RFP DETERMINATION BOOK

FOR

Public Safety Dispatch Services

CITY OF COSTA MESA
Prepared by;

CEO Office/Management Partners, Inc.
Police Department
Finance Department
County of Orange Sheriff-Coroner Department/
Communication & Technology Division

PROJECT CHRONOLOGY

This section is a list of the significant events from the time of developing the service profile to providing this RFP Determination Book.

Project Chronology for Public Safety Dispatch Services

8-10-11	Requested RFP for Dispatch from Administrative Services and Police Department
9-12.11	First meeting was held for Contracting Committee Council Policy 100-6
11-7-11	RFP was posted
11-21-11	Provided a walk-through for Dispatch
11-29-11	Posted questions & answers on City website
12-1-11	Updated questions & answers on City website
12-1-11	OCFA notified the City they will not be submitting a proposal
12-8-11	Ansafone notified the City they will not be submitting a proposal
1-13-13	Received approval for outside evaluator
1-23-12	Meet with evaluators on instructions and provide evaluation forms and proposals
2-15-12	Team meeting on proposal scores
3-19-12	Management Staff Report meeting

RFP NOTICE

This is a requirement under the Costa Mesa Municipal Code, Title 2- Administration, Chapter V. Finance, Article 2 Purchasing, Section 2-166 Procedure for purchases exceeding fifty thousand dollars (a) (1)

City of Costa Mesa
REQUEST FOR PROPOSAL
For Public Safety Dispatch Services

NOTICE IS HEREBY GIVEN that sealed proposals shall be received by the City of Costa Mesa to wit: The City of Costa Mesa/ Jones & Mayer, City Attorney's Office, 3777 N. Harbor Blvd, Fullerton, California 92835, on or before the hour of **4:00 p.m. on Wednesday, December 7, 2011.** It shall be the responsibility of the offeror to deliver his proposal to Jones & Mayer, Kimberly Hall Barlow, City Attorney's Office, 3777 N. Harbor Blvd., Fullerton, CA 92835

Proposal shall be returned to the attention of the City Attorney Office Kimberly Hall Barlow at the specific address above, within said time limit, in a sealed envelope identified on the outside with the Offeror's Business Name, Proposal Identify—RFP for Public Safety Dispatch Services and the due date. There will be no public opening

The Request for Proposal may be downloaded from the website at http://www.ci.costa-mesa.ca.us/departments/CMPurchasing.htm. If you have addition question, please contact Richard Amadril, via e-mail at: rick.amadril@costamesaca.gov

City of Costa Mesa
77 Fair Drive,
P.O. Box 1200
Costa Mesa, CA 92628-1200
Phone: 714-754-5227
Fax: 714-754-5040
E-mail: rick.amadril@costamesaca.gov

11/7/2011
4:00PM

City of Costa Mesa

Public Safety Dispatch Services

11/7/2011

4:00PM

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Costa Mesa

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City of Costa Mesa

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P.O. Box 1200
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Fax: 714-754-5040
E-mail: rick.amadril@costamesaca.gov

RFP

Request for Proposal provides information on the service(s) level, improvements, key elements for this particular solicitation, overview and the solicitation protocol. This will also show any amendments' that were posted in the back of this RFP.

REQUEST FOR PROPOSAL

FOR

Public Safety Dispatch Services

Police Department
CITY OF COSTA MESA

Released on November 7, 2011

PUBLIC SAFETY DISPATCH SERVICES
REQUEST FOR PROPOSAL (RFP)

Dear Proposers:
The City of Costa Mesa (hereinafter referred to as the "City") is requesting proposals from a qualified public entity or private firm, to establish a contract for public safety dispatch services. The term is expected to be for three (3) years with two (2) one-year options to renew. Longer initial and extended terms will be considered depending upon the Proposer's submission regarding use of City facilities and equipment.

1. BACKGROUND

On March 1, 2011, the City Council agreed to move forward with a comprehensive review and analysis of outsourcing 18 City services, one of which is public safety dispatch services, as outlined in the *Outsourcing of City Services Council Agenda Report*, dated February 24, 2011.

The City of Costa Mesa is a general law city, which operates under the council/manager form of government with a General Fund budget of over $94 million and a total of over $107 million of fiscal year 2010-2011.

The City of Costa Mesa, incorporated in 1953, has an estimated population of 116,479 and has a land area of 16.8 square miles. It is located in the southern coastal area of Orange County, California, and is bordered by the cities of Santa Ana, Newport Beach, Huntington Beach, Fountain Valley and Irvine. The community is slated for substantial vertical growth over the next ten years to include the development of five high-rise residential condominiums.

The City is a "full service city" and provides a wide range of services. These services include: police and fire protection; animal control; emergency medical aid; building safety regulation and inspection; street lighting; land use planning and zoning; housing and community development; maintenance and improvement of streets and related structures; traffic safety maintenance and improvement; and full range of recreational and cultural programs.

The City of Costa Mesa is home of the Segerstrom Center for the Arts, Orange County Fairgrounds, South Coast Repertory Theater and the South Coast Plaza Shopping Center, which is the single largest commercial activity center in the City. The volume of sales generated by South Coast Plaza, secures its place as the highest volume regional shopping center in the nation. The City is also a center for cutting edge youth apparel and sporting goods manufactures. Costa Mesa represents the best Southern California has to offer.

The City of Costa Mesa Communications Center (CMCC) is a Primary Public Safety Answering Point (PPSAP). CMCC is a combined Police and Fire Dispatch Center responsible for providing Public Safety to the community. Communications Officers are responsible for receiving incoming calls into a centralized computer aided dispatch (CAD) communications center, including requests for police and fire protection services or information; and dispatching

personnel and equipment for emergency services. Communications Officers are trained in Emergency Medical Dispatching (EMD) and adhere to Police Officer Standardized Training (POST) Dispatch certification standards.

CMCC is currently using Motorola CAD and Radio System and Vesta phone system. CMCC has seven (7) dispatch consoles on the main floor and one (1) dispatch console in the training area.

All 9-1-1 calls in Costa Mesa are answered by CMCC Communications Officers. The Communications Officers are all cross trained in call taking and police/fire radio functions. The Communications Officers also answer all 10-digit emergency and non-emergency lines for Costa Mesa Police Department and Costa Mesa Fire Department. CMCC also answers calls for City animal control services and provides after hours call service for Mesa Consolidated Water District.

The City of Costa Mesa has one main Police Department, two (2) Police Substations and six (6) local fire stations.

The City prides itself on sustaining full time, dedicated staff working within the Telecommunications Division in support of the Communications Dispatch Center. Due to the current fiscal environment, the City recognizes the need to search for alternative solutions while providing and maintaining the quality and expertise necessary to support these mission critical services. As such, the City requires a full service, highly trained, public safety communications dispatch center vendor, with the experience and expertise to maintain quality and expert level of service.

2. SCHEDULE OF EVENTS

This request for proposal will be governed by the following schedule:

Release of RFP	November 7, 2011
Deadline for Written Questions	November 22, 2011
Responses to Questions Posted on Web	November 29, 2011
Proposals are Due	December 7, 2011
Interview (if held)	December 20, 2011
Approval of Contract	TBD

3. SCOPE OF WORK

Call Volumes (9-1-1 and Administrative Calls)

The total call volume for all services provided by CMCC, which includes all emergency, non-emergency, administrative, incoming/outgoing and ancillary responsibility for telephone service for Mesa Consolidated Water District is approximately 255,000 annually. The distribution is as follows:

9-1-1	40% of all incoming/outgoing
Administrative/Non-Emergency	60% of all incoming/outgoing

All 9-1-1 calls shall be answered within 0-10 seconds, at minimum 95% of the time.

Call volume statistics:

Dispatching

The number of Computer Aided Dispatch Calls for Police and Fire is approximately 110,000 incidents per year. Currently, the City is the Primary PSAP and dispatches all calls for fire, police and other local government (including public services).

The CMCC's required objective is that all 9-1-1 calls requiring service be answered, processed and dispatched within sixty (60) seconds ninety percent (90%) of the time. The objective in answering, processing and dispatching non-emergency lines is sixty (60) seconds ninety percent (90%) of the time .

At the disposition of a CAD incident, the CAD data transfers to a Records Management System (RMS) utilized by the respective Department. The Fire Department uses the Sunpro RMS. The Police Department uses the Motorola LRMS.

The successful bidder would be required to ensure emergency response data is successfully transferred to the mentioned Records Management System in real time and at the conclusion of the incident. As an alternative, the successful bidder may identify an alternative solution to provide the RMS data for the Police/Fire Departments.

Dispatch volume statistics are as set forth in Appendix "G"

Police Dispatch Services

Costa Mesa Communications currently dispatches emergency and non emergency calls for Costa Mesa Police Department. The approximate annual dispatched calls for service is 100,000 per year. The Communications Officers are responsible for answering emergency calls which must be properly processed, including the dispatching of personnel and equipment to the scene of police incidents, accidents, and other emergencies. Answering non-emergency calls and screening to route to the appropriate person or office.

Communications Officers have access to DOJ files and have completed a thorough background investigation including criminal history check.

City of Costa Mesa Police Department offers an on-line reporting system (CopLogic) for crime reports that meet certain criteria.

Fire Dispatch Services

Costa Mesa Communications dispatches emergency and non emergency calls for Costa Mesa Fire Department. The approximate annual dispatched calls for service is 10,000. The Communications Officers are responsible for answering emergency calls which must be properly processed, including the dispatching of personnel and equipment to the scene of fire incidents, accidents, rescue operations and other emergencies. They are also responsible for answering non-emergency calls and screening to route to the appropriate person or office. Communications officers are EMD and CPR certified.

Technical

Costa Mesa Communications utilizes a Motorola Print Track Computer Aided Dispatch (CAD) System. All Police and Fire emergency vehicles are equipped with Motorola 800 (MW 800's) mobile units (MDC). The mobile software application is Motorola Premier.

Mobile Data Computers (MDC)

CMCC uses the Motorola Radio Network Controller platform for the MDC interaction with the CAD. Broadband wireless data cards are also used for AVL/GIS/Internet purposes.

The City of Costa Mesa Geographical Information Systems data is provided by the City of Costa Mesa Information Technology Division. The successful bidder would be required to develop GIS/Mapping data.

There are a total of 64 Police Mobile vehicles. There are a total of 17 Fire Mobile vehicles.

There are a combined total of 81 mobile vehicles for Police and Fire.

Current Equipment Used for Dispatch Functions:

1. 19 Consolette radio (qty. 19)
2. Full Gold Elite interface system for 8 dispatch positions
3. Stancil recorder (qty. 1)
4. OA1 radio (qty. 1)
5. RNC server(qty. 1)
6. Quantar Radio (qty. 1)
7. MTR2000 radios (qty. 2)
8. FERRUPS UPS system (qty. 1)
9. Bank charger for portable radios (qty. 3)
10. CAD server; slated for replacement this budget year (qty. 1)
11. Complete 9-1-1 phone system composed of:

- Plant Equipment Vesta system
- Mapstar mapping system
- Playback system
- ECATS and Furance call tracking systems
- GE ST2000 UPS

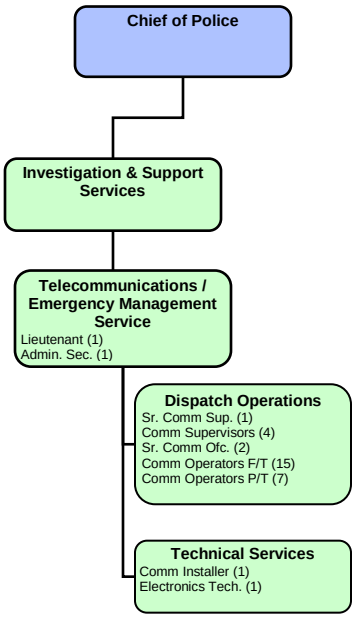
Training

Current training requirements are as follows:

New Hires:
POST Certification – 120 Hours of Instruction – Public Safety Dispatcher Course (Basic)
80 Hour In-House Academy
Emergency Medical Dispatching – Certified Course – 40 Hours
CPR Certification

On Going Training:
Continuing POST Training: 24 Hours Every 2 Years
CPR Recertification Every 2 Years

The successful bidder must identify its training requirements, both for initial hires and for existing employees on an on-going basis. For any private Proposer, please document how you will be able to ensure that dispatchers can be CLETS authorized and received POST training and continuing training to meet California legal standards.
Current Organizational structure and governance:



Schedules: The City currently provides dispatch operations on a 24/7 basis, 365 days per year using two shifts of twelve hours each. Currently, the City has 15 full time communications operators, 7 part time operators, 2 senior communications officers, four communications supervisors and a senior communications supervisor.

Dispatch minimum staffing levels are as followed:

• Sunday-Thursday	0400-0400	4		
• Friday	0400-1600	4	1600-0400	5
• Saturday	0400-1600	4	1600-0400	5

These minimum staffing levels include a working supervisor. Optimal staffing is five dispatchers (including a supervisor) through out the week.

Existing Facilities: The Costa Mesa Telecommunications Center consists of: Offices – 5, Copy Room – 1, Conference Room – 1, Training Room – 1 (1 dispatch workstation), Supply Closet – 1, Full Service Kitchen – 1, Equipment Room – 1, Telephone Room - 1, Electrical Room – 1, Restrooms with Lockers (30 women lockers, 16 men's lockers), Dispatch Room (7 workstations), Outside Patio, and a Maintenance Shop with office area, loft, restrooms, and 2 garage bays.

Responsibilities:

- Notification to City management/staff for major/significant incidents
- Simultaneously monitor various radio frequencies: Police, Fire, Animal Control, local government, mutual, tactical, water district (after hours), landlines, and OC Emergency Red channel
- Access the 24/7 compliance center for emergency cross references and emergency interrupts
- Complete daily shift reports
- Contact wireless phone providers for subscriber and billing information
- Obtain latitude and longitude for 911 hang up calls
- Triangulate cell sites for 911/emergency situations
- Assists PD and FD with call out requests including, but not limited to: Tow trucks, Blood Technicians, Cal Trans, Edison, Southern California Gas, Time Warner, Water Department, Animal Control, Signal Maintenance, Local Government, Maintenance Services, and Sanitation
- Motorola mapping system
- Vesta/Orion mapping system
- FATPOT
- Coplink
- IIQ
- LRMS
- Geography (geographic boundaries/areas, adjacent agencies, street numbering, primary streets/thruways, neighborhoods, parks, & schools)

Collateral Duties:

- Audio tape requests
- Prepare court tapes for the District Attorney's office by using the departments recording equipment (Stancil)
- Prepare audio tapes for police and fire review
- Prepare citizen tape requests for the City Attorney's office
- Complete the declaration for custodian of records report
- Update in-house tape log
- Prepare the daily 60 second report
- Evaluate reasons for calls going over 60 seconds
- Monitoring of the City Hall and Police facility alarm system
- Knowledge of the City's disaster plan.
- Knowledge of EOC activation procedures
- GIS Monitoring and Update/Maintenance
- CAD information file maintenance
- DSOP Update and maintenance
- Telestaff / ISE (staffing management programs)
- Prepare Daily Supervisor Report

Emergency Management Systems

- AlertCM (Rapid Notify)
- AlertOC
- Web EOC

Vesta Work Stations

- 9-1-1 Trunks (7)
- Admin. Lines (2)
- Police Lines (5)
- Ring Down Lines (17)
- Animal Control Line (1)
- Water District Line (1)
- Watch Commander Line (1)
- Orion MapStar
- ALI/ANI Display

CAD Work Stations

- Call Entry

- BB Files
- AWW Status Screen
- Premier ATM Mapping
- IIQ

Motorola Centracom Radio

- Police Radio Frequencies
- Fire Radio Frequencies
- Mutual Aid Channels
- Control One
- Public Works Channel
- OA-1 Radio Channel
- OCC Channel
- Able Call Radio

4. PROPOSAL FORMAT GUIDELINES

Interested contractors are to provide the City of Costa Mesa with a thorough proposal using the following guidelines:

Proposal should be typed and should contain no more than 20 typed pages using a 12-point font size, including transmittal letter and resumes of key people, but excluding Index/Table of Contents, tables, charts, and graphic exhibits. Each proposal will adhere to the following order and content of sections. Proposal should be straightforward, concise and provide "layman" explanations of technical terms that are used. Emphasis should be concentrated on conforming to the RFP instructions, responding to the RFP requirements, and on providing a complete and clear description of the offer. Proposals, which appear unrealistic in the terms of technical commitments, lack of technical competence or are indicative of failure to comprehend the complexity and risk of this RFP or a possible contract, may be rejected. The following proposal sections are to be included in the bidder's response:

A. <u>Vendor Application Form and Cover Letter</u>
   Complete Appendix A, "Request for Proposal-Vendor Application Form" and attach this form to the cover letter. A cover letter, not to exceed three pages in length, should summarize key elements of the proposal. An individual authorized to bind the consultant must sign the letter. The letter must stipulate that the proposal price will be valid for a period of at least 180 days. Indicate the address and telephone number of the contractor's office located nearest to Costa Mesa, California and the office from which the project will be managed.

B. <u>Background and Project Summary Section</u>
   The Background and Project Summary Section should describe your understanding of the City, the work to be done, and the objectives to be accomplished. Refer to Scope of Work of this RFP.

C. Methodology Section

Provide a detailed description of the approach and methodology to be used to accomplish the Scope of Work of this RFP. The Methodology Section should include:

1) An implementation plan that describes in detail (i) the methods, including controls by which your firm manages projects of the type sought by this RFP; (ii) methodology for soliciting and documenting views of internal and external stakeholders; (iii) and any other project management or implementation strategies or techniques that the respondent intends to employ in carrying out the work.

2) Detailed description of efforts your firm will undertake to achieve client satisfaction and to satisfy the requirements of the "Scope of Work" section.

3) Detailed project schedule, identifying all tasks and deliverables to be performed, durations for each task, and overall time of completion.

4) Detailed description of specific tasks you will require from City staff. Explain what the respective roles of City staff and your staff would be to complete the tasks specified in the Scope of Work.

5) Firms and individuals wishing to be considered shall include in their submissions the steps they will, if selected, implement and adhere to for the recruitment, hiring and retention of former employees of the City who have been displaced due to layoff or outsourcing of functions and services formerly provided by the City.

6) If you propose to provide only portions of the identified dispatch services (such as fire dispatch only or law enforcement dispatch only), please describe how you would coordinate services with other dispatchers and how you would minimize delays from separating these functions.

7) Proposers are encouraged to provide additional innovative and/or creative approaches for providing the service that will maximize efficient, cost-effective operations or increased performance capabilities. In addition, the City will consider proposals that offer alternative service delivery means and methods for the services desired.

8) Proposers are also requested to identify any City owned facilities or property which Proposer would propose to use or lease, purchase, or rent from the City in connection with the services to be performed, including information about the terms of any proposed lease, purchase or use of such equipment and facilities, and how this proposed structure affects the overall cost proposal to the City.

D. Staffing

Provide a list of the lead personnel who will be working on this project and indicate the functions that each will perform. Include a resume for each designated individual.

Upon award and during the contract period, if the contractor chooses to assign different personnel to the project, the Contractor must submit their names and qualifications including information listed above to the City for approval before they begin work.

E. Qualifications

The information requested in this section should describe the qualifications of the firm, key staff and sub-contractors performing projects within the past five years that are similar in size and scope to demonstrate competence to perform these services. Information shall include:

1) Names of key staff that participated on named projects and their specific responsibilities with respect to this scope of work.
2) A summary of the your firm's demonstrated capability, including length of time that your firm has provided the services being requested in this Request for Proposal.
3) Provide at least five local references that received similar services from your firm. The City of Costa Mesa reserves the right to contact any of the organizations or individuals listed. Information provided shall include:
    - Client Name
    - Project Description
    - Project start and end dates
    - Client project manager name, telephone number, and e-mail address

Any public entity which submits a proposal should describe in detail how it currently performs services like those identified in the scope of work within its or other jurisdictions, including photographs, written policies and/or video of services provided. If you have performed these services under contract for another public entity, please provide references for those entities as set forth above for private Proposers.

F. Financial Capacity

Provide the Proposer's latest audited financial statement or other pertinent information such as internal unaudited financial statements and financial references to allow the City to reasonably formulate a determination about the financial capacity of the Proposer. Describe any administrative proceedings, claims, lawsuits, or other exposures pending against the Proposer.

G. Fee Proposal

All Proposers are required to use the form in Appendix D to be submitted with their proposal. Pricing instructions should be clearly defined to ensure fees proposed can be compared and evaluated. Proposals shall be valid for a minimum of 180 days following submission.

H. Disclosure

Please disclose any and all past or current business and personal relationships with any current Costa Mesa elected official, appointed official, City employee, or family member of any current Costa Mesa elected official, appointed official, or City employee. ***Any past or current business relationship may not disqualify the firm from consideration.***

I. Sample Agreement

The firm selected by the City will be required to execute an Agreement for Services (Agreement) with the City. The form of the Agreement is enclosed as Appendix **B, but may be modified to suit the specific services and needs of the City. If a Proposer has any exceptions or conditions to the Agreement, these must be submitted for consideration with the proposal. Otherwise, the Proposer will be deemed to have accepted the form of Agreement**. See Section 13, below.

J. Checklist of Forms to Accompany Proposal

As a convenience to Proposers, following is a list of the forms, included as appendices to this RFP, which should be included with proposals

(1) Vendor Application Form

(2) Ex Parte Communications Certificate

(2) Price Proposal Form

(3) Disclosure of Government Positions

(4) Disqualifications Questionnaire

5. PROCESS FOR SUBMITTING PROPOSALS

- **Content of Proposal**
  The proposal must be submitted using the format as indicated in the proposal format guidelines.

- **Preparation of Proposal**
  Each proposal shall be prepared simply and economically, avoiding the use of elaborate promotional material beyond those sufficient to provide a complete, accurate and reliable presentation.

- **Number of Proposals**
  Submit four (4) copies plus one disk copy of your proposal in sufficient detail to allow for thorough evaluation and comparative analysis.

- **Submission of Proposals**
  Complete written proposals must be submitted in sealed envelopes marked and received no later than 4:00 p.m. (P.S.T) on December 7, 2011 to the address below. Proposals will not be accepted after this deadline. Faxed or e-mailed proposals will not be accepted.

Kimberly Hall Barlow
Jones & Mayer
City of Costa Mesa
City Attorney's Office
3777 N. Harbor Blvd.
Fullerton, CA 92835
RE: Dispatch Services

- **Inquiries**
  Questions about this RFP must be directed in writing, via e-mail to:
  Richard Amadril, RFP Facilitator
  rick.amadril@costamesaca.gov

  From the date that this RFP is issued until a firm is selected and the selection is announced, firms are not allowed to communicate for any reason with any City employee other than the contracting officer listed above regarding this RFP, except during the pre-proposal conference. Refer to the Schedule of Events of this RFP or the City webpage to determine if a pre-proposal conference has been scheduled. The City reserves the right to reject any proposal for violation of this provision. No questions other than written will be accepted, and no response other than written will be binding upon the City.

- **Conditions for Proposal Acceptance**
  This RFP does not commit the City to award a contract or to pay any costs incurred for any services. The City, at its sole discretion, reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any qualified source, or to cancel this RFP in part or in its entirety. All proposals will become the property of the City of Costa Mesa, USA. If any proprietary information is contained in the proposal, it should be clearly identified.

6. EVALUATION CRITERIA

The City's evaluation and selection process will be conducted in accordance with Chapter V, Article 2 of the City's Municipal Code (Code). In accordance with the Code, the lowest responsible bidder will be determined based on evaluation of qualitative factors in addition to price. At all times during the evaluation process, the following criteria will be used. Sub-criteria are not necessarily listed in order of importance. Additional sub criteria that logically fit within a particular evaluation criteria may also be considered even if not specified below.

1. Qualifications of Entity and Key Personnel-------25%
Includes ability to provide the requested scope of services, the Proposer's financial capacity, recent experience conducting work of similar scope, complexity, and magnitude for other public agencies of similar size, references.

2. Approach to Providing the Requested Scope of Services-------10%
Includes an understanding of the RFP and of the project's scope of services, knowledge of applicable laws and regulations related to the scope of services.

3. Price Proposal-----50%
Price Proposals will be evaluated on the basis of the Total Estimated Annual Price submitted in Appendix D.

4. Innovative and/or creative approaches to providing the services that provide additional efficiencies or increased performance capabilities. ----15%

7. EVALUATION OF PROPOSALS AND SELECTION PROCESS

In accordance with its Municipal Code, the City will adhere to the following procedures in evaluating proposals. An Evaluation/Selection Committee (Committee), which may include members of the City's staff and possibly one or more outside experts, will screen and review all proposals according to the weighted criteria set forth above. While price is one basic factor for award, it is not the sole consideration.

A. **Responsiveness Screening**

Proposals will first be screened to ensure responsiveness to the RFP. The City may reject as non-responsive any proposal that does not include the documents required to be submitted by this RFP. At any time during the evaluation process, the City reserves the right to request clarifications or additional information from any or all Proposers regarding their proposals.

B. **Initial Proposal Review**

The Committee will initially review and score all responsive written proposals based upon the Evaluation Criteria set forth above. The Committee may also contact Proposer's references. Proposals that receive the highest evaluation scores may be invited to the next stage of the evaluation process. The City may reject any proposal in which a Proposer’s approach, qualifications, or price is not considered acceptable by the City. An unacceptable proposal is one that would have to be substantially rewritten to make it acceptable. The City may conclude the evaluation process at this point and recommend award to the lowest responsible bidder. Alternatively, the City may elect to negotiate directly with one or more Proposers to obtain the best result for the City prior to making a recommendation or selection.

C. **Interviews, Reference Checks, Revised Proposals, Discussions**

Following the initial screening and review of proposals, the Proposers included in this stage of the evaluation process may be invited to participate in an oral interview. Interviews, if held, are tentatively scheduled for December 20, 2011 and will be conducted at City of Costa Mesa City Hall, 77 Fair Drive, Costa Mesa, CA 92626. This date is subject to change. The individual(s) from Proposer's firm or entity that will be directly responsible for carrying out the contract, if awarded, should be present at the oral interview. The oral interview may, but is not required to, use a written question/answer format for the purpose of clarifying the intent of any portions of the proposal.

In addition to conducting an oral interview, the City may during this stage of the evaluation process also contact and evaluate the Proposer’s references, contact any Proposer to clarify any response or request revised or additional information, contact any current users of a Proposer’s services, solicit information from any available source concerning any aspect of a proposal, and seek and review any other information deemed pertinent to the evaluation process.

Following conclusion of this stage of the evaluation process, the Committee will again rank all Proposers according to the evaluation criteria set forth above. The Committee may conclude the evaluation process at this point, and make a recommendation for award, or it may request Best and Final Offers from Proposers. The City may accept the proposal or negotiate the terms and conditions of the agreement with the highest ranked firm, which shall be determined to be the lowest responsible bidder. The City may recommend award without Best and Final Offers, so Proposers should include their best proposal with their initial submission.

Recommendation for award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing Proposers unless an agreement is reached. If contract negotiations cannot be concluded successfully within a time period determined by the City, the City may terminate negotiations and commence negotiations with the next highest scoring Proposer or withdraw the RFP.

8. PROTEST PROCEDURES

Failure to comply with the rules set forth herein may result in rejection of the protest. Protests based upon restrictive specifications or alleged improprieties in the proposal procedure which are apparent or reasonably should have been discovered prior to receipt of proposals shall be filed in writing with the RFP Facilitator at least 10 calendar days prior to the deadline for receipt of proposals. The protest must clearly specify in writing the grounds and evidence on which the protest is based.

Protests based upon alleged improprieties that are not apparent or which could not reasonably have been discovered prior to submission date of the proposals, such as disputes over the staff recommendation for contract award, shall be submitted in writing to the RFP Facilitator, within forty-eight hours from receipt of the notice from the City advising of staff's recommendation for award of contract. The protest must clearly specify in writing the grounds and evidence on which the protest is based. The RFP Facilitator will respond to the protest in writing at least three days prior to the meeting at which staff's recommendation to the City Council will be considered. Should Proposer decide to appeal the response of the RFP Facilitator, and pursue its protest at the Council meeting, it will notify the RFP Facilitator of its intention at least two days prior to the scheduled meeting.

9. CONFIDENTIALITY

The California Public Records Act (Cal. Govt. Code Sections 6250 et seq.) mandates public access to government records. Therefore, unless information is exempt from disclosure by law, the content of any request for explanation, exception, or substitution, response to this RFP, protest, or any other written communication between the City and Proposer, shall be available to the public. The City intends to release all public portions of the proposals following the evaluation process at such time as a recommendation is made to the City Council.

If Proposer believes any communication contains trade secrets or other proprietary information that the Proposer believes would cause substantial injury to the Proposer's competitive position if disclosed, the Proposer shall request that the City withhold from disclosure the proprietary

information by marking each page containing such proprietary information as confidential. Proposer may not designate its entire proposal as confidential nor designate its Price Proposal as confidential.

Submission of a proposal shall indicate that, if Proposer requests that the City withhold from disclosure information identified as confidential, and the City complies with the Proposer's request, Proposer shall assume all responsibility for any challenges resulting from the non-disclosure, indemnify and hold harmless the City from and against all damages (including but not limited to attorney's fees that may be awarded to the party requesting the Proposer information), and pay any and all costs and expenses related to the withholding of Proposer information. Proposer shall not make a claim, sue, or maintain any legal action against the City or its directors, officers, employees, or agents concerning the disclosure, or withholding from disclosure, of any Proposer information. If Proposer does not request that the City withhold from disclosure information identified as confidential, the City shall have no obligation to withhold the information from disclosure and may release the information sought without any liability to the City.

10. EX PARTE COMMUNICATIONS

Proposers and Proposers' representatives should not communicate with the City Council members about this RFP. In addition, Proposers and Proposers' representatives should not communicate outside the procedures set forth in this RFP with an officer, employee or agent of the City, including any member of the evaluation panel, with the exception of the RFP Facilitator, regarding this RFP until after Contract Award. Proposers and their representatives are not prohibited, however, from making oral statements or presentations in public to one or more representatives of the City during a public meeting.

A "Proposer" or "Proposer's representative" includes all of the Proposer's employees, officers, directors, consultants and agents, any subcontractors or suppliers listed in the Proposer's proposal, and any individual or entity who has been requested by the Proposer to contact the City on the Proposer's behalf. Proposers shall include the Ex Parte Communications form (Appendix C) with their proposals certifying that they have not had or directed prohibited communications as described in this section.

11. CONFLICT OF INTEREST

The Proposer warrants and represents that it presently has no interest and agrees that it will not acquire any interest which would present a conflict of interest under California Government Code sections 1090 et seq., or sections 87100 et seq., during the performance of services under any Agreement awarded. The Proposer further covenants that it will not knowingly employ any person having such an interest in the performance of any Agreement awarded. Violation of this provision may result in any Agreement awarded being deemed void and unenforceable.

12. DISCLOSURE OF GOVERNMENTAL POSITION

In order to analyze possible conflicts that might prevent a Proposer from acting on behalf of the City, the City requires that all Proposers disclose in their proposals any positions that they hold as directors, officers, or employees of any governmental entity. Additional disclosure may be

required prior to contract award or during the term of the contract. Each Proposer shall disclose whether any owner or employee of the firm currently hold positions as elected or appointed officials, directors, officers, or employees of a governmental entity or held such positions in the past twelve months using the attached "Disclosure of Government Positions Form." (See Appendix F.)

13 CONDITIONS TO AGREEMENT, IF ANY.

The selected Proposer will execute an Agreement for Services with the City describing the Scope of Services to be performed, the schedule for completion of the services, compensation, and other pertinent provisions. The contract shall follow the sample form of Agreement provided as Appendix B to this RFP, which may be modified by City. All Proposers are directed to particularly review the indemnification and insurance requirements set forth in the sample Agreement.

The terms of the agreement, including insurance requirements have been mandated by the City and can be modified only if extraordinary circumstances exist. Submittal of a proposal shall be deemed acceptance of all the terms set forth in this RFP and the sample Agreement for Services unless the Proposer includes with its proposal, in writing, any conditions or exceptions requested by the Proposer to the proposed Agreement. In accordance with the Municipal Code, the City may consider the scope and number of conditions in evaluation proposals and determining the lowest responsible bidder.

14. DISQUALIFICATION QUESTIONNAIRE

Proposers shall complete and submit, under penalty of perjury, a standard form of questionnaire inquiring whether a Proposer, any officer of a proposer, or any employee of a Proposer who has a proprietary interest in the Proposer, has ever been disqualified, removed, or otherwise prevented from proposing on, or completing a federal, state, or local government project because of a violation of law or safety regulation and if so, to explain the circumstances. A proposal may be rejected on the basis of a Proposer, any officer or employee of such Proposer, having been disqualified, removed, or otherwise prevented from proposing on, or completing a federal, state, or local project because of a violation of law or a safety regulation. See Appendix E.

15. STANDARD TERMS AND CONDITIONS

Amendments

The City reserves the right to amend or supplement this RFP prior to the proposal due date. All amendments and additional information will be posted to the Costa Mesa Procurement Registry, Costa Mesa - Official City Web Site - Business - Bids & RFP's; Proposers should check this web page daily for new information.

Cost for Preparing Proposal

The cost for developing the proposal is the sole responsibility of the Proposer. All proposals submitted become the property of the City.

Insurance Requirements

City requires that licensees, lessees, and vendors have an ***approved*** Certificate of Insurance (not a declaration or policy) or proof of legal self-insurance on file with the City for the issuance of a permit or contract. Within ten (10) consecutive calendar days of award of contract, successful Proposer must furnish the City with the Certificates of Insurance proving coverage as specified within Appendix B.

APPENDIX A

REQUEST FOR PROPOSAL
Public Safety Dispatch Services
VENDOR APPLICATION FORM

TYPE OF APPLICANT: ☐ NEW ☐ CURRENT VENDOR
Legal Contractual Name of Corporation: _____
Contact Person for Agreement: _____
Corporate Mailing Address: _____
City, State and Zip Code: _____
E-Mail Address: _____
Phone: _____ Fax: _____
Contact Person for Proposals: _____
Title:_____ E-Mail Address: _____
Business Telephone: _____ Business Fax: _____
Is your business: (check one)
☐ NON PROFIT CORPORATION ☐ FOR PROFIT CORPORATION
Is your business: (check one)
☐ CORPORATION ☐ LIMITED LIABILITY PARTNERSHIP
☐ INDIVIDUAL ☐ SOLE PROPRIETORSHIP
☐ PARTNERSHIP ☐ UNINCORPORATED ASSOCIATION

Names & Titles of Corporate Board Members
(Also list Names & Titles of persons with written authorization/resolution to sign contracts)

Names	Title	Phone

Federal Tax Identification Number: _____

City of Costa Mesa Business License Number: _____
(If none, you must obtain a Costa Mesa Business License upon award of contract.)
City of Costa Mesa Business License Expiration Date: _____

PROFESSIONAL SERVICES AGREEMENT
CITY OF COSTA MESA

THIS AGREEMENT is made and entered into this __ day of ____, 2011 ("Effective Date"), by and between the CITY OF COSTA MESA, a municipal corporation ("City"), and consultant, a California corporation ("Consultant").

W I T N E S S E T H :

A. WHEREAS, City proposes to have Consultant _____ as described herein below; and

B. WHEREAS, Consultant represents that it has that degree of specialized expertise necessary to practice and perform the services herein contemplated; and

C. WHEREAS, City and Consultant desire to contract for specific services in connection with the project described below (the "Project") and desire to set forth their rights, duties and liabilities in connection with the services to be performed; and

D. WHEREAS, no official or employee of City has a financial interest, within the provisions of California Government Code, Sections 1090-1092, in the subject matter of this Agreement.

