The Barrington Hills Police Department is requesting proposals from qualified, professional consulting firms that have experience working with local government clients providing public safety dispatch consolidation project management and expertise.

**Background**

The Barrington Hills Police Department currently operates a 24x7 communications center which is responsible for emergency and non-emergency call taking and police dispatch services. Following an initial feasibility study and a second, supplementary study, (both available at [http://vbhpdp.net/dispatchrfp/](http://vbhpdp.net/dispatchrfp/)) the Barrington Hills Village Board of Trustees recently voted to consolidate Barrington Hills Police Department dispatch operations with QuadCom, a regional dispatch center located in neighboring Carpentersville, which currently provides dispatch services for nine other public safety agencies.

The Barrington Hills Police Department (herein referred to as the “Department”) is located in the Village of Barrington Hills (herein referred to as the “Village”), population 4,209, a unique rural equestrian community located in the counties of Cook, Kane, Lake, and McHenry Counties, approximately 40 miles northwest of Chicago.

**Facility Locations**

**Barrington Hills Police Department**
112 Algonquin Road  
Barrington Hills, IL 60010  
847-551-3006

**QuadCom**
505 Elm Ridge Ave  
Carpentersville, IL 60110  
847-428-9141
Project Objective
The Barrington Hills Police Department seeks to engage a consulting company to provide a full range of professional consulting services to ensure an efficient migration of dispatch and related services from the Department to QuadCom.

Scope of Services
Strong emphasis will be placed on the vendor’s ability to provide expertise, strong technical and organizational skills, and prior dispatch consolidation project management experience. Knowledge and familiarity of Illinois Commerce Commission rules and filings, 911 and telephone system architecture and two-way radio system architectures, and computer aided dispatch and records management software will be valuable to this project. The following list is intended as a general guideline and is not intended to be all inclusive.

1. Clarify project goals and strategic planning – work with the Department to define project priorities, operational requirements, project budget and schedule.
2. Project schedule management – establish milestones and create a complete project schedule
3. Project administration – act as the single point of contact; lead project meetings; attend all meetings as necessary; provide regular and appropriate communication.
4. Vendor management – work within the Department’s purchasing requirements to develop specifications and assist in the evaluation for each required discipline; monitor vendor performance, adherence to contract terms, and overall quality control;
5. Project budget and invoice management – develop a total project budget detailing all categories; evaluate and make recommendations for action on all invoices and applications for payment; provide regular communication regarding the project budget status
6. Attend required meetings; provide regular reporting and updates to project team and management to keep all informed of project status.

Contracts
Vendors shall submit a form contract with their proposals which shall contain a provision specifically incorporating the Terms and Conditions of this RFP.

Final acceptance of a proposal shall only be complete upon the Village of Barrington Hills Board of Trustees Resolution approval and contract execution by the Department/Village and vendor.
Transition
Preventing disruption and ensuring the continuity of Department services is an absolute priority for the Department in completing this project. The transition from a long-standing in-house operation to an external provider is understood to have its challenges and the Department intends to be dependent on a firm well versed in such matters to make the process as seamless to all stakeholders, especially Village residents, as reasonably possible.

Format and Submission Requirements
The vendor shall be familiar with the area in which services are to be provided. Proposals should be submitted both in electronic (PDF) and printed formats, using the following organization:

1. Introduction/Cover Letter
2. Table of Contents
3. Executive Summary
4. Qualification, Approach and Methodology
5. Organizational Capabilities/Company Profile
6. Staff Qualifications
7. Project Schedule
8. Experience/References
9. Cost Summary
10. Statement of Material Litigation
11. Any additional information

1) Cover Letter – The letter should contain the name of the proposing company, the address of the proposing office and contact persons authorized to answer questions, telephone number, e-mail address and mailing address. A partner authorized to bind the company to its proposal and cost schedule must sign the cover letter.

2) Table of Contents – Include a clear identification of the material by section and by page number.

