

REQUEST FOR PROPOSAL

FOR

911 TRANSFER AUDIT

INTRODUCTION

Emery County is soliciting competitive proposals from qualified individuals interested in conducting an audit within Emery County, Utah, to determine the optimum number and configuration of Public Safety Answering Points (PSAPs) in the county. For reference, this audit and its related components are outlined in Utah Code 69-2-203, 69-2-204, and 63H-7a-304.5, among others.

Emery County has a population of approximately 10,100 and is served by one (1) PSAP, with a total maximum staffing of approximately three (3) consoles. The audit sought herein was triggered when the county as a whole did not meet the required 2% 9-1-1 transfer rate as outlined in statute.

OBJECTIVE

Emery County is seeking a qualified individual to fulfill the following scope of work.

SCOPE OF WORK

- Conduct a complete audit under the requirements of the relevant statutes to bring Emery County into full compliance.
- Evaluate how best to provide PSAP services with the county.
- Evaluate what needs to happen for the PSAPs within the county to achieve a transfer rate, as defined in Utah Code Annotated 69-2-204 of 2% or less.
- Evaluate mis-routed 911 calls and how they affect our transfer rate.

PROPOSAL QUALIFICATION REQUIREMENTS

All proposals submitted for evaluation must include, but are not limited to the following information.

- Background - Please provide information on your work history, credentials, principal place of business and contact information.
- Examples of previous, comparable studies or audits.
- Outline a proposed approach towards completion of the audit by January 1, 2025.
- Submit a sample service contract for review, if available.
- Signature Page - The proposal is to be signed by an individual or principal of the business who is authorized to execute the contract.

- Proprietary Information - Mark any specific information contained in the proposal which is not to be disclosed to the public or used for purposes other than the evaluation of the proposals.

EVALUATION OF PROPOSALS

Proposals will be evaluated and ranked by Emery County. Evaluation criteria with assigned weights are as follows:

Qualifications (35 Points)

- The candidate has the qualifications needed to successfully complete the scope of work
- The candidate has prior experience working in a similar field

Scope of Proposal (30 Points)

- The proposal demonstrates an understanding of the job objectives and desired results
- The proposal illustrates the candidate's ability to successfully execute the proposed job
- The proposal includes an appropriate process to interact with committee members and community stakeholders

Work Plan (25 Points)

- The proposal adequately details project activities and milestones or deliverables associated with each stage of the scope of work

REFERENCE CHECKS

Information from references will be evaluated using the following criteria. The evaluation will be labeled as satisfactory or unsatisfactory.

References (Satisfactory/Unsatisfactory)

- The reference would hire the candidate again
- The candidate was responsive to the reference's needs
- The candidate anticipated problems, and solved them quickly and effectively
- The original Scope of Services was completed

Candidates may be asked to participate in an interview to further gauge their fit and ability to work on this project.

Candidate selection will be based on the candidate's written proposal and the results of the reference checks.

INQUIRIES

All inquiries relating to the proposal should be directed to:
Kim Howes, Dispatch Supervisor
kim.howes@ecso.utah.gov

INSTRUCTIONS FOR PROPOSAL SUBMISSION

If you or your company is interested and qualified, please submit one (1) electronic copy of your Proposal to the Emery County Clerk/Auditor's Office by email to brendat@emery.utah.gov. All submissions must be received no later than the end of business on Friday, October 18, 2024.

Proposal shall be clearly labeled "PROPOSAL for 911 Transfer Audit" and shall include all qualifications as well as a cost estimate for the services. Proposals shall be opened in a specially scheduled Commission Meeting on Monday, October 21, 2024 at 11:00 a.m.

ACCEPTANCE OF PROPOSAL

Emery County will evaluate all proposals to determine acceptance or rejection of the proposal.

Pursuant to this RFP a contract will be executed and signed by Emery County.

PROCUREMENT RULES AND PROCEDURES

Emery County will award a contract in reliance upon the information contained in proposals submitted in response to the RFP. Emery County will be legally bound only when and if there is a definitive signed agreement with the awarded contractor.

It is important that any person who signs a proposal or contract on behalf of a Contractor's organization certifies that he or she has the authority to so act. The successful Contractor who has his/her proposal accepted may be required to answer further questions and provide further clarification of his/her proposal and responses.

Receiving this RFP or responding to it does not entitle any entity to participate in services or transactions resulting from or arising in connection with this RFP. Emery County shall have no liability to any person or entity under or in connection with this RFP, unless and until Emery County and such person shall have executed and delivered a definitive written agreement.

No oral modifications or amendments to this RFP or any resulting contract shall be effective, but such may be modified or amended by a written agreement signed by the parties. If it becomes

necessary to revise any part of this RFP, an addendum will be provided to all who received an RFP.

PROCUREMENT TIMETABLE

Below is the Procurement Timetable that has been established for this RFP.

Required Activity	Scheduled Date
RFP Issue Date	10/09/2024
Closing Date for Receipt of Proposals	10/18/2024
Selection of Agency	10/21/2024

*Desired date for Emery County to select agency.

SIGNATURE PAGE

I hereby certify that the information submitted by me/my company in response to this RFP, including the pricing and other information in this Proposal Response Form is true and accurate.

I understand that Emery County has the right to reject and or all proposals, to waive minor irregularities when to do so would be in the best interests of Emery County.

Name of Agency_____

Address_____

Email Address_____

Phone Number_____ Fax Number_____

Print Name_____

Signature:_____ Date:_____