NOW, THEREFORE, for and in consideration of the mutual covenants and conditions contained herein, the parties hereby agree as follows:

1.0. SERVICES PROVIDED BY CONSULTANT

1.1. Scope of Services. Consultant shall provide the professional services described in Consultant's Proposal (the "Proposal"). A copy of said Proposal is attached hereto as Exhibit "A" and incorporated herein by this reference.

1.2. Professional Practices. All professional services to be provided by Consultant pursuant to this Agreement shall be provided by personnel experienced in their respective fields and in a manner consistent with the standards of care, diligence and skill ordinarily exercised by professional consultants in similar fields and circumstances in accordance with sound professional practices. It is understood that in the exercise of every aspect of its role, within the scope of work, consultant will be representing the City, and all of its actions, communications, or other work, during its employment, under this contract is under the direction of the City. Consultant also warrants that it is familiar with all laws that may affect its performance of this Agreement and shall advise City of any changes in any laws that may affect Consultant's performance of this Agreement.

1.3. Warranty. Consultant warrants that it shall perform the services required by this Agreement in compliance with all applicable Federal and California employment laws including, but not limited to, those laws related to minimum hours and wages; occupational health and safety; fair employment and employment practices; workers' compensation insurance and safety in employment; and all other Federal, State and local laws and ordinances applicable to the services required under this Agreement. Consultant shall indemnify and hold harmless City from

and against all claims, demands, payments, suits, actions, proceedings, and judgments of every nature and description including attorneys' fees and costs, presented, brought, or recovered against City for, or on account of any liability under any of the above-mentioned laws, which may be incurred by reason of Consultant's performance under this Agreement.

1.4. Non-discrimination. In performing this Agreement, Consultant shall not engage in, nor permit its agents to engage in, discrimination in employment of persons because of their race, religion, color, national origin, ancestry, age, physical handicap, medical condition, marital status, sexual gender or sexual orientation, except as permitted pursuant to Section 12940 of the Government Code. Violation of this provision may result in the imposition of penalties referred to in Labor Code, Section 1735.

1.5 Non-Exclusive Agreement. Consultant acknowledges that City may enter into agreements with other consultants for services similar to the services that are subject to this Agreement or may have its own employees perform services similar to those services contemplated by this Agreement.

1.6. Delegation and Assignment. This is a personal service contract, and the duties set forth herein shall not be delegated or assigned to any person or entity without the prior written consent of City. Consultant may engage a subcontractor(s) as permitted by law and may employ other personnel to perform services contemplated by this Agreement at Consultant's sole cost and expense.

2.0. COMPENSATION AND BILLING

2.1. Compensation. [TBD]

2.2. Additional Services. Consultant shall not receive compensation for any services provided outside the scope of services specified in the Proposal unless the City or the Project Manager for this Project, prior to Consultant performing the additional services, approves such additional services in writing. It is specifically understood that oral requests and/or approvals of such additional services or additional compensation shall be barred and are unenforceable.

2.3. Method of Billing. Consultant may submit invoices to City's affected supervisor for approval on a progress basis, but no more often than two times a month. Said invoice shall be based on the total of all Consultants' services which have been completed to City's sole satisfaction. City shall pay Consultant's invoice within forty-five (45) days from the date City receives said invoice. Each invoice shall describe in detail, the services performed and the associated time for completion. Any additional services approved and performed pursuant to this Agreement shall be designated as "Additional Services" and shall identify the number of the authorized change order, where applicable, on all invoices.

2.4. Records and Audits. Records of Consultant's services relating to this Agreement shall be maintained in accordance with generally recognized accounting principles and shall be made available to City or its Project Manager for inspection and/or audit at mutually convenient times for a period of three (3) years from the Effective Date.

3.0. TIME OF PERFORMANCE

3.1. Commencement and Completion of Work. The professional services to be performed pursuant to this Agreement shall commence within five (5) days from the Effective Date of this Agreement. Said services shall be performed in strict compliance with the Project Schedule approved by City as set forth in Exhibit "D," attached hereto and incorporated herein by this reference. The Project Schedule may be amended by mutual agreement of the parties. Failure to commence work in a timely manner and/or diligently pursue work to completion may be grounds for termination of this Agreement.

3.2. Excusable Delays. Neither party shall be responsible for delays or lack of performance resulting from acts beyond the reasonable control of the party or parties. Such acts shall include, but not be limited to, acts of God, fire, strikes, material shortages, compliance with laws or regulations, riots, acts of war, or any other conditions beyond the reasonable control of a party.

4.0. TERM AND TERMINATION

4.1. Term. This Agreement shall commence on the Effective Date and continue for a period of three year, unless previously terminated as provided herein or as otherwise agreed to in writing by the parties. At the end of the term period, the City may determine, in its sole discretion, to exercise an option to renew the contract for up to two periods of one (1) year each. The City shall give notice to Consultant of its intention to exercise such option at least 30 days prior to expiration of the base, or option, term.

4.2. Notice of Termination. The City reserves and has the right and privilege of canceling, suspending or abandoning the execution of all or any part of the work contemplated by this Agreement, with or without cause, at any time, by providing written notice to Consultant. The termination of this Agreement shall be deemed effective upon receipt of the notice of termination. In the event of such termination, Consultant shall immediately stop rendering services under this Agreement unless directed otherwise by the City.

4.3. Compensation. In the event of termination, City shall pay Consultant for reasonable costs incurred and professional services satisfactorily performed up to and including the date of City's written notice of termination.

4.4 Documents. In the event of termination of this Agreement, all documents prepared by Consultant in its performance of this Agreement including, but not limited to, inmate intake reports and logs shall be delivered to the City within ten (10) days of delivery of termination notice to Consultant, at no cost to City. Any use of uncompleted documents without specific written authorization from Consultant shall be at City's sole risk and without liability or legal expense to Consultant.

5.0. INSURANCE

5.1. Minimum Scope and Limits of Insurance. Consultant shall obtain and maintain during the life of this Agreement all of the following insurance coverages:

(a) Comprehensive general liability, including premises-operations,

products/completed operations, broad form property damage, blanket contractual liability, independent contractors, personal injury with a policy limit of not less than Five Million Dollars ($5,000,000.00), combined single limits, per occurrence and aggregate.

(b) Automobile liability for owned vehicles, hired, and non-owned vehicles, with a policy limit of not less than One Million Dollars ($1,000,000.00), combined single limits, per occurrence and aggregate.

(c) Workers' compensation insurance as required by the State of California. Consultant agrees to waive, and to obtain endorsements from its workers' compensation insurer waiving, subrogation rights under its workers' compensation insurance policy against the City and to require each of its subcontractors, if any, to do likewise under their workers' compensation insurance policies.

(d) Professional errors and omissions ("E&O") liability insurance with policy limits of not less than Five Million Dollars ($5,000,000.00), combined single limits, per occurrence and aggregate. Consultant shall obtain and maintain, said E&O liability insurance during the life of this Agreement and for three years after completion of the work hereunder.

5.2. Endorsements. The comprehensive general liability insurance policy shall contain or be endorsed to contain the following provisions:

(a) Additional insureds: "The City of Costa Mesa and its elected and appointed boards, officers, agents, and employees are additional insureds with respect to this subject project and contract with City."

(b) Notice: "Said policy shall not terminate, nor shall it be cancelled, nor the coverage reduced, until thirty (30) days after written notice is given to City."

(c) Other insurance: "Any other insurance maintained by the City of Costa Mesa shall be excess and not contributing with the insurance provided by this policy."

5.3 If any of such policies provide for a deductible or self-insured retention to provide such coverage, the amount of such deductible or self-insured retention shall be approved in advance by City. No policy of insurance issued as to which the City is an additional insured shall contain a provision which requires that no insured except the named insured can satisfy any such deductible or self-insured retention.

5.4. Certificates of Insurance: Consultant shall provide to City certificates of insurance showing the insurance coverages and required endorsements described above, in a form and content approved by City, prior to performing any services under this Agreement.

5.5. Non-limiting: Nothing in this Section shall be construed as limiting in any way, the indemnification provision contained in this Agreement, or the extent to which Consultant may be held responsible for payments of damages to persons or property.

6.0. GENERAL PROVISIONS

6.1. Entire Agreement: This Agreement constitutes the entire Agreement between the parties with respect to any matter referenced herein and supersedes any and all other prior writings and oral negotiations. This Agreement may be modified only in writing, and signed by the parties in interest at the time of such modification. The terms of this Agreement shall prevail over any inconsistent provision in any other contract document appurtenant hereto, including exhibits to this Agreement.

6.2. Representatives. The City Manager or his designee shall be the representative of City for purposes of this Agreement and may issue all consents, approvals, directives and agreements on behalf of the City, called for by this Agreement, except as otherwise expressly provided in this Agreement.

Consultant shall designate a representative for purposes of this Agreement who shall be authorized to issue all consents, approvals, directives and agreements on behalf of Consultant called for by this Agreement, except as otherwise expressly provided in this Agreement.

6.3. Project Managers. City shall designate a Project Manager to work directly with Consultant in the performance of this Agreement.

Consultant shall designate a Project Manager who shall represent it and be its agent in all consultations with City during the term of this Agreement. Consultant or its Project Manager shall attend and assist in all coordination meetings called by City.

6.4. Notices: Any notices, documents, correspondence or other communications concerning this Agreement or the work hereunder may be provided by personal delivery, facsimile or mail and shall be addressed as set forth below. Such communication shall be deemed served or delivered: a) at the time of delivery if such communication is sent by personal delivery; b) at the time of transmission if such communication is sent by facsimile; and c) 48 hours after deposit in the U.S. Mail as reflected by the official U.S. postmark if such communication is sent through regular United States mail.

IF TO CONSULTANT:	IF TO CITY:
Consultant 12345 Jefferson Rd. Costa Mesa, CA 92626	City of Costa Mesa 77 Fair Drive Costa Mesa, CA 92626

Tel: 555-555-5555	Tel: 714-754-5156
Fax: 555-555-5555	Fax: 714-754-5330
Attn:	Attn: Purchasing

6.5. Drug-free Workplace Policy. Consultant shall provide a drug-free workplace by complying with all provisions set forth in City's Council Policy 100-5, attached hereto as Exhibit "B" and incorporated herein by reference. Consultant's failure to conform to the requirements set forth in Council Policy 100-5 shall constitute a material breach of this Agreement and shall be cause for immediate termination of this Agreement by City.

6.6. Attorneys' Fees: In the event that litigation is brought by any party in connection with this Agreement, the prevailing party shall be entitled to recover from the opposing party all costs and expenses, including reasonable attorneys' fees, incurred by the prevailing party in the exercise of any of its rights or remedies hereunder or the enforcement of any of the terms, conditions, or provisions hereof.

6.7. Governing Law: This Agreement shall be governed by and construed under the laws of the State of California without giving effect to that body of laws pertaining to conflict of laws. In the event of any legal action to enforce or interpret this Agreement, the parties hereto agree that the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California.

6.8. Assignment: Consultant shall not voluntarily or by operation of law assign, transfer, sublet or encumber all or any part of Consultant's interest in this Agreement without City's prior written consent. Any attempted assignment, transfer, subletting or encumbrance shall be void and shall constitute a breach of this Agreement and cause for termination of this Agreement. Regardless of City's consent, no subletting or assignment shall release Consultant of Consultant's obligation to perform all other obligations to be performed by Consultant hereunder for the term of this Agreement.

6.9. Indemnification and Hold Harmless: To the fullest extent permitted by law, the Consultant assumes liability for and shall save and protect, hold harmless, indemnify, and defend the City and its elected and appointed officials, officers, and employees (all the foregoing, hereinafter collectively, "Indemnitees") from and against all claims, suits, demands, damages, losses, expenses, and liabilities of any kind whatsoever (all the foregoing, hereinafter collectively "Claims") including, without limitation, attorneys' fees, arising out of, resulting from, relating to, or claimed to have arisen out of, resulted from or related to the engagement of Consultant or the performance of this Agreement by the Consultant (including its subcontractors and suppliers) It is expressly intended by the parties that Consultant's indemnity and defense obligations shall apply, and Indemnitees shall be fully indemnified without offset, deduction or contribution, regardless of any negligence or other fault of Indemnitees, or any of them, and whether or not such Indemnitee negligence or other fault caused or contributed to the arising of the Claims. "Claims" as used in this section shall include, without limitation, those for personal injuries, wrongful death, mental or emotional distress, loss of consortium, damage to or loss of use of real, personal or intangible property of any kind, loss of income, loss of earning capacity, and business, financial, commercial or pecuniary losses of any kind whatsoever, and attorneys fees, and costs and expenses of any kind whatsoever.

Consultant's indemnity and defense obligations shall cover the acts or omissions of any of Consultant's subcontractors, and suppliers, and the employees of any of the foregoing. The Consultant's indemnity and defense obligation under this Section includes, without limitation, any claims, suits, demands, damages, losses, expenses, and liabilities arising from allegations of violations of any federal, State, or local law or regulation, and from allegations of violations of Consultant's or its subcontractor's personnel practices or from any allegation of an injury to an employee of the Consultant or subcontractor performing work or labor necessary to carry out the provisions of this Contract.

The indemnification obligations in this Section shall not be construed to negate, abridge or otherwise reduce any other obligation of indemnity the Consultant may have with respect to the City which may otherwise exist. If any judgment is rendered against the City or any of the other individuals enumerated above in any such action, the Consultant shall, at its expense, satisfy and discharge the same. This indemnification shall survive termination or expiration of this Agreement.

6.10. Independent Contractor: Consultant is and shall be acting at all times as an independent contractor and not as an employee of City. Consultant shall secure, at his expense, and be responsible for any and all payment of Income Tax, Social Security, State Disability Insurance Compensation, Unemployment Compensation, and other payroll deductions for Consultant and its officers, agents, and employees, and all business licenses, if any are required, in connection with the services to be performed hereunder.

6.11 PERS Eligibility Indemnification**.** In the event that Consultant or any employee, agent, or subcontractor of Consultant providing services under this Agreement claims or is determined by a court of competent jurisdiction or the California Public Employees Retirement System (PERS) to be eligible for enrollment in PERS as an employee of the City, Consultant shall indemnify, defend, and hold harmless City for the payment of any employee and/or employer contributions for PERS benefits on behalf of Consultant or its employees, agents, or subcontractors, as well as for the payment of any penalties and interest on such contributions, which would otherwise be the responsibility of City.

Notwithstanding any other agency, state or federal policy, rule, regulation, law or ordinance to the contrary, Consultant and any of its employees, agents, and subcontractors providing service under this Agreement shall not qualify for or become entitled to, and hereby agree to waive any claims to, any compensation, benefit, or any incident of employment by City, including but not limited to eligibility to enroll in PERS as an employee of City and entitlement to any contribution to be paid by City for employer contribution and/or employee contributions for PERS benefits.

6.12. Ownership of Documents: All findings, reports, documents, information and data including, but not limited to, computer tapes or discs, files and tapes furnished or prepared by Consultant or any of its subcontractors in the course of performance of this Agreement, shall be and remain the sole property of City. Consultant agrees that any such documents or information shall not be made available to any individual or organization without the prior consent of City. Any use of such documents for other projects not contemplated by this Agreement, and any use of incomplete documents, shall be at the sole risk of City and without liability or legal exposure to Consultant. City shall indemnify and hold harmless Consultant from all claims, damages,

losses, and expenses, including attorneys' fees, arising out of or resulting from City's use of such documents for other projects not contemplated by this Agreement or use of incomplete documents furnished by Consultant. Consultant shall deliver to City any findings, reports, documents, information, data, in any form, including but not limited to, computer tapes, discs, files audio tapes or any other Project related items as requested by City or its authorized representative, at no additional cost to the City.

6.13. Confidentiality: Any City materials to which the Consultant has access, information that reasonably might be construed as private or containing personal identifiable information, or materials prepared by the Consultant during the course of this Agreement (collectively referred to as "confidential information") shall be held in confidence by the Consultant, who shall exercise all reasonable precautions to prevent the disclosure of confidential information to anyone except the officers, employees and agents of the Consultant as necessary to accomplish the rendition of services set forth in this Agreement. Consultant shall not release any reports, information, private or promotional information or materials, whether deemed confidential or not, to any third party without the approval of the City.

6.14. Responsibility for Errors. Consultant shall be responsible for its work and results under this Agreement. Consultant, when requested, shall furnish clarification and/or explanation as may be required by the City's representative, regarding any services rendered under this Agreement at no additional cost to City. In the event that an error or omission attributable to Consultant occurs, then Consultant shall, at no cost to City, provide all necessary design drawings, estimates and other Consultant professional services necessary to rectify and correct the matter to the sole satisfaction of City and to participate in any meeting required with regard to the correction.

6.15. Prohibited Employment: Consultant will not employ any regular employee of City while this Agreement is in effect.

6.16. Order of Precedence: In the event of an inconsistency in this Agreement and any of the attached Exhibits, the terms set forth in this Agreement shall prevail. If, and to the extent this Agreement incorporates by reference any provision of the Proposal, such provision shall be deemed a part of this Agreement. Nevertheless, if there is any conflict among the terms and conditions of this Agreement and those of any such provision or provisions so incorporated by reference, this Agreement shall govern over the Proposal.

6.17. Costs: Each party shall bear its own costs and fees incurred in the preparation and negotiation of this Agreement and in the performance of its obligations hereunder except as expressly provided herein.

6.18. No Third Party Beneficiary Rights: This Agreement is entered into for the sole benefit of City and Consultant and no other parties are intended to be direct or incidental beneficiaries of this Agreement and no third party shall have any right in, under or to this Agreement.

6.19 Headings: Paragraphs and subparagraph headings contained in this Agreement are included solely for convenience and are not intended to modify, explain or to be a full or

accurate description of the content thereof and shall not in any way affect the meaning or interpretation of this Agreement.

6.20. Construction: The parties have participated jointly in the negotiation and drafting of this Agreement. In the event an ambiguity or question of intent or interpretation arises with respect to this Agreement, this Agreement shall be construed as if drafted jointly by the parties and in accordance with its fair meaning. There shall be no presumption or burden of proof favoring or disfavoring any party by virtue of the authorship of any of the provisions of this Agreement.

6.21. Amendments: Only a writing executed by the parties hereto or their respective successors and assigns may amend this Agreement.

6.22. Waiver: The delay or failure of either party at any time to require performance or compliance by the other of any of its obligations or agreements shall in no way be deemed a waiver of those rights to require such performance or compliance. No waiver of any provision of this Agreement shall be effective unless in writing and signed by a duly authorized representative of the party against whom enforcement of a waiver is sought. The waiver of any right or remedy in respect to any occurrence or event shall not be deemed a waiver of any right or remedy in respect to any other occurrence or event, nor shall any waiver constitute a continuing waiver.

6.23. Severability: If any provision of this Agreement is determined by a court of competent jurisdiction to be unenforceable in any circumstance, such determination shall not affect the validity or enforceability of the remaining terms and provisions hereof or of the offending provision in any other circumstance. Notwithstanding the foregoing, if the value of this Agreement, based upon the substantial benefit of the bargain for any party is materially impaired, which determination as made by the presiding court or arbitrator of competent jurisdiction shall be binding, then both parties agree to substitute such provision(s) through good faith negotiations.

6.24. Counterparts: This Agreement may be executed in one or more counterparts, each of which shall be deemed an original. All counterparts shall be construed together and shall constitute one agreement.

6.25. Corporate Authority: The persons executing this Agreement on behalf of the parties hereto warrant that they are duly authorized to execute this Agreement on behalf of said parties and that by doing so, the parties hereto are formally bound to the provisions of this Agreement.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by and through their respective authorized officers, as of the date first above written.

CITY OF COSTA MESA,
A municipal corporation

_____ Date: _____
City Manager of Costa Mesa

CONSULTANT

_____ Date: _____
Signature

_____
Name and Title

_____
Social Security or Taxpayer ID Number

APPROVED AS TO FORM:

_____ Date: _____

City Attorney

APPROVED AS TO INSURANCE:

_____ Date: _____
Risk Management

APPROVED AS TO CONTENT:

_____ Date: _____
Project Manager

EXHIBIT A

CONSULTANT'S PROPOSAL

EXHIBIT B

CITY COUNCIL POLICY 100-5

SUBJECT	POLICY NUMBER	EFFECTIVE DATE	PAGE
DRUG-FREE WORKPLACE	100-5	8-8-89	1 of 3

BACKGROUND

Under the Federal Drug-Free Workplace Act of 1988, passed as part of omnibus drug legislation enacted November 18, 1988, contractors and grantees of Federal funds must certify that they will provide drug-free workplaces. At the present time, the City of Costa Mesa, as a sub-grantee of Federal funds under a variety of programs, is required to abide by this Act. The City Council has expressed its support of the national effort to eradicate drug abuse through the creation of a Substance Abuse Committee, institution of a City-wide D.A.R.E. program in all local schools and other activities in support of a drug-free community. This policy is intended to extend that effort to contractors and grantees of the City of Costa Mesa in the elimination of dangerous drugs in the workplace.

PURPOSE

It is the purpose of this Policy to:

1. Clearly state the City of Costa Mesa's commitment to a drug-free society.

2. Set forth guidelines to ensure that public, private, and nonprofit organizations receiving funds from the City of Costa Mesa share the commitment to a drug-free workplace.

POLICY

The City Manager, under direction by the City Council, shall take the necessary steps to see that the following provisions are included in all contracts and agreements entered into by the City of Costa Mesa involving the disbursement of funds.

1. Contractor or Sub-grantee hereby certifies that it will provide a drug-free workplace by:

    a. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in Contractor's and/or sub-grantee's workplace, specifically the job site or location included in this contract, and specifying the actions that will be taken against the employees for violation of such prohibition;

    b. Establishing a Drug-Free Awareness Program to inform employees about:

        1. The dangers of drug abuse in the workplace;

2. Contractor's and/or sub-grantee's policy of maintaining a drug-free workplace;

3. Any available drug counseling, rehabilitation and employee assistance programs; and

4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

c. Making it a requirement that each employee to be engaged in the performance of the contract be given a copy of the statement required by subparagraph A;

d. Notifying the employee in the statement required by subparagraph 1 A that, as a condition of employment under the contract, the employee will:

1. Abide by the terms of the statement; and

2. Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction;

e. Notifying the City of Costa Mesa within ten (10) days after receiving notice under subparagraph 1 D 2 from an employee or otherwise receiving the actual notice of such conviction;

f. Taking one of the following actions within thirty (30) days of receiving notice under subparagraph 1 D 2 with respect to an employee who is so convicted:

1. Taking appropriate personnel action against such an employee, up to and including termination; or

2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health agency, law enforcement, or other appropriate agency;

3. Making a good faith effort to maintain a drug-free workplace through implementation of subparagraphs 1 A through 1 F, inclusive.

g. Making a good faith effort to maintain a drug-free workplace through implementation of subparagraphs 1 A through 1 F, inclusive

2. Contractor and/or sub-grantee shall be deemed to be in violation of this Policy if the City of Costa Mesa determines that:

   a. Contractor and/or sub-grantee has made a false certification under paragraph 1 above;

   b. Contractor and/or sub-grantee has violated the certification by failing to carry out the requirements of subparagraphs 1 A through 1 G above;

   c. Such number of employees of Contractor and/or sub-grantee have been convicted of violations of criminal drug statutes for violations occurring in the workplace as to indicate that the contractor and/or sub-grantee has failed to make a good faith effort to provide a drug-free workplace.

3. Should any contractor and/or sub-grantee be deemed to be in violation of this Policy pursuant to the provisions of 2 A, B, and C, a suspension, termination or debarment proceeding subject to applicable Federal, State, and local laws shall be conducted. Upon issuance of any final decision under this section requiring debarment of a contractor and/or sub-grantee, the contractor and/or sub-grantee shall be ineligible for award of any contract, agreement or grant from the City of Costa Mesa for a period specified in the decision, not to exceed five (5) years. Upon issuance of any final decision recommending against debarment of the contractor and/or sub-grantee, the contractor and/or sub-grantee shall be eligible for compensation as provided by law.

EXHIBIT C

CERTIFICATES OF INSURANCE

APPENDIX C

EX PARTE COMMUNICATIONS CERTIFICATION

Please indicate by signing below one of the following two statements. **Only sign one statement.**

I certify that Proposer and Proposer's representatives have not had any communication with a City Councilmember concerning the Public Safety Dispatch Services RFP at any time after November 2, 2011.

_____

OR

I certify that Proposer or Proposer's representatives have communicated after November 2, 2011 with a City Councilmember concerning the Public Safety Dispatch Services RFP. A copy of all such communications is attached to this form for public distribution.

_____

APPENDIX D

PRICING PROPOSAL FORM
PUBLIC SAFETY DISPATCH SERVICES

Provide hourly rates, along with estimated annual pricing in accordance with the City's current requirements, as set forth in section 3 Scope of Work. Also provide your firm's proposed Staffing Plan on a separate sheet of paper. Proposer should use a separate form to state pricing for any added value.

Pricing shall remain firm for a minimum of two (2) years. Any and all requests for pricing adjustments for follow-on contract renewal periods shall be provided no later than sixty (60) days prior to the end of the contract period. Any such proposed price adjustments shall not exceed The Bureau of Labor Statistics Consumer Price Index (CPI) data for Los Angles-Riverside-Orange County, CA, All Items, Not Seasonally Adjusted, "annualized change comparing the original proposal month and the same month in the subsequent year. (This information may be found on the U.S. Department of Labor's website at www.bls.gov.)

Employee	**Hourly Rate**	**Hours worked**	**Total Cost**	**Overtime rate**
	$			$
	$			$
	$			$

Total Estimated Annual Price	$

APPENDIX E

DISQUALIFICATION QUESTIONNAIRE

The Contractor shall complete the following questionnaire:

Has the Contractor, any officer of the Contractor, or any employee of the Contractor who has proprietary interest in the Contractor, ever been disqualified, removed, or otherwise prevented from bidding on, or completing a federal, state, or local government project because of a violation of law or safety regulation?

Yes _____ No _____

If the answer is yes, explain the circumstances in the following space.

APPENDIX F

DISCLOSURE OF GOVERNMENT POSITIONS

Each Proposer shall disclose below whether any owner or employee of the firm currently hold positions as elected or appointed officials, directors, officers, or employees of a governmental entity or held such positions in the past twelve months. List below or state "None."

APPENDIX G

Annual & Monthly Dispatch Volume Statistics

JAN '08	21,639	FEB '08	19,736	MAR '08	21,337
JAN "09	21,614	FEB "09	19,498	MAR '09	20,548
JAN '10	20,084	FEB '10	18,025	MAR '10	19,356
	63,337		57,259		61,241
Avg.	21,112	Avg.	19,086	Avg.	20,414
APR '08	20,752	MAY '08	21,978	JUN '08	22,195
APR '09	20,315	MAY '09	21,990	JUN '09	22,480
APR '10	19,830	MAY '10	20,215	JUN '10	18,953
	60,897		64,183		63,628
Avg.	20,299	Avg..	21,394	Avg.	21,209
JUL '08	23,729	AUG '08	21,867	SEPT '08	20,909
JUL '09	22,480	AUG '09	21,721	SEPT '09	21,897
JUL '10	22,131	AUG '10	21,409	SEPT '10	20,326
	68,340		64,997		63,132
Avg.	22,780	Avg.	21,666	Avg.	21,044
OCT '08	19,341	NOV '08	20,238	DEC '08	20,169
OCT '09	20,372	NOV '09	18,188	DEC '09	18,618
OCT '10	21,123	NOV '10	18,835	DEC '10	19,799
	60,836		57,261		58,586
Avg.	20,279	Avg.	19,087	Avg.	19,527

Percentage of Incoming 911

JAN '08	17.74%	FEB '08	17.85%	MAR '08	17.93%
JAN "09	17.44%	FEB "09	17.84%	MAR '09	18.06%
JAN '10	19.36%	FEB '10	18.48%	MAR '10	19.03%
APR '08	17.34%	MAY '08	17.05%	JUN '08	17.00%
APR '09	17.72%	MAY '09	18.03%	JUN '09	18.36%
APR '10	18.36%	MAY '10	19.03%	JUN '10	19.56%
JUL '08	17.16%	AUG '08	17.21%	SEPT '08	17.07%
JUL '09	18.65%	AUG '09	18.14%	SEPT '09	19.12%
JUL '10	18.93%	AUG '10	19.01%	SEPT '10	17.94%
OCT '08	16.78%	NOV '08	16.55%	DEC '08	18.67%
OCT '09	18.20%	NOV '09	19.28%	DEC '09	19.37%
OCT '10	18.99%	NOV '10	19.02%	DEC '10	19.84%

CAD INCIDENT YEARLY TOTALS

	2008	2009	2010
FD	9,492	9,401	9,628
PD	109,659	102,696	96,441
	119,151	112,097	106,069

PD/Emergency Calls

2008	2009	2010
1,531	1,467	695 * 6 month total only* Jan-Jun

PD/Non Emergency

2008	2009	2010
107,999	100,967	48,909 *6 month total only* Jan-Jun

FD/Emergency Calls

2008	2009	2010
8,281	7,653	4,091 *6 month total only* Jan-Jun

FD/Non Emergency

2008	2009	2010
1,208	1,755	611 *6 month total only* Jan-Jun

QUESTIONS & ANSWERS

In each RFP is a schedule of events. One of those events allows the potential proposers to ask questions regarding the RFP and the scope of service(s) with a deadline. After all the questions are in – it is the City's responsibility to provide answers to all questions. The City will respond back to all that asked questions and will post them on the City's website.

RFP for Dispatch Services
"Responses to Questions"

1. Please describe your station alarming and how it is activated from the CAD system. Please describe any backup alarming systems.

Station alarm is through a Motrola/Printrak system which includes a Motrola MOSCAD-L unit at each station which controls a "pre-alert" voice announcement, a alert tone, activates a bank of colored lights for unit id, and opens the Motorola Astro base radio for dispatch announcement. This is all through CAD. Backup systems include a manual activation (via radio and not CAD) of the above systems and a ring-down red phone hotline

2. Under 'Emergency Management Systems', there is 'AlertCM (Rapid Notify)'. What is that?

AlertCM is a rapid notification system similar to AlertOC. AlertCM is a local version of the AlertOC which is a mass telephone message system administered through the City's Emergency Management Services.

3. Ambulance Companies: Please describe how private ambulance companies are utilized, both functionally and technically. How are calls dispatched or communicated to those ambulance companies?

City contracts with CARE ambulance. Dispatch notifies CARE by phone, who dispatches service.

4. Is the GPS on the MDC, or is it an independent GPS / AVL modem?

The GPS/AVL client Software (vendor FATPOT) runs on the physical MDC. The Modem is a separate box that communicates with the Regional AVL (vendor also FATPOT). AVL is through an independent modem (Sierra Wireless) via FATPOT.

5. Who maintains your AVL vehicle and modem database?

IT Personnel and/or Fire BCs maintain the Database. Data base in maintained by City IT section in conjunction with FATPOT.

6. What is the age and version of the Motorola CAD systems utilized by Costa Mesa?

Implementation date: 3/24/2004
Version 6.6.8.30

7. How do the station alerting printers connect to CAD, POTS, or APN?

RFP for Dispatch Services
"Responses to Questions"

Printer are connected to network via TCP/IP - Printer name, device type, location are defined in file $SYSTEM.STARTUP.SPLCOLD and file $SYSTEM.STARTUP.FASTCNFG in the CAD server

8. Within their CAD system, how many units are defined?

34 Fire units are entered in the DEVICES TABLE - Only 16 fire units are in use (RNC modem assigned to them).

9. Please describe any backup CAD systems.

CAD is a TANDEM Nonstop server; it consists of two CPUs, organized as a fault-tolerant computer cluster packaged in a single rack. Each CPU had its own private, unshared memory, its own I/O processor, its own private I/O bus to connect to I/O controllers, and dual connections to all the other CPUs over a custom inter-CPU backplane. Each disk was mirrored, with separate connections to two independent disk controllers. If a disk failed, its data was still available from its mirrored copy. Two network controllers are connected to two independent CPUs. Two Power supplies are each wired to only one side of the pair of CPUs, controllers, or buses, so that the system would keep running well, without loss of connections if one power supply failed.

10. City of Costa Mesa currently uses a Stancil Audio recording system with a policy of retaining recordings for two years. Additionally, there is a legacy audio recording system, (Pyxsis), that is still maintained where audio recordings going back to 2006 are still provided on request. Is there an expectation that the Dispatch proposer would continue to provide this service from the current system until two years have passed in which case audio recordings would then come from the OCFA system? And is there an expectation to continue providing audio recordings from the legacy Pyxsis system?

Yes. As that both recording systems cover Police, Fire, Public Works, and all dispatch telephones, all maintenance and repairs of both the Stancil and Pyxis systems as well as any duplicating of recordings will be done by City staff.

11. What format of spatial data do you use?

The City keeps selected GIS data in Shape Files. State Plane for Premier CAD, Lat-Lon for ATM (Advanced Tactical Mapping) and GPS/AVL (FATPOT).

12. How do you get spatial data into your system?

CAD - Textual attributes, including X-Y Coordinate info, Street Addresses, Common Places, Fire Zones, and other data, are extracted from GGM (Graphic Geofile Manager) and loaded as flat files. ATM - Various Layers are read natively

RFP for Dispatch Services
"Responses to Questions"

as Lat-Lon Shape data. An address search database is created/updated within the application. GPS/AVL - uses the Orange County Regional Datasets maintained by OCFA GIS and incorporated in the FATPOT application.

13. How do you update spatial data into the system?

CAD/ATM - Spatial data (X-Y) and address info is maintained by IT and Vendor GIS personnel. Common Places are maintained by Dispatch Staff and IT Personnel. Periodically, a geofile 'refresh' is applied from GGM to the CAD/ATM.

14. Do you have GIS layers? How many? Who maintains them? Is there a data dictionary for them?

Layers: Street/Freeway, Intersection/Node, Common Place, Police Beat/Area, Fire Zone/Map Page, Parcel. Ten (10) layers are maintained by IT and Vendor GIS staff. There is no data dictionary. File layouts are withheld due to Vendor restrictions. In addition, Dispatch staff maintains Common Place data, as well as Location Data stored completely within the CAD application. There is no layer for Location data.

15. What map products do you use? Run maps? First Due Maps, custom Maps?

ESRI Arcmap and related products is the City's GIS principal Map development environment. Run maps, First Due and other Custom maps have been created from this environment.

16. What is the composition for your Geofile? Does it consist of GIS feature classes?

If the prior responses have not addressed this, the purpose of this question is unclear.

17. How many GIS layers do you use in your GIS functionality?

Only the above layers are used in the CAD/ATM application. Any additional AVL capability resides in the separately maintained OCFA GIS

18. Do you have or use digital orthophotography?

The City does have Ortho data, but it is Not used in the CAD/ATM application. Orthography is part of the aforementioned OCFA GIS.

19. Do you have live GIS running in the apparatus? How many layers? How often do you update them?

The 'live' GIS is part of the FATPOT AVL which is maintained by OCFA.

RFP for Dispatch Services
"Responses to Questions"

20. Do you have any web based GIS applications? If so what services do they consume?

There are City-based Web apps that are not used in the apparatus; hence the question is not applicable.

21. Please describe the interfaces used for Motorola CAD, Sunpro RMS, Station Alarming, and any other Fire Service related interfaces. Please provide a map detailing all interfaces that graphically represents system interaction.

