. County Manager or Board Approval           | TBD  |
| j. Award is announced                         | TBD  |
| k. Contract Negotiations commences            | Within 5 business days of Award              |
| l. Contract Start Date                        | TBD  |

7. Evaluation Process

Certain criteria will be considered by the Selection Committee in the evaluation of the proposal which will include, but is not limited to:

- a. Project Team – experience and expertise
- b. Design Management/Organization/Longevity
- c. Design Ability/Potential and Estimations
- d. Demonstrated Design Experience in Mission Critical operations

8. Submission Information

Bidders are welcome to inspect the existing facilities including space in the newly acquired property prior to submitting proposal. The County of San Mateo will not reimburse bidders for costs incurred in preparing and delivering a proposal, written report or oral presentation including but not limited to travel and per-diem. The presentation, if coordinated with more than two weeks notice, may be conducted via teleconference.

Proposers are encouraged to submit written questions about this RFP. Questions are to be received at the County by 8:00 A.M., PST on Wednesday, November 23, 2011. Questions shall reference this RFP by number and be in email format only to:

Jaime D. Young, Director  
Office of Public Safety Communications  
[jdyoung@smc911dispatch.org](mailto:jdyoung@smc911dispatch.org)

Answers to questions will be distributed to all and published via ***email*** on or before November, 23, 2011. Questions asked after Monday, November 28, 2011 at 8:00 A.M. PST, will not be considered.

The deadline for submission is December 16, 2011 at 8:00 A.M. PST. Send proposal directly to: Office of Public Safety Communications  
County of San Mateo  
400 County Center, PSC#100  
Redwood City, CA 94063  
Attn: Jaime D. Young, Director

Any proposals received after the deadline date and time will not be considered. Respondents shall provide eight (8) hard copies of the proposal and one (1) soft copy in pdf format provided on a CD or DVD. Any intent to take exception to any requirements in the request shall require written notification no later than 72 hours prior to deadline for submissions. Proposal must be valid for 120 days from date of submission.

The County reserves the right to reject any and all proposals and to elect not to enter into any contract for the services described in the Scope of Work.

The County reserves the right to waive any minor irregularities or informalities in any proposal, and/or to request clarification of information from any applicant.

8.1 Additional Information

If the County determines, at its sole discretion, that additional information is required or desirable beyond that provided in the proposal(s) of any of the Proposer(s), County shall invite the Proposer(s) to make oral and/or written presentations to the Evaluation Committee.

9. General Conditions of Submission

The submitted proposal shall be used to determine the Proposer's capability to render the services requested. The failure of a Proposer to fully comply with the instructions in this RFP may eliminate its proposal from further evaluation. The County reserves the sole right to evaluate the contents of proposals submitted in response to this RFP and to select one or more successful Proposer(s) or none at all. The County reserves the right to waive any requirements of this RFP when it determines that waiving a requirement is in the best interest of the County. The proposal is to include contact information, including principle contacts and officers, main and local business addresses, tax identification number, voice and fax phone numbers, and email addresses.

- a. This Request for Proposals (RFP) is not a commitment or contract of any kind. The County of San Mateo (County) reserves the right to pursue any and/or all ideas generated by this request.
- b. All proposals submitted become the property of the County of San Mateo. Should a Proposer wish to withdraw its proposal prior to selection, a written letter so stating must be received by the County.
- c. There is no expressed or implied obligation for the County to reimburse responding firms for any expenses incurred in preparing proposals in response to this request. Costs for developing proposals are entirely the responsibility of the Proposer and will not be chargeable to or reimbursable by the County.
- d. All proposals submitted in response to this RFP shall be subject to public disclosure pursuant to the California Public Records Act (Cal. Govt. Code Section 6250 et seq.). The Act provides that access to information concerning the conduct of the people's business is a fundamental and necessary right of every person in the state. Public records are defined as any writing related to the



conduct of the public's business. Public records are open to inspection during normal business hours.