3) Executive Summary – The summary should give in brief, concise terms a summation of your proposal and your commitment to provide the services as specified. Identify the points that make your company uniquely qualified for these services. Provide indication that the proposal and cost schedule are valid and binding for at least 60 days following proposal due date.

4) Qualification, Approach and Methodology – Include details on fulfilling the scope of work described in this RFP document to include details of how your company will provide the services listed and provide history of experience on providing similar services.
5) **Organizational Capabilities/Company Profile** – Provide an overview of the firm and a description of similar consultant services projects your firm has completed for other municipalities/units of local government.

6) **Staff Qualifications** – Proposals shall identify only member(s) of the firm’s staff who would be assigned to work on this project and the role they would perform. A resume' stating the background and qualifications of each individual named should be included in this section. Particular attention shall be given to the individual named as the project coordinator.

7) **Project Schedule** – As part of this proposal, the consultant must submit a proposed project schedule. The consultant must identify all assumptions and constraints on which the project schedule is based. The consultant must prepare an estimate of hours for the project.

8) **Experience/References** – Proposals shall include a description of the firm’s overall experience in handling projects similar in character or scope to this project. A list of references of similar projects from at least three different projects, including the customer name, address, project value, telephone number and contact person shall be included in the proposal.

9) **Cost Summary** – The proposal shall indicate a clear cost of services proposed.

10) **Statement of Material Litigation** – Provide a statement on whether or not the company is currently involved with any litigation material to providing consulting services, arbitration or bankruptcy proceedings, or has been within the past three (3) years, directly or indirectly.

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in rejection of a proposal.

**Department Contact Person**

Vendors are specifically instructed not to contact any elected officials or government employees for meetings, conferences or discussions related to this proposal. To ensure a fair and objective evaluation of all proposals, all communications with the Department regarding this proposal are to be directed to:

Joe Colditz  
Deputy Chief  
JColditz@vbhpdp.net
Pre-Proposal Questions
All questions related to this RFP must be in writing and received by May 8, 2015, no later than 4 p.m. local time (the time at the Department). E-mail questions to JColditz@vbhpd.net. Clearly mark the e-mail: “Questions for Dispatch Consolidation Project Management.” Phone calls and faxed questions will NOT be accepted.

Answers to all written questions will be issued in the form of an addendum to this RFP and entered on the Department website (http://vbhpd.net/dispatchrfp/) no later than May 12, 2015, at 4 p.m. It is the responsibility of all interested consultants to access the website for this information. Questions received after 4 p.m. on May 12, 2015 will NOT be answered.

Selection Criteria and Process
The Department will utilize an Evaluation Committee comprised of Department employees, which will review each proposal. In performing its evaluation, the Evaluation Committee may consider the following:

1) Public Sector Experience and Expertise
- Previous related work experience, communication skills and qualifications of personnel assigned
- Demonstrates a clear knowledge of consolidation project management
- Demonstrates a clear understanding of scope and work and other technical issues to this proposal

2) Overall Methodology
- Overall approach to project management

3) References
- History and performance of company on similar accounts
- References and recommendations from previous clients

4) Cost
- Costing, including the most cost-effective model to carry out the required scope of work

5) Resources
- Availability of essential personnel based on current workload and future commitments, including the number of hours each person will be committed to the account
- Adequacy of amount and quality of resources
Evaluation of the proposals is expected to be completed by the Department within thirty (30) days after receipt. At the discretion of the Department, interviews may be arranged with the top companies to assist in making the final selection. As part of the evaluation, the Department may also request clarification to individual proposals and receive responses from the respective vendors.

Clarification may be obtained, at the Department’s discretion, from one or more proposals. Vendors may be required by the Department to respond in person to questions arising from their proposals.

Final selection of the vendor is subject to approval by the Village Board of Trustees. It is the Department’s intent to select one company to perform all services.

The Department reserves the right to accept or reject any or all proposals and to waive any informality in proposals.

