

**Invitation to Submit Professional Qualifications for Consulting Services**

**Regarding:** **E911 and Emergency Management Operations: Service Delivery Model Review, Needs Assessment, and Cost Allocation Recommendations**

**Brief Description:** The city of Oskaloosa is seeking proposals from qualified consulting firms to conduct a thorough needs assessment of the County E911 and Emergency Management operations. Professional services are sought to develop options and recommendations to ensure the residents of Mahaska County receive superior 911 and EMA services that meet the needs and function within the current fiscal environment at an optimized level and equitable distribution of service cost.

**RFQ issued:** Wednesday, September 14, 2022

**Q&A Ends:** Tuesday, September 27, 2022, at 2:00 PM

**Qualifications Proposal Due:** Tuesday, October 4, 2022, at 2:00 PM

**Interview:** Friday October 14, 2022  
Interviews will be conducted for selected firms

**Fee Proposal Due:** Only those firms selected to interview based on the Qualifications Proposal review will be required to submit a Fee Proposal at the firm's oral presentation and interview.

**Award Project:** Monday, October 17, 6:00 PM City Council meeting

**Contract Approval:** Monday, October 17, 6:00 PM City Council meeting

## **INTRODUCTION**

The city of Oskaloosa is seeking qualified firms to provide professional services related to its E911 and EMA services. The firm selected for this project will review existing services, funding, and cost allocation; and will present alternative options and recommend the most cost-effective service delivery model.

The process to select a firm is designed to identify the best qualifications to meet the stakeholder's objectives, and to enable the review panel to make a clear recommendation to the Oskaloosa City Council.

- Request for Qualifications (RFQ) - The prospective firms are required to respond in writing to questions to provide the Professional Services to complete the project. The firm's Qualifications Proposal will be reviewed by the interview panel to determine which firms are selected to proceed to the next phase described below. Proposals shall be limited to twenty (20) double-sided pages plus appendix material. Firms shall submit six (6) hardcopy and one (1) electronic (PDF format, via USB drive) copies of proposals.
  - Proposals submitted shall answer the following items:
    1. Understanding of the project and key issues involved. Include a list of services to be provided by your firm.
    2. Identify any services to be provided by outside consultant(s).
    3. Include an organizational chart indicating key personnel assignments and overall organization of the work effort. Identify any professional credentials of the project management, principals in charge, and any other primary personnel to be assigned to this project. The firm must also identify any specialty personnel to be utilized by the firm for this project. Those individuals identified in the proposal must be present at the oral presentation should your firm be selected.
    4. Identify recent projects of similar nature or scope completed by the firm, project team or outside consultants. For each project include:
      - a. Client name, primary contact, address, phone number and current email address
      - b. Project description including the contract project completion date and actual completion date
    5. Describe the firm's approach to establishing a fee for services and preferred form of agreement.
    6. Include the firm name, primary contact person, telephone number, fax number and email address.
- Oral Presentation - Interview - Fee Proposal - Based on the Qualifications Proposals received, the interview panel will narrow the most responsive proposals to present and interview. At the interview, the firm will present and discuss a Fee Proposal. Following this review, the final selection, if any, will be based on the proposal that best meets the requirements set forth in the RFQ, and is in the best interest of the city and county. At the time the City Council awards an Agreement for the Professional Services, it will be based on proposals received without additional submissions from the firms. The city reserves the right to request clarification of information submitted and to request additional information of any firm.



- o Firms selected for an oral presentation shall submit one (1) hard copy of the Fee Proposal, due at the time of the interview. The Fee Proposal shall include all RFQ services, personnel (own and outside consultant), reports and miscellaneous expenses. If there are expenses the Firm considers “reimbursable” that are not included in the fee for RFQ services, such expenses shall be separately identified and quantified as fully as possible. Fee Proposals must be an all-inclusive not to exceed amount.

The city reserves the right, at its sole discretion, to terminate this process at any time or reject any and all proposals without penalty prior to the execution of an Agreement. Any Agreement resulting from this process shall be done so as deemed in the best interest of the city and on forms either supplied or approved by the city and shall contain, at a minimum, applicable provisions of the Request for Qualifications and subsequent Fee Proposal. The city reserves the right to reject any Agreement that does not conform to the Request for Qualifications or subsequent Fee Proposal, and any city requirements for an Agreement(s). The city shall not be responsible for any fees incurred by the firm in preparing, submitting, or presenting its response to the Request for Qualifications and any subsequent Fee Proposal, or oral presentation to, or interviews with the city.