Motorola CAD & Sunpro RMS: Motorola UDT server processes the CAD calls and tranfers them to the Sunpro RMS server & to the FATPOT server. Motorola CAD & Station Alarming: When a CAD call is created, an alert message is sent to the fire station via the MOSCAD alerting system; MOSCAD uses a lantronix UDS100 to connect to the network with TCP/IP network protocol. In addition, there is an interface between the TELESTAFF Scheduling server and SUNPRO RMS.

22. Can Costa Mesa provide an inventory of licensed products?

	Software installed						
Dispatch computer	CAD	AWW	OQ	IIQ	ATM		
Gateway computers	LRMS	PcAnywhere	Microsoft Office 2003	Deepfreeze	Symantec Endpoint solution	Fatpot	Tracker Alert Tool (from 3SI Security system inc.) See this helpdesk for details: http://intranet/helpdesk/view_req.pl

23. What is the age and configuration of the MDCs (disk size, CPU type and speed, built in interfaces, port types and number, etc.)

The MDC's are Motorola MW800's with model F5207A CPU as follows: 1.5GHz Pent-M Processor; 40GB Hard Drive; Windows XP OS; added 512MB total DDRAM; external VRM850

24. Will MDC maintenance and software updates continue to be City Responsibility, or is MDC maintenance in scope of the contract?

Maintenance and software updates will be City responsibility.

25. Are fire stations on the city network for administrative functions?

Fire stations are currently on the City network and administered by City Staff. All fire stations have both Public Safety CAD terminals and non public safety City network terminals.

RFP for Dispatch Services
"Responses to Questions"

26. Question: Is Costa Mesa participating in the OCMEDS program? How does Costa Mesa currently handle PreHospitalCare Reports.

Yes. The City is participating in the OCMEDS program. Currently, Pre Hospital Care Reports are filled out by paramedics in the field and copies are distributed to the appropriate parties.

27. Who will be responsible for managing radio battery maintenance and replacement?

City will retain responsibility for all battery maintenance and replacement.

28. Will the city retain staff for any reprogramming or configuring of radios that may be required or are these services in scope of the RFP?

City will retain responsibility for all reprogramming and configuration.

29. Will responsibility for radio repairs, loaners, etc be retained by the City or is it in scope of the RFP?

City will retain responsibility for all radio repairs and maintenance.

30. Are fire stations on the city network for administrative functions?

See answer #25 above.

31. Please describe any paging that is used and how that is activated, including any group management

City has no pager system.

32. What is the age and version of the SunPro RMS? Does it have any pre-existing API's for data integration with non-ZOLL CAD systems?

The current release is Zoll RescueNet FireRMS 4.7.25. The upgrade to this release occurred earlier this year. Another upgrade is anticipated before the end of 2011. It does have an API for the City's Motorola UDT interface. Any other APIs are unknown.

33. There are five ring down lines in Costa Mesa Dispatch from elevators in city facilities. Is there an expectation that the Dispatch proposer would continue to provide this functionality?

Yes

RFP for Dispatch Services
"Responses to Questions"

34. Is monitoring the Costa Mesa panic alarms at various locations throughout the City facilities part of the Dispatch service proposal?

Yes

35. Are Animal control and Water dept. dispatch services part of the Dispatch proposal?

Yes

36. Would the City consider a proposal that would support non emergency calls only.

No, the proposal should address the ability of the responding party to assume responsibility and provide support for both non-emergency and emergency calls.

37. Any language related requirements, how are you currently handling non English calls? Ex. Spanish

The only language requirement is proficiency in English. Telecommunications has bilingual dispatchers who handle this concern depending upon their ability. A language line is used as a resource for incidents when there is not a staff member who can handle the call.

38. Would the city consider a vendor that would initially support non emergency calls and eventually (2nd Phase) migrating emergency calls?

No, the proposal should address the ability of the responding party to assume responsibility of all dispatch services (police/fire non-emergency and emergency types of calls).

39. What Record Management System is being used for logging emergency and non emergency calls?

The system used to log both types of calls is the Motorola Printrak System. The actual records management system is the Motorola Info Track System.

40. What are the service levels for non emergency calls?

This question requires further explanation.

41. What is the current rate of agent utilization for emergency and non emergency calls?

This question requires further explanation

RFP for Dispatch Services
"Responses to Questions"

42. Would the new vendor have access to the City of Costa Mesa's Police Department on-line reporting system (CopLogic) for crime reports that meet certain criteria? Any particular security/connectivity requirements for CopLogic?

No, access to Coplogic would not be required for dispatching services. There would be a requirement to connect to the City's Printrak, Info Track, and other federal/state government systems that will have strict security/connectivity requirements.

43. Do you have only one core group that handles all calls (emergency and non emergency).

Yes, the Telecommunications Division of the Police Department.

44. What is the full hourly rate or yearly salaries for the following?

As it pertains to current employee salaries,
"Vendors will not be expected to include a potential employment package with their submittal proposal."
"Vendors should identify necessary costs to perform the scope of work as provided in the RFP."
"Salary information is provided on the City's website at http://www.ci.costa-mesa.ca.us/CMEmployment.htm."

VENDOR LIST

This is a requirement under the Costa Mesa Municipal Code, Title 2- Administration, Chapter V. Finance, Article 2 Purchasing, and Section 2-166 Procedure for purchases exceeding fifty thousand dollars (a) (2). In addition, the City places solicitation on two e-procurement websites.

Vendor List for Dispatch

Metro Cities Fire Authority

Orange County Communication & Technology

OCFA

Willdan Homeland Solutions

Ansafone

PROPOSALS

This section contains all proposals received by the City of Costa Mesa that are related to this RFP.

iXP Corporation
1249 S. River Road
Cranbury, NJ 08512
Tel: 609.409.7272
Fax: 609.409.7624
info@ixpcorp.com
www.ixpcorp.com

Problem Solved.

Kimberly Hall Barlow
Jones & Mayer
City of Costa Mesa
City Attorney's Office
3777 N. Harbor Blvd.
Fullerton, CA 92835

December 5th, 2011

RE: Public safety dispatch services

iXP Corporation's original intent was to respond in detail to the City of Costa Mesa's Request for Proposal (RFP) for a public safety dispatch services managed services solution. Upon beginning our initial phase of due diligence with regard to potential client and project needs, we learned that the City is currently engaged in pending litigation with the Costa Mesa City Employees Association regarding contracting with private corporations for outsourced managed service solutions.

It is our understanding that this litigation will be heard before a judge in a court of law at the beginning of April, 2012. Should the court allow the City to continue to seek solutions with private corporation managed services vendors, iXP respectfully requests the opportunity to submit an RFP response at that time. Additionally, iXP Corporation would be willing to assist the City of Costa Mesa during this process by providing professional services that detail the financial and service benefits of an outsourced public safety communications center.

iXP Corporation understands every aspect of the project you are looking to undertake and feel we are **the company** with experience at providing public safety dispatch services that you seek. **iXP is the only company to successfully design, implement and operate a fully outsourced public safety communications center, ChatComm in Georgia. We have enclosed a video of this operation that was a featured story at the 2010 International Chiefs of Police Conference.**

When working with a client we often work through three distinct phases – assessment, business case and implementation. After completing the assessment and business case for our clients in Georgia it became apparent that the privatized delivery option offered additional benefits to our clients. Some of these included:

- Increased levels of service and reduced cost;
- Financial predictability and Lifecycle management;
- Accelerated timeline for implementation;
- Service level delivery requirement (SLA);
- Performance based contract/fixed monthly fee over multiyear contract and therefore financial predictability;
- Facility and location build out/hardening; and
- Technology design, procurement and implementation.

iXP Corporation is currently operating a privatized consolidated communications center for the Cities of Johns Creek, Sandy Springs and Dunwoody, Georgia. The Chattahoochee River 911 Authority (ChatComm), where iXP Corporation operates the center through a managed services contract, is the first and largest known 911 public-private partnership in the country. Some of the efficiencies and service improvements which have come from this delivery method include but are not limited to:

- The Cities of Johns Creek and Sandy Springs saved approximately 17% over their ability to run the dispatch center themselves;
- The Cities of Johns Creek and Sandy Springs saved approximately 15% on the technology implementation;
- The Cities of Johns Creek and Sandy Springs saved 2+ years on the timeline for implementation;
- Handling over 300,000 911 calls in 2010
- Call answering within 10 seconds, 93.3% for 2010;
- Call answering within 30 seconds 99% for 2010;
- Call processing (i.e. obtaining sufficient information from the calling party to generate a public safety response) within 60 seconds 90% of the time; and
- Call processing (i.e. obtaining sufficient information from the calling party to generate a public safety response) within 90 seconds 95% of the time.

iXP was able to design/build the facility, install the supporting technologies, and staff the operations in an seven month period. iXP performed recruiting, background checks, hiring and training of 70 people. Additionally, each person received 260 hours of initial training. The communications officers are all cross trained in call taking and police/fire dispatch radio functions. This is a critical aspect of the ChatComm operation.

In addition to offering the Cities of Johns Creek, Dunwoody and Sandy Springs improved service levels and cost savings ChatComm also provides an exciting workplace for many of the communication officers in the Atlanta metropolitan area. Although many of the local emergency communications centers struggle to recruit and retain communication officers ChatComm has an extensive list of applications for any opening and a high retention rate of existing employees.

ChatComm has been a huge success for the Cities of Johns Creek, Dunwoody and Sandy Springs and continues to provide them with improved levels of service, cost containment and financial predictability. We have the experience and expertise to offer public safety dispatch services for Costa Mesa. We are the only company which can apply public safety dispatching experience, expertise and lessons learned from providing private public safety dispatch services for a City.

Please find a flash drive with a short video published by the International Association of Chiefs of Police summarizing ChatComm included in this packet. In addition to the short video we have also attached a brief summary of our ChatComm project below. Below is a link to the same short video. It is available for viewing through our website at http://www.ixpcorp.com/pop_video1.html

iXP Corporation puts an emphasis on working closely with our clients and would be honored to further our discussions with the City of Costa Mesa. We know that we could be a valuable resource for the City during privatization discussions and the only experienced company capable of providing the high level of public safety dispatching you desire. Should you have any questions or wish to further discussions please contact [redacted] Regional Director, at [redacted] or [redacted] or me (contact information below.) We look forward to working with you in support of this critical initiative.

Sincerely,

[redacted]

Senior Vice President
iXP Corporation
1249 S River Road, Cranbury, NJ 08512
Contact: [redacted]

PROJECT: CHATTAHOOCHEE RIVER 911 AUTHORITY, SANDY SPRINGS, GA

The newly incorporated cities of Sandy Springs and Johns Creek, Georgia engaged iXP to provide both consulting and project management services to develop an E911/Dispatch Emergency Communications Center to serve their respective newly formed police and fire operations. Sandy Springs and Johns Creek, with respective populations of 100,000 and 60,000, are both located within the northern Atlanta metro area and, although only recently incorporated, represent well established and vibrant communities. Not satisfied with the level of public safety and civic services being provided through a county system, both cities have made significant efforts to create local services while upgrading the quality, scope and response to their residents. Having completed much of the process of establishing their own Police and Fire Departments, they turned to iXP to provide the final, critical piece of their public safety forces - an Enhanced 911/Emergency Communications Center.

An Authority was formed and registered with the State of Georgia, that being the Chattahoochee River 911 Authority (ChatComm). The Authority contracted iXP to design/build the facility, install the supporting technologies, and to staff the operations. The result was a state-of-the-art Communications Center that jointly serves the police and fire operations of these two cities, coordinate critical communications with contract EMS services and is poised strategically to expand the scope of operations to include additional emerging incorporated cities or existing neighboring operations to take advantage of economies of scale.

This effort resulted in a "ground up" design, implementation and operation of a Communication Center. To accomplish this, iXP worked with the communities to define level of service expectations for the Communications Center that support their individual concepts of operations for their respective Police and Fire Departments. From this foundation, existing data as well as growth metrics were examined to allow staffing models and technology plans to be built so that these service levels can be met. The staffing models included considerations for the ebbs and flows of incident and telephone call volumes during a typical day as well as unique needs of the agencies to support special emphasis operations and other support functions.

This is normally where operational and staffing model engagements end...the consultant does the analysis and the Communication Center utilizes those recommendations to fund and operate their organization. However, for the Chattahoochee 911 Authority, we have taken this one step further. iXP is operating the Communications Center for these cities on a service level delivery basis and therefore responsible for assuring that the operational and staffing models indeed deliver the required service levels. Having to live by our own recommendations and produce measurable service levels for the client puts iXP in a unique position relative to other consulting operations. We recognize the importance of having well defined expectations and measurements so that all parties know what the target is and that it is being achieved.

This project is the largest and first *known* 911 public-private partnership in the country:

The new facility is located in Sandy Springs, GA encompassing approximately 16,000 sq. ft. This space includes the Communications Center, Emergency Operations Center for the two (2) cities, administrative offices/spaces, supporting technology/telecommunications rooms, GCIC tactical & support offices, and a police fusion center.

The staff includes:

- Authority Co-Directors (one from each City on a temporary basis)
- Two (2) Deputy Directors
- Receptionist/Administrative
- Quality Assurance
- Training
- Dispatch Supervisors (6)
- Communications Training Officers (8)
- Calltakers/Dispatchers (60)
- Two (2) technical support personnel

The technologies supporting the Center and administrative operations are as follows;

- Computer Aided Dispatch (CAD) system (Integrated with each agency's RMS)
  - Automated dispatch tickets to Alpharetta (Johns Creek EMS dispatch)
- Automated Vehicle Locators (Integrated with CAD) – 180 vehicles, Police, Fire & EMS
- Mobile applications for dispatch, mapping, GCIC and individual agency RMS
- Logging/Recording for telephone & radio channels
  - Logging/Recording Quality Assurance system
- Emergency Medical Dispatch (Integrated with CAD)
  - Emergency Medical Dispatch Quality Assurance system
- Primary & Backup Radio communication systems
- Automated call distributor managing emergency inbound calls
- Integrated telephone & radio desktop equipment
- Administrative telephone system
- Networking equipment, both local and wide area supporting connectivity to each City
- Large Screen displays for mapping/vehicle – incident status, weather & news

Client Contact

[redacted]
Johns Creek City Hall
Phone: [redacted]
[redacted]

Metro Cities Fire Authority

Metro Net Fire Dispatch Center
201 South Anaheim Blvd. Suite 302
Anaheim, California 92805

Phone: (714) 765-4075 Fax: (714) 765-4074

PROPOSAL

FIRE COMMUNICATIONS AND DISPATCH SERVICES

CITY OF COSTA MESA

RFP 11-07-11

Prepared by the staff of Metro Net Fire Dispatch
on behalf of
Metro Cities Fire Authority

Submitted: December 7, 2011

REQUEST FOR PROPOSAL
Public Safety Dispatch Services
VENDOR APPLICATION FORM

TYPE OF APPLICANT: ☒ NEW ☐ CURRENT VENDOR
Legal Contractual Name of Corporation: METRO CITIES FIRE AUTHORITY
Contact Person for Agreement: [redacted]
Corporate Mailing Address: 201 S. ANAHEIM BLVD. SUITE # 302
City, State and Zip Code: ANAHEIM, CA 92805
E-Mail Address: [redacted]
Phone: [redacted] Fax: [redacted]
Contact Person for Proposals: [redacted]
Title: MANAGER E-Mail Address: [redacted]
Business Telephone: (714) [redacted] Business Fax: [redacted]
Is your business: (check one)
☒ NON PROFIT CORPORATION ☐ FOR PROFIT CORPORATION
Is your business: (check one)
☐ CORPORATION ☐ LIMITED LIABILITY PARTNERSHIP
☐ INDIVIDUAL ☐ SOLE PROPRIETORSHIP
☐ PARTNERSHIP ☒ UNINCORPORATED ASSOCIATION (JPA)

Names & Titles of Corporate Board Members
(Also list Names & Titles of persons with written authorization/resolution to sign contracts)

Names	Title	Phone
SEE EXHIBIT-1 FOR COMPLETE LISTING		

Federal Tax Identification Number: [redacted]

City of Costa Mesa Business License Number: _____
(If none, you must obtain a Costa Mesa Business License upon award of contract.)
City of Costa Mesa Business License Expiration Date: _____

Section A – Cover Letter

Metro Net has been a joint communications center for seven member agencies for over 15 years. Prior to the Metro Cities Fire Authority JPA established in 1996, Metro Net was the joint dispatch center for the Net 4 Communications JPA serving the cities of Anaheim, Buena Park, Fullerton, Garden Grove, and Orange. The primary purpose of the Center has remained delivery of communications and dispatch services to a multi-agency consortium.

A unequaled aspect of Metro Net is our ability to customize response requirements to fit the needs of our individual member agencies. We accomplish this through a cooperative and a long term relationship with our CAD vendor who has developed a number of program enhancements specific to the needs of our member agencies. Changes to our CAD programming are expedient and very cost efficient. Metro Net upgrades our CAD software yearly and hardware is replaced on a five year cycle. Early dispatch, incident types, response levels, run cards, and automatic notifications are just a few of the elements of our dispatch service that may be customized to meet your needs.

Metro Net utilizes the National Academy of Emergency Dispatch (NAED) Medical Priority Dispatch System (MPDS) for our medical protocols, the same system in place at Costa Mesa Fire Dispatch. MPDS is integrated into our CAD through ProQA software. MPDS allows agencies to set individual response levels for various call types. Metro Net employs a comprehensive quality improvement program under the direction of two part-time nurse educators. The nurses are certified in Emergency Medical Dispatch (EMD) and EMD-Quality Improvement. The nurses review and score approximately 200 medicals calls each month exceeding the NAED required 3% call review. Metro Net dispatchers consistently meet or exceed the NAED protocol compliance standards.

Metro Net dispatchers are certified in the NAED EMD, CPR, and ICS 100, 200 and 700. Metro Net is in the process of seeking accreditation through the NAED. Metro Net's training program was designed around and is aligned with the Association of Public-Safety Communications Officials (APCO) standards. In 2012, Metro Net will train and certify dispatchers as incident dispatchers for expanded or large events.

The organizational structure of Metro Net is ideal for an agency seeking fire dispatch services. The JPA governance structure provides each member agency a voice and vote in the direction and operation of the dispatch center. This is different from contracted services where an agency has little control over budget, technology and direction of the dispatch center, the JPA governance structure provides each member agency a voice and vote in the direction and operation of the dispatch center.

Metro Net operates efficiently with fewer staff and less overhead costs than centers of similar size and call volume. Staffing includes management, operations and dispatch personnel. An organizational chart is included for your review (Exhibit 2). Management personnel are available to assist agencies with reports, statistical review, run card changes, and equipment trouble shooting. Agencies who utilize our RMS system (Keystone FIRS) also benefit from Metro Net staff handling their required quarterly NFIRS reporting. Management personnel are available 24/7 for urgent matters. There is a dispatch supervisor on duty 24/7, 365 days a year and the operations supervisor is available on call after normal business hours.

Metro Net dispatchers pride themselves on excellent customer service with both callers (citizens) and our field responders. Dispatch personnel often participate in field exercises and drills as needed. Our dispatchers are exceptionally responsive to field personnel and management endeavors to meet agency needs in a timely manner.

All pricing referenced in this proposal shall be valid for a period of 180 days.

[redacted] 12/6/11

Signature Date

[redacted]

Metro Cities Fire Authority
Metro Net Fire Dispatch

Anaheim West Tower
201 S. Anaheim Blvd. Suite 302
Anaheim, CA 92805
[redacted]

[redacted]

REFERENCES

A list of current Board Members, Fire Chiefs, Metro Net Fire Dispatch Manager is attached (Exhibit 1).

Section B – Background and Project Summary

Metro Net Dispatchers utilize a CAD system to verify and map locations to dispatch, and manage units responding to calls through the use of station orders and run cards. Fire units are alerted and dispatched to calls through multiple components, alerting boxes, station printers, pagers, radio, and mobile data computers (MDC). Metro Net utilizes the Motorola Central Com Gold Elite PC interface to connect to recently updated XTL5000 base radios. Metro Net is actively pursuing an automatic vehicle location (AVL) dispatch enhancement for our CAD to further automate the dispatching of fire apparatus by closest unit.

The Metro Net CAD interacts with all necessary outside interfaces, i.e., SIMMS and GenWatch radio interfaces, Orange County EMS electronic patient contact reports (EPCR), FATPOT CAD to CAD server, RMS systems, Omega's Fireview and Deccan reporting software, Deccan Move Up Module (MUM), GST AVL, mapping, etc.

Costa Mesa Fire Department Dispatch operates in a very similar environment with standardized telephone and radio equipment and CAD interfaces mirroring those in use by Metro Net. Metro Net and Costa Mesa Fire Dispatch use the same medical protocol system. Metro Net's CAD vendor has experience interfacing with Costa Mesa's station alerting system. Metro Net can deliver the same or similar services now being used by the Costa Mesa Fire Department Dispatch.

Organization

Metro Net has a 10-year equipment replacement plan that is the foundation for future purchase of equipment and technology. The plan was updated in September 2011, and approved by the JPA Board (Exhibit 3).

Financial stability along with responsible economic monitoring is evident in the Metro Net budgets of the past five fiscal seasons with an overall 1.86% minimal increase in our current year from the 2007-2008 budget of five years ago. The Metro Net budget is comprised of two elements, operations and labor. Member agencies may elect to add additional monies above the operations and labor elements and these additional monies are placed into a reserve account used to fund the equipment and technology identified in the 10-year equipment replacement plan. Metro Net's reserve account currently maintains a balance of over one million dollars.

Agency costs shares of the Metro Net annual budget are calculated using a member agency's total dispatched call count compared to the combined dispatched call count of all agencies for the full prior calendar year. The calculated percentage is then used to determine a member agency's cost share of the budget. An agency's total cost share of the budget is divided into four quarterly

payments, July, October, January, and April. Any budget monies remaining at the end of a fiscal year are returned to the agencies using their cost share percentage.

The JPA agreement, second amendment, includes provisions should a member agency wish to withdraw from the JPA; to date, no agencies have withdrawn from the JPA, however, if this were to occur the agreement identifies the process by which an agency may withdraw without penalty. If an agency were to withdraw from the JPA the remaining budget would be amended, if necessary, to compensate for any operations and/or labor cost reductions. Member cost share percentages would be recalculated from the amended budget.

Metro Net personnel are City of Anaheim employees and therefore all labor and wage negotiations are managed by Anaheim. Management staff are unrepresented salaried employees and all dispatch supervisors and dispatchers are members of the Anaheim Municipal Employees Association (AMEA) with association to the Orange County Employees Association (OCEA). Dispatch supervisors and dispatchers are hourly employees. The hourly employees receive EMD certification pay equal to $0.75 per hour. A 5% night bonus is applied to hourly employees working full shifts that start after 3:00 p.m. Bilingual employees are eligible for 5% certification pay.

Operating Standards and Procedures

Metro Net service level agreements adopted by the JPA Board measure our performance in relation to NFPA 1221 and 1710 standards (2010 Edition). Metro Net meets or exceeds the protocol compliance percentages identified by the NAED.

Metro Net staffs each 12 hour shift with one supervisor and three to six dispatchers, depending on the time of day. The shift supervisor oversees the dispatch operations and as needed, backs up telephone and radio. One dispatcher is assigned to dispatch the outgoing calls, answer business (in-house) telephone lines and contact private ambulance companies and/or police dispatch centers as needed. The remaining dispatchers answer incoming 9-1-1 and 7-digit emergency telephone calls and manage tactical radio traffic. For working structure fires or expanded incidents one dispatcher is assigned as the incident dispatcher.

Incoming emergency telephone calls are answered by the dispatchers. The call is received through the VESTA computerized telephone system. 9-1-1 calls include enhanced automatic location information (ALI) and automatic number information (ANI). Cellular telephone calls include wireless phase II latitude and longitude information for mapping. The calltaker starts a CAD incident and the 9-1-1 ANI/ALI information is automatically populated into the CAD incident screen. The caller's location is plotted on the calltaker's map using the physical address, or when available, the latitude/longitude contained in the 9-1-1 ALI information.

The calltaker verbally verifies the caller's telephone number and the address/location of the emergency using the ALI information and the location plotted on the map. The address/location is automatically verified with the CAD's geographical location file (geofile). Addresses not found in the geofile are flagged for the dispatcher to perform further address verification with the caller. Common place name location and hazard warning databases are also cross checked at this point alerting the calltaker of any information found for a given address. Once the address/location are reconciled the calltaker continues to process the call.

The calltaker determines if the type of emergency is fire or medical and enters a corresponding call type code. Non-medical calls are sent for dispatch while medical calls are further processed through the MPDS ProQA medical protocol software. The ProQA software is automatically activated when a medical call type is entered by the calltaker. The ProQA software will initiate a dispatch based upon the criteria contained in the protocol. The initiation of a dispatch from within the ProQA software is automated and requires no interaction of the calltaker with CAD.

Once a call is sent for dispatch it appears as pending at all console positions. One dispatcher is assigned to process pending calls. The dispatcher activates the recommendation command and the call is displayed with the recommended response unit(s) based upon station order and type of equipment. The dispatcher can accept the automatic recommendation and dispatch all units with one command. The dispatcher has the option to select none or some of the recommended units, add units, and/or delete units as needed.

Once dispatched, CAD automatically activates the station alerting (if the unit is in their station), sends call information to the station printer(s), the alphanumeric pagers assigned to the responding units, and to the mobile data computers (MDC). A verbal dispatch is made over the appropriate 800MHz talkgroup. In the case of specific, large or expanded incidents overhead personnel may automatically be notified via text, email or pager based upon customized notification rules established by each agency.

Metro Net processes all radio Emergency Button activations in accordance with the County of Orange – 800MHz CCCS Standard Operating Procedures, Section 1.3, Emergency Button (Exhibit 4).

Metro Net reviewed the impact of Costa Mesa Fire Department's approximate 10,000 annual dispatched calls added to our current annual dispatched call volume of 84,483 (calendar year 2010) and determined the 12% increase in dispatched call volume would not require additional personnel.

Section C – Methodology

The Facility: Metro Net Fire Dispatch is located on the third floor of the 12 story Anaheim West Tower building located at 201 S. Anaheim Blvd., in the City of Anaheim. Metro Net occupies 3,774 square feet of the third floor including the dispatch room, seven offices, conference room, kitchen, locker room, computer equipment room, and radio/telephone equipment room. The building is LEED certified and ADA accessible. A diesel generation plant is located on the patio area of the third floor. The generation plant is capable of maintaining power to critical dispatch operations for approximately 5-7 days without refueling. Metro Net maintains a local Toshiba 4200 Plus 25 kVA uninterruptible power system (UPS) currently running at 48% capacity. The UPS is capable of maintaining critical dispatch operations for approximately two hours.

The dispatch room (Center) is 1,334 square feet with nine stand-alone Watson Design consoles. Each console is equipped with Keystone CAD, Motorola Gold Elite radio and VESTA telephone equipment. Portable 800MHz radios, laptop computers loaded with the geofile and cellular telephones are located at six of the nine console positions. The supervisor console has additional equipment in the Deccan Move Up Module, City of Anaheim alarm computer, and a standalone PC for email, Microsoft Office, and third party applications. There is one 65" LCD TV/monitor wall mounted for mapping, unit tracking, training, and messaging. Two additional 42" LCD TV's are wall mounted for cable television viewing (Exhibit 5).

Metro Net is approved and funded for a 9-1-1 telephone system upgrade to the VIPER system. The upgrade will take place in March/April 2012. Concurrently with the telephone system upgrade Metro Net will remodel the Center to include new console furniture increasing from nine to eleven dispatch positions. Last year Metro Net replaced all of our base station radios with XTL5000 Astro Spectra Consolettes that are support certified through 2018. Metro Net also maintains three VHF base radios for access to VHF fire frequencies including OC ACCESS.

CAD Systems: Metro Net uses Computer Aided Dispatch (CAD) version 4 from Keystone Public Safety Inc. Our CAD system consists of two Red Hat Enterprise Servers (v4) namely CAD Server and the RMS server. The CAD system has the following interfaces enabled: Station Alerting, Station Printing (HP Jet Direct Servers), Mobile Paging/Email Paging, E911 ANI/ALI, SIMS/GenWatch, CAD to CAD, MDC (TX Messenger or Fire Mobile), AVL (GST), Fire View, and Deccan.

The CAD and the RMS servers are installed in a VERITAS Cluster environment. The components of each server, including the applications are setup to automatically switch between servers in case of failure. There is also a third server located in Anaheim Fire Station 3 which can be used if the two primary servers or primary disk array would completely fail. The third backup server is kept up to date using data replication software.

Mapping Systems: Metro Net uses KeyMap, an ESRI based mapping product provided by Keystone. The KeyMap product is used to primarily map incoming E911 calls, active events and the current location of units. The KeyMap AVL interface can accept AVL data from multiple sources. KeyMap is integrated to CAD and can be accessed from CAD via commands and/or mouse clicks. The users may also use the mouse to access KeyMap functions independently of CAD. Costa Mesa's map data will be incorporated into KeyMap. The cost to integrate the Costa Mesa Fire Department map information in our CAD is $2,400. There is no individual agency annual cost for the map data as this is inclusive in Metro Net's annual CAD maintenance fee included in the annual budget that is cost shared across all agencies.

AVL Dispatching: Metro Net is in the research phase for implementation of a CAD enhancement permitting agencies to select "closest unit" dispatching or dispatching from automatic vehicle location devices (AVL). It is anticipated that AVL dispatching will be available to the agencies sometime in 2012. Each agency will be able to choose the extent that AVL data is used in dispatching their resources. For example, an agency may elect to dispatch ambulances only from AVL data while continuing with station orders for other equipment.

CAD to CAD Interoperability: Metro Net's CAD vendor has maintained a CAD to CAD interoperability server used to connect Metro Net with Orange County Fire Authority, Santa Ana, Laguna Beach, and Costa Mesa Fire Departments. In March 2011, the Orange County Fire Chiefs approved moving from the Metro Net CAD to CAD product to a broader countywide solution using FATPOT. Metro Net is actively working with FATPOT to migrate users off of the Metro Net CAD to CAD product onto the FATPOT solution. Costa Mesa Fire Department by joining Metro Net would utilize the existing shared connection with the other Orange County fire dispatch centers in place at Metro Net. There would be no ongoing direct costs to Costa Mesa Fire Department for use of the CAD to CAD interoperability.

Processing ANI/ALI Phase II Calls: Phase II wireless (cellular) telephone calls include latitude and longitude information for mapping. CAD automatically populates the dispatcher's map with the wireless caller's location using a cellular phone icon. Once a call for service is entered by the dispatcher that location is also populated on the map using a circle icon so that the dispatcher can compare the two locations to verify the information supplied by the wireless caller is accurate. All ANI/ALI information is transferred into the call incident and available for review at anytime, including the latitude and longitude coordinates.

IP Connectivity: Metro Net will utilize the T1 circuit we have in place now that links to the Costa Mesa Fire Dispatch Center. Metro Net will route all data over that circuit. The current T1 circuit has sufficient bandwidth to handle all the communications between Metro Net and the Costa Mesa Fire Department.

Costa Mesa's Radio Traffic: Costa Mesa Fire Department units will be monitored at all times by a dispatcher. Day-to-day activity will be handled on the department's designated tactical talkgroup with designated incidents, i.e., structure fires, assigned to a secondary incident talkgroup. A dispatcher will monitor any assigned secondary incident talkgroup. Dispatcher staffing allows for assignment of specific agency radio talkgroups to an individual dispatcher based upon staff levels (see Chart 1 on page 7) with other dispatchers assigned as secondary monitors of agency tactical talkgroups.

Metro Net's CAD fully integrates with Motorola SIMMS and GenWatch radio computers. CAD maintains a unit database (FUNIT file) that allows dispatchers to directly enter mobile and portable radios, MDC modem ID's, AVL ID's, pager numbers, and email addresses into CAD. Portable radios are identifiable by position, i.e., Captain, Engineer, Firefighter 1, Firefighter 2, Firefighter 3, and Firefighter 4 allowing CAD to display the detailed radio information. For example, Anaheim Engine 3's captain transmits from his portable radio on talkgroup 2-F, the dispatcher would see on the radio marquee, "AE3C:2F." The radio marquee is visible to all dispatchers and it displays all radio activity including, radio identifiers, emergency button activations, status and message buttons from both the MDC's, and MODAT radio bar (eyebrow).

Station Alerting: Metro Net supports interfaces with many alerting solutions, i.e., First-In, Zetron, Moscad, etc. Currently all fire stations within Metro Net's control are alerted through Westnet's First-In products. The majority of our primary alerting is done through an IP based solution between Metro Net and member agency fire stations using an agency's established citywide network. In a few installations Metro Net connects directly to fire stations through 56K data circuits. Metro Net is moving away from theses individual circuits and migrating to existing agency citywide networks already connected to their fire stations.

Secondary alerting is accomplished through the 800MHz radio system using a GenWatch radio computer that communicates with mobile radios located in each fire station. Metro Net's CAD accommodates zone alerting as long as the alerting equipment in the fire station is equipped for zoning. Radio alerting is managed through a CAD interface with the GenWatch radio computer. It will be necessary to license the 800MHz CCCS Radio System, South Cell on the existing Metro Net GenWatch computer currently located within their dispatch center. The cost for licensing the South Cell to the Metro Net GenWatch computer $25,000, with no annual agency cost.

Metro Net will interface with existing Costa Mesa Fire Department alerting boxes in each of their fire stations. The cost of the interface is $18,000 with on ongoing annual maintenance cost of $2,700.

Records Management System (RMS): Metro Net will develop an interface with Costa Mesa Fire Department's Sunpro RMS. Data included in the interface transfer with Sunpro would include: incident number, district, common name, incident type, incident times (Dispatched, Enroute, At Scene, Call Cleared), LAT/LON, and Units Assigned. The cost for the Sunpro interface is $8,500.00. There is no individual agency annual cost for the interface as this is inclusive in Metro Net's annual CAD maintenance fee included in the annual budget that is cost shared across all agencies.

Paging: Metro Net paging is accomplished through USA Mobility, a private sector vendor who specializes in public safety paging solutions. Metro Net will supply Costa Mesa Fire Department the necessary number of pagers (usually two per front line apparatus, plus overhead personnel) for their notification needs. There is no upfront or individual agency annual cost for this service. Monthly pager access fees are paid through the annual budget that is cost shared across all agencies.

Station Printers: Metro Net CAD accesses the same agency citywide network used for station alerting to send "rip and run" printer information. Station printers are purchased and maintained by each agency. Metro Net is responsible for sending call information to the station printer(s) at the time of dispatch. Information in the printout includes:

- Location (including district, district quadrant, cross street, Thomas Brothers)
- Location Unit/Apartment/Space Number
- Location Name (common place name, if applicable)
- Call Type
- Response Level
- Unit(s) assigned to the call (at time of dispatch)
- Time Out
- Report Number
- Hazard Information

A sample printout is attached to this response (Exhibit 6). There is no upfront or individual agency annual cost for the interface to the printers. The printer interface is inclusive in Metro Net's annual CAD maintenance fee included in the annual budget that is cost shared across all agencies.