**Terms and Conditions**

**Subletting Agreement**

It is mutually understood and agreed that the successful vendor shall not assign, transfer, convey, sublet or otherwise dispose of this agreement or his right, title, or interest therein, or his power to execute such agreement, to any other person, firm or corporation, without the previous written consent from the Chief of Police; but in no case shall consent relieve the successful vendor from his obligations or change the terms of the agreement.

**Default**

The agreement may be cancelled or annulled by either party with at least 60 -days advance notice. However, the Department may cancel or annul the agreement with 30 -days notice based on the vendor’s violation of any terms of the agreement, unless extended in writing by the Chief of Police or his designee.

**Billing and Payment**

The successful vendor will submit an invoice for one-half the total project cost following contract execution and a final invoice for one-half the total project cost at the project close out. Payment will be made by the Department in accordance with the Illinois Government Prompt Payment Act.

**Compliance with Laws**

The successful vendor shall comply with all applicable laws, regulations and rules promulgated by any Federal, State, County, Municipal and/or other governmental unit or regulatory body now in effect or which may be in effect during the performance of the work. Included within the scope of the laws, regulations and rules referred to in this paragraph, but in no way to operate as a limitation, are Occupational Safety and Health Act, Illinois Department of Labor,
Department of Transportation, Worker’s Compensation Law, Prevailing Wage Laws, the Social Security Act of the Federal Government and any of its titles, the Illinois Department of Human Rights, Human Rights Commission or EEOC statutory provisions and rules and regulations.

**Insurance**

The successful vendor shall procure and maintain, for the duration of the contract, insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the work hereunder by the successful vendor, his agents, representatives, employees or sub-contractors. Insurance is to be placed with insurers licensed to do business in the State of Illinois. The successful vendor shall be responsible for payment of all policy deductibles. The successful vendor shall maintain limits no less than the following:

a) Workers Compensation and Employers’ Liability – Workers’ Compensation coverage with statutory limits and Employers’ Liability limits of $500,000 per accident.

b) Professional liability insurance with limits not less than $1,000,000 each claim with respect to negligent acts, errors and omissions in connection with professional services to be provided under the contract, with a deductible not-to-exceed $50,000 without prior written approval.

c) Commercial General Liability - $1,000,000 combined single limit per occurrence for bodily injury and property damage and $1,000,000 per occurrence for personal injury. The general aggregate shall be twice the required occurrence limit. Minimum general aggregate shall be no less than $2,000,000.

d) Business Automobile Liability - $1,000,000 combined single limit per accident for bodily injury and property damage.

e) An Umbrella Insurance Policy in an amount not less than $1,000,000 per occurrence.

The successful vendor shall cause the Department, its officials, agents, employees and volunteers to be covered as additional insured’s as respects to

- Liability arising out of the successful vendor’s work, including activities performed by or on behalf of the successful vendor
- Products and completed operations of the successful vendor
- Premises owned, leased or used by the successful vendor
- Automobiles owned, leased, hired or borrowed by the successful vendor

Coverage shall contain no special limitations on the scope of protection afforded to the member, its officials, agents, employees and volunteers.

The successful vendor’s insurance coverage shall be primary as respects to the Department, its officials, agents, employees and volunteers. Any insurance or self-insurance maintained by the Department, its officials, agents, employees and volunteers shall be in excess of the successful vendor’s insurance and shall not contribute with it.

Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the Department, its officials, agents, employees and volunteers.
The successful vendor shall furnish the Department with Certificates of Insurance naming the Village, its officials, agents, employees and volunteers as additional insured, and with original endorsements affecting coverage required by this contract. The certificates and endorsements for each insurance policy are said to be signed by a person authorized by that insurer to bind coverage on its behalf.

Each insurance policy required by this contract shall be endorsed to state that coverage shall not be suspended, voided, cancelled, reduced in coverage or in limits except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the Department.