## **BACKGROUND**

Mahaska County has a population of 22,190 and is in rural south-central Iowa approximately an hour southeast of Des Moines. The city of Oskaloosa is the county seat with a population of 11,558. Other cities include New Sharon, Leighton, Eddyville, Fremont, Barnes City, University Park, Beacon, Rose Hill, and Keomah Village.

## **PROJECT OBJECTIVES:**

Mahaska community prides itself on sustaining full time dedicated staff working within all facets of public safety. Due to the current fiscal environment, and the significant increases in costs for citizens compared to those of surrounding counties, the city recognizes the need to search for efficient solutions while providing and maintaining the quality and expertise necessary to support these mission critical services. As such, the city is seeking a trained, public safety consultant with the experience and expertise necessary to conduct the following:

## **SCOPE OF SERVICES**

The selected firm will provide a range of services leading to serving the needs of the city of Oskaloosa and Mahaska County. These services shall include:

### **Phase 1 Organizational Assessment:**

1. Consultant will be expected to review all activities provided by the current Mahaska County Emergency Management Agency.
2. Identify activities necessary for a fully functioning Emergency Management Agency and recommend the appropriate staffing and governance structure for an Emergency Management Agency.
3. Identify activities necessary for a fully functioning E911 dispatch system and recommend the appropriate staffing and governance structure for a E911 dispatch system.



**Phase 2 Operational Efficiencies:**

- **Recognizing the current fiscal environment and what appears to be a significant disparity between the combined EMA E911 service costs for Mahaska and the surrounding counties, consultant will be expected to provide an overview of possible organizational changes/options that include but not limited to:**
  - Right sizing the organizations from a staffing perspective
  - Internal restructuring of the E911 and EMA system
  - Combined or partial outsourcing operations to a third-party professional provider
  - Merge operations with a neighboring county or joining an existing regional consolidated public safety dispatch facility such as Westcom in Polk County.
- **Internal Equity:**
  - Research best practices and the appropriate combination of funding sources for the different service activities (i.e., assessed valuation, cell phone surcharge)
  - Recommend allocation formula to distribute service cost/relative share among the participating jurisdictions.

**CRITERIA FOR REVIEW OF PROPOSALS**

Proposals will be evaluated and reviewed by a panel. The Proposal selected for an award will not necessarily be the lowest bidder. Rather, the selection will be based upon the proposal that is responsive, responsible, and the most advantageous to the community, as determined by the panel.

The city intends to award a contract, subject to the terms of this RFQ, to the best overall valued firm. Firms will be prioritized based on past experience and performance, current performance capability, fees and other criteria as outlined in this document. The city anticipates that all firms will have a fair and reasonable opportunity to provide service.

The city reserves the right to add/delete/modify criteria or times, via an addendum, if it is in the city's best interest, as determined by the city in its sole discretion. The city reserves the right to reject any and/or all proposals submitted or parts thereof, to waive informalities or irregularities, to negotiate modifications to any of the items proposed in a proposal, and to select a firm and enter into such contract(s) as shall be deemed to be in the best interests of the city.

**SELECTION OF THE CONSULTANT**

All questions regarding this RFQ must be directed to:

Amal Eltahir, City Manager  
Phone: 641-673-9431  
Email: aeltahir@oskaloosaiowa.org

Note: Firms and their employees should not be in communication with city of Oskaloosa or Mahaska County employees or board members except for questions regarding the RFQ which should be directed to City Manager Amal Eltahir.



<b>RFQ SCORING CRITERIA</b>	
1. Proven technical competency including specialized experience in the 911 &EMA services.	35
2. Credentials of project team, including lead and team's qualifications (capacity/history of working together on past projects, particularly as related to prior work).	35
3. Demonstrated understanding of the community and project needs including legal and funding environment with respect to the emergency management and dispatch services	20
4. Quality of the firm's approach to meet or exceed the criteria included in this RFQ.	10

<b>RFQ Timeline</b> - These dates are subject to be extended as the city of Oskaloosa deems necessary.	
RFQ issue date	September 20, 2022
Q&A ends	September 27, 2022
Qualification proposals due	October 4, 2022
Interviews w/fee proposal	October 14, 2022
City council approve contract	October 17, 2022

### **CONTRACT**

A detailed scope of work with the activities and issues to be addressed including identification of specific project goals and schedule milestones shall be developed and agreed upon by the firm and the city of Oskaloosa. This detailed scope of work and the associated fee will be incorporated as part of the contract to be approved and administered by the city of Oskaloosa.