Mobile CAD Application: Costa Mesa Fire Department's current mobile application is proprietary; therefore, Metro Net will migrate Costa Mesa Fire Department to Keystone's "Fire Mobile" mobile application software. The "Fire Mobile" software is fully compatible with the current hardware in use on Costa Mesa Fire Departments mobile data computers. Metro Net will

install and maintain "Fire Mobile" on the 17 mobile data computers identified in the RFP. Metro Net will train Costa Mesa Fire Department users on the "Fire Mobile" software product

Fire Mobile will be used to deliver dispatch call information; incident location, call type, response level, call notes, patient history, medical notes, premise hazardous notes, plot plans, and site plans (as supplied by Costa Mesa). Along with viewing the incident information, the end user has the ability to update the incident and the unit status (available in quarters, available on radio, en route, arrived, unavailable, etc.). Keystone's Fire Mobile has the ability to interoperate with the countywide AVL system. The AVL server can accept AVL data from multiple AVL system simultaneously. The AVL data from Costa Mesa will be collected via the proposed Keystone Fire Mobile product and forwarded to the GST server for integration into the County wide AVL system.

The cost to implement the "Fire Mobile" solution for the Costa Mesa Fire Department is $33,000. The agency's annual maintenance cost for the "Fire Mobile" interface and related software is $5,000.

Reporting: Metro Net maintains two powerful reporting tools, Deccan's CAD Analyst and ADAM and Omega's FireView are available for agencies to facilitate strategic planning; resource and station relocation. ADAM gives the end user the ability to build scenarios based on the apparatus relocation and recalculate the response time. Call-to-scene time estimates are based on historical CAD data and not on hypothetical speed limits or travel times. Currently Metro Net has 2010 incident data for each agency.

Alternate Dispatch Site: Metro Net maintains an off-site Emergency Communications Center (ECC) located at Anaheim Fire Station 3. The fire station is a single story building with backup generator power. The ECC houses a third redundant CAD server that is in constant synchronization with the primary and secondary CAD servers housed at the main dispatch center. The ECC CAD server is capable of running independent of the main CAD system located at the primary dispatch center. The ECC is equipped with six dispatcher positions each equipped with radio, telephone and CAD terminals. Mapping is available at the ECC. The ECC is Metro Net's alternate answering point. Manual dispatching supplies are available at the ECC.

The ECC is tested bi-annually in January and July, and is combined with a dispatcher training session. Testing the ECC includes taking control of radio and telephone activity from the main dispatch center for a period of approximately 30 minutes.

ECC equipment maintenance and upgrade is included in the Metro Net 10-year equipment replacement plan approved by the JPA board. The equipment replacement plan includes hardware, software, and radio maintenance and upgrades.

Fire Dispatch Personnel and Training

The Metro Net dispatcher training program conforms to APCO Minimum Training Standards for Public Safety Telecommunicators (APCO ANS 3.103.1-2010). Two complete training manuals are maintained, one for the trainer and one for the trainee. New hires are assigned to a training officer (CTO) for two to six months. The length of training is determined by a trainee's experience level and the time necessary for a trainee to command the skills and knowledge necessary to successfully perform the duties of a Fire/EMS dispatcher or to identify a trainee's inability to meet the requirements of the training program. Trainees receive daily observation reports (DOR) completed by their trainer. The operations supervisor reviews all DOR's and meets with trainees once a week for a review. Weekly tests are administered by the trainer to verify a trainee comprehends the information being delivered by the trainer. After a trainee successfully completes the training program they are assigned a CTO as a coach to watch over them during their assimilation to working independently.

Metro Net dispatchers are certified in the National Academy of Emergency Dispatch (NAED), Medical Priority Dispatch System (MPDS). Metro Net has maintained certification in MPDS for 17 years. Dispatchers are required to obtain certification in ICS 100, 200 and 700 within their first year of employment. Additional certifications, i.e., incident dispatcher, communications unit leader, etc., are maintained and renewed as required by the governing body.

Dispatchers receive daily training administered by the shift supervisor. Four to six times a year the dispatchers attend a 2-4 hour continuing education class with a variety of fire content expert instructors. Twice a year dispatchers complete a continuing education CD ROM training topic issued by the NAED. Every two-years dispatchers attend CPR training and a two-day EMD recertification course. Dispatchers and shift supervisors are evaluated every six months aligned with shift change cycles.

Fire Shift Supervisor and Fire Dispatcher I/II job descriptions are attached for your review (Exhibit 7).

Metro Net staffing consists of four (4) shift supervisors, eighteen (18) full time dispatchers and six (6) part time dispatchers. Two supervisors work the day shift rotations (0700-1900) and two supervisors work the night shift rotations (1900-0700). Eight dispatchers work the day shift rotations and six dispatchers work the night shift rotations. Four dispatchers work cover shifts. Dispatchers and supervisors work 12 hour shifts with dispatchers working two 10-hour shifts in a two week pay period to equal out to 80 hours per pay period (two weeks). Supervisors work all 12 hour shifts so they receive four hours of overtime each pay period (Exhibit 8).

During major or expanded events the Operations Supervisor can staff a dispatch position to increase staffing levels. Additional staffing are placed on standby for expected events, i.e., storms, wind, large civil disturbances, etc. Dispatchers can be called in early or held over up to 18 hour shifts as needed.

Proposal Impact on Current Operations

Personnel: The addition of Costa Mesa Fire Department's dispatch activity to Metro Net would impact dispatched call volume by 12 percent not requiring an increase in staffing.

Equipment: Metro Net has nine fully functional console positions. Current staffing levels use seven of the nine positions during the busiest part of the day. Adding two additional dispatchers will result in eight of the nine console positions being used during the busiest part of the day. Metro Net is planning a remodel of the dispatch center in March-April 2012 that will increase our console positions from nine to eleven.

Metro Net will need to purchase two additional base station radios, XTL 5000 Consolettes, to cover Costa Mesa Fire Department's tactical radio channels. The cost for the additional base radios is $19,486. Metro Net already has available to our dispatchers 3-J, 3-K, 3-L, 3-M, 3-N, and 3-O tactical radio channels.

Enhancements: In addition to the new consoles and an increase in console positions Metro Net will upgrade our 9-1-1 telephone system to the IP based VIPER system. Additional functionality to our off-site emergency communications center (ECC) will be included in the telephone upgrade.

Full Radio Support: Metro Net dispatchers constantly monitor agency tacticals and respond immediately to field needs and requests. For large or expanded incidents one dispatcher is assigned to monitor the incident. The incident dispatcher's other tactical and telephone duties are assumed by other dispatchers and the shift supervisor. The incident dispatcher scribes the radio transmissions, activates and notifies the incident command of the incident clock time increments, makes notifications as requested by the incident command, i.e., police, utilities, Red Cross, etc. The shift supervisor will monitor any command channel activated by the incident command. The shift supervisor completes overhead notifications as pre-identified by the respective agency. Metro Net maintains checklists for specific types of incidents to ensure that proper equipment and notifications are processed based upon individual agency needs.

Recording: All radio transmissions and telephone conversations are recorded on the Audiolog recording unit maintained by AT&T. Approximately one month's live data is stored on the Audiolog server. Data older than one month is backed up on DVD and stored in a fire safe.

Metro Net retains two years of recording data. There is a dedicated Audiolog server used by an office specialist to prepare recordings for agencies, court and the quality improvement unit. The operations supervisor and the manager have remote software access to the recording software. Recordings and CAD records may be sent via email to agency representatives. Release of recordings for other than fire department administrative staff are approved by a battalion chief or higher ranking officer before being released.

Customization: One of the strongest advantages of Metro Net Fire Dispatch is our ability to customize for each agency almost all aspects of the dispatch process. Run cards, response levels, equipment requirements, unit associations, notifications, early and direct dispatch sequences are just some of the customization that we have accomplished for our member agencies. For example, Huntington Beach requires a paramedic response on all traffic collisions while the remaining six agencies tier their responses to traffic collisions. In Anaheim trucks respond on freeway calls but in Fountain Valley their truck only responds for fire type calls on the freeways. We do not do it one way for all agencies. Each agency directs Metro Net in how they want their dispatch services delivered and Metro Net endeavors to attain the agency expectations. Our CAD vendor, Keystone Information Systems, has developed numerous programs to meet the needs of our agencies. Keystone is very responsive to our request for changes and/or enhancements. Most of our requests are completed in just a few days, some in just a few hours. The cost of changes and enhancements through Keystone are a fraction of what other CAD vendors charge. Metro Net is confident we will be able to accommodate the customization required by the Costa Mesa Fire Department.

Disaster Recovery: On location Metro Met maintains a backup cache of laptop computers, cellular telephones and portable radios. The CAD and the RMS servers are installed in a VERITAS Cluster environment. The components of each server, including the applications are setup to automatically switch between servers in case of failure. There is also a third server located in Anaheim Fire Station 3 which can be used if the two primary servers or primary disk array would completely fail. The third backup server is kept up to date using data replication software.

A diesel generation plant is located on the patio area of the third floor. The generation plant is capable of maintaining power to critical dispatch operations for approximately 5-7 days without refueling. Metro Net has a local Toshiba 4200 Plus 25 kVA uninterruptible power system (UPS) currently running at 48% capacity. The UPS is capable of maintaining critical dispatch operations for approximately two hours.

Metro Net maintains an off-site Emergency Communications Center (ECC) located at Anaheim Fire Station 3. The fire station is a single story building with backup generator power. The ECC houses a third redundant CAD server that is in constant synchronization with the primary and

secondary CAD servers housed at the main dispatch center. The ECC CAD server is capable of running independent of the main CAD system located at the primary dispatch center. The ECC has six dispatcher positions each equipped with radio, telephone and CAD terminals. Mapping is available at the ECC. The ECC is Metro Net's alternate answering point. Manual dispatching supplies are available at the ECC.

Dispatch Contract: Metro Net is a Joint Powers Authority (JPA) and therefore does not execute dispatch contracts. An agency wishing to join the JPA does so by entering into agreement with the JPA (amendment) as outlined in the Joint Powers Agreement, Second Edition, Chapter 4.1 Membership and Chapter 9.1 New Members (Exhibit 9). Terms of the agreement will be negotiated and agreed upon prior to the signing of the agreement.

Performance Reports: Metro Net reports to the JPA Board quarterly on the dispatch center's activity levels and compliance with the service level agreements. The January report includes the entire previous calendar year. Enclosed is the 2010 year ending JPA report (Exhibit 10).

Section D – Staffing

Metro Net Fire Dispatch Manager

will oversee the implementation and completion of the project and ensure that project objectives and timelines are being met. The project manager will report directly to the Metro Net JPA Board and the designated counterpart from the City of Costa Mesa.

has worked in public safety dispatching for over 33 years. began his career with the Garden Grove Police Department at the age of 18. job duties with the Garden Grove Police Department included police/fire dispatcher, communications training officer, supervisor, and senior reserve police officer.

In 1995, after a brief period in private sector work, began his career with Metro Cities Fire Authority (Metro Net Fire Dispatch). fire career include fire dispatcher, training officer, shift supervisor, operations supervisors, and now as the Center's manager.

Project Coordinator
Metro Net Fire Dispatch Management Assistant

will be responsible for vendor coordination, installations, interfaces, testing, and acceptance of each phase of the project.

has a bachelor's degree in business administration. has worked for the City of Anaheim for 5 years. started her career with Anaheim in the city manager's office as an administrative assistant. moved to community development as a management assistant and recently came to Metro Net Fire Dispatch as our management assistant.

Note: Upon award and during the contract period, if Metro Net chooses to assign different personnel to the project, Metro Net will submit their names and qualifications to the City of Costa Mesa for approval before they begin work.

Section E – Qualifications

Metro Cities Fire Authority ("Metro Net") is a Joint Powers Authority of seven public entities:

1. City of Anaheim
2. City of Fountain Valley
3. City of Fullerton
4. City of Garden Grove
5. City of Huntington Beach
6. City of Newport Beach
7. City of Orange

The inception of the Joint Powers Authority ("Authority") began in July 1996, and has continuously served the above public entities ("Members") for over 15 years. The Members of the Authority each provide fire protection, fire prevention, rescue, emergency medical and related administrative services within their respective boundaries. Metro Net operates as a shared communications and dispatch resource for the members of the Authority. Members of the Authority determined that joint use of a central communications, dispatch and records keeping system reduces the administrative costs that would otherwise be incurred by each member in providing fire suppression, emergency medical assistance, rescue service, and related services.

Metro Net provides fire, rescue, and medical dispatch services for approximately 1.3 million residents of Orange County. Our jurisdiction covers over 200 square miles from the hills of Fullerton to the beaches of Newport Coast. Metro Net answers over 175,000 telephone calls a year and we dispatch units to over 84,000 emergency calls per year.

The City of Anaheim is the Administrator of the joint communications center. The City of Anaheim, through the use of City of Anaheim employees, provides all services required to operate, maintain and administer the joint communications center. Each Member pays a portion of the costs incurred by the Authority based upon that Member's fair share percentage. The contribution of each member is based upon the number of recorded incidents attributable to each member, divided by the recorded incidents attributable to all members, during the calendar year preceding the fiscal year for which that Member's fair share percentage is being calculated.

The Authority is governed by a board of voting members (Board), one member from each of the member agencies. The Board approves and oversees the operation of the joint communications center through an administrator ("Manager") who reports to the Board quarterly the status of the joint communications center. Metro Net operates on a fiscal year commencing July 1st and concluding June 30th. For the purpose of responding to this request for proposal the Board has designated the Manager to be the authorized signatory for the Authority.

Insurance

Metro Cities Fire Authority does not self insure as a JPA. However, the Metro Net Fire Dispatch personnel are City of Anaheim employees and therefore fall under the same protection and insurance coverage as all other City of Anaheim employees. Liability and insurance is addressed in the Joint Powers Agreement (JPA), Second Edition, Chapter 8.1 – 8.2 Liabilities (Exhibit 11).

REFERENCES

A list of current Board Members, Fire Chiefs, Metro Net Fire Dispatch Manager is attached (Exhibit 1).

Section F – Financial Capacity

The following documents are included for your review (Exhibit 13)

1. Adopted budget for fiscal year 2010-2011
2. Adopted budget for fiscal year 2011-2012
3. Basic Financial Statements and Independent Auditor's Report (2009, 2010)

Section G – Fee Proposal

Initial Start-up Fees

A detailed spreadsheet of the initial start-up fees is included in this document (Exhibit 12).

Total Estimated Initial Start-Up Fees: $126,086.00

Annual Service Fees

A detailed spreadsheet of the annual service fees is included in this document (Exhibit 12).

Total Estimated Annual Service Fees $8,193.00
(with the Zetron station alerting option)

Total Projected Costs

The annual cost to the City of Costa Mesa for Metro Net Fire Dispatch services is a percentage of the Metro Net annual adopted budget. Based upon Costa Mesa Fire Department's 2010 dispatched call count (10,000) the percentage assigned to Costa Mesa would be 11.84% using the Metro Net adopted 2011-2012 annual budget.

Metro Cities Fire Authority currently adopted 2011-2012 budget	$4,514,122.00
Costa Mesa's annual apportionment based upon their calculated percentage of 11.84% of the Metro Net 2011-2012 budget	$534,590.00
- plus -	
Additional Estimated annual fees	$8,193.00
TOTAL ESTIMATED ANNUAL COST	**$542,783.00**
TOTAL ESTIMATED START-UP COST	**$126,086.00**

Section H – Disclosure

Metro Cities Fire Authority (Metro Net Fire Dispatch) is not aware of any past or current business or personal relationships with any current Costa Mesa elected official, appointed official, City employee, or family member of any current Costa Mesa elected official, appointed official, or City employee.

Section J – Checklist of Forms to Accompany Proposal

The following forms can be found in Exhibit 14:

1. Ex Parte Communications Certificate
2. Price Proposal Form
3. Disclosure of Government Positions
4. Disqualifications Questionaire

Note: Vendor Application Form is attached to the Cover Letter as instructed in the RFP.

Exhibit 1

Metro Cities JPA Board Members/Fire Chiefs/Staff

AGENCY		BOARD MEMBERS	EMAIL	PHONE
City of Anaheim	Primary	[redacted]		
City of Anaheim	Alternate			
City of Fountain Valley	Primary			
City of Fountain Valley	Alternate			
City of Fullerton	Primary			
City of Fullerton	Alternate			
City of Garden Grove	Primary			
City of Garden Grove	Alternate			
City of Huntington Beach	Primary			
City of Huntington Beach	Alternate			
City of Newport Beach	Primary			
City of Newport Beach	Alternate			
City of Orange	Primary			
City of Orange	Alternate			

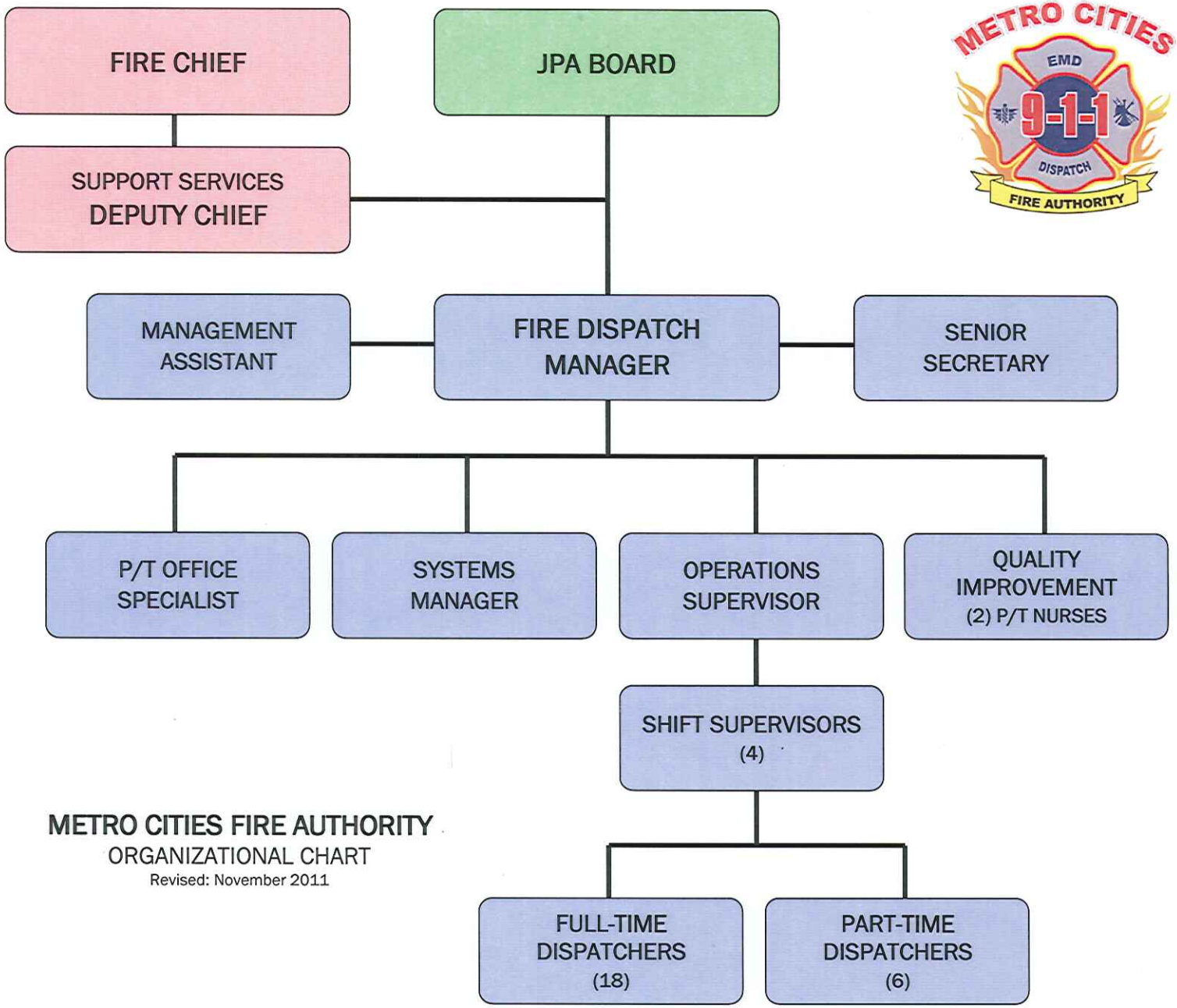
Staff

Anaheim Attorney
Anaheim Treasurer
Anaheim Treasurer's Office
Metro Cities Manager

Non Board Members Fire Chiefs

City of Anaheim
City of Fountain Valley
City of Fullerton
City of Newport Beach
City of Orange

Exhibit 2



METRO CITIES FIRE AUTHORITY
ORGANIZATIONAL CHART
Revised: November 2011

Exhibit 3

METRO CITIES FIRE AUTHORITY

METRO NET COMMUNICATIONS CENTER

10-YEAR EQUIPMENT REPLACEMENT PLAN

DESCRIPTION	Date Upgraded	Life Expectancy	Next Upgrade	Estimated Cost	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	2020 2021
CAD/RMS Hardware/Software	2006	5 Years	2013	200,000		100,000					100,000			
Motorola Radio System Upgrade	2009	12 Years	2021	1,800,000									1,800,000	
Base Radio Relocation	*	*	2012	25,000	50,000									
9-1-1 System (Mostly State funded)	2006	5 Years	2012	50,000	50,000					50,000				
Mobile Data Computer Software [2]	2007	6 Years	2013	0										
Logging Recorder (included in 9-1-1 upgrade)	2006	5 Years	2012	0										
Dedicated UPS System	2002	12 Years	2014	80,000				80,000						
Console Furniture	2004	8 Years	2012	150,000	150,000									
Dispatch Chairs	2011	5 Years	2016	20,000						20,000				
AVL "Closest Unit Dispatch" Software	*	*	2014	75,000		75000								
Emergency Communications Center (off-site)	2006	10 Years	2016	50,000					50,000					
			TOTAL =	2,450,000	250,000	175,000	0	80,000	50,000	70,000	100,000	0	1,800,000	0

Starting Balance:	779,939	838,048	843,048	1,023,048	1,143,048	1,293,048	1,473,048	1,623,048	1,873,048	323,048
Debit From Reserves:	250,000	175,000	0	80,000	50,000	70,000	100,000	0	1,800,000	0
[1] Deposit To Reserves:	308,109	180,000	180,000	200,000	200,000	250,000	250,000	250,000	250,000	250,000
Ending Balance:	**838,048**	**843,048**	**1,023,048**	**1,143,048**	**1,293,048**	**1,473,048**	**1,623,048**	**1,873,048**	**323,048**	**573,048**

[1] 59,400 in budget year 2011/2012 from previous SHSP grant reimbursements

[1] 155,766 in budget year 2011/2012 for Deccan software reimbursement including 137,000 UASI grant funds and 18,766 from member agencies

[1] 92,943 in budget year 2011/2012 for alarm monitoring fees transferred to the Metro Net Equipment Reserve Fund

[2] Possible UASI Grant funded (estimate 175,000)

Revised: 10/20/2011

Exhibit 4

Emergency Button – This procedure describes the function of and appropriate use for the emergency button on the County of Orange 800 MHz CCCS mobile and portable radio. The objective is to assure proper use of the button and a uniform course of action by all Orange County dispatch centers when responding to the activation.

The emergency button will only operate on trunked talkgroups, and not on conventional channels. Generally speaking, 800 MHz CCCS conventional channels usually have the letters TA, TR or RP after the name of the channel, such as Green-TA, 14F TA-1, Silver-TA, Aqua-TA, ITAC2-RP, CLEMARS-RP, FIREMARS-TA, etc. The emergency button does not function on conventional channels.

The emergency button is used:

1. To send an emergency notification when field personnel are in distress, or

2. When the user is unable to transmit a verbal emergency message due to heavy radio traffic, or

3. When the radio system is busy, (in other words no radio frequency is available to handle the users transmission).

Pressing the Emergency Button activates the following:

- An emergency activation will display the 6-digit radio identification number and talkgroup name on a Control One computer monitor.

- An emergency activation message with the unit identifier and/or radio identification number may display on a fire dispatch center CAD if the center has a CAD Interface (CADI).

- When the user activates their emergency button, local dispatch centers do not receive any alarm activation. If the radio user presses their PTT after activating the emergency button the local law, lifeguard and/or public works dispatch center will receive an emergency activation on their console if the activation is from a digital talkgroup and on the dispatch center radio console. Exception: Loma Ridge consoles receive all activations regardless of the PTT being activated or not, and regardless of the tralkgroup being analog or digital.

- Pressing the emergency button will cause the word "EMERGENCY" to flash on the radio display screen of the radio that is in the emergency mode. No other radios will see any type of indication until the unit in emergency mode presses their Push-to-talk (PTT) button. At that point, all other radios on the same talkgroup will hear a brief "beep" and see the message "EMER RCVD" flashing on their radio displays. This remains for as long as the activated radio transmits, plus about five seconds after they stop transmitting. The process will continue until the original radio re-sets the emergency activation.

- When an individual user activates the emergency button, they will be able to overtake any other transmitting radio on the same talkgroup. Pressing the emergency button and then transmitting will take the current user off the air, and everyone else monitoring the talkgroup will start hearing the unit who pressed their emergency button. The original user does not know that he/she has been knocked off the air. Nonetheless, this may be beneficial in a situation where a field unit has emergency traffic but is unable to transmit due to an "open mic" situation, or other reason.

- Another use of the emergency button is when the radio system is busy, (in other words no radio frequency is available to handle the users transmission), and a "system busy" is heard, similar to the telephone busy signal. If at that time a user has an emergency message, pressing the emergency button will give that user the next available frequency, regardless of how far down in the queue they may be.

Control One takes the following actions for any 800 MHz CCCS emergency button activation:

- The activation is received on a computer monitor showing the ID number of the radio that has activated the emergency and the name of the talkgroup the radio was selected to when the emergency button was activated.\
- Control One will notify the appropriate dispatch center via Landline Intercom (or telephone if no Landline) of the activation, providing the six-digit Radio ID and the name of the talkgroup where it was received.
- If the activation is on a common/shared talkgroup, Control One will attempt contact first on the talkgroup. If contact cannot be established, Control One will notify the appropriate dispatch center.
- No further action is required unless requested by the dispatch center.

- If the emergency activation is received from an agency/department that does not have a 24-hour dispatch center, Control One will attempt contact with the unit on the talkgroup where the emergency activation was received. Control One will relay the information to the city's 24-hour law enforcement agency that may have a call-out list for city public works/lifeguard personnel if contact can not be made with the unit initiating the emergency activation. In these situations all actions taken shall be logged on the Control One Communications Log.

The local dispatch center takes the following actions for any 800 MHz CCCS emergency button activation:

- When the dispatch center receives, or is notified of, an emergency button activation from a unit assigned to an incident on the dispatch center's talkgroup, the dispatch center will attempt direct contact with the unit, if after two attempts there is no response, the dispatch center will immediately notify the Watch Commander/Incident Commander/Supervisor, or another unit on the incident, or the Watch Commander/Battalion Chief/Supervisor for an incident with a single resource.
- When the dispatch center is notified of an emergency button activation from a radio belonging to one of their units currently assigned to another dispatch center, the home dispatch center will immediately advise the outside dispatch center of the emergency button activation. The outside dispatch center will advise the home dispatch center when the activation has been resolved.
- When the dispatch center receives an emergency button activation from a unit not assigned to an incident, the dispatch center will attempt direct contact with the unit, if after two attempts there is no response, the dispatch center will immediately notify the agency Watch Commander/Battalion Chief/Supervisor.

Field Unit Responsibility for Accidental Activation of Emergency Button:

- When a field unit accidentally presses the emergency button, they shall immediately re-set the emergency button and then advise the dispatch center or Control One of the accidental activation.
- When field units assigned to an incident see an "Emergency Rcvd" displayed on their radio, they are to remain off the radio except for emergency communications.
- Reset is accomplished by holding down the emergency button for about three seconds, until a solid tone is heard. When the word "EMERGENCY" is no longer flashing on the radio screen, the radio is re-set.

Exhibit 5

Metro Cities Fire Authority

METRO NET FIRE DISPATCH

Anaheim West Tower
201 S. Anaheim Blvd. 3rd Floor
Anaheim, CA 92805

[redacted]

Exhibit 6

FALLS/BACK INJ (TRAUMA)

AGE: Unknown Range SEX: F CONSCIOUS: Y B
REATH: Y

REVERE SCH, 140 W GUINIDA LN
Cross: IRIS ST

DISTRICT: A1925Z BOX: TG: 799A1

AE7 AT3 AA1

Tactical: 2F EMD LEVEL: DELTA

Notes: TFO

A1126590 15:27 11/29/11

CALLER: ANAHEIM CITY SCHOOL
7145178789

Business Name: REVERE SCH
Business Phone: 714 517-8950
Building Name:
Complex Name:
Gate Access Code:
Know Box Location:
Sprinklers:
FDC Location:
Fire Alarm System Annunciator Location:
HazMat Disclosure:
Placard Information:
Common Attic (Y/N):
Comments:
Stairwell Roof Access Location:
Responsible Party: -

STRUCTURE FIRE-COMMERCIAL

1101 E ORANGEWOOD AV #102
Cross: S SANTA CRUZ ST

DISTRICT: A2127Z BOX: TG: 799B3

AT3 AE3 OE6 OE5 AE1 AB2

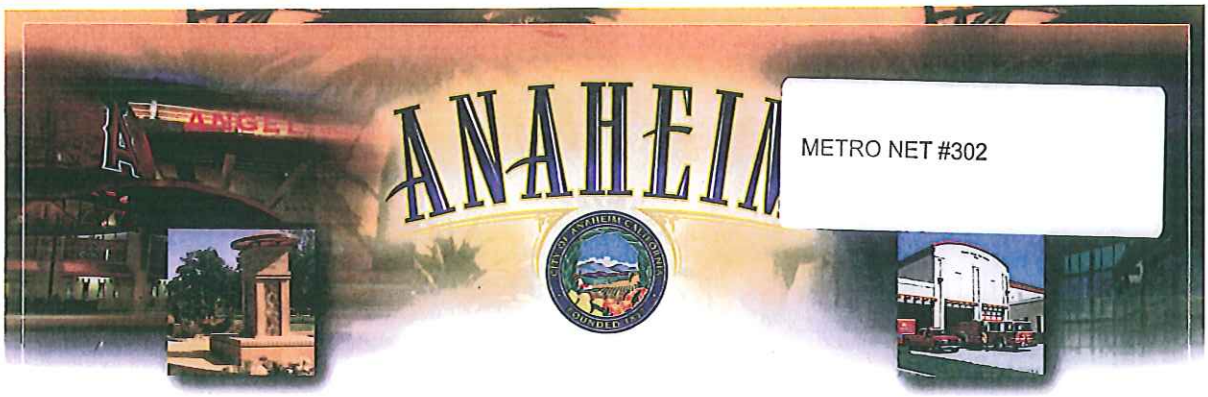
Tactical: 2N

Notes: SMOKE T/O THE SUITE AND HALLWAY, BUILDING BEING EVACUATED

A1126575 01110736 11:29 11/29/11

CALLER: BARKER MANAGEMENT
7149392041

Exhibit 7



METRO NET #302

CAREER OPPORTUNITY

FIRE DISPATCHER I/II

Salary Range
I $3,553.33 – $4,761.47 Per Month
II $3,971.07 – $5,321.33 Per Month

The City of Anaheim invites you to experience the challenging and rewarding work of a joint powers authority fire dispatch center, which serves seven agencies in Orange County.. Employees of the dispatch center pride themselves on providing excellent customer service and getting the job done right! The successful candidate is a person who will:

- Exercise good, independent judgment and make sound decisions in emergency situations.
- Effectively communicate with, and elicit information from distressed and irate callers and communicate emergency medical instructions over the telephone.
- Effectively use a wide variety of public safety codes and computer commands.
- Operate dispatch-related equipment quickly, accurately and, at times, concurrently.
- Understand and follow oral and written instructions, including department policies and procedures.
- Accurately spell and maintain complete files and records.
- Coordinate and relay emergency call information and assistance requests to other agencies, such as fire and police departments, utility companies, service agencies, and other inter-agency departments.
- Perform related duties and responsibilities as required.

This Position Requires:

Fire Dispatcher I

- Current or previous attendance at a 180-hour public safety dispatch course (offered at local junior colleges).
- Current medical certification from the National Academies of Emergency Dispatch is desirable.
- Knowledge or entry level experience operating a computer terminal, dispatch and office equipment.

Fire Dispatcher II

- In addition to the requirements for the Fire Dispatcher I:
- Responsible experience in public safety dispatching using computer-aided dispatch equipment.
- Knowledge of general geographic features and streets of the service area; standard radio or telephone communications receiving and transmitting equipment; standard broadcasting procedures and rules.

Both Positions Require

- The ability to speak clearly and precisely; spell accurately; exercise good judgment; make sound decisions in emergency situations; effectively communicate with and elicit information from callers; understand and follow oral and written instructions.
- The ability to identify geographic features and streets through the use of maps; effectively understand and apply department procedures and policies; learn a wide variety of classification codes and computer commands.
- The ability to operate keyboard and other office equipment quickly, accurately and, at times, concurrently; keyboard at a net-corrected minimum speed of 35 words per minute.
- The ability to establish and maintain effective working relationships with those contacted in the course of work.
- The ability to work assigned shifts, including nights, weekends, holidays and overtime when needed.

Note: Appointments may be made at either level. The two classes are distinguished by level of experience. The department has sole discretion to appoint at either level.

All candidates must complete a City of Anaheim application. Applications will be accepted by the Human Resources Department through **TUESDAY, JUNE 14, 2011.**

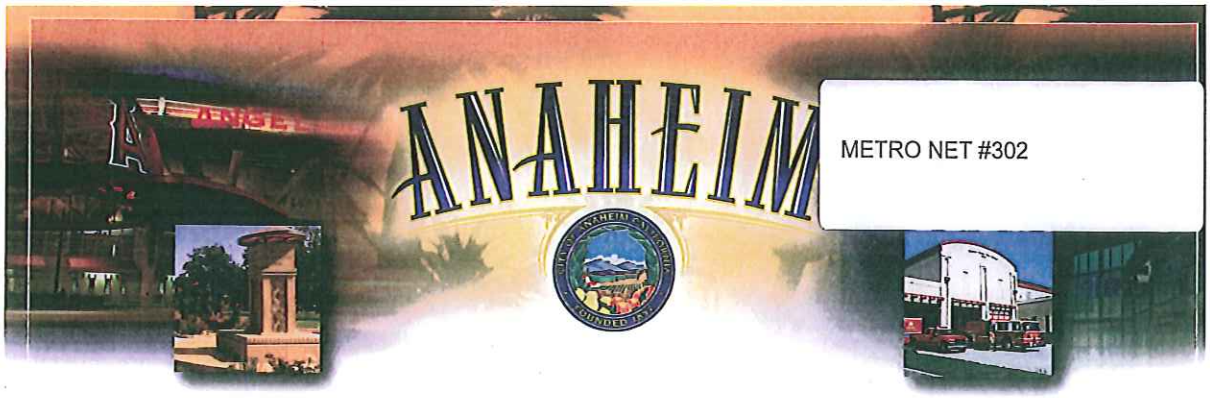
Applicants will be required to schedule a sit-along at the communications center if they successfully pass the testing process.

Candidates must be specific and complete in describing their qualifications for this position. Failure to state all pertinent information may lead to elimination from competition. The successful candidate will be required to undergo a reference/background check (to include a conviction record), take a post employment medical examination, which will include a drug/alcohol screening. New employees must provide documentation to establish both work authorization and identity. Visit Anaheim's "homepage" at http://www.anaheim.net.