- e. There are specific exceptions to the Public Records Act. In the event the County receives a request for inspection of any proposal submitted pursuant to this RFP, it is the responsibility of the organization whose proposal has been requested to assert any right of confidentiality that may exist. The County will not make that assertion on behalf of the Proposer. Absent a judicial determination that the documents are exempt from disclosure, they will be subject to copying and/or inspection.
- f. Submission of a proposal constitutes a complete waiver of any present or future claims whatsoever against the County and/or its agents, officers or employees that the County has violated a Proposer's right to privacy, disclosed trade secrets, or caused any damage by allowing the proposal to be copied and/or inspected.
- g. All proposals must remain valid for a period of not less than 120 days from the date of submission. This includes pricing as well as nominated engagement staff.
- h. The County reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected.
- i. The County may, in its sole discretion, enter into contracts with multiple providers or not enter into any contract.
- j. The County reserves the right to contact current and former clients of the proposer for information at any time during the proposal process.
- k. The County reserves the right to accept or reject any or all proposals, to terminate the RFP process, and to waive any requirements of this Request for Proposals if it deems it to be in the best interests of the County.
- l. The County reserves the right to contact individual Proposer's for clarifying information at any time during the proposal process.
- m. The County may modify the RFP prior to the fixed date for submission.

10. Contact Person and requirements

Questions regarding this request may be made to Director Jaime D. Young, via email only to: [jdyoung@smc911dispatch.org](mailto:jdyoung@smc911dispatch.org).

## 11. Final Selection Process

Following the review of proposal received by the deadline, the County may further invite firm(s) to formally meet with the Selection Committee to address additional inquiries by the County and to discuss and/or negotiate terms and conditions for a final contract. Factors that will determine the final selection will include the following criteria but not limited to:

(Not listed in order of importance)

- a. Proposer's experience;
- b. Capability and experience of key personnel;
- c. Service description;
- d. Clarity of understanding of the scope of services to be provided;
- e. Sufficiency of staffing proposed to provide the services;
- f. Organizational capacity;
- g. History of successfully providing similar services;
- h. History of successfully managing other contracts with public agencies;
- i. Evidence of satisfactory accounting and record keeping;
- j. Proposal cost and;
- k. Ability to comply with the County's contract requirements.

The County may consider any other criteria it deems relevant, and the Selection Committee is free to make any recommendations it deems to be in the best interest of the County.

The Selection Committee shall submit their recommendation to the Public Safety Communications Director for approval.

## 12. Notification

Notification of the Public Safety Communications Director's recommendation will be done by e-mail once a contract is successfully negotiated. Please be sure to include all requested contact information.

## 13. Protest Process

A Proposer may submit a written protest to the Director of Public Safety Communications. Such written protest must be received within five (5) days of receipt of notice of the Public Safety Communications Director's recommendation. The protest must reference this RFP by number and be in writing and emailed by 5:00 p.m. on the fifth day from receipt of notice to:

Jaime D. Young

Email: [jdy@smc911dispatch.org](mailto:jdy@smc911dispatch.org)

A successful protest will include sufficient evidence and analysis to support a conclusion that the selected proposal taken as a whole is an inferior proposal. A protest that merely addresses a single aspect of the selected proposal, e.g., amount of fees, will not be sufficient. The decision of the Director of Public Safety Communications on the protest shall be final.

14. Contract Commencement and Completion

- a. The selected firm will be required to enter into an Agreement for the project with the County.
- b. Once terms and conditions are approved and signed by both parties, the contract will commence immediately. The estimated completion date shall be no later than 60 days from the award of the contract.

15. Statement of Compliance with County Requirements

Each proposal must include a statement of the Proposer's commitment and ability to comply with the terms of the County's standard contract, including but not limited to the following:

- a. The County non-discrimination policy;
- b. The County equal employment opportunity requirements;
- c. County requirements regarding employee benefits;
- d. The County jury duty ordinance;
- e. The hold harmless provision;
- f. County insurance requirements; and

Proposers must advise County in their proposals of any objections to any terms in the County's contract and provide an explanation for the inability to comply with the required term(s). If no objections are stated, County will assume the Proposer is prepared to sign the County contract as-is.