This RFQ and the successful firm's response to this RFQ shall become part of the contract between the parties. Any contract entered into may be terminated by the city for convenience and without cause upon fourteen (14) days' written notice. Upon termination, the city shall pay only for work successfully performed up to the date of termination. Any materials, documents or reports developed under a contractual agreement with the city shall be deemed work for hire and shall become the property of the city upon termination or completion of the contract upon payment by the city of all monies contractually owed.

### **SUBMISSION OF PROPOSAL**

Provide six (6) hardcopies of the Proposal and one (1) digital copy before 2:00PM, local time, October 4, 2022 to:

Amal Eltahir, City Manager  
 City of Oskaloosa  
 220 South Market Street, Oskaloosa, IA 52577

It shall be the sole responsibility of the firm to make certain that all Proposals are in proper form and submitted before the deadline specified above.

### **MISCELLANEOUS**



- 1. Warranty:** The firm represents and warrants that it is the owner of or otherwise has the right to use, distribute, and license or sublicense all materials and methodologies proposed to be used in connection with providing the products and services which are the subject of this RFQ and that such materials and methodologies shall not infringe any patent, copyright, or other proprietary right of a third party. The firm further represents and warrants that the work proposed to be performed and services proposed to be provided will be rendered using sound, professional practices and in a competent and professional manner by knowledgeable, trained and qualified personnel.
- 2. Confidentiality:** All city information and data is and shall remain the property of the city and all such information and data shall be considered confidential by the firm. The Firm agrees that all city information and data shall be used only for the intended purpose and that it shall not disclose any such information and data to any third party except as may be required by law.
- 3. Indemnification and Hold Harmless:** The firm shall defend, indemnify, and hold harmless the city from and against any and all claims, liability, damages, loss, and/or expenses (including reasonable attorneys' fees and costs) that may arise by reason of any breach of contract, negligence, and/or violation of law (including, but not limited to, infringement of any proprietary right of a third party) by the firm and/or its employees or agents. In the event that it shall become necessary for any party to institute legal proceedings against the other party for recovery of any amounts due and owing under the RFQ or any resulting contract, it is expressly agreed that the prevailing party in any such action shall be entitled to recover from the non-prevailing party all costs related to such collection, including reasonable attorneys' fees and all expert witness fees incurred during pre-suit collection attempts, suit, and post judgment, appeal, or settlement collection.
- 4. Assignment:** No contract or any of its provisions may be assigned, sublet, or transferred by the firm without the written consent of the city. Subject to the foregoing, any contract will be binding upon and will inure to the benefit of the parties and their respective successors and assignees.
- 5. Governing Law and Forum:** The terms and conditions of this RFQ and any resulting contracts or activities based upon this RFQ shall be construed in accordance with the laws of the State of Iowa. Any litigation arising between the parties related to this RFQ or any resulting contract shall be initiated and maintained only in the appropriate federal or state court for Mahaska County, Iowa.
- 6. Return of Proposals:** All proposals become the property of the city and will not be returned to the firm. Once received and opened, the contents of the proposals will be placed in the public domain and be open for inspection by interested parties. Trade secrets or proprietary information that are recognized as such and are protected by law may be withheld upon the written request of firm.
- 7. Non-Discrimination Statement:** In accordance with applicable federal and/or state law, it is the policy of the city of Oskaloosa, Iowa not to discriminate on the basis of race, creed, color, sex, sexual orientation, gender identity, national origin, disability, age, or religion in its programs, activities, or employment practices. If the firm has questions or grievances related to compliance with this policy by the city, the firm may contact the city or the appropriate federal or state agency.
- 8. Code of Conduct:** No person officially connected with or employed by the city will be an agent for, or have any financial compensation or reward of any kind from any vendor for the sale of supplies, materials, equipment, or services contemplated by this RFQ.