ES-05/24/11-FIRE

ANAHEIM HUMAN RESOURCES
P.O. Box 3222 Anaheim, California 92803 714-765-5111

EQUAL OPPORTUNITY EMPLOYER



METRO NET #302

CAREER OPPORTUNITY

FIRE COMMUNICATIONS SHIFT SUPERVISOR

Salary Range
$5,184.40- $6,302.40 Per Month

The Fire Communications Shift Supervisor supervises the activities of assigned shift of fire dispatchers in the Metro Net Fire Communications Center and performs fire dispatcher duties. The successful candidate will:

- Supervise and participate in the activities of the Communications Center on an assigned shift; monitor the receiving of emergency calls and dispatching of appropriate equipment; provide direction and assistance to dispatchers in emergency or unusual situations.
- Assist in coordinating fire communications with other local, state, and government agencies.
- Monitor employee performance on assigned shift; evaluate personnel to ensure performance is within established standards and performance requirements; investigate incidents where standards are not met; report findings to Fire Communications Manager; identify shift strengths and weaknesses; mentor and coach personnel; use all available resources to train and develop personnel; and document work performance deficiencies and commendable performance.
- Conduct daily on-shift training; review policies and procedures with shift on a continuous basis; formulate briefing notes and memorandums into shift briefing; complete critiques on large incidents, conduct the necessary investigation to compile and accurately review the incident and complete checklists, scripts and forms.
- Continually review and update reference materials to ensure that all necessary emergency information is accurate and accessible; keep superiors notified of unusual problems and significant events.
- Ensure emergency staffing needs are met by adjusting shift schedules, arrange for emergency staffing, and complete daily shift assignment rosters.
- Review incident tickets for accurate comments, notes, and information formatting, check call and dispatch times. Investigate and document dispatch errors; operate computer assisted dispatch system equipment and related systems; and evaluate equipment functionality and coordinate repair work with appropriate personnel.
- Perform related duties and responsibilities as required.

This Position Requires:

- Extensive fire public safety dispatching experience and training. An equivalent combination of experience and training sufficient to perform the essential job functions and provide the required knowledge and abilities is qualifying.
- Knowledge of principles and practices of supervision, training and evaluation; practices and procedures of fire communications operations and emergency dispatch services; computer assisted dispatch system, 9-1-1 telephone system, Orange County 800MHz radio system, California Mutual Aid Plan, the Incident Command System, Metro Net policies and procedures.
- The ability to effectively supervise and evaluate performance of subordinates; exercise independent judgment and discretion in emergency situations; communicate clearly, both verbally and in writing; remain calm during emergency situations; investigate various issues and document findings; establish and maintain effective & cooperative working relationships with those contacted in the course of work.
- **Possession of a valid California Driver's License by date of appointment.**
- Emergency Medical Dispatcher (EMD) certification from National Academies of Emergency Dispatch is highly desirable.
- **Must be able to work assigned shifts, including - nights, weekends, holidays & overtime as needed.**

ALL APPLICANTS MUST BE FULL TIME OR PART TIME CITY OF ANAHEIM EMPLOYEES

All candidates must complete a City of Anaheim application. Applications will be accepted by the Human Resources Department through **MONDAY, APRIL 25, 2011.**

Management evaluation consists of: Qualifications 50%; Record of Performance 45%; and Seniority 5%.

Candidates must be specific and complete in describing their qualifications for this position. Failure to state all pertinent information may lead to elimination from competition. Visit Anaheim's "home page" at www.anaheim.net. BG-04/08/11-FIRE

ANAHEIM HUMAN RESOURCES
P.O. Box 3222 Anaheim, California 92803 714-765-5111

EQUAL OPPORTUNITY EMPLOYER

Exhibit 8

Two Week Pay Period
Six Month Rotations

	Week 1							Week 2						
	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th
Supervisor 1	0700 1900	0700 1700	0700 1700			0700 1900	0700 1900				0700 1900	0700 1900		
Dispatcher 1	0700 1900	0700 1700	0700 1900			0700 1900	0700 1900				0700 1900	0700 1700		
Dispatcher 2	0700 1900	0700 1900	0700 1700			0700 1900	0700 1900				0700 1700	0700 1900		
Dispatcher 3	0700 1700	0700 1900	0700 1900			0700 1900	0700 1700				0700 1900	0700 1900		
Dispatcher 4	0700 1900	0700 1900	0700 1900			0700 1700	0700 1900				0700 1700	0700 1900		
Dispatcher 5	0900 2100	1100 2100	0900 1900			0900 2100	0900 2100				0900 2100	0900 2100		
Dispatcher 6	1300 0100	1500 0100	1500 0100			1300 0100	1300 0100				1300 0100	1300 0100		
Supervisor 2	1900 0700	2100 0700	2100 0700			1900 0700	1900 0700				1900 0700	1900 0700		
Dispatcher 7	2100 0700	1900 0700	1900 0700			1900 0700	1900 0700				1900 0700	2100 0700		
Dispatcher 8	1900 0700	2100 0700	1900 0700			1900 0700	2100 0700				1900 0700	1900 0700		
Dispatcher 9	1900 0700	1900 0700	1900 0700			2100 0700	1900 0700				2100 0700	1900 0700		
Supervisor 3				0700 1900	0700 1900			0700 1900	0700 1700	0700 1700			0700 1900	0700 1900
Dispatcher 10				0700 1900	0700 1700			0700 1900	0700 1700	0700 1900			0700 1900	0700 1900
Dispatcher 11				0700 1700	0700 1900			0700 1900	0700 1900	0700 1700			0700 1900	0700 1900
Dispatcher 12				0700 1900	0700 1900			0700 1700	0700 1900	0700 1900			0700 1900	0700 1700
Dispatcher 13				0700 1700	0700 1900			0700 1900	0700 1900	0700 1900			0700 1700	0700 1900
Dispatcher 14				0900 2100	0900 2100			0900 2100	1100 2100	0900 1900			0900 2100	0900 2100
Dispatcher 15				1300 0100	1300 0100			1300 0100	1500 0100	1500 0100			1300 0100	1300 0100
Supervisor 4				1900 0700	1900 0700			1900 0700	2100 0700	2100 0700			1900 0700	1900 0700
Dispatcher 16				1900 0700	2100 0700			2100 0700	1900 0700	1900 0700			1900 0700	1900 0700
Dispatcher 17				1900 0700	1900 0700			1900 0700	2100 0700	1900 0700			1900 0700	2100 0700
Dispatcher 18				2100 0700	1900 0700			1900 0700	1900 0700	1900 0700			2100 0700	1900 0700

PART TIME	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th
Part Time Disp. 1														
Part Time Disp. 2														
Part Time Disp. 3														
Part Time Disp. 4														
Part Time Disp. 5														
Part Time Disp. 6														

Part Time dispatchers cover for annual vacations, vacancies, emergency call-outs, and short day coverage (blue boxes above).

Part Time dispatchers are first up for overtime and then remaining overtime is passed on to Full Time employees.

TRAINEES	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th

Exhibit 9

according to the methods provided by applicable laws, rules or regulations, subject only to the restrictions on the manner of exercising such powers that may be applicable to the City of Anaheim.

CHAPTER IV

ORGANIZATION

4.1 Membership

The Members of this Authority shall be the public entities which executed this Agreement or a subsequent amendment and have not withdrawn from, or had membership in the Authority terminated, as provided in Section 9.2 and Section 9.3.

4.2 Board

A. The Board shall consist of one (1) voting member and one (1) alternate appointed by the governing body of each Member agency.

B. Each Board member shall hold office from the first meeting of the Board after appointment and shall serve at the pleasure of their appointing authority.

C. A Board member or alternate shall not receive compensation, but may be reimbursed by the Authority for expenses reasonably incurred while performing duties required by this Agreement, and as further specified and limited by resolution of the Board.

4.3 Principal Office

The principal office of the Authority shall be 201 South Anaheim Boulevard, Suite 302 in the City of Anaheim, County of Orange. The Board has the full power and authority to change the principal office from one location to another within the County of

OFFICE OF THE CITY ATTORNEY
CITY OF ANAHEIM
200 S. ANAHEIM BOULEVARD, SUITE 356
ANAHEIM, CALIFORNIA 92805
(714) 254-5169
FAX (714) 254-5123

insurance coverage not otherwise required by law.

8.3 Waiver

Except as provided in Section 8.2, each Member waives and gives up any claim against, or right to sue, the Authority, or its respective officers, employees, Staff, agents, contractors, representatives or volunteers for any loss, damage or injury that arises out of, or is any way related to, such Member providing any type of emergency response service pursuant to a call, dispatch, or instruction issued by, or on behalf of, the Emergency Dispatcher, regardless of whether or not such liability may have arisen, in whole or in part, by the negligent acts, conduct or omissions of one or more of the Emergency Dispatchers. This waiver extends to liability for bodily injury or property damage that may be sustained by any Member or its officers, employees, contractors, or agents, and which was proximately caused, in whole or in part, by the negligent act, conduct or omission of the Authority, its respective officers, employees, Staff agents, contractors, representatives or volunteers. However, this waiver does not extend to bodily injury or property damage caused by an unlawful, fraudulent or willful act or omission of the Authority or its officers or employees.

CHAPTER IX

ADMISSION AND WITHDRAWAL OF MEMBERS

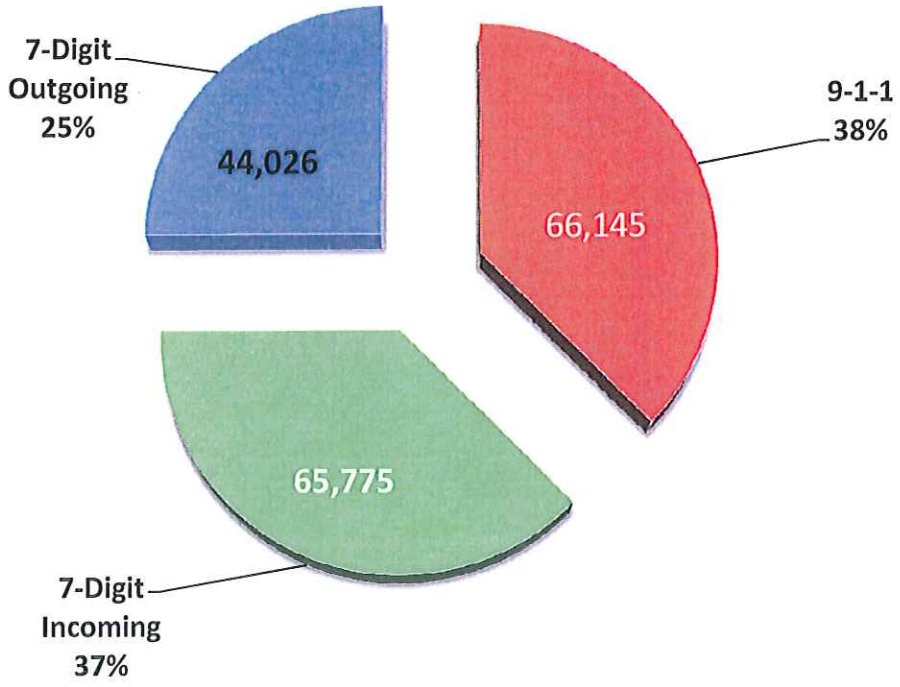
9.1 New Members

Public entities may become Members in the Authority upon such terms and conditions as may be specified by the Board. New Members shall pay a surcharge to be determined by the Board at the time of application.

OFFICE OF THE CITY ATTORNEY
CITY OF ANAHEIM
200 S. ANAHEIM BOULEVARD, SUITE 356
ANAHEIM, CALIFORNIA 92805
(714) 254-5169
FAX (714) 254-5123

Exhibit 10

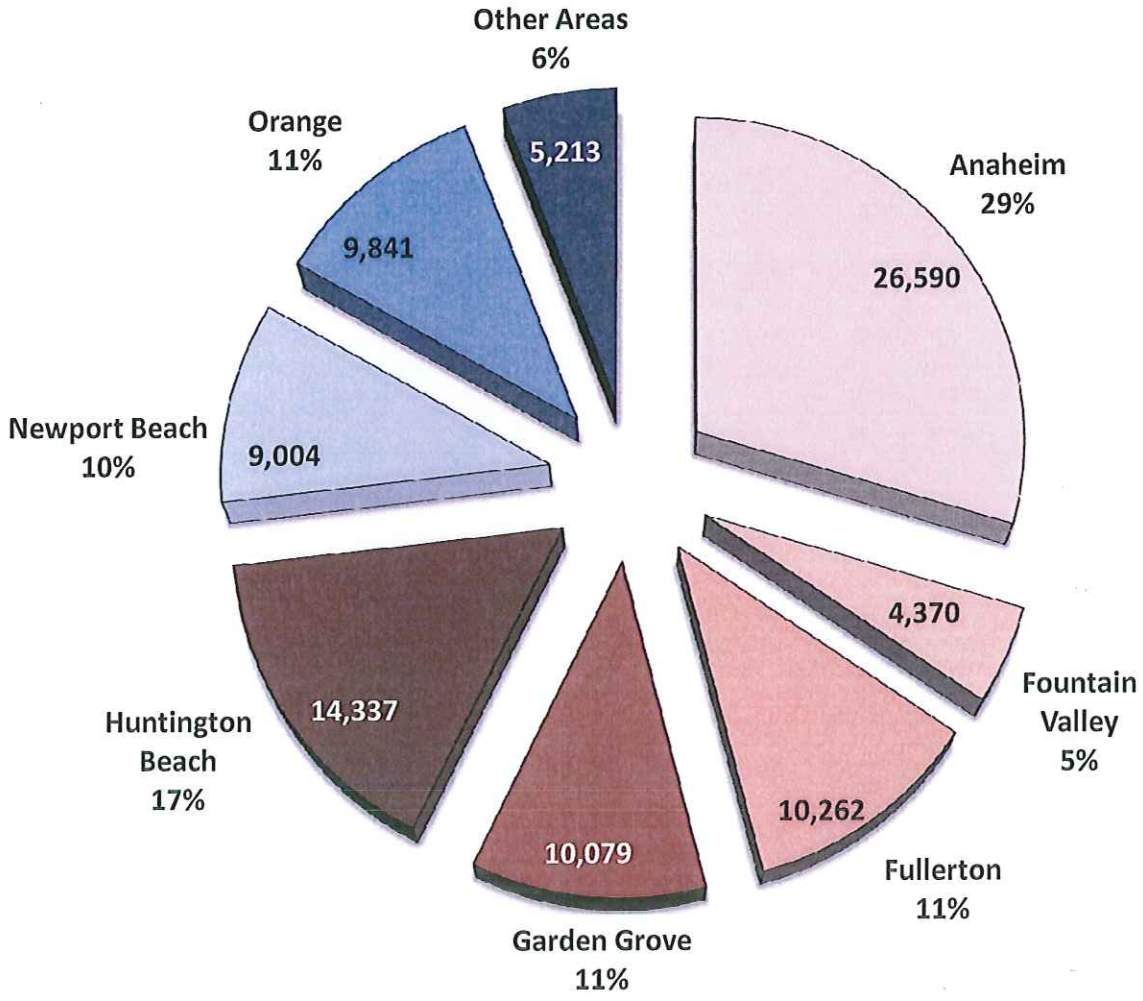
Calls By Line Type and Ring Time
January – December 2010
Total: 175,946



9-1-1 Ring Time	
Seconds	Percentage
0-5	94.13%
6-10	5.17%
11-30	0.65%
31-60	0.05%
Abandoned Call	325

7-Digit Ring Time	
Seconds	Percentage
0-5	95.05%
6-10	4.50%
11-30	0.41%
31-60	0.04%
Abandoned Call	251

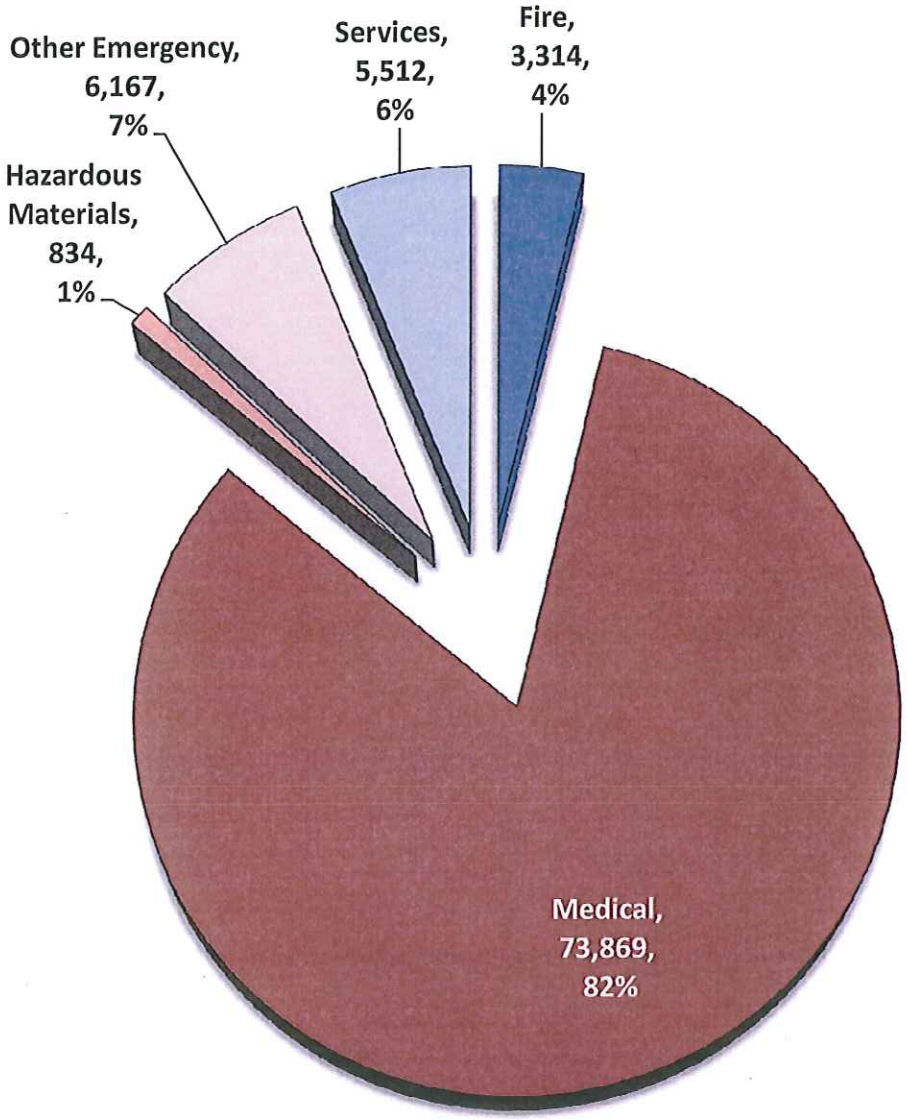
Calls Dispatched – Agency Totals
January-December 2010
Total: 89,696



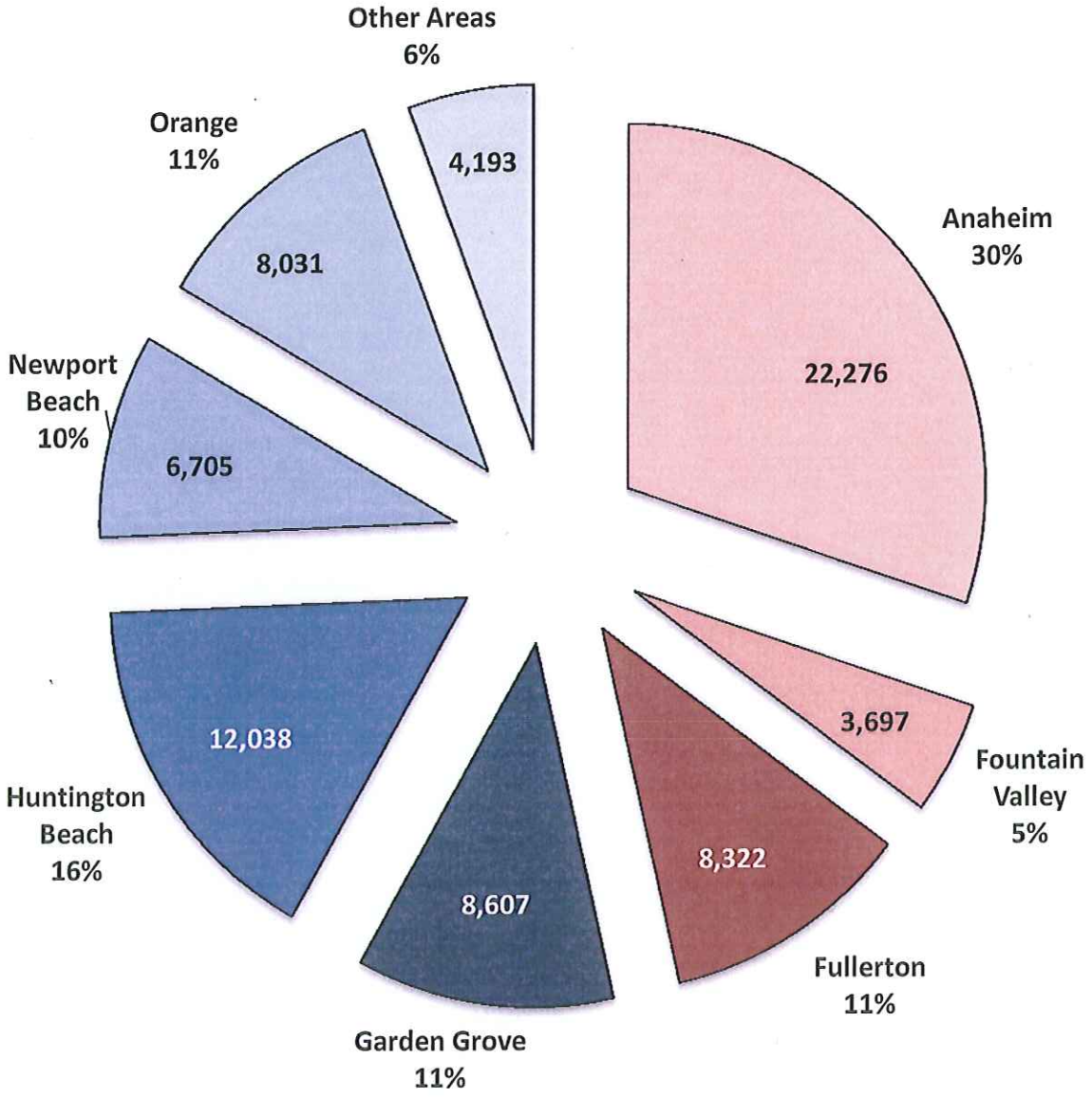
Call to Dispatch Time Average: 52 secs.

Unit Response Time Average: 4 min. 53 secs.

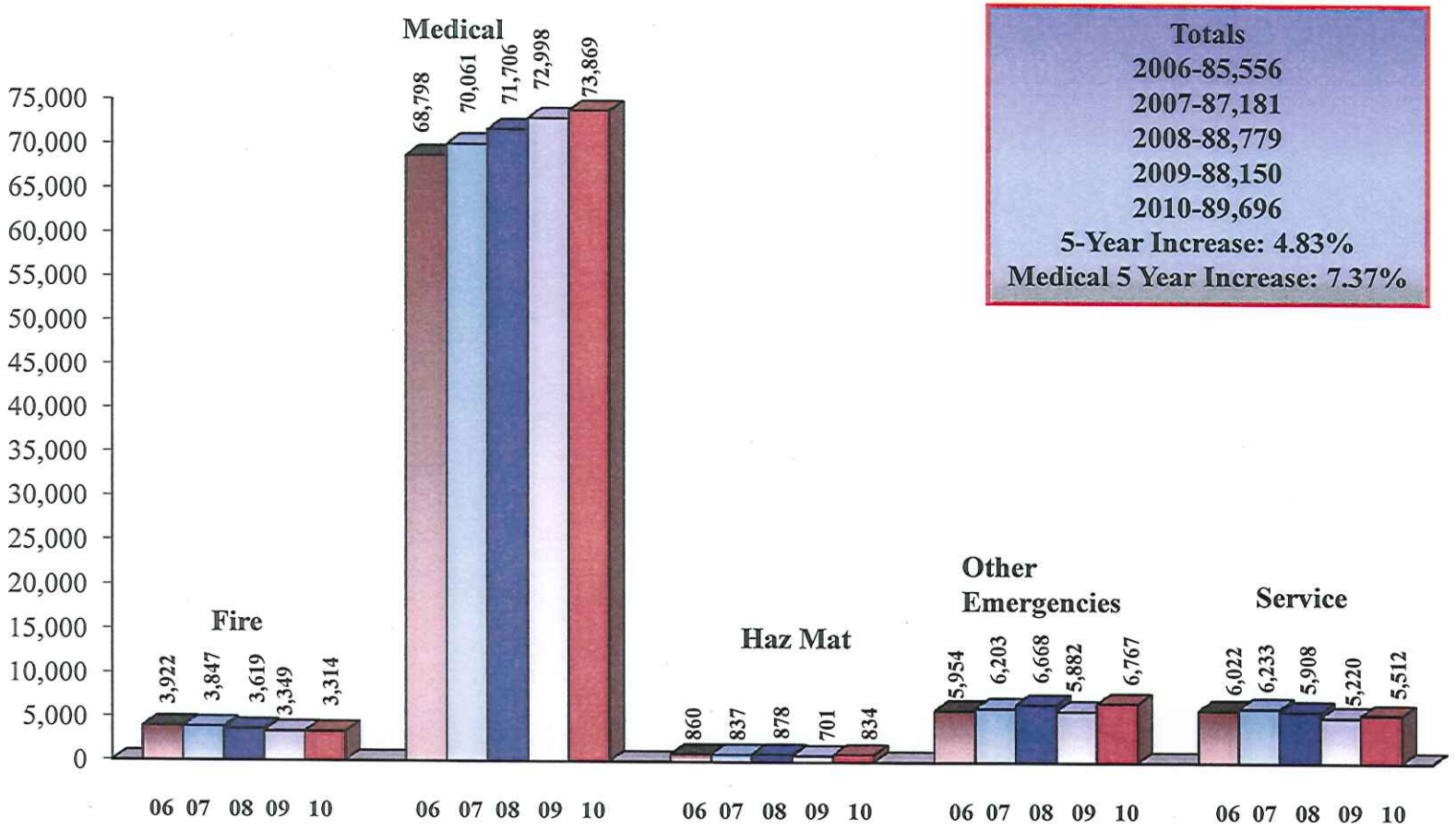
Call Classifications
January-December 2010
Total: 89,696



Medical Responses
January-December 2010
Total: 73,869



Metro Net
Call Classification Comparison
2006-2007-2008-2009-2010



METRO NET FIRE MEDICAL CALLS BY CITY JAN - DEC 2010

Description	TOTAL	ANA	FVY	FUL	GRO	HTB	NPB	ORG	OTH
ABDOMINAL PAIN/PROBLEMS	1830	593	89	189	277	325	168	176	13
ACN (AUTO CRASH NOTIFY)	1	0	0	0	0	0	0	0	1
ALLERGIES/HIVES/MED REACT	771	235	26	83	74	144	122	85	2
ANIMAL BITES/ATTACKS	112	30	4	5	17	29	12	15	0
ASSAULT/RAPE	1723	628	48	244	166	330	109	192	6
BACK PAIN (NON-TRAUMATIC)	575	182	28	59	61	115	40	84	6
BREATHING PROBLEMS	6674	2321	353	755	943	985	541	751	25
BURNS/EXPLOSION	79	28	2	6	14	16	9	4	0
CARBON MONOXIDE/INHALATION	33	10	3	5	3	7	2	3	0
CARDIAC/RESPIRATORY ARREST	1568	425	92	192	260	257	150	184	8
CCT (CRITICAL CARE TRANSPORT)	397	141	43	54	28	79	18	34	0
CHEST PAIN	5208	1824	285	553	578	812	458	690	8
CHOKING	466	154	17	60	63	73	48	49	2
CONVULSIONS/SEIZURES	3359	1210	150	391	454	507	250	384	13
DIABETIC PROBLEMS	1664	584	91	174	226	244	133	204	8
DROWNING(NEAR)/DIVING ACCIDENT	42	5	2	5	7	12	10	1	0
ELECTROCUTION	17	3	2	1	2	4	2	3	0
EYE PROBLEMS/INJURIES	83	28	2	5	20	13	8	5	2
FALLS/BACK INJ (TRAUMA)	7230	1965	442	903	725	1439	899	827	30
HEADACHE	513	163	19	66	75	87	51	51	1
HEART PROBLEMS	1101	319	81	116	124	201	121	135	4
HEAT/COLD EXPOSURE	74	29	1	17	8	2	13	3	1
HEMORRHAGE/LACERATIONS	2079	586	105	284	280	372	211	234	7
MEDICAL CALL	3864	51	10	21	36	38	25	34	3649
OVERDOSE/INGESTION/POISONING	1397	423	39	172	188	301	107	162	0
PREGNANCY/CHILDBIRTH/MISCAR	257	127	5	28	28	18	12	39	5
PSYCHIATRIC/SUICIDE ATTEMPT	1159	373	37	140	128	263	73	143	2
SICK PERSON	8850	2675	463	1010	1158	1638	935	962	9
STAB/GUNSHOT WOUND	237	98	7	33	32	31	8	28	0
STROKE (CVA)	2020	520	124	239	260	388	249	230	10
SWAT - ALS STANDBY	13	4	1	1	4	1		1	1
TC HEAVY RESCUE	651	248	42	84	63	65	47	94	8
TC INTO BLDG	86	29	7	10	13	13	3	7	4
TRAFFIC ACCIDENT	6371	2010	384	872	781	834	450	731	309
TRAUMATIC INJURIES	2167	664	109	218	238	457	278	196	7
UNCONSCIOUS/FAINT (NON-TRAUMA)	6561	2124	354	732	807	1029	706	787	22
UNKNOWN PROBLEM (PERSON DOWN)	4637	1467	230	595	466	909	437	503	30
Totals	**73869**	**22276**	**3697**	**8322**	**8607**	**12038**	**6705**	**8031**	**4193**

METRO CITIES FIRE AUTHORITY ♦ SERVICE LEVEL AGREEMENTS
January - December 2010

Category	Description	Target Service Level	2009	2010
Call Answering & Dispatch Performance: Call Answering to Station Tone Out	Time from when the telephone rings to time a call is dispatched and a station is "toned-out". Performance standards apply to incoming 9-1-1 and 7-digit emergency calls.			
	Non-Breathing Medical Calls - Using MPDS	♦ 105 seconds for 90% of calls ♦ 135 seconds for 100% of all calls	90 secs, 87% 105 secs, 93% 135 secs, 98%	90 secs, 91% 105 secs, 91% 135 secs, 98%
	Medical Calls - Using MPDS	♦ 120 seconds for 90% of calls ♦ 150 seconds for 100% of all calls	120 secs, 91% 150 secs, 97%	120 Secs, 90% 150 secs, 96%
	Medical Calls - Using Early Dispatch	♦ 60 seconds for 90% of calls ♦ 90 seconds for 100% of all calls	60 secs, 92% 90 secs, 98%	60 secs, 93% 90 secs, 98%
	Non-Medical Calls	♦ 105 seconds for 90% of calls ♦ 135 seconds for 100% of all calls	105 secs, 94% 135 secs, 98%	105 secs, 93% 135 secs, 97%

METRO CITIES FIRE AUTHORITY ♦ SERVICE LEVEL AGREEMENTS
January - December 2010

Category	Description	Target Service Level	2009	2010
Call Answering & Dispatch Performance: Auto Aid Information to Station Tone Out	Time all call information is given to Dispatch until the station is toned-out. This is for Brea, the only remaining agency not connected to the Metro Cities data line.	♦ 150 seconds for 90% of calls ♦ 180 seconds for 100% of all calls	150 secs, 91% 180 secs, 96%	150 secs, 90% 180 secs, 96%
Call Answering & Dispatch Performance: Auto Aid Information to Station Tone Out	Time call information is sent across the data line until the station is toned-out for agencies with a data line, i.e. Orange County Fire, Costa Mesa Fire, Laguna Beach, and Santa Ana.	♦ 30 seconds for 90% of calls ♦ 60 seconds for 100% of all calls	30 secs, 95% 60 secs, 99%	30 secs, 99% 60 secs, 99%
Reports Requested				
Report Requests by Member Agencies	Standard or Existing Reports, Special Study Reports and Miscellaneous Information.	Turnaround time is five (5) working days from time of request.	90 requested: 90 under 5 days. 0 over 5 days.	121 requested: 121 under 5 days. 0 over 5 days.
Call Recording Requests by Member Agencies	Call Recording Requests (CRC) from Member Agencies for review and feedback.	Turnaround time is five (5) working days from time received.	106 CRC. 106 under 5 days. 0 over 5 days.	112 CRC. 101 under 5 days. 1 over 5 days.
MPDS Performance				
Case Entry Protocol Accuracy	Questions asked by the dispatcher to obtain and verify information related to the incident location, call back number, chief complaint, age, consciousness and breathing status.	95%	97.31%	97.95%

METRO CITIES FIRE AUTHORITY ♦ SERVICE LEVEL AGREEMENTS
January - December 2010

Category	Description	Target Service Level	2009	2010
Key Questions Protocol Compliance	Questions asked by the dispatcher to provide a closer "view" of the patient so that instructions given by the dispatcher are appropriate for the severity of the illness or injury.	90%	98.41%	98%
Pre-Arrival Instruction Protocol Compliance	Medically approved, scripted instructions given by the dispatcher to callers that help provide necessary assistance to the victim and control of the situation prior to the arrival of the field personnel.	95%	92.80%	92.72%
Post-Dispatch Instruction Protocol Compliance	Case-specific advise, warnings, and treatments given by the dispatcher to callers after field personnel have been dispatched.	90%	97.06%	86.95%
Chief Complaint Selection Accuracy	Selected by the dispatcher as the reason the patient is seeking medical care.	95%	96.96%	97.95%
Final Coding Accuracy	Accuracy refers to the dispatcher's level of success in accurately selecting the appropriate level of emergency response.	90%	99.31%	99.47%

METRO CITIES FIRE AUTHORITY ♦ SERVICE LEVEL AGREEMENTS
January - December 2010

Category	Description	Target Service Level	2009	2010
Overall Compliance Score	Indicates the dispatcher's success level in appropriately applying MPDS protocols and procedures during a medical call.	90%	97.37%	96.06%
Customer Service Score	Indicates the EMD's emotional content and cooperation with the caller - the mannerism and tone the questions are delivered in. Points are subtracted from the score if calming techniques are not used by the	90%	99.05%	99.14%

Exhibit 11

Fifty-One Percent (51%) of the fair share participation in the Authority.

CHAPTER VIII

LIABILITY/INSURANCE

8.1 Liabilities

The debts, liabilities and obligations of the Authority shall not be considered the debts, liabilities or obligations of any Member, except as otherwise provided in this Chapter.

8.2 Indemnification/Hold Harmless

A. The Authority shall defend, indemnify and hold harmless each Member, its officers, agents, employees, representatives and volunteers from and against any loss, injury, damage, claim, lawsuit, liability, expense, or damages of any kind or nature arising out of or in connection with the performance of services pursuant to this Agreement. The Authority shall finance its obligation pursuant to this Subsection by establishing a liability reserve fund, by purchasing commercial insurance, by joining a joint powers insurance authority (JPIA), and/or by requiring that assessments be paid by each Member pursuant to this Subsection. In the event that the Authority's financial obligations to indemnify, defend and hold harmless, pursuant to this Subsection, exceed the liability reserve fund and the proceeds from any applicable insurance or JPIA coverage maintained by the Authority (hereinafter "Unfunded Liability"), each Member hereby agrees to indemnify and hold harmless the Authority for such deficiency in accordance with the following: In the event an Unfunded Liability arises, the contribution of each Member shall be in an amount equal to the total Unfunded Liability multiplied

OFFICE OF THE CITY ATTORNEY
CITY OF ANAHEIM
200 S. ANAHEIM BOULEVARD, SUITE 356
ANAHEIM, CALIFORNIA 92805
(714) 254-5169
FAX (714) 254-5123

by that member's percentage of the budget as specified in Section 6.1.