The successful vendor shall assume liability for all injury to, or death of, any person or persons including employees of the vendor, any subcontractor, any supplier or any other person and assumes liability for all bodily injury and property damage sustained by any person or persons occasioned by or in any way arising out of any work performed pursuant to this agreement.

In the event of accidents of any kind, which involve the general public, and/or private or public property, the vendor shall immediately notify the Chief of Police or his designee and shall provide a full accounting of all details of the accident. The vendor shall furnish the Department with copies of all reports of such accidents at the same time that the reports are forwarded to any other interested parties.

**Independent Contractor**

Successful vendor acknowledges that it is an independent contractor and that none of its employees, agents or assigns are employees or agents of the Department or Village. Successful vendor shall make all unemployment, social security and other payroll taxes required by law or union contract.

**Indemnity/Hold Harmless**

To the fullest extent permitted by law, the successful vendor hereby agrees to defend, indemnify and hold harmless the Village of Barrington Hills, its officials, agents, employees, representatives and assigns, from lawsuits, actions, costs, claims or liabilities of any character brought because of any injuries or damages received or sustained by any person, persons or property on account of any act or omission, neglect or misconduct of said vendor, its officers, agents and/or employees arising out of, or in the performance of any of the provisions of the contract, including any claims or amounts recovered for any infringements of patent, trademark, or copyright; or from any claims or amounts recovered under the “Worker’s Compensation Act” or any other law, ordinance, order or decree. In connection with any such claims, lawsuits, actions or liabilities, the Village of Barrington Hills, its officers, agents, employees, representatives and their assigns shall have the right to defense counsel of their choice. The vendor shall be solely liable for all costs of such defense and for all expenses, fees, judgments, settlements and all other costs arising out of such claims, lawsuits, actions or
liabilities. Vendor agrees to comply with all laws, ordinances, and rules of the Village of Barrington Hills and the State of Illinois.

**Controlling Law and Venue**
All matters of contract interpretation or otherwise shall be governed by Illinois law and any disputes arising under the contract shall be resolved in the Circuit Court of Cook County, Chicago, Illinois.

**Security**
The vendor may have access to sensitive or restricted information or materials. The vendor to whom an agreement is awarded shall conduct a criminal background check on all personnel before those employees are allowed access to Department facilities. Results from the criminal background checks shall be provided to the Chief of Police or his designee. The Department will concurrently conduct its own background check of all employees assigned to the project.

The Department reserves the right to prohibit any employee from performing services. The Department also reserves the right to prohibit any employee from performing services if the employee has been convicted of a felony or any type of misdemeanor involving, but not limited to, money, fraud or deceit. The vendor to whom an agreement is awarded shall submit a list of names of all personnel that will be providing services to the Department. Changes in the employment list shall be reported to the Chief of Police or his designee within seven (7) days.

All employees will be required to sign in and out of Department facilities.

**Schedule of Events**
- RFP Issued: April 24, 2015
- Pre-Proposal Questions Due to Department (by e-mail only): May 8, 2015
- Answers to Proposal Questions Posted to Website: May 12, 2015
- RFP Due: May 15, 2015
- Interviews (if deemed necessary): May 19-22, 2015
- Anticipated Contract Award: May 27, 2015
Submission of Proposal

Proposals must be received by **May 15, 2015 at 4:00 pm** at the Department. Please submit three (3) printed copies and one (1) electronic file of your proposal to:

Joe Colditz  
Deputy Chief  
Barrington Hills Police Department  
112 Algonquin Road  
Barrington Hills, IL 60010  
JColditz@vbhpd.net

The submitting party acknowledges the right of the Department to reject any or all proposals and to waive informality or irregularity in any proposal received. The submitting party further recognizes the right of the Department to reject a proposal if the submitter fails to furnish any required data required by the RFP or if the proposal is in any way incomplete. The Department shall be the sole judge of compliance with specifications and reserves the right to accept or reject any or all proposals or parts thereof.