B. The Authority, its officers, agents, contractors, employees, representatives, Staff, and volunteers (hereinafter, for the purposes of Subsection 8.2.B and 8.3, collectively referred to as "Emergency Dispatchers"), shall not be liable, in any manner, to any Member, or to an officer, official, or employee of any Member, for any loss, injury, damage, claim, lawsuit, liability, expense, or damages which may be incurred by, or brought against a Member which is providing any type of emergency response service undertaken by any Member pursuant to a call, dispatch, or instruction (by whatever name called) issued by, or on behalf of, the Emergency Dispatcher, regardless of whether or not such liability may have arisen, in whole or in part, by the negligent acts, conduct, or omissions of one or more of the Emergency Dispatchers.

C. Each Member shall assign to the Authority its rights, title, and interest to recover damages from any third party, to the extent that the Authority has met its obligations to such Member pursuant to this Section 8.2.

D. Should any Member utilize the Communications Center for its own individual purposes, outside the scope of the Authority, such Member shall indemnify, defend, and hold harmless the Authority and other Members from all claims, demands, actions, liability, or damages of any kind or nature, arising out of such use.

E. No provision of this Agreement shall be construed as to require any party to obtain or maintain liability or other

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insurance coverage not otherwise required by law.

8.3 Waiver

Except as provided in Section 8.2, each Member waives and gives up any claim against, or right to sue, the Authority, or its respective officers, employees, Staff, agents, contractors, representatives or volunteers for any loss, damage or injury that arises out of, or is any way related to, such Member providing any type of emergency response service pursuant to a call, dispatch, or instruction issued by, or on behalf of, the Emergency Dispatcher, regardless of whether or not such liability may have arisen, in whole or in part, by the negligent acts, conduct or omissions of one or more of the Emergency Dispatchers. This waiver extends to liability for bodily injury or property damage that may be sustained by any Member or its officers, employees, contractors, or agents, and which was proximately caused, in whole or in part, by the negligent act, conduct or omission of the Authority, its respective officers, employees, Staff agents, contractors, representatives or volunteers. However, this waiver does not extend to bodily injury or property damage caused by an unlawful, fraudulent or willful act or omission of the Authority or its officers or employees.

CHAPTER IX

ADMISSION AND WITHDRAWAL OF MEMBERS

9.1 New Members

Public entities may become Members in the Authority upon such terms and conditions as may be specified by the Board. New Members shall pay a surcharge to be determined by the Board at the time of application.

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Exhibit 12

Costa Mesa Fire Department - Dispatch RFP Project

Function	Component	Vendor	Work Required	Initial Cost	Ongoing Cost
Call Alerting	Station Interface	Keystone	Interface to the existing alerting equipment	15,000.00	2,700.00
	Connectivity	Steve Friedl	T1 circuit between Metro Net and Mesa.	0.00	0.00
	GenWatch3	Keystone	Additional licensing for the South Cell	30,000.00	0.00
Mobile Data Computers	Mobile Software	Keystone	Mesa units move to Fire Mobile (17 units)	33,000.00	5,000.00
Paging	Field Pagers	USA Mobility	Additional pagers for Mesa Units/Staff	0.00	0.00
ePCR	CAD Interface	Keystone	Exporting Mesa data to ImageTrend for ePCR	1,200.00	0.00
Station Printing	Printer Interface	Keystone	Connectivity to Mesa station printer/IP based	0.00	0.00
RMS	Sunpro	Keystone	Exporting to Sunpro's RMS system/IP based, one-way dump	8,500.00	0.00
Mapping	ESRI Mapping	Keystone/GST	Importing Mesa mapping layers	2,400.00	0.00
Data Warehouse	Queries Of CAD Data	Keystone	Keystone Client/Fireview access by Mesa personnel	0.00	0.00
Staffing Software	Telestaff	Keystone	Interface with RMS over IP	0.00	0.00
County Wide Interoperability	CAD2CAD	Keystone	Mesa unit/call information via Keystone Interface	0.00	0.00
800MHz Radio	Tacticals channels	OCC	Purchase two XTL 5000 Consolettes.	19,486.00	0.00
CAD Licensing	Two additional CAD Licenses	Keystone	Expand licensing from 9 to 11 CAD licenses.	8,500.00	0.00
Staffing	Additional Temp Personnel	Metro Net	Additional temporary office specialist to assist with Geo file, run cards and map entry	1,800.00	0.00
Recording	Voice/Radio Recording	AT&T	Addition of Two radio tactical channels	0.00	0.00
Telephone Lines	7-Digit Emergency	AT&T	Move exisiting 7-digit emergency lines to Metro Net	1,200.00	193.00
	Ring Down (direct connect)	AT&T	Move existing ring down lines to Metro Net	5,000.00	300.00
	9-1-1 Trunks	AT&T	Move 9-1-1 trunks to Metro Net	0.00	0.00
Red Station Phones	Callbox Telephones	AT&T	Fire station callbox (red phone) phones ring into dispatch	0.00	0.00

TOTALS = 126,086.00 8,193.00

Exhibit 13

FINANCIAL DOCUMENTS WERE REMOVED

Metro Cities Fire Authority

Anaheim, California

Basic Financial Statements and Independent Auditors' Report

For the years ended June 30, 2010 and 2009

Report on file

C&L
Caporicci & Larson, Inc.
A Subsidiary of Marcum LLP
Certified Public Accountants

Exhibit 14

EX PARTE COMMUNICATIONS CERTIFICATION

Please indicate by signing below one of the following two statements. **Only sign one statement.**

I certify that Proposer and Proposer's representatives have not had any communication with a City Councilmember concerning the Public Safety Dispatch Services RFP at any time after November 2, 2011.

[redacted]

OR

I certify that Proposer or Proposer's representatives have communicated after November 2, 2011 with a City Councilmember concerning the Public Safety Dispatch Services RFP. A copy of all such communications is attached to this form for public distribution.

_____

PRICING PROPOSAL FORM
PUBLIC SAFETY DISPATCH SERVICES

Provide hourly rates, along with estimated annual pricing in accordance with the City's current requirements, as set forth in section 3 Scope of Work. Also provide your firm's proposed Staffing Plan on a separate sheet of paper. Proposer should use a separate form to state pricing for any added value.

Pricing shall remain firm for a minimum of two (2) years. Any and all requests for pricing adjustments for follow-on contract renewal periods shall be provided no later than sixty (60) days prior to the end of the contract period. Any such proposed price adjustments shall not exceed The Bureau of Labor Statistics Consumer Price Index (CPI) data for Los Angles-Riverside-Orange County, CA, All Items, Not Seasonally Adjusted, "annualized change comparing the original proposal month and the same month in the subsequent year. (This information may be found on the U.S. Department of Labor's website at www.bls.gov.)

Employee	Hourly Rate	Hours worked	Total Cost	Overtime rate
	$			$
	$			$
	$			$

Total Estimated Annual Price	$ 542,783.00

Reference pages 11 and 19 of this RFP response

See Exhibits 7 and 8

DISCLOSURE OF GOVERNMENT POSITIONS

Each Proposer shall disclose below whether any owner or employee of the firm currently hold positions as elected or appointed officials, directors, officers, or employees of a governmental entity or held such positions in the past twelve months. List below or state "None."

NONE [redacted]

DISQUALIFICATION QUESTIONNAIRE

The Contractor shall complete the following questionnaire:

Has the Contractor, any officer of the Contractor, or any employee of the Contractor who has proprietary interest in the Contractor, ever been disqualified, removed, or otherwise prevented from bidding on, or completing a federal, state, or local government project because of a violation of law or safety regulation?

Yes _____ No X [redacted]

If the answer is yes, explain the circumstances in the following space.

Thank you for the opportunity to respond to your request for proposal.

Metro Net Fire Dispatch Staff

City of Costa Mesa

Proposal for

Public Safety Dispatch Services

December 7, 2011

WILLDAN Homeland Solutions | extending your reach

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A. Vendor Application Form and Cover Letter

December 7, 2011

WILLDAN Homeland Solutions | extending your reach

Kimberly Hall Barlow
Jones & Mayer
City of Costa Mesa, City Attorney's Office
3777 N. Harbor Blvd.
Fullerton, CA 92835

Subject: Proposal for Public Safety Dispatch Services

Dear Ms. Barlow:

Willdan Homeland Solutions (Willdan) is pleased to present this proposal to the City of Costa Mesa to provide professional 911 Primary Public Safety Answering Services. Willdan has been a consistent industry leader for more than 47 years providing all aspects of municipal and infrastructure engineering, energy management, financial analysis and Homeland Security Solutions that includes public safety communication and technology, business continuity and risk management planning, emergency management, training and exercises.

Willdan is a preeminent Orange County consulting firm that offers a wide range of municipal, state, and homeland security services and ***has extensive experience in managing long term multi-jurisdictional and multi-discipline public safety projects***. We have comprehensive knowledge of local government and public safety communications, P25 system design and implementation management, communications governance, and operations and emergency management projects. Willdan's clients includes, public safety agencies, transportation agencies, public utilities, municipalities, counties, special districts, school districts, public health agencies, ports, tribal and state agencies throughout the country.

We will augment our team by including a teaming partner, TriTech Software Systems, who will bring technology solutions and support as part of our services to the City of Costa Mesa. The Willdan/TriTech team will provide a new state-of-the-art police/fire/EMS Computer Aided Dispatch System (CAD), required system interfaces and an integrated mobile data solution for police and fire. This turn-key technology service will include an onsite CAD technical support position and all maintenance and licensing fees.

TriTech Software Systems of San Diego, CA, provides highly integrated public safety products and services to police, fire and EMS agencies that address nearly every facet of public safety command and control, deployment, logistics, and decision support. TriTech systems provide a high degree of data sharing between personnel-whether at headquarters, in a vehicle, or at a remote location. TriTech solutions ensure the safety of field personnel by giving them the fast access to mission critical data. TriTech combines 20 years of focused public safety and medical transport expertise, technical knowledge, customer service with more than 2,300 law enforcement, fire and EMS agencies relying on TriTech solutions worldwide.

Willdan will provide, as part of its contract services, a full time on-site communications director (program manager), on-site CAD technician and a training and planning support position.

Willdan' s Costa Mesa team has extensive experience in 911 Primary PSAP management and dispatching involving police/fire and EMS, risk management, business continuity, organizational change management, PSAP consolidation and working with multi-discipline public safety board of directors. Willdan will utilize this expertise and experience to successfully meet the expectations and requirements of the City, including, but not limited to the following critical activities;

- ✓ Provision of onsite day to day management
- ✓ Establishment of an effective Governance structure
- ✓ Providing onsite CAD technical support
- ✓ Ensuring real time response and data transfer to police and fire records systems

- ✓ Maintaining training requirements
- ✓ State certifications for employees and new hires
- ✓ Implementing Continuity of Business and risk management plans
- ✓ Establishing accountability and control
- ✓ Installing state of the art technology
- ✓ Ensuring compliance with National Emergency Number Association (NENA) 911 call standards
- ✓ Providing current 911 employees job opportunity
- ✓ Providing full service dispatching and call management for existing Costa Mesa users

Accountability and Control of Public/Private Partnerships

A public/private service agreement brings a common perception that the government loses control of a service once it is privatized. In this case and contrary to this perception, government actually ***gains accountability and retains control over the service.*** Control and accountability is of paramount importance given the critical nature and essential government service of a 911 Primary Public Safety Answering Point (Primary PSAP) and the Costa Mesa/Willdan Team will ensure that the city of Costa Mesa maintains control. Local government control and accountability will be maintained through a well defined agreement/contract that clearly articulates all of the responsibilities and performance expectations of the contractor and city, increasing performance and cost efficiencies and eliminating future long term financial encumbrances. Failure to meet defined performance metrics outlined in the agreement could expose the contractor to financial penalties, up to and including in a worst case scenario, termination of the agreement.

Public/Private Employee Retention

Job retention and involvement of existing employees in a privatized service is an additional concern when considering public/private services. Willdan believes it is in the best interest of the contractor (Willdan), the city and the community at large ***to retain existing employees to obtain continuity of organizational history and job knowledge*** both critical to the contractor, individual employees and the City of Costa Mesa community and public safety first responders. Willdan intends to extend employment offers to current 911 PSAP employees based on an assessment of the employee's past job performance history, discipline record and PSAP workload requirements.

Willdan as a Partner

Willdan has a sterling reputation borne of trustworthiness, dependability, competence and experience. Willdan's depth of capability is unsurpassed in the public safety market. We bring to bear a comprehensive set of resources and skills in support of our day to day responsibilities and have the ability to quickly add additional or specialized skills to meet any contingency. Willdan and our partner TriTech Software Systems can provide the City of Costa Mesa a value added, capable and committed long term partnership.

We appreciate the opportunity to submit our proposal and look forward to discussing our proposal with you and your staff. As President/CEO of Willdan Homeland Solutions, [redacted], the undersigned, is authorized to bind the firm. Mr. [redacted], will serve as the primary contact for this proposal. If there are any questions, please contact [redacted] or e-mail [redacted] The proposal and price included herein shall remain valid for a period of 180 days, unless extended by mutual agreement. Willdan's Anaheim headquarters office (2401 E. Katella Avenue, Suite 220, Anaheim, CA 92806, [redacted] is the office located nearest to Costa Mesa and will be the office from which the project will be managed.

Respectfully submitted,
Willdan Homeland Solutions

[redacted]

[redacted] *President and Chief Executive Officer*

REQUEST FOR PROPOSAL
Public Safety Dispatch Services
VENDOR APPLICATION FORM

TYPE OF APPLICANT: [X] NEW [ ] CURRENT VENDOR
Legal Contractual Name of Corporation: Willdan Homeland Solutions
Contact Person for Agreement: [redacted]
Corporate Mailing Address: 2401 E. Katella Avenue, Suite 220
City, State and Zip Code: Anaheim, CA 92806
E-Mail Address: [redacted]
Phone: [redacted] Fax: [redacted]
Contact Person for Proposals: [redacted]
Title: Vice President E-Mail Address: [redacted]
Business Telephone: [redacted] Business Fax: [redacted]
Is your business: (check one)
[ ] NON PROFIT CORPORATION [X] FOR PROFIT CORPORATION
Is your business: (check one)
[X] CORPORATION [ ] LIMITED LIABILITY PARTNERSHIP
[ ] INDIVIDUAL [ ] SOLE PROPRIETORSHIP
[ ] PARTNERSHIP [ ] UNINCORPORATED ASSOCIATION

Names & Titles of Corporate Board Members
(Also list Names & Titles of persons with written authorization/resolution to sign contracts)

Names	Title	Phone
[redacted]		[redacted]
[redacted]		[redacted]
[redacted]		[redacted]
[redacted]		[redacted]
[redacted]		[redacted]
[redacted]		[redacted]

Federal Tax Identification Number: [redacted]

City of Costa Mesa Business License Number: Willdan Homeland Solutions will obtain a City of Costa Mesa Business License upon contract award.
(If none, you must obtain a Costa Mesa Business License upon award of contract.)
City of Costa Mesa Business License Expiration Date: _____

B. Background and Project Summary

The City of Costa Mesa is a full service city with a population of approximately 116,500 and consists of 16.8 square miles. The city is home to South Coast Plaza, Orange County Performing Arts Center, South Coast Repertory Theater, and has more than 25 City parks, a municipal golf course, and the Orange County Fair Grounds, in addition to a host of other public and private assets. The City's 911 Primary Public Safety Answering Point (Primary PSAP) dispatches and manages 911 and 10 digit phone lines for the City of Costa Mesa police and fire departments, Public Services, Animal Control and Mesa Consolidated Water District.

The City of Costa Mesa Communications Center (CMCC) is a combined Police and Fire Dispatch Center responsible for receiving incoming calls for the centralized computer aided dispatch (CAD) communications center, including requests for police and fire non-emergency services or information; and dispatching personnel and equipment for emergency services. Communications Officers are trained in Emergency Medical Dispatching (EMD), CPR and adhere to Police Officer Standardized Training (POST) Dispatch certification standards.

The City of Costa Mesa has one main Police Department, two (2) Police Substations and six (6) fire stations. Costa Mesa Communications currently dispatches emergency and non emergency calls for Costa Mesa Police Department approximately 100,000 times each year. Dispatching emergency and non emergency calls for the Costa Mesa Fire Department generated an additional 10,000 calls for service.

The center's current city staffing plan reflects a total of 22 full time and 7 part time communication center employees working two 12-hour shifts and who are cross trained in both call taking and dispatching for both police and fire services.

Total call volume for all services received by Costa Mesa Communication Center, which includes all emergency, non-emergency, administrative, incoming/outgoing and ancillary responsibility for telephone service for Mesa Consolidated Water District is approximately 255,000 annually.

Public Safety utilizes mobile data communication for managing calls for service. The city currently has a total of 81 public safety vehicles utilizing mobile data communication.

The project will involve the assumption of responsibilities and duties of the Costa Mesa Communication Center, a Primary Public Safety Answering Point (Primary 911 PSAP), maintaining GIS/Mapping data and the upgrade of the center's Computer Aided Dispatch System, system interfaces and mobile data capabilities for police and fire.

A key component of our service is call answering performance objectives. These performance objectives will require 9-1-1 calls be answered, processed and dispatched within 60 seconds, 90% of the time. Additionally National Fire Association NFPA 1221, Alarm Handling and Dispatch and NFPA 1710 Turnout time and arrival standards must be included as part of the overall call answering objectives.

Willdan and TriTech will provide the City with a full service, public safety communications dispatch center, utilizing a highly trained professional staff with the technology, experience and expertise to maintain the required quality and expert levels of service.

C. Methodology

Willdan's has more than 47 years of experience serving clients in Southern California. Willdan provides comprehensive services to cities and regions throughout Southern California, ***which allows us to combine that experience with our methodology to provide the 911 dispatch services requested by the City of Costa Mesa.***

The following are key points of Willdan's implementation plan:

Implementation Plan

Our proposed Willdan project manager, [redacted], will meet with the city's point of contact and other city and public safety officials to manage the implementation plan, establish a transition of services plan, and oversee the Costa Mesa Communication Center business process assessment and workload study.

Our implementation plan will consist of the following activities:

1) Establish a clear understanding of the expectations and performance goals of the City for 911 Dispatch service agreement through outreach meetings with city officials and 911 employees and end users of the communications center services.
2) A project/program management plan (PMP) is critical to creating a well-developed schedule and ensuring mutual understanding, communications and acceptance. The city is requested to identify a point of contact that will work with the Willdan project manager to ensure the scope of work will meet the city's requirements. The PMP will be delivered upon successful completion of a fully executed service agreement and will outline the task descriptions and responsibilities of the city and contractor to implement the scope of work.
3) Conduct a 911 communications center workload/technology assessment and a business process baseline that identify and measure local requirements and needs. The assessment and baseline will assist in identifying specific tasks and responsibilities required of the city by the contractor related to the scope of work.
4) Establish a performance based service agreement with measurable call answering performance criteria. The measured performance criteria will come from city and user requirements identified through the Costa Mesa 911 workload/technology and business process baseline assessment and National Emergency Number Association 911 call answering standards, Association of Public Safety Communications Officials (APCO) standards, California POST Certification requirements, Emergency Medical Dispatch and CPR certifications. The performance criteria will be important in measuring the job performance of the communication center and the quality of the service provided to first responders and community in handling emergency and non emergency calls for service.
5) Review communication center facilities and equipment to determine leasing costs
6) Identify a governance structure which supports the city's oversight and direction of public/private 911 service agreement
7) Deliver and install a new Computer Aided Dispatch System with interfaces and a mobile data system for police and fire units. System delivery will include onsite technical support and training for Primary PSAP employees and first responders on the new technology. This technology solution will include new software versions, interfaces and hardware upgrades, as required, and as defined by the 911 service agreement.
8) Establish an overlap transition of services schedule with current personnel and new contract personnel

Scope of Work

The following scope of work summarizes the tasks the Willdan staff will perform. The project schedule, following the scope of work, identifies the task (service), the maximum timeframe for service delivery, and deliverables. Services provided include, but are not limited to:

Implementation Plan

Willdan recommends the contracting of 911 dispatch services be approached as a project that transitions to a multi-year program. . The Willdan Project Management methodology aligns with the Project Management Institute's (PMI®) Project Management Body of Knowledge (PMBOK®) Guide, a globally recognized standard to maximize value, minimize risk and ultimately ensure our client's satisfaction.

The Willdan project manager will create and confirm with the City a **Project Management Plan (PMP)** that includes a Project Charter, Project Scope, Work Plan, Risk Management Plan, Change Management Plan and Communications Plan. The Work Plan will include a project timeline to include meetings, personnel assignments and schedule developed around a work breakdown structure based on the requirements outlined in the RFP and the experience of the Willdan project team. A record of all workshops, meetings, agenda, interview and surveys will be maintained for archive/journal purposes and to the extent possible, these shall be maintained /submitted electronically. The completion of the PMP is critical to creating a well-developed schedule and ensuring mutual understanding, communications and acceptance. The PMP will be developed upon successful completion of a fully executed service agreement and will outline the task descriptions and responsibilities of the city and contractor to implement the scope of work.

Stakeholder Outreach

Willdan will identify city 911 Primary PSAP managers and employees, and 911 center end users (city officials, police, fire, Animal Control, Mesa Consolidated Water District, members of the Costa Mesa community and others). ***An outreach process will be conducted with the users to determine end user needs, requirements and expectations.*** This data will be compiled and evaluated in a written report which will be submitted to city officials. The report information will then be included as part of the Willdan business process baseline assessment. ***This information is used to assess job performance standards, personnel training requirements and call center business requirements, technology use, application, upgrades and center workload and staffing projections.***

Technology Assessment and 911 PSAP Workload Study

The 911 communications center workload/technology assessment and business process baseline will identify and measure local requirements and needs, employee training, evaluation of information sharing between CAD and police and fire records management systems, compliance and/or gaps with National Emergency Number Association (NENA), Association of Public Safety Communications Officials (APCO) standards and California POST and CLETS certification requirements. The assessment and baseline will assist in identifying specific tasks and responsibilities required of the city by the contractor related to the scope of work. The technology assessment information provides an understanding of how technology is currently used and its impact on service delivery and where service might be improved by better use of existing technology and the application of new technology. ***The workload study will provide a comprehensive look at current and future work activities that will determine staffing levels, shift hours, personnel training and supervision staffing, shift assignment and strategic budget plans***.

Governance and Management of Public/Private 911 Service Provider

Willdan and the city will mutually develop and implement a governance process that defines responsibilities and provides for measurable performance based criteria for the 911 center and identified cost efficiencies with routine reporting to the city of the 911 center's compliance levels. ***Utilizing our extensive experience in developing multi-jurisdictional, cross disciplinary governance processes for other organizations, Willdan will work with the city to ensure there are clearly defined responsibilities, performance metrics, cost management and reporting mechanisms.***

The development of governance for this public/private relationship will require adherence to best practice standards for governance that provide for:

- ✓ Executive sponsorship/leadership
- ✓ Defining the scope of the governing body
- ✓ Establishing clearly defined vision and mission
- ✓ Identifying roles and responsibilities
- ✓ Establishing clearly defined Operating Principles
- ✓ Outcome based goals and objectives
- ✓ Clearly defined processes and procedures
- ✓ Standardized agreements (memorandum of understanding, services agreements, and standardized reporting processes)

Governance is a vital element in the success of this program. Without a well designed, formalized governance process established through consensus of the stakeholders, long term success is at risk.

911 PSAP Organizational and Management Structure

Willdan proposes providing a full time 911 Primary PSAP program/communication director, 4 communications supervisors, and 17 communications officers. In support positions, Willdan will provide 1 CAD system technician and 1 training and planning support position. ***All Willdan 911 Primary PSAP employees will be given the City of Costa Mesa City Council Policy 100-5 Drug Free Workplace policy and be responsible for compliance.***

City Owned Facilities and Equipment

Willdan anticipates the need for a multi-year leasing agreement for the 911 Primary PSAP facilities and specified equipment between Willdan and the City of Costa Mesa. A mutually agreed upon leasing agreement for required facilities and equipment would be part of the agreement for services and will provide the city a revenue fund to offset service costs.

Recruitment, Hiring and Retention of City Employees

Willdan will recruit, hire, retain and assign currently employed Costa Mesa 911 center supervisors and telecommunication personnel who meet and are compliant with Willdan hiring requirements and have current criminal background checks, POST and CLETS certifications and meet current and future call center workload requirements.

Assumption of 911 Dispatch Services

Willdan intends to assume all 911 dispatch services and answering of existing 10 digit emergency and non-emergency phone lines for the Costa Mesa Police Department, Costa Mesa Fire Department, Costa Mesa Animal Control and after hours call service for Mesa Consolidated Water District, 24/7, 365 days per year.

Training and Certification

Willdan recognizes the critical importance of new employee training/orientation and continued training of 911 center employees to develop and maintain skills required of telecommunication personnel. State POST training is essential in maintaining professional compliance as is Emergency Medical Dispatch, CLETS and CPR certification, each supporting core job capabilities. ***Willdan will meet the requirements of new employees and in-service training by implementing and managing national, state and local 911 compliant policies and directives.***

Emergency Operations Planning and Support

Willdan will provide, as part of our service agreement, a full time training and planning specialist who will develop ***a Primary PSAP continuity of business plan*** to respond, recover, and mitigate the impact of events affecting the center and its employees. Second, Willdan will develop a ***risk management plan*** that identifies the most critical components of the 9-1-1 center's infrastructure and access to the Orange County radio system—e.g., radio master controller, site generator, battery backup time limits, 9-1-1 center generator, critical repeater sites—and what type and numbers of failure points impacting the center's operations. The plans will consider what components of the 911 critical infrastructure could be lost and still maintain the center's communication network, radios, and phones. The plans identify what the center *must* have to maintain critical core services, then plan alternatives to restore service when a critical function is lost. Third, Willdan will develop a ***Life Cycle Analysis of PSAP technologies*** that will support a strategic budget and update/replacement plan.

Technology

Willdan, with our partner TriTech Software Systems, will provide the City, as part of our service agreement, a state of the art Computer Aid Dispatch System (VisiCAD) and (VisiNET) mobile data system for the existing (81) police and fire Motorola MW800 computers.

The turnkey upgrade of CAD and Mobile data technology will improve call taking and management of 911 calls for service and increase productivity and safety of first responders. Additionally, ***TriTech will provide an onsite CAD technology technician to work at the Primary PSAP and will maintain and develop GIS/Mapping data.***

911 Center Staffing

Willdan will use information from the business baseline and workload assessment of the Costa Mesa 911 Primary Public Safety Answering Point as part of the overall staffing and shifts plan for the center. Willdan will recruit, hire, retain and assign currently employed Costa Mesa 911 center supervisors and telecommunication personnel who meet and are compliant with Willdan hiring requirements. Hiring requirements will include but not be limited to the review of; performance evaluations with a minimum of a "meets requirements" or higher over the past 2 years; disciplinary records with no "serious" disciplinary actions within the past three years, current criminal background checks and current POST and CLETS certifications.

Training

Basic Public Safety Dispatcher Training

Willdan will ensure all dispatchers that do not already possess a Public Safety Dispatcher Certificate will attend and satisfactorily complete the 120 hour Peace Officer Standards and Training (POST) Public Safety Dispatchers' Basic Course, as specified in Commission on POST Regulation 1018. The POST Administrative Manual, Section D-1-5, states a dispatcher must satisfactorily complete the Dispatcher Basic Course before or within 12 months after the date of appointment, promotion, reclassification, or transfer to a public safety dispatcher position.

Willdan has numerous options for its dispatch employees to attend the Public Safety Dispatcher Basic Course. Locally, the Riverside County Sheriff's Department, Golden West Criminal Justice Training Center, San Diego Sheriff's Department, Rio Hondo College, and South Bay Regional Training Consortium all offer the POST Public Safety Dispatcher Basic Course. These courses are presented with the revised July 1, 2010 curriculum and allow non-agency sponsored personnel to attend, such as a dispatcher that is employed by a private company. There are numerous other agencies throughout California that offer the POST Public Safety Dispatcher Basic Course and accept non-agency sponsored personnel.

CLETS/NCIC Training and Examination

Per Section 1.8 of the California Law Enforcement Telecommunications System (CLETS) Policies, Practices, and Procedures document, all persons having access to Department of Justice (DOJ)/CLETS-provided information must be trained in the operation, policies and procedures of each file that may be accessed or updated. The training must be provided by DOJ or a certified CLETS/National Crime Information Center (NCIC) trainer. Willdan has secured CLETS/NCIC training for its dispatchers by a certified CLETS/NCIC trainer at a local public safety agency in Orange County, California. A contract for this training will be completed once the need for the training exists.

Within six months of employment or assignment, Willdan will train, functionally test and affirm the proficiency of its dispatchers to ensure compliance with the CLETS/NCIC policies and regulations. Each dispatcher will be given the full access CLETS/NCIC Telecommunications Proficiency Examination published by DOJ in accordance with the public safety agency that is providing CLETS training to Willdan dispatchers. All initial and update CLETS/NCIC training and proficiency examinations will be documented according to the POST standards and maintained by Willdan in each dispatchers employee file.

As required, every two years, Willdan will reaffirm their dispatchers CLETS/NCIC proficiency by having them attend update training and re-take the full access CLETS/NCIC Proficiency Examination at the public safety agency providing CLETS training to Willdan dispatchers.

In-House Academy Training

Willdan will develop an 80 hour in-house training program for all Costa Mesa dispatchers, whether they have recently completed the Public Safety Basic Dispatcher Course, or if they are new to Costa Mesa but already possess a Public Safety Dispatcher Certificate. The training will be on-site and include Costa Mesa specific communications systems, equipment, policies and procedures and align with the existing in-house Costa Mesa training academy, yet include Willdan employment policies and procedures for the Costa Mesa dispatcher position. The in-house training will impart the benefits of on-site, on-the-job training:

- ✓ Trainees are guided through a task or process by a colleague or supervisor, so that they know how to perform the given tasks and to what standard;
- ✓ Trainees are shadowed by an expert, so they can observe how the expert performs their daily duties;
- ✓ The trainee is observed while they perform their duties to provide feedback on their performance;
- ✓ The trainee receives coaching to learn new skills and have the opportunity to practice the skills with the coach before using the skills in the workplace;
- ✓ The trainee is mentored by an experienced employee so they can mutually discuss any performance or problem issues.

Emergency Medical Dispatching Training

Willdan appreciates the advantages of Emergency Medical Dispatching and has numerous staff with experience in emergency medical services and the public health discipline. Willdan will ensure all dispatchers have attended a certified 40 hour course in Emergency Medical Dispatching. The Association of Public-Safety Communications Officials (APCO) has a live institute class or an online course that meets the requirements of the Emergency Medical Dispatch Standards & Guidelines from the California Emergency Medical Services Authority. These courses accept non-governmental employees such as contracted dispatchers. The National Academy of Emergency Medical Dispatch (NAEMD) also has a certification and diploma program, and there are numerous computer based Emergency Medical Dispatching training providers that hold certificate programs in Emergency Medical Dispatching.

CPR Training

Willdan is a provider of CPR, Automated External Defibrillator, and First Aid training through American Heart Association Healthcare Provider instructors. Willdan provides CPR and First Aid re-certification courses for public safety agencies, private corporations, and non-profit and non-governmental organizations. American Heart Association CPR and First Aid re-certification is required every two years. Because Willdan is a CPR and First Aid provider, these courses can be held at any time and for any number of employees to meet with the requirements.

Continued Professional Training

Willdan will ensure every dispatcher and dispatch supervisor will attend and satisfactorily complete a minimum of 24 hours of POST continued professional training (CPT) within each two year cycle from the statewide CPT Anniversary Date, effective January 1, 2009, as required by Commission Regulation 1005(d). The POST Catalog of Certified Courses contains a list of the dispatcher courses that fulfill the requirements for continued professional training for dispatchers. These courses are offered to all dispatchers that have duties to receive emergency calls for law enforcement service and/or dispatch law enforcement personnel for any public jurisdiction or agency, as outlined in California Penal Code Section 13510(a), whether employed by a public safety agency or private company. The CPT must exceed the training required to meet or re-qualify in entry-level minimum standards, be job related, and be a qualifying course as described in the PAM, Section 1005, subsection (d)(3).

Security Awareness Training

Within six months of employment or assignment all new dispatchers will also receive security training according to the FBI's CJIS Security Policy section 5.2. This training will be given every two years for all dispatchers and the documentation of the training will be maintained in the employee's training files.

Project Schedule

SERVICE	MAXIMUM TIMEFRAME for SERVICE DELIVERY	COMMENTS/DELIVERABLES
Project Management Plan	(1) week from award of agreement	PMP submitted to city point of contact for approval and implementation
Conduct hiring interviews of City Primary PSAP personnel	(1) week from award of agreement	Willdan will make job offers to vetted Costa Mesa 911 personnel within 72 hours of interview
Stakeholder Outreach	(5) weeks from award of agreement	Stakeholders identified and surveys and interviews conducted. Summary report submitted with findings and recommendations by week (5) of award
Technology Assessment and 911 PSAP workload study	(6) weeks from award of agreement	Assessment and study completed and submitted to city
City approves and implements governance and management structure of 911 Primary PSAP	(6) weeks from award of agreement	
Update and finalize 911 Primary PSAP performance criteria for service agreement	(8) weeks from award of agreement	Criteria sources: Center technology assessment and 911 workload study and Stakeholder Outreach program, National Emergency Number Association (NENA), Association of Public Safety Communications Officials (APCO) standards California POST and CLETS certification requirements
City owned facilities and equipment leasing agreement	(8) weeks from award of agreement	Draft lease submitted to city and Willdan legal for review and approval. Does not include time for city council reading and approval.
City approval of transition of services schedule	(12) weeks from award of agreement	A detailed transition plan and schedule will be submitted to the city for review and approval. This plan will include existing 911 software licenses, maintenance agreements, facilities, city owned equipment and internal city support service agreements
Execute CAD and MDC replacement	(12) weeks from award of agreement	Begin planning the installation of TriTech VisiCAD and mobile data VisiNET for public safety
Execute transition of services timeline	(14) weeks from award of agreement	
Willdan begins 24/7 911 Primary PSAP operation	(16) weeks from award of agreement	Willdan assumes 24/7 operation of 911 Primary PSAP
CAD and MDC implementation completed	(24) weeks from award of agreement	Delivery, installation and user training completed (implementation start date could be adjusted to reflect existing Motorola (CAD) and other existing service providers maintenance and service agreements)

D. Staffing

Willdan has assembled an exceptional, highly qualified and knowledgeable team for the City's Public Safety Dispatch Services project. Willdan recognizes that fully supporting this project and meeting the project goals requires unique skill sets and directly relevant technical experience; therefore we have brought together highly qualified subject matter experts in the industry as team members to comply with the requirements of the RFP. This project will transition to a multi-year program. Project staff who will transition to program support personnel are identified with an asterisk (*) within the resume bios below.

Lead Personnel and Resumes

Identified in the following resume bios are the lead personnel who will work on this project and the functions that each will perform. In addition, we have provided each lead personnel's qualifications and experience as it directly relates to this project. We have staffed our team with Subject Matter Experts who have the technical knowledge and experience required to make this project a success. ***With the Willdan Team there is no learning curve.***

[redacted]

As overall executive lead and project manager, [redacted] will ensure quality control over the project and the development of the project management plan and meeting deliverable schedules. He will provide technical reviews of deliverables and will monitor project progress and issues. Should any technical or project management issue require escalation, [redacted] will draw upon the knowledge and expertise from not only the core team he leads, but also the entire resources of Willdan and TriTech Software Systems, to provide timely and satisfactory resolution. [redacted] has more than 35 years of experience in public safety and the telecommunications field to include serving as a Primary Public Answering Point Director for two 911 police/fire/EMS centers, one served a population of 250,000 and the second a population of 100,000. He is uniquely qualified to hold the position of project executive and project manager because of his experience and skills in providing high level and operational support and direction to complex programs and public safety communications projects and his practical experience with managing 911 Primary PSAPs.

Qualifications and Experience:

- ✓ More than 35 years experience with public safety systems, operations, organizational development and Project Management
- ✓ Director of two police/fire/EMS Primary PSAP centers (populations 250K and 100K)
- ✓ CAD/RMS/Mobile data project manager (4) BETA systems
- ✓ Law Enforcement Operations and Management
- ✓ Governance Subject Matter Expert

[redacted]

[redacted] will lead the Willdan team in the areas of project kick-off meeting and will coordinate the collection of data and information needed for this project and will manage the organizational change management plan. He will facilitate the methodologies used by other team members to accomplish project goals through personal interviews, field and in-office observations, document reviews, comparative analysis and financial forecasting activities. Upon the project transitioning to a multi-year project he will oversee the day to day management of the communications center for the programs first 90 days. Within those first 90 days a full time director will be hired by a joint City/Willdan selection team.

[redacted] has managed many consulting projects of similar size and scope. With over 40 years in law enforcement, [redacted] brings a broad scope of experience and administrative insight into any organization seeking methods for improving service. In addition to his law enforcement background, [redacted] earned a doctoral degree in Public Administration and Public Policy, and is an Associate Professor of Public Administration in the Graduate

School of Public Administration at California State University, Northridge, with courses in Crime and Public Policy, Organizational Theory and Human Behavior and Human Resources Management.

[redacted] served as the Assistant Program Manager for the planning, implementation and staffing of the City of Los Angeles Emergency Command Control Communications System 911 dispatch system (1974-76). He was also responsible for the planning and implementation of conversion of a manual dispatch system to a complete CAD/RMS system for the City of Irwindale Police Department (2003).

Qualifications and Experience

- ✓ Extensive Program management experience
- ✓ SME, Organizational Analysis
- ✓ 40 years law enforcement experience
- ✓ Doctor of Public Administration
- ✓ MA, Public Administration
- ✓ BS, Criminology

[redacted]

[redacted] specializes in the nexus between public and private, with particular expertise in public private partnerships, and the benefits of economic development to municipalities, and, state, provincial, regional and national governments. He has particularly deep expertise in land use economics with a specialty in finance and implementation, including fiscal impact and the public and private financing of infrastructure and development projects, both in the U.S. and internationally. He has worked for both public and private clients on the implementation of public-private transactions, providing market and fiscal analysis, finance strategies, and negotiation support. His public sector experience includes local and regional economic impact studies; fiscal impact evaluations; new government formation strategies; and the creation of impact fees, assessments and special taxes to fund infrastructure and public facilities.

He has also conducted project feasibility studies for a wide range of development, often in connection with community revitalization or expansion efforts. He has conducted fiscal impact evaluations in a wide range of contexts, including specific plans, individual development projects, community revitalization programs, annexations and government reorganizations.

Qualifications and Experience

- ✓ Worked for public and private clients on the implementation of public-private transactions
- ✓ Public sector experience includes local and regional economic impact studies; fiscal impact evaluations; new government formation strategies
- ✓ MPP JD, University of California, Berkeley
- ✓ AB, magna cum laude Harvard University,
- ✓ Member of the California State Bar and a licensed real estate broker.
- ✓ Public sector experience includes local and regional economic impact studies; fiscal impact evaluations; new government formation strategies

[redacted]

[redacted] will be the financial modeling and forecasting subject matter expert. [redacted] has more than 34 years of public experience as a City Manager with extensive experience managing cities in five states.

Qualifications and Experience

- ✓ 34 years City Management budgeting
- ✓ 40 years experience maneuvering in the political/legal framework of local government
- ✓ 6 year's municipal government financial consulting in cost allocations, user fees, financial feasibility, cost containment, benefit and comparative analysis and recommendations

[redacted] *Training and Certifications*

[redacted] brings more than 25 years of emergency management and law enforcement experience to the project. She has written State and Department of Homeland Security approved emergency operations plans for numerous cities and

agencies for over two decades. She is an experienced 9-1-1 police dispatcher and also worked as a communications coordinator for Orange County Communications, a county-wide emergency communications center serving 34 cities.

[redacted] has significant experience in the development and delivery of training programs for law enforcement, serving as the President of the Orange County Law Enforcement Training Managers Association for four years. [redacted] developed and instructed a Law Enforcement Response to Terrorism course which was taught to six cities within the county, and taught the emergency management/terrorism learning domain at the Golden West Basic Police Academy and State Basic Investigator Academy. [redacted] also served as a Police Department Background Investigator and training coordinator within the Police Department. She led a Community Emergency Response Team (CERT) program for over 10 years, which expanded into a regional program consisting of six Orange County agencies.

Qualifications and Experience

- ✓ 25 years experience in public safety emergency services, planning, dispatch center operations and training
- ✓ 22 years Public Safety and Law Enforcement Instructor
- ✓ Former President Orange County Law Enforcement Training Association, 4 years
- ✓ Training Development and Delivery, Needs Assessments, Gap Analyses, and POST Course Coordinator
- ✓ Prior Law Enforcement Dispatcher and OCC Paramedic Communications Coordinator

[redacted], Outreach and Governance Subject Matter Expert

[redacted] is certified as a Project Management Professional by the Project Management Institute. He will spearhead all efforts in developing a governance model and structure for the Costa Mesa Primary PSAP. He will be responsible for Stakeholder Outreach through survey development and deployment, personal engagement strategies, workgroup organization and scheduling, analyzing and cataloging survey response and completing a summary report. [redacted] has more than 35 years of experience in operations, public safety organizational management, strategic planning, public safety communications, and management of Emergency Communications Centers (ECCs). He has served at all operational and leadership levels for one of the largest State law enforcement agencies in the Country, the Ohio State Highway Patrol (OSHP). As Commander of Technology and Communications he managed the operation of the OSHP statewide dispatch operations, including over 250 dispatchers, communications technicians and communications managers in 50 dispatch centers statewide. In addition, he supervised the selection, purchase and implementation of the OSHP CAD/RMS system, involving transitional training and the phased implementation of CAD equipment at the 50 dispatch locations, across 10 statewide Districts, over a 2 year period.

Qualifications and Experience

- ✓ PMI Certified Project Management Professional (PMP)
- ✓ 35 years experience with public safety operations, communications, personnel management, organizational development, and planning
- ✓ CAD and RMS Implementation and Transitional Training
- ✓ Communication Center Management and Governance Subject Matter Expertise
- ✓ Law Enforcement Operations and Management

[redacted], CAD, RMS Subject Matter Expert

[redacted] has over 23 years experience as a project manager, implementing CAD, RMS, and Mobile systems for public safety agencies. She is certified as a Project Management Professional by the Project Management Institute. Her role as a project manager has covered all aspects of system implementation, including requirements analysis, functional requirements, user requirements, and training. Prior to her position as project manager, [redacted] was Crime Analyst and System Administrator for a California law enforcement agency for 10 years. In her role as consultant for Willdan, [redacted]

[redacted] is Team Lead for the California Statewide Interoperability Executive Committee (SIEC) Southern Planning Area's Interoperability Field Operations Guide (IFOG) project.

She recently completed a full-scale assessment of the radio systems, interoperability channels, and frequencies currently in use by the 11 counties in the Southern California region, and developed the IFOG for each county. Her responsibilities included a survey and assessment/gap analysis of the 11 operational areas within the Cal-SIEC SPA and development of IFOGs for each of the 11 Counties.

Qualifications and Experience

- ✓ 23 years experience as project manager, implementing CAD, RMS, Mobile systems for public safety
- ✓ 10 years experience in law enforcement
- ✓ SME in CAD/RMS/Mobile

[redacted], *CAD Fire/EMS Dispatch Subject Matter Expert*

[redacted] has 22 years of public safety dispatching experience in a high volume call center including 911 call taking in a multi lingual environment, performing emergency medical dispatching, and dispatching methods including Fire Station Orders, Last Known Location, CAD2CAD, and Closest Unit Dispatching. She also has over 7 years of proven managerial skills including managing a 911 Communications Center in Orange County, CA., project management, employee scheduling, employee reviews, candidate interviewing, task assignments, quality assurance reviews, and training.

Qualifications and Experience

- ✓ Fire and EMS CAD operations and management
- ✓ 22 years of public safety dispatching experience in a high volume call center
- ✓ 7 years of proven managerial skills including managing a 911 Communications Center in Orange County, CA

[redacted] *Network/IT Subject Matter Expert*

[redacted] has over 12 years of extensive experience in the IT industry handling various duties ranging from network administration, network engineering and design, IT management, hardware/software troubleshooting, desktop support and help desk. He possesses extensive knowledge and experience in developing network documents including logical layouts, physical layouts, protocol charts, IP addressing summary, hardware and software inventory listings, network procedure. [redacted] is also proficient with multiple Communication Center enterprise applications including but not limited to Computer Aided Dispatching, Record Management Systems, Rostering applications, Communications Center Voice Logger systems, 911 phone systems, Station Alerting, paging systems, mobile data computers applications, GIS mapping, radio system maintenance, dispatching rules and response plans, and creating standard operating procedures.

Qualifications and Experience

- ✓ 12 years IT experience duties ranging from network administration, network engineering and design, hardware/software
- ✓ Proficient with multiple Communication Center enterprise applications

E. Qualifications

Willdan - Prime

Willdan is a wholly owned business unit of Willdan Group, Inc. (WGI) headquartered in Anaheim CA. Established in 1964, WGI has over 500 employees operating out of over 20 offices located throughout the United States.

Willdan provides the City of Costa Mesa with a one-stop-shop, as we have staffed our project team with resources from both our homeland security and financial divisions.

Willdan Group Overview

- ✓ Founded in 1964; 47-year history of relationships and specialized expertise
- ✓ Specialized services to public agencies; over 800 clients
- ✓ Provide services to 58% of CA's 482 cities and over 60% of CA's 58 counties
- ✓ Strong reputation for specialized expertise and quality services
- ✓ Integrated and complementary set of service offerings in vital growth areas including:
  - Homeland security
  - Financial services
  - Engineering
  - Energy

Demonstrated Capability

Willdan' s Costa Mesa team has extensive experience in 911 Primary PSAP management and dispatching involving police/fire and EMS, risk management, business continuity, organizational change management, PSAP consolidation and working with multi-agency, multi-discipline public safety groups and committees.

Since our inception in 2004, Willdan Homeland Solutions has consulted on projects of similar size and scope to this proposal. ***Our team has extensive experience in managing 911 Primary PSAPs, analyzing public safety systems, evaluating customer needs and developing and implementing comprehensive recommendations.*** Currently, Willdan Team members are working on a municipal 911 consolidation study in Broward County Florida.

Additionally Willdan brings to Costa Mesa experienced public safety communication center managers, dispatchers, Computer Aided Dispatch communication officers and technicians. Willdan will also provide, in support of this project, experienced public safety executives, emergency managers and planners who support emergency operations, training and exercises, coupled with highly trained and experienced network and electrical engineers with public safety radio communications engineering experience with systems ranging from analog conventional to P25 trunked digital architectures.

The Willdan team has experience designing and deploying APCO-16 / Project P25 systems, complex radio frequency coverage solutions, microwave backhaul networks, frequency plans, Internet Protocol (IP) networks, and mobile data subsystems. This experience includes broadband, LTE, and next generation 911 systems, additionally, practical experience in coverage/functional testing and site design.

Willdan has, since 2009, been providing consulting services to the CalSIEC Southern California Planning Area (the largest public safety program within the United States), a project involving four Urban Area Security Initiative (UASI) regions along with eleven counties. Willdan has extensive experience with large complex projects; San Francisco 10 County Bay Area and the updating the City of San Francisco's communication plan, Bay Area 10 county 5 year strategic interoperable communication plan, fleetmap plan and training. We have also successfully developed the California Capital Bay Region 22 county governance plan which was adopted and approved September 2011. We currently provide services for the County of Sacramento CA regional radio assessment project and the City of Portland OR, 5 County Mutual Aid and Response plan.

TriTech - Subconsultant

TriTech Software Solutions (Tritech) ensures the safety of field personnel by giving them the fast access to mission critical data. TriTech combines 20 years of focused public safety and medical transport expertise, technical knowledge, customer service with more than 2,300 law enforcement, fire and EMS agencies relying on TriTech solutions worldwide. The following TriTech clients/references have received services similar to those being provided to the City.

- ✓ **San Diego Fire Rescue,** [redacted], Communications Manager, [redacted]
- ✓ **Santa Barbara County Sheriff,** [redacted], Commander, [redacted]
- ✓ **San Luis Obispo County Sheriff,** [redacted], Communications Manager, [redacted]

Similar Projects and References

The following projects and references are clients for which Willdan has recently (past 5 years) provided public safety services. Willdan staff has provided these agencies with similar services involving large, long term complex projects and programs. Willdan encourages the City of Costa Mesa to contact these clients regarding our quality and level of services.

California Statewide Interoperability Executive Committee / Southern Planning Area – *Strategic Interoperable Communications Planning*

Client Name: California Statewide Interoperability Executive Committee (SIEC) Southern Planning Area (SPA)

Project Description: For the California Statewide Interoperability Executive Committee (SIEC) Southern Planning Area (SPA), Willdan developed a 5-year interoperable communications strategic plan for the 11-county region. This study reviewed the communications capabilities of the public safety agencies within the region and identified gaps in capability. Willdan provided a strategic plan for increasing capabilities including goals, objectives and a timeline for implementation. This project required data gathering, regional outreach meetings, assessments, gap analysis and strategic planning for the communications assets. Recommendations were developed utilizing our experience and understanding of 911 communications, emergency operations and interoperability concepts and technologies. The Southern Planning Area is using the strategic plan developed by our team to guide the collective regional mission for communications and emergency response. Willdan also provides the Southern planning area administrative and operational support through a full time executive coordinator who maintains regional and first responder interoperability capabilities and compliance with the State of California Communication Interoperability plan, National Emergency Communication plan and applicable national grant requirements.

Project Start and End Dates: August 2009 – December 2012

Client Contact: [redacted]

Key Staff who Worked on Project and Specific Responsibilities with Respect to this Scope of Work:

[redacted] – Served as Executive Sponsor, [redacted] – Served as Governance and Outreach team lead, [redacted] – Served as Training and Planning SME

Portland, OR – *5 County Mutual Aid Agreement Update and Mobilization Plan Development*

Client Name: City of Portland, OR

Project Description: Willdan is providing the City of Portland, Office of Emergency Management, acting on behalf of the (5) county Portland Urban Area (PUA), consisting of five counties and the Law Enforcement Working Group (LEWG) a Regional Law Enforcement Mobilization Plan and update of the Master Inter-local Mutual Law Enforcement Assistance Agreement (MAA).

Project Start and End Dates: October 1, 2011 – March 16, 2012

Client Contact: [redacted]

Key Staff who Worked on Project and Specific Responsibilities with Respect to this Scope of Work

[redacted] – Served as Executive Sponsor

City and County of San Francisco – *Capital Bay 22 County Governance*

Client Name: City and County of San Francisco

Project Description: Willdan provided the development of a governance document for the 22-county CalSIEC Capital-Bay Planning Area in California. The project required personal interviews, stakeholder workshops, surveys and web-based teleconferences resulting in a governance document that provides the Capital-Bay Planning Area Steering Committee with an organizational structure, mission, vision, and charter.

Project Start and End Dates: January 2011 - March 2011

Client Contact: [redacted]

Key Staff who Worked on Project and Specific Responsibilities with Respect to this Scope of Work:

[redacted] – Served as Executive Sponsor, [redacted] – Served as Governance and Outreach team lead, [redacted] – Developed Grant Administration and Management procedures, conducted Outreach Meetings.

Miramar, FL. – *911 Communications Center Consultant*

Client Name: City of Miramar, FL.

Project Description: For the City of Miramar, Willdan evaluated various options for emergency dispatch of Police and Fire and EMS. Dispatchoptions included maintaining the police Secondary Public Safety Answering Point, creating a primary Public Safety Answering Point and combining Police and Fire Rescue Dispatch Centers, outsourcing the Fire-Rescue primary PSAP and Dispatch services or outsourcing to another City for Police and Fire Rescue for primary PSAP and dispatch services. Also considered was the long term option of working with the County to join a regional dispatch center for Public Safety.

Project Start and End Dates: September 13, 2011 – December 13, 2011

Client Contact: [redacted]

Key Staff who Worked on Project and Specific Responsibilities with Respect to this Scope of Work:

[redacted] – Served as Executive Sponsor, [redacted] – Served as Project Manager, [redacted] – Served as Dispatch Technology Analyst – Subject Matter Expert, [redacted] – Served as Financial Modeling and Forecasting – Subject Matter Expert

Pompano Beach, FL. – *Police Feasibility Study*

Client Name: City of Pompano Beach, FL

Project Description: Conducted a Police Feasibility study to identify cost saving of establishing a Pompano Beach Police Department as opposed to continuing the policing service provided by Broward County Sheriff's Department. Study included a review and assessment of existing dispatch and communications operations. Budget recommendations provided a model for staffing and deployment of personnel resulting in enhanced efficiencies and increased quality of service. Savings was identified at over $4 million.

Project Start and End Dates: October 2008 – June 2010

Client Contact: [redacted]

Key Staff who Worked on Project and Specific Responsibilities with Respect to this Scope of Work:

[redacted] – Served as Project Manager, [redacted] – Served as Project Consultant and City Staff Liaison

F. Financial Capacity

Audited Financial Statements

Included at the end of this proposal are Willdan's current audited financial statements.

Financials References

The following are a sampling of Willdan's financial capacity references. Willdan has enjoyed a long, successful history of working with these vendors.

- ✓ **Studio 321,** 321 N. Philadelphia Street, Anaheim, CA 92805, [redacted]
- ✓ **Office Solutions,** 23303 La Palma Avenue, Yorba Linda, CA, [redacted]
- ✓ **RESOURCES Printing & Graphics,** 29032 Bouquet Canyon Rd, Silverado, CA 92676, [redacted]

Administrative Proceedings, Claims, Lawsuits

Willdan does not have any past or current administrative proceedings, claims, lawsuits, or other exposures pending against us.

G. Fee Proposal

Added Value

Technology

- ✓ Eliminate the requirement for the City of Costa Mesa to purchase an HP Premier CAD server ***– savings of $307,880***
- ✓ New TriTech Computer Aided Dispatch System (VisiCAD) and Mobile Data System (VisiNET) - $244,670 Installation and training costs (one time charge)
- ✓ TriTech Computer Aided Dispatch and Mobile Data System, Software as a Service (SaaS), monthly subscription fee (includes all server hardware, software licenses, software upgrades, any necessary hardware upgrades and on-site System Administration) = $241,800 per year
- ✓ TriTech VisiCAD interfaces *(descriptions and benefits of interfaces are provided in the chart below)*

TriTech Interface Descriptions and Benefits Chart
Interface Manager License - Software continually monitors the health of interfaces running with VisiCAD. The application will automatically re-launch troubled interfaces to ensure high availability and log any unexpected events that occur. License is system-wide for installation in all applicable licensed environments.
Standard ANI/ALI Interface License - Standard interface between VisiCAD and most common E9-1-1 systems such as Plant Vesta and Positron. Can transfer incoming caller location information into the incident.
Standard Station Alert Interface License - Interface automatically alerts stations when units are dispatched. Vendors supported are: Locution, Zetron, WestNet, Orbacom, Motorola MosCAD, and ClassOne.

TriTech Interface Descriptions and Benefits Chart

Standard CAD to External System Incident Data Transfer Interface License - This interface is generally used for transferring incident information into Police RMS, Fire RMS, and Electronic Patient Care Reporting system. It is only considered standard for these selected vendors: BioKey Fire RMS, SunPro Fire RMS, FDM Fire RMS, Spillman, VersaTerm Police RMS, MASI Police RMS, Abbey Group, SafetyPad/Open Systems EPCR, 24-7/Ninety Degrees Fire RMS, FireHouse Fire RMS, RoamIT EPCR, Denali RMS, HighPlains Fire RMS, Linc/SQL, ETI, and Tiburon Police RMS.

Standard CAD to External System Incident Data Transfer Interface License - This interface is generally used for transferring incident information into Police RMS, Fire RMS, and Electronic Patient Care Reporting system. It is only considered standard for these selected vendors: BioKey Fire RMS, SunPro Fire RMS, FDM Fire RMS, Spillman, VersaTerm Police RMS, MASI Police RMS, Abbey Group, SafetyPad/Open Systems EPCR, 24-7/Ninety Degrees Fire RMS, FireHouse Fire RMS, RoamIT EPCR, Denali RMS, HighPlains Fire RMS, Linc/SQL, ETI, and Tiburon Police RMS.

Personnel Resources

Communication Director =$183,178 per year

Oversees the day to-day activities of the City of Costa Mesa Primary 911 Public Safety Answering Point including responsibility for the operation and effective functioning of the dispatch center; prepares and manages budget, sets schedules and provides adequate staffing for the dispatch operation. Identifies resource needs; allocates resources accordingly. Reports to the City of Costa Mesa 911 Governance board.

CAD Technician

Technician on site 5/8 in support of the TriTech VisiCAD and VisiNET mobile software. Cost of technician is included in monthly CAD service fee.

Training and Planning Specialist = $67,600 per year

The Training and Planning Specialist plans, organizes and conducts the training of emergency dispatch personnel; instructs employees in the proper methods of operating communications and dispatch equipment; trains new employees on the receiving, dispatching and monitoring of routine and emergency communications; plans, assigns, supervises and evaluates the work of trainee employees on an assigned shift; assists Communications Director in periodic review of current procedures and policies; develops and maintains communication center plans.

- ✓ Develop, implement and maintain 911 Communications Center Business Continuity Plan
- ✓ Develop, implement and maintain Communications Center Risk Management Plan
- ✓ Develop, implement and maintain a technology Lifecycle Replacement plan

Pricing Proposal Form

Willdan's fee proposal, provided on Appendix D, and our proposed staffing plan chart, are included on the following pages.

PRICING PROPOSAL FORM
PUBLIC SAFETY DISPATCH SERVICES

Provide hourly rates, along with estimated annual pricing in accordance with the City's current requirements, as set forth in section 3 Scope of Work. Also provide your firm's proposed Staffing Plan on a separate sheet of paper. Proposer should use a separate form to state pricing for any added value.

Pricing shall remain firm for a minimum of two (2) years. Any and all requests for pricing adjustments for follow-on contract renewal periods shall be provided no later than sixty (60) days prior to the end of the contract period. Any such proposed price adjustments shall not exceed The Bureau of Labor Statistics Consumer Price Index (CPI) data for Los Angles-Riverside-Orange County, CA, All Items, Not Seasonally Adjusted, "annualized change comparing the original proposal month and the same month in the subsequent year. (This information may be found on the U.S. Department of Labor's website at www.bls.gov.)

Employee	Hourly Rate	Hours worked	Total Cost	Overtime rate
Communications Director	$103.67	1767	$183,178	$155.50
Training, Planning Specialist	$54.15	1767	$95,679	$81.22
Communications Supervisor	$64.17	6400	$410,689	$96.26
Sr. Communications Officer	$59.54	3200	$190,519	$89.31
Communications Officer	$55.54	12800	$710,893	$83.31
Communications Officer	$47.97	1600	$76,758	$71.96
Communications Officer	$45.70	3200	$146,226	$68.54
Communications Officer	$43.51	4800	$208,866	$65.27
Communications Officer	$41.45	1600	$66,316	$62.17
Communications Officer	$26.45	1600	$42,319	$39.67

Total Estimated Annual Price	$2,131,444

Costs by Year	2012	2013
Annual Compensation Costs [(a)]	$ 2,131,444	$ 2,131,444
Annual O&M Costs	$ 491,001	$ 491,001
Program Administration Costs	$ 49,083	$ 49,083
Project Implementation Costs	$ 169,939	$ -
Technical Implementation Costs	$ 501,064	$ 249,054
Capital Expenditures	$ 21,630	$ -
Grand Total	**$ 3,364,161**	**$ 2,920,582**

CPI applied is 2.758. Actual CPI will be used to calculate 3rd yr pricing. The added cost of military leave, if any, is excluded from this price list.

(a) $490,000 less than Costa Mesa's estimated 2012 annual compensation costs.

Costa Mesa 911 Dispatch - 2012 Master 4/10 Schedule Staffing Chart							
	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
CO1	0700 to 1700	0700 to 1700	0700 to 1700	0700 to 1700			
CO2			0700 to 1700	0700 to 1700	0700 to 1700	0700 to 1700	
CO3				0700 to 1700	0700 to 1700	0700 to 1700	0700 to 1700
CO4	0700 to 1700				0700 to 1700	0700 to 1700	0700 to 1700
CO5	0700 to 1700	0700 to 1700	0700 to 1700				0700 to 1700
CO6	1100 to 2100	1100 to 2100	1100 to 2100				1100 to 2100
CO7	1100 to 2100				1100 to 2100	1100 to 2100	1100 to 2100
CO8	1700 to 0300				1700 to 0300	1700 to 0300	1700 to 0300
CO9	1700 to 0300	1700 to 0300				1700 to 0300	1700 to 0300
CO10		1700 to 0300	1700 to 0300	1700 to 0300	1700 to 0300		
CO11			1700 to 0300	1700 to 0300	1700 to 0300	1700 to 0300	
CO12	2100 to 0700	2100 to 0700	2100 to 0700	2100 to 0700			
CO13				2100 to 0700	2100 to 0700	2100 to 0700	2100 to 0700
CO14				2100 to 0700	2100 to 0700	2100 to 0700	2100 to 0700
CO15	2100 to 0700				2100 to 0700	2100 to 0700	2100 to 0700
CO16	2100 to 0700	2100 to 0700	2100 to 0700				2100 to 0700
CO17			40 HOURS	FLOAT	SHIFT		
S1			0700 to 1700	0700 to 1700	0700 to 1700	0700 to 1700	
S2	0700 to 1700	0700 to 1700	1100 to 2100				0700 to 1700
S3	1700 to 0300	1700 to 0300				1700 to 0300	1700 to 0300
S4	2100 to 0700				1700 to 0300	2100 to 0700	2100 to 0700
Staffing	4D-5S-4M	3D-4S-3M	4D-4S-3M	4D-3S-4M	4D-4S-4M	4D-5S-4M	4D-5S-5M

KEY:

CO= Communications Officer **S= Supervisor** **D=Day Shift** **S=Swing Shift** **M=Midnight Shift**

H. Disclosure

Willdan personnel have no past or current business and personal relationships with any current Costa Mesa elected official, appointed official, City employee, or family member of any current Costa Mesa elected official, appointed official, or City employee.

I. Sample Agreement

Exceptions or Conditions

We have reviewed the City of Costa Mesa's Professional Services Agreement and request that the following changes be made:

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5.2 <u>Endorsements</u>

(b) Notice "Said policy shall not ~~terminate, nor shall it~~ be cancelled, ~~nor the coverage reduced~~, until thirty (30) days after written notice is given to City, **ten (10) days notice if cancellation is due to nonpayment of premium**."

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6.9 <u>Indemnification and Hold Harmless:</u>

To the fullest extent permitted by law, the Consultant assumes liability for and shall save and protect, hold harmless, indemnify, and defend the City and its elected and appointed officials, officers, and employees…..

…resulted from or related to the engagement of Consultant or the performance of this Agreement by the Consultant (including its subcontractors and suppliers) **to the extent of Consultant's negligence or willful misconduct.**

It is expressly intended by the parties that Consultant's indemnity and defense obligations shall apply, and Indemnities shall be ~~fully~~ indemnified **in proportion to Consultant's share of fault. Consultant shall be entitled to an** ~~without~~ offset, deduction or contribution, **to the extent** regardless of any negligence or other fault of Indemnitees, or any of them, ~~and whether or not~~ if such Indemnitee negligence or other fault caused or contributed to the arising of the Claims,

Consultant's indemnity and defense obligations shall cover the acts or omissions or any of Consultant's subcontractors, and suppliers, and the employees of any of the foregoing……

……**Consultant's indemnity and defense obligations shall not cover the acts or omissions of the Indemnitees.**

Required Forms

We have included the following forms, which have been completed, signed and dated, immediately following this page:

- ✓ Ex Parte Communications Certificate
- ✓ Disqualifications Questionnaire
- ✓ Disclosure of Government Positions

EX PARTE COMMUNICATIONS CERTIFICATION

Please indicate by signing below one of the following two statements. **Only sign one statement.**

I certify that Proposer and Proposer's representatives have not had any communication with a City Councilmember concerning the Public Safety Dispatch Services RFP at any time after November 2, 2011.

_ [redacted] ____

OR

I certify that Proposer or Proposer's representatives have communicated after November 2, 2011 with a City Councilmember concerning the Public Safety Dispatch Services RFP. A copy of all such communications is attached to this form for public distribution.

_____

DISQUALIFICATION QUESTIONNAIRE

The Contractor shall complete the following questionnaire:

Has the Contractor, any officer of the Contractor, or any employee of the Contractor who has proprietary interest in the Contractor, ever been disqualified, removed, or otherwise prevented from bidding on, or completing a federal, state, or local government project because of a violation of law or safety regulation?

Yes _____ No __X__

If the answer is yes, explain the circumstances in the following space.

DISCLOSURE OF GOVERNMENT POSITIONS

Each Proposer shall disclose below whether any owner or employee of the firm currently hold positions as elected or appointed officials, directors, officers, or employees of a governmental entity or held such positions in the past twelve months. List below or state "None."

[redacted]

WILLDAN
Homeland Solutions

2401 E. Katella Avenue, Suite 220
Anaheim, CA 92806-6073
T 714.940.6370 | F 714.940.4930
www.willdan.com

EVALUATION DOCUMENTS

This section shows evaluation instructions, meeting agenda(s), evaluation forms, reference check letter, negotiation check list, evaluation committee member statement and suggested interview questions.

CITY OF COSTA MESA
FINANCE DEPARMENT
INTEROFFICE MEMORANDUM

TO: **EVALUATION COMMITTEE**

FROM: **RICHARD AMADRIL, RFP FACILITATOR**

DATE: **DECEMBER 19, 2011**

SUBJECT: ***EVALUATION OF DISPATCH SERVICES***

You have been chosen for the evaluations of the following proposals:

- iXP
- Willdan Homeland Solutions
- Metro Cities Fire Authority

Attached is an evaluation template you will be using for each proposal that will be distributed to you. For each criterion, enter the number in the score box based on the following scale:

0 - (Zero) Criterion was not address at all.
1 – Unacceptable
2 – Below Average
3 – Average
4 – Above Average
5 – Exceptional

You should evaluate the proposal independently and each proposal is to be evaluated against RFP requirements. If you need further clarification, do not contact the proposer but e-mail your questions to me instead.

After your review, please forward your evaluation sheets to me not later that than January 13, 2012, so I can summarize your scores. I will then schedule a meeting so we can discuss the scores given to each proposal and develop a team score.

If you have any questions regarding this process, please call me at 714-754-5227 or email me at rick.amadril@costamesaca.gov. Thank you for your participation and cooperation in this project.

Distribution:

[redacted]

Evaluation Committee Agenda

Team: Dispatch Services
Process/Project: Contracting City Services

Date:
Time:
Place:

	Meeting Facilitator: Rick Amadril	

Evaluators and Other Attendees:		
[redacted]	Outside resource(s)	
		Resource: Kimberly Hall Barlow

Time	Agenda Topics:	Person Providing Information:
	Review Action Items	**Rick Amadril**
	Topic 1: RFP Schedule of Events	Committee
	Topic 2: Evaluation Instructions	Rick Amadril
	Topic 3: Member Statements	Rick Amadril
	Topic 4: Evaluation Forms & Scores	Rick Amadril
	Topic 5: Interviews Forms, Scores & Questions	Rick Amadril & Committee
	Topic 6: Reference checks & Questions	Rick Amadril & Committee
	Topic 7: Negotiation checklist	Rick Amadril
	Topic 8: Overall Pre-Award Selection Process	Rick Amadril
	Identify Items for Evaluation Committee	Committee

DISPATCH SERVICES

EVALUATION COMMITTEE MEMBER STATEMENT

Request for Proposal:

DISPATCH SERVICES.

You have been asked to participate in the evaluation of proposals that have been received as the result of the competitive solicitation referenced above. A proposal was received from each of the companies listed on the attached Inter-Departmental Communication dated _____.

It is essential that the integrity of the evaluation process be maintained to insure that each Proposer is given fair and equal consideration. Your knowledge of and/or past or current association with particular firms and/or individuals must not influence your evaluation. The proposals and any subsequent respective clarifications and/or negotiations must stand alone, and you are required to be particularly objective and guard against any tendency to favor a particular firm or individual. (This does not mean that you are to ignore past or current experiences with a particular firm in which goods or services they supplied to the City were sub par.)

You are required to report to Rick Amadril, any actual or potential conflict of interest and the nature of the conflict. (You personally, or if your spouse or child has or had any association or interest with the business entity or any principal employee of the business entity.)

An additional consideration is the need to maintain confidentiality during the evaluation regarding the contents of the Proposers' responses, as well as the proceedings of the evaluation committee. Any inquiries regarding the evaluation of this particular solicitation must be directed to Rick Amadril.

You are asked to read and sign the following statement:

I have read, understand, and agree to the above, and I will adhere to the policies presented. I know of no conflict of interest on my part, nor have I accepted any gratuities or favors from Proposers, which would compromise my objectivity. I have no personal interest in seeing that a specific Proposer is awarded a contract. I shall keep all evaluation proceedings in strict confidence prior to contract award. I will do my best to base my recommendation for contract award solely upon the evaluation criteria in the solicitation and each Proposer's response.

Committee Member Signature_____Date_____

Printed Member Name _____

Please sign and return this form to Richard Amadril immediately upon receipt.

Best Regards,

Richard Amadril
RFP Facilitator
City of Costa Mesa
Tel: (714) 754-5227
[redacted]
Fax: (714) 754-5040
Email: rick.amadril@costamesaca.gov

DISPATCH SERVICES EVALUATION FORM

PROPOSER:

Scores are given from 0 - 5 points indicating:
0 - the criterion was not addressed at all
1 - unacceptable
3 - acceptable
5 - exceptional

[redacted]

WEIGHT	CRITERIA	SCORE
25	**Qualifications of Entity and Key Personnel**: Includes ability to provide the requested scope of services, the Proposer's Financial capacity, recent experience conducting work of similar scope, complexity, and magnitude for other public agencies of similar size, references.	
	Comments:	
10	**Approach to Providing the Requested Scope of Services**: Includes an understanding of the RFP and of the project's scope of services, knowledge's of applicable laws and regulations related to the scope of services.	
	Comments:	
50	**Price Proposal**: Price Proposal will be evaluated on the bases of the Total Estimated Annual Price submitted in Appendix D.	
	Comments:	
15	**Innovative and/or creative approaches to providing the services that provide additional efficiencies or increased performance capabilities**.	
	Comments:	

	Additional Comments:

ATTENTIVE LISTENING SKILLS

- Be motivated to listen
- If you must speak, ask questions.
- Be alert to nonverbal cues.
- Let them tell the story.
- Do not interrupt when they are speaking.
- Fight off distractions.
- Do not trust your memory. (We will have a recorder at these interviews)
- Listen with a goal in mind. (I.e. how well will I work with these people.)
- Look at them in the eye.
- React to the message, not the person.
- Don’t get angry.
- Remember, it is impossible to listen and speak at the same time. Poor listeners tend to concentrate on what they have to say rather than on what their counterpart is saying, and they use their listening time preparing for their next turn to speak.
- Listening is not a passive role for this acquisition.

CITY OF COSTA MESA

77 FAIR DRIVE, P.O. BOX 1200, COSTA MESA, CA 92628-1200

FINANCE DEPARTMENT

DATE

(Reference Name)

The City of Costa Mesa is in the review and evaluation process from a Request for Proposal we have submitted for Dispatch Services. _____. has put your company down for references. Please fill out the attached forms and fax back to my attention no later than _____. My fax # is 714-374-1530 or you can email me at rick.amadril@costamesaca.gov.

Thank you in advance for your assistance. If you have any questions regarding the attached please feel free to contact me at 714-754-5227.

Sincerely,

RICHARD AMADRIL
RFP Facilitator
714-754-5227

Costa Mesa

For
City of Costa Mesa
Dispatch Services
Questions of References

1. What type of work did they do for you?

- Dollar amount (estimate)

2. How would you rate this consultant, on total cost?
   1 – unacceptable
   2
   3 – acceptable
   4
   5 – exceptional

   On Timeliness
   1 – unacceptable
   2
   3 – acceptable
   3
   5 – exceptional

   On Problem Responsiveness
   1 – unacceptable
   2
   3 – acceptable
   4
   5 – exceptional

   On Quality of Services
   1 – unacceptable
   2
   3 – acceptable
   4
   5 – exceptional

   On Attitude of Personnel
   1 – unacceptable
   2
   3 – acceptable
   4
   5 – exceptional

Questions of References
Continued

3. If you had to go out and bid today for a similar project, would you choose this firm, again?

4. What are the strengths about this firm?

5. What are the weaknesses about this firm?

6. Did they exceed their proposal cost?

7. If so, by how much?

8. If applicable, do you feel that the exceeded costs were justified?

Negotiation Team Checklist for Contract Discussions for Dispatch Services

Contract Terms and Conditions	What Should Be Included In the Final Contract?	Ideas for Negotiating
Software Licensing	1. A description, including the version number and release date, of all prime and third-party software being purchased. 2. Detail of the ownership rights to the source code and object code-including all enhancements and modifications to the software-as well as technical and functional documentations 3. Stated limitations on who has the right to use the software. 4. Terms for outsourcing of support services for the software.	1. Considering placing the source code in escrow. 2. Ensure that all rights of usage apply to the third-party products as well as the base software. 3. Obtain recent versions of the functional, technical, and end-user documentation 4. Include a copy of the original RFP as exhibits to the contract. 5. Outsourcing protection clause.
Scope of Services	1. A comprehensive description of the scope of the contract and services that will be provided during implementation. 2. The process for adjusting the scope of services.	1. Construct language in the contract that details the scope of services for the services. Make reference to the original RFP and SOW. 2. Develop a clear change control process that details the procedures for amending or modifying the scope.
Pricing Metrics	1. The pricing/licensing metric used to determine the cost of the services. 2. The user pricing formula 3. Price protection for each unplanned service hour. 4. The fixed hourly rate and total cost of the implementation services.	1. Negotiate terms that make the most long-term economical sense for the city 2. Watch for hourly rate increases for services that are outside of the current scope of the contract. Negotiate a cap on the hourly rate for such services. 3.Request hourly rates and total cost for each of the services being provided by the vendor, including the training, change management, process re-engineering, data conversion, and interface development.
Payment Schedule	1. Terms and conditions for release of payment to the vendor for the software. 2. Terms and conditions for release of payment to the vendor for each of the implementation services. 3. The method that the vendor will use to track and report receivables. 4. The predetermined time frame for payment to the vendor. 5. The procedures for resolving disputes over invoiced amounts.	1. Avoid paying on standard invoicing terms. Develop a results-based agreement in which you only paid when a product or service is accepted. 2. No large deposits for implementation services. Clearly link the project timeline to the payment schedule and tie all payments to acceptance of a specific deliverable or major milestone. 3. Define the time frame for paying the vendor once a deliverable is accepted. 30 days. 4. Develop performance incentives and penalties that are manageable and meaningful. 5. Negotiate a holdback of payment for each milestone. 6. Release the final milestone payment, including holdbacks, after the full system, as described in the SOW, has been delivered, installed, tested and accepted.

Richard Amadril

Negotiation Team Checklist for Contract Discussions for Dispatch Services

Contract Terms and Conditions	What Should Be Included In the Final Contract?	Ideas for Negotiating
Procedures and Qualifications for Acceptance of the System	1. The definition of acceptance of each project milestone. 2. The procedures for accepting each deliverable. 3. Clearly defined responsibilities for acceptance. 4. The process for resolving issues that prevent acceptance.	1. Specify acceptance test criteria for all major deliverables including the installation of the off-the-shelf-software, customized training documentation, interface development, data conversion, and the final system. 2. Use the SOW as a basis for developing the acceptance criteria. 3. Final acceptance should relate to the successful operation of the entire system-including how it performs on the hardware. 4. Define time frames for conducting acceptance tests that are reasonable. Allow ample time for your implementation team to fully test the system. 5.Clearly define the process for correcting deficiencies and rerunning tests. 6. Define deadlines, review procedures, and responsibilities for acceptance of each deliverable.
System Warranty	1. The start and end of the warranty period. 2. The term and scope of the vendor's warranty obligation. 3. The definition of acceptable performance of the system after it is implemented.	1. The warranty period should begin after full and final acceptance of the system. 2. Include a provision that warrants that the software will work in an acceptable manner on the hardware that is being used to run the system. 3. Negotiate a six to 12 month warranty period that not only covers the base software, but also all enhancements, modifications, and third-party applications. 4. Ensure that all bug-fixes are available before the maintenance period begins and are licensed free of charge during the warranty period.
Maintenance and Support	1. The provisions of the maintenance agreement including bug-fixes and version upgrades/uploads. 2. The term of the maintenance period. 3. The response time within which the vendor must respond to a problem. 4. The type of technical support received as part of the maintenance agreement. 5. The acceptable uptime of the system	1. Define the types of support like telephone, on-line and on-site support. 2. Ensure that all third-party software is supported by the agreement. 3. Negotiate a service level agreement and escalation procedure for each type of support. Develop the SLAs based on critical and non-critical problems. 4. Require the vendor to provide at least 18 months of support after the release of a new version of the software. 5. Negotiate for the period to begin after the warranty expires. 6. Negotiate a cap on all future maintenance fees. Use a standard index like CPI + 2%

Richard Amadril

Negotiation Team Checklist for Contract Discussions for Dispatch Services

Contract Terms and Conditions	What Should Be Included In the Final Contract?	Ideas for Negotiating
Term and Termination	1. The term of the contract and provisions for extending the time frame 2. The circumstances under which vendor or we can terminate the agreement. 3. The lead-time to terminate. 4. The procedures for developing a transition plan. 5. The responsibilities of each party should termination occur.	1. Develop clearly defined procedures for creating new work-orders or extending the contract beyond the originally agreed upon term. 2. Maintain the flexibility to terminate, with or without cause, at any time during the project. 3. Clearly define what constitutes cause such as violation of the warranty agreement or any other material breach of the contract. 4.Construct terms that allow us to receive a portion of our investment back should the project end prematurely. 5. Request delivery of all documentation developed up to the point of termination. 6. Clearly define the length of the transition period. 7. Ensure that all terms and conditions in the contract remain in effect during the transition period.
Dispute Resolution	1. The process for resolving disputes between the vendor and the City of Huntington Beach. 2. The time frames and terms for raising issues.	1. Identify a process for resolving and elevating disputes that is reasonable, manageable, and efficient. Define the types of issues that should be resolved at the project management, senior management, and legal level. 2. Provide the vendor with a structured forum for communicating and resolving issues.
Liability and Remedies	1. Limitations on liability including restrictions on punitive and consequential damages. 2. Comprehensive remedies for material and non-material breeches of the contract terms and conditions.	1. Negotiate a limit on the vendor's liability that is reasonable and practical. Bond performance 2. Litigation and financial remedies should not be the only form of recourse. Develop remedies that are enforceable and motivate the vendor to comply with the original contract terms.

CITY OF COSTA MESA
DISPATCH SERVICES
INTERVIEW QUESTIONS

1. Grasp of the Project

a. Describe your understanding of the City's Dispatch Services.

b. Describe your understanding of the Costa Mesa and your relationship with them.

c. To be successful, should the scope of the project be limited to the scope of services requirements? If not, what else should be included and why?

2. Approach and Work Plan

a. Describe your approach and work plan for creating a transition with the city's including specific deliverables.

b. What are the issues that you have experience in past implementations?

c. Describe the City's responsibilities, requirements, supporting efforts needed in meeting your effort and delivery of services.

d. What is the normal support you provide to clients with similar contracts (i.e., technical support for implementation/integration and trouble shooting of services)? Is this reflected in your schedule of cost?

e. Describe your support outside of our primarily requirements.

f. How will you comply with the city during emergency situations?

g. Are you willing to be flexible with your schedule? If so, how will that affect your cost?

3. Qualifications and Experience

a. Describe your firm's competence, support staff, turnover and willingness to adjust to specific needs.

b. Of contracts that you have been awarded in the past, what percent have stayed within the proposal cost? Briefly describe the reason(s) for cost deviation on other similar projects/services.

c. Describe one or two engagements where your firm may have had difficulty and explain why. How was it resolved?

d. Is any portion of this service sub-contracted out?

e. In order to facilitate the financial responsibility, City of Costa Mesa will request and evaluate Dun & Bradstreet (D&B) business analysis report form the prospective firm. If the financial information available through D&B is not sufficient to complete a satisfactory review will your firm offer to bring its latest completed comparative financial statement?

4. Please describe any additional cost as it relates to response time, emergency call outs and any other items we need to be aware of.

DISPATCH SERVICES INTERVIEW EVALUATION

Evaluation Criteria	Maximum Score
Grasp of the project	
Requirements including	15 Points
Identification of critical	
Elements and key issues.	
Approach and	
Work plan for the project,	25 Points
Including innovative	
Approaches	
Qualification and experience	
Of the Project manager, other	25 Points
Key individuals	
Communication skills of	
Personnel	20 Points
Quality of the overall	
Presentation	15 Points
Subtotal	
Response to key questions	Points

Total

COMMENTS:_____

_____

_____

_____

Rated By:_____

REFERENCE CHECKS

This section provides a summary showing a list of respondent with their responses to the City's reference check.

Reference checks were not done for this RFP because no viable proposals were submitted.

PROPOSAL EVALUATION SCORES

This section provides a matrix of individual's scores and their comments based on the proposal being reviewed. A team evaluation meeting was held to discuss scoring and comments among the panel members.

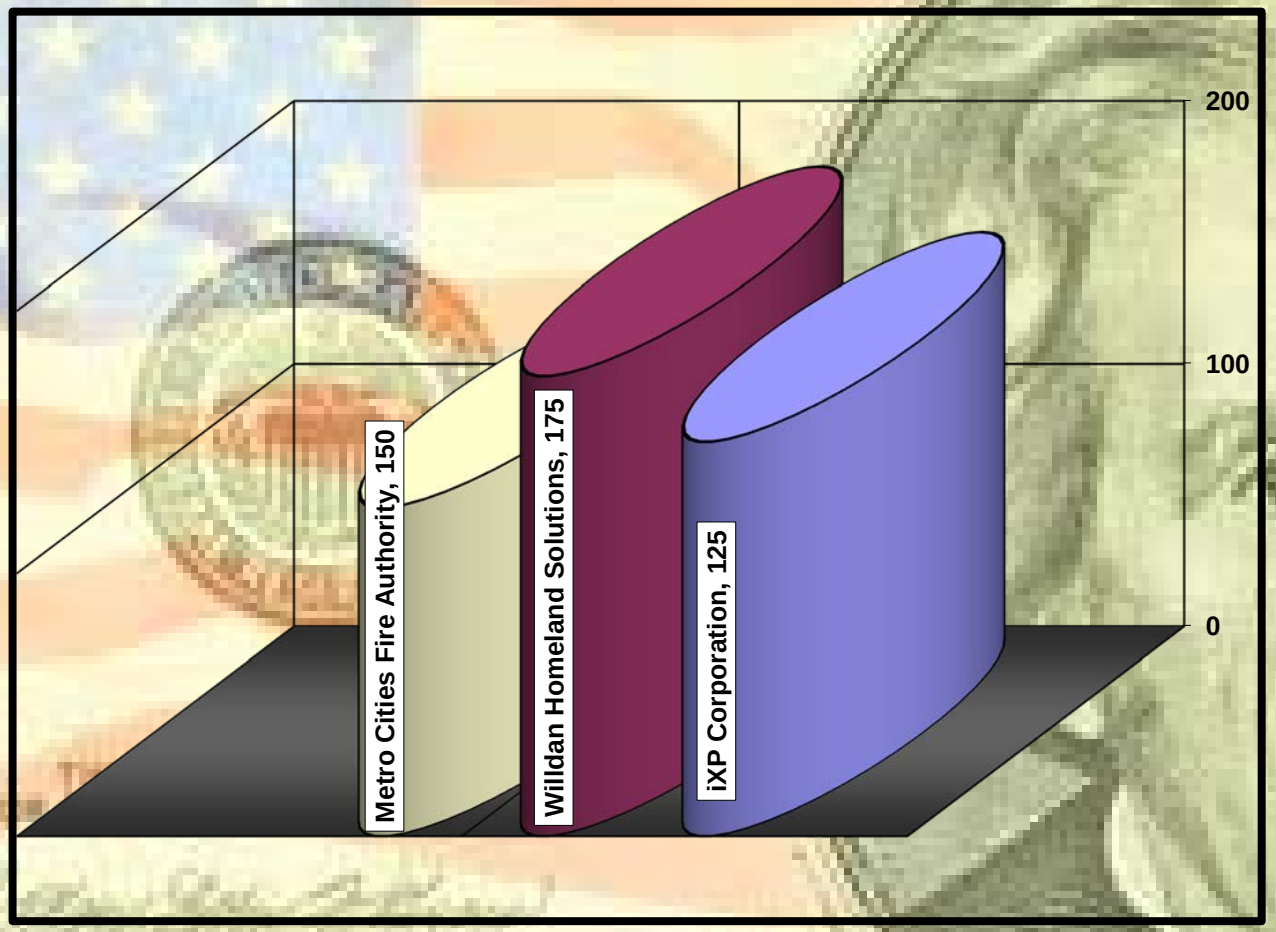
DISPATCH SERVICES

		1	2	3	4		Totals
		[redacted]		[redacted]	[redacted]		
25	**Qualifications of Entity and Key Personal**						
Willdan Homeland Solutions		2	2	3		**7**	175
Metro Cities Fire Authority		2	1	3		**6**	150
iXP Corporation		1	1	3		**5**	125
10	**Approach to Providing the Requested Services**						
Willdan Homeland Solutions		3	4	3		**10**	100
Metro Cities Fire Authority		2	1	3		**6**	60
iXP Corporation		1	3	1		**5**	50
50	**Price Proposal**						
Willdan Homeland Solutions		3	3	3		**9**	450
Metro Cities Fire Authority		1	1	2		**4**	200
iXP Corporation		0	0	0		**0**	0
15	**Innovative and/or Creative Approaches**						
Willdan Homeland Solutions		2	0	0		**2**	30
Metro Cities Fire Authority		2	1	3		**6**	90
iXP Corporation		1	3	0		**4**	60
Proposers	**Proposal**	**Individual**	**Team**				
Willdan Homeland Solutions	**755.00**	**1**	**1**				
Metro Cities Fire Authority	**500.00**	**2**	**2**				
iXP Corporation	**235.00**	**3**	**3**				

	Metro Cities Fire Authority	Willdan Homeland Solutions	iXP Corporation
Rater			
[redacted]	-Qualifications - Only provided a response for fire. -Approach - Only provided a response for fire & not for police. -Price - Cannot compare because fire dispatch proposal only -Innovation - JPA is a good potential for fire, but it does not reduce the City's costs for Police Dispatch Services.	-Qualification - No experience providing dispatch services, only police org reviews	
[redacted]	-Qualifications - Personnel experienced in Fire Dispatch Services and providing service to other agencies. Currently servicing seven other OC agencies. *Fire Dispatch Services Only -Approach - Entity experienced in providing Fire Dispatch Services and assuming responsibility from other agencies. *Fire Dispatch Services Only -Price - Annual price would be in addition to current costs. No savings to City based on current structure and service expectations. -Innovation - Not addressed. Proposal is limited to only providing Fire Dispatch Services. This would increase response times and productivity.	-Qualification - Key personnel knowledgable & experienced. Entity referenced five projecs, which did not appear to be similar to the scope of work identified in the RFP. Appears entity's experience is in consulting & planning development for agencies. -Approach - Entity understands the RFP and the project's scope of servcie. Proposal was very thorough and identified points within RFP. -Price - Pricing is only for first two years. Annual price adjustments will be made during the third year at the CPI data for LA-Riverside-OC, CA area. -Innovation - Not Addressed.	-Qualifications - Entity claims to be able to provide and meet scope of service. Financial capacity not provided. Experience is limited to two urban cities in Georgia with smaller populations and call volumes. Unknown if experienced in the complexity of a metropolitan City in CA. -Approach - Entity understands RFP and scope of work. Unknown if entity is familar with California requirments. Has experience only in two urban cities in Georgia. -Price - Not provided in proposal. -Innovation - Entity provides an innovative approach to providing dispatch services. The true effectiveness and performance capability is unknown with a metropolitan city.
[redacted]	-Qualifications - The proposal is well written and appears that Metro Cities has a clear understanding on the Scope of Services. Pleas note that this proposal is for Fire Dispatch Only. Metro Cities currently performs this service for 7 Fire Agencies in Orange County. -Approach - The proposal is well written and provides a very thorough approach to providing the requested scope of services for Fire Dispatching Only. -Price - Various costs were discussed thoughout the RFP. Only one "Total Estimated Price" was provided in Appendix D without the Supporting detail. -Innovation - Proposal does not require additional staff. Metro Cities to provide Fire Dispatching for Costa Mesa. -Of the three RFPs reviewed, this is the only one that demonstrated actual experience in operating a dispatch center, however it was limited to Fire only.	-Qualifications - The proposal is well written and appears that Willdan has a clear understanding on the Scope of Services. It appears that Willdan has not actually performed this Scope of Work (operating/managing a Dispatch Center) for any public agency. -Approach - The proposal is well written and provides a very thorough approach to providing the requested Scope of Services. -Price - A detailed price proposal was provided, including rates for various employee positions and for other identified costs by year (_____, _____, implementation costs etc.) -Innovation - No innovative and/or creative approaches were presented.	-Qualifications - Proposal highlighted an installation and staffing of a Center in Georgia, population and Scope similar to Costa Mesa. No Financial Capacit provided. -Approach - While the project that was provided for the Chattahoocgee River 911 Authority appears to be similar in scope. The RFP did not provide any discussion or detail on how iXP would implement a Dispatch Services Solution for Costa Mesa. -Price - No Price Proposal provided. -Innovation - No innovative and/or creative approach were presented.

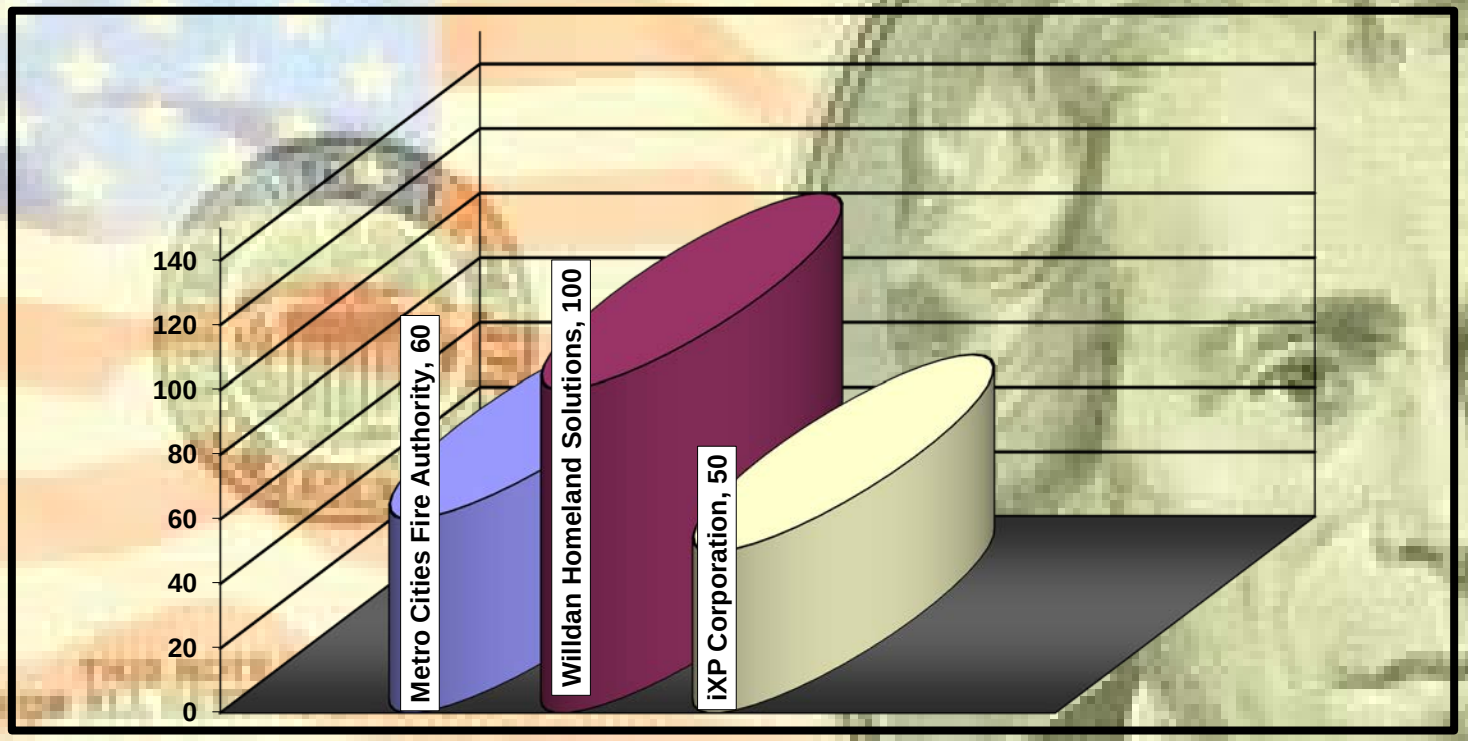
	Metro Cities Fire Authority	Willdan Homeland Solutions	iXP Corporation
Team Discussion - 02/15/12			
	-Proposal was good but it only addresses Fire Dispatch.	-They're Consultants. They can help us come up with a good plan, but in the end the cost will be greater.	-Good but limited. They have no experience in California, they don't know the CA Codes and they haven't demonstrated the ability to handle a metropolitan city like Costa Mesa.
	OVERALL COMMENTS: -All of these proposers are "HIGH RISK". -No real apples to apples performance or experience was demonstrated in any of the proposals. -No savings to the City & the City would loose the commonality of having both the Fire & Police Dispatch in the same location -The Police Department is currently operating more effeciently than anything the 3 companies proposed. -The Evaluation Team sees on need in holding interviews because none the 3 proposers meet even the basic needs of the City at this time.		

Qualifications of Entity and Key Personnel



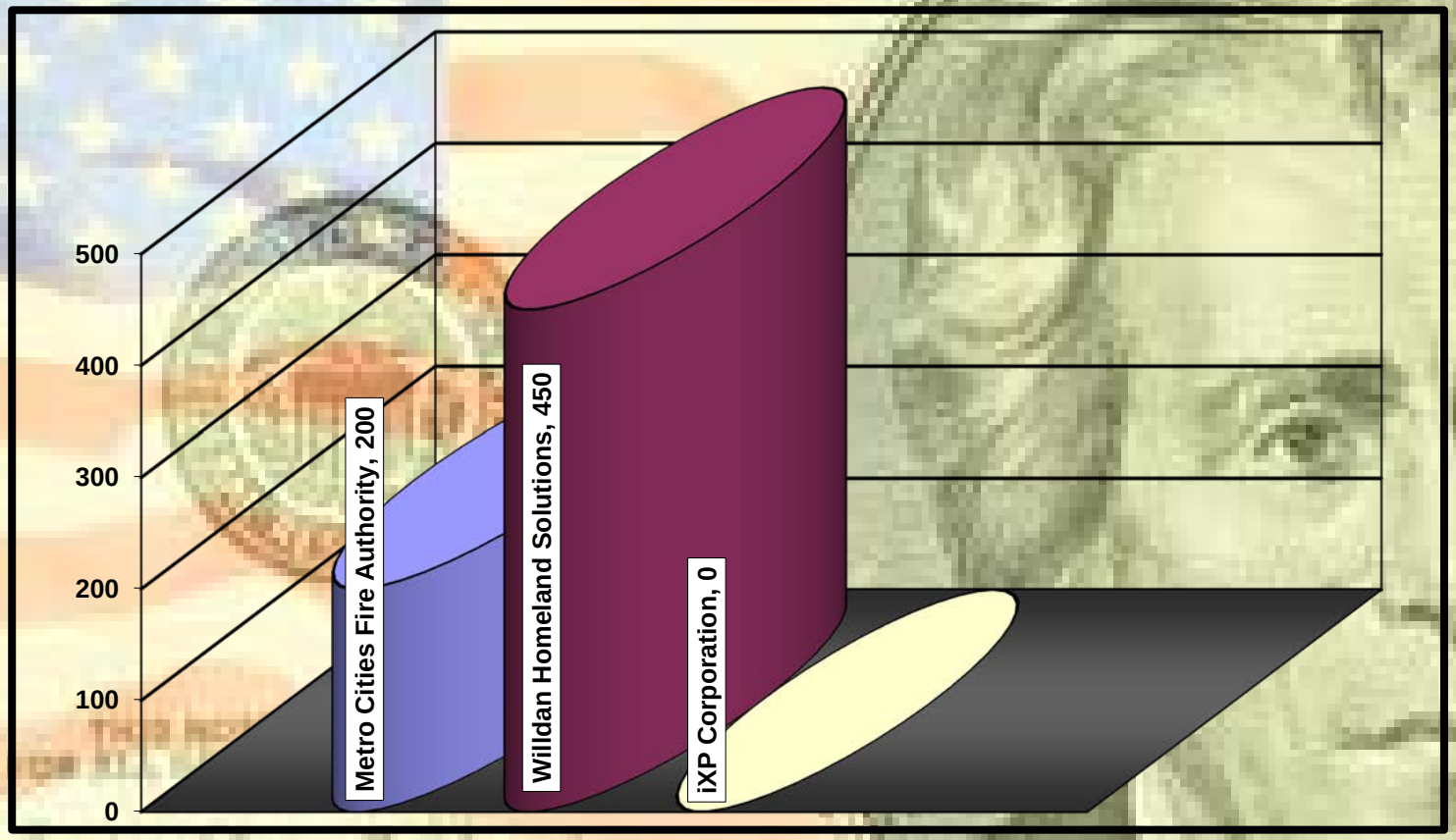
DISPATCH SERVICES

Approach to Providing the Requested Scope of Services



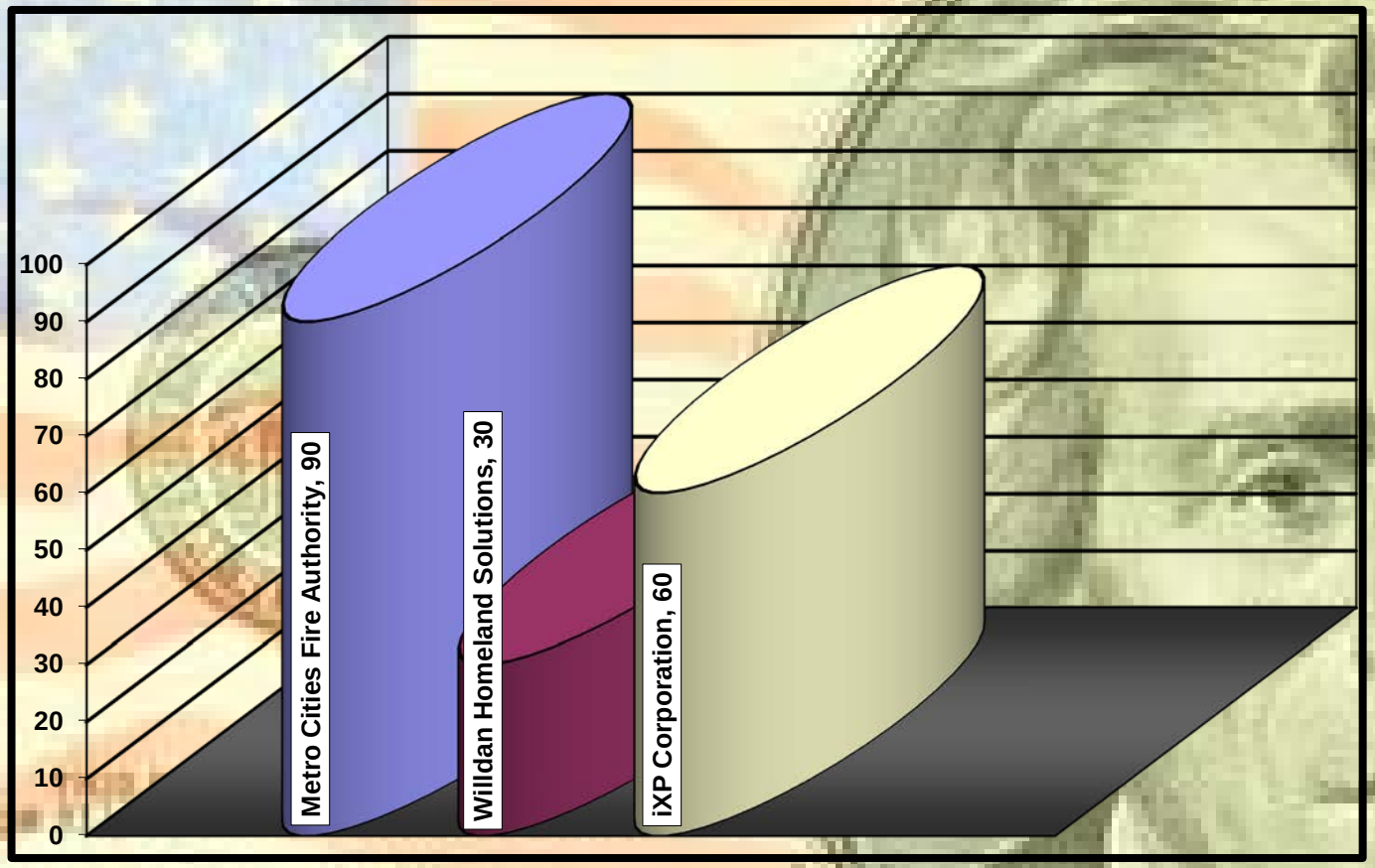
DISPATCH SERVICES

Price Proposal

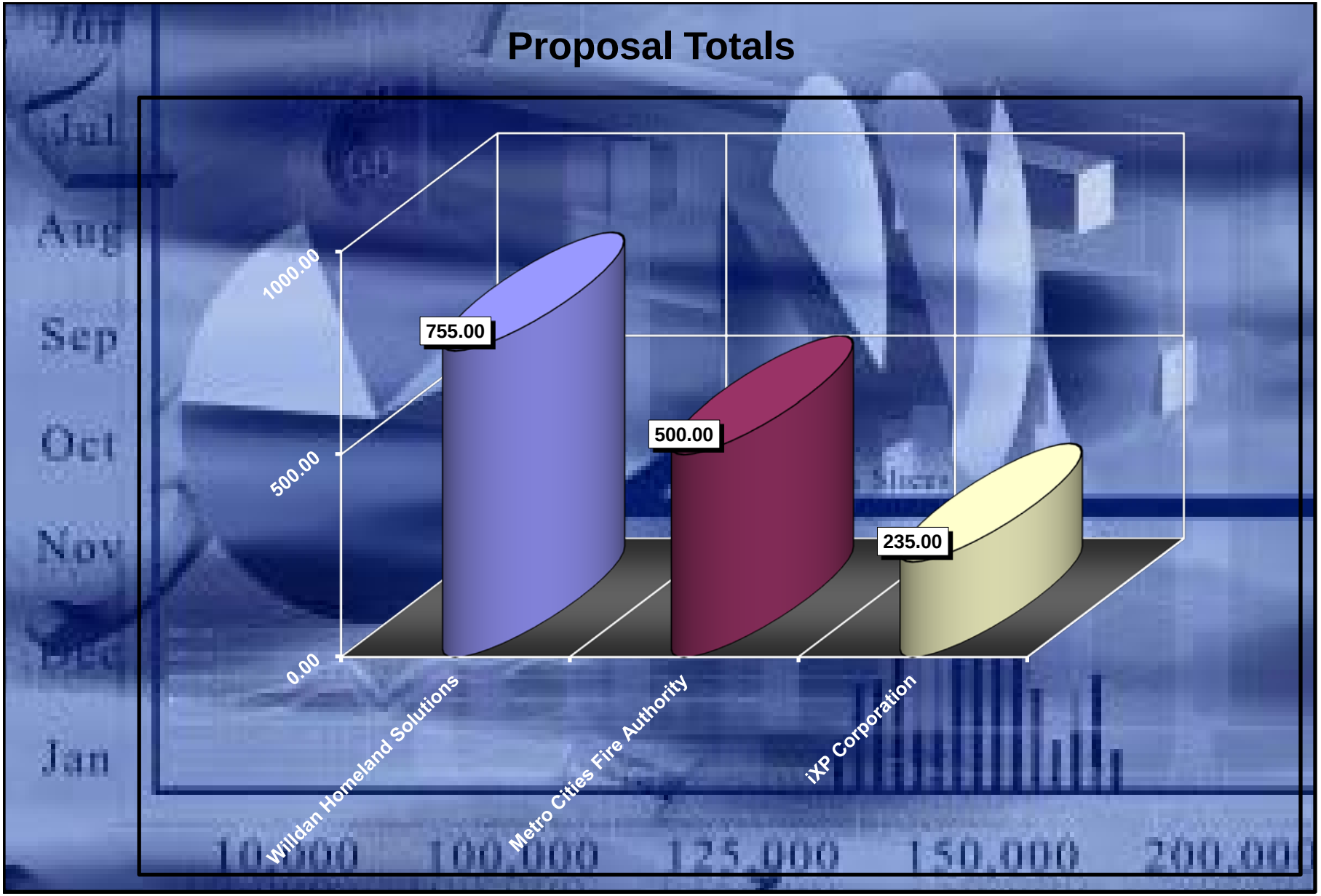


DISPATCH SERVICES

Innovative and Creative Approaches



DISPATCH SERVICES



DISPATCH SERVICES

INTERVIEW EVALUATION SCORES

This section provides a matrix of individual panel scores and their comments based on the interview phase. A discussion is held after all interviews to the implementation phase, workforce transition along with monitoring and oversight for a better understanding of success.

No interviews were held for this RFP because no viable proposals were submitted.

RESEARCH

This section has any research that was done after accomplishing the Contracting Committee Council Policy 100-6 Reports.

No research was collected after Contracting Committee Council Policy 100-6.