BID SOLICITATION

FOR

BID # 2018-8

Staffing and Scheduling Study

For the

Hamilton County E9-1-1
Emergency Communications District
Chattanooga, Tennessee
Staffing and Scheduling Study

For the

Hamilton County E9-1-1
Emergency Communications District
Chattanooga, Tennessee

Phone No.: (423) 622-1911

*****************************************************************************************

***BIDS MUST BE RECEIVED***
***NO LATER THAN***

Bid Due Date: Monday, September 3, 2018
Time: 2:00 PM EDT

Deliver To:

Hamilton County E9-1-1
Emergency Communications District
3404 Amnicola Hwy.
Chattanooga, TN 37406

*****************************************************************************************

PLEASE PROVIDE US WITH THE FOLLOWING:

Name: __________________________________________
Address: _______________________________________
City, State, Zip Code: ___________________________
Phone: _________________________________________
Fax No.: _______________________________________
E-Mail Address: _________________________________
REQUEST FOR BID

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SECTION I: GENERAL CONDITIONS AND INSTRUCTIONS TO VENDORS

A. Vendor

The General rules and conditions which follow apply to all purchases and become a definite part of each formal Invitation to Bid, purchase order or other award issued by the Hamilton County Emergency Communications District ("the District"), unless otherwise specified. Vendors, or their authorized representatives, are expected to fully inform themselves as to the conditions, requirements and specifications before submitting bids; failure to do so will be at the Vendor’s own risk and the Vendor cannot secure relief on the plea of error.

Vendor is subject to applicable State and local government laws, and all rules, regulations and limitations imposed by legislation of the Federal Government, bids on all advertisements and invitations issued by the District will bind Vendors to applicable conditions and requirements set forth herein, unless otherwise specified on the Invitation to Bid.

B. Inquiries

Questions concerning this bid request may be sent by fax or e-mail to the attention of:

Mr. Jeff Carney, ENP
Hamilton County E9-1-1 Emergency Communications District
RE: Bid 2018-8
3404 Amnicola Highway
Chattanooga, TN 37406
Phone: 423-697-0910
Fax: 423-495-1715
E-mail: carney_j@hc911.org
SECTION II: CONDITIONS OF BIDDING

A. Proposal Forms

Bids shall be submitted with the Bid Cost Summary Form provided by the District in Appendix A. The Vendor shall submit one (1) signed original, with two (2) print copy, as well as one (1) electronic copy in a sealed and properly labeled envelope to the issuing office.

B. Withdrawal of Bids

A written request for the withdrawal of a bid or any part thereof shall be granted if the request is received by the District prior to the specified time of opening. Bids submitted may not be amended or withdrawn after the specified time of bid opening.

C. Late Bids

Bids received after the specified time of Bid Opening will not be accepted.

D. Submittal of Bids

Vendors must submit a printed and an electronic response. Each bid must be submitted as an original and provide two (2) copies to the issuing office. The electronic format will be the fourth (3rd) copy. The vendor’s bid must contain the Bid Cost Summary Form format as provided in Appendix A of this document. Bids must be presented in an envelope, labeled using the format provided in Appendix B. The District reserves the right to reject any proposals that do not follow the format outlined in this RFP.

E. Completeness

All information required by Invitation to Bid must be supplied to constitute a proper bid.

F. Bids Binding 45 Days

Unless specified otherwise, all Formal Bids submitted shall be binding for 45 calendar days following the bid date of September 3, 2018, unless the Vendor, upon request of the District, agrees to an extension.

G. Conditional Bids

Qualified bids are subject to rejection in whole or in part.
HAMILTON COUNTY EMERGENCY COMMUNICATIONS DISTRICT

3404 Amnicola Hwy.
Chattanooga, Tennessee 37406

H. Bids For All or Part

Unless otherwise specified by the District or by the Vendor, the District reserves the right to make an award on all items, or on any of the items according to the best interests of the District. Vendor may restrict its bid to consideration in the aggregate by so stating, but should name a unit price on each item bid upon. Any bid in which the Vendor names a total price for all the articles without quoting a price on each and every separate item may be rejected at the option of the District.

I. Errors in Bids

When an error is made in extending total prices, the unit bid price will govern. Carelessness in quoting prices or in preparation of bid otherwise, will not relieve the Vendor. Erasures or changes in bids must be initialed.

J. Questions Regarding Specifications

Requests for interpretation of specifications shall be made to the District, in writing, not less than ten (10) days before the opening of the bids. Any interpretations made to prospective Vendors will be expressed in the form of an addendum to the specifications which, if issued, will be sent to all prospective Vendors no later than three (3) days before the date set for opening of bids.

K. Taxes

The District is Tax Exempt. The Vendor is responsible for the payment of applicable taxes.

L. Catalogs

Not applicable for this bid.

M. Competency of Vendor

No proposal will be accepted from, or Contract awarded to, any person, firm or corporation that is in arrears or is in default to the District upon any debt or Contract, or had failed to perform faithfully any previous Contract with the District. The Vendor, if requested, must present within 48 hours evidence satisfactory to the District of performance ability and possession of necessary facilities, pecuniary resources and adequate insurance to comply with the terms of these specifications and Contract Documents.
N. Vendor Information

Vendor should provide information pertaining to their organization and this project to include:

- Size of the organization
- List of clients who have awarded similar projects
- Number of years in business providing similar projects
- Number of Emergency Number Professionals (ENPs) employed by the vendor
- A timeline for implementation

SECTION III: BID DEPOSIT

A. Bid Bond, Certificate or Cashier’s Check

Not applicable for this bid.

B. Performance Bond

Not applicable for this bid.

C. Samples

Not applicable for this bid.

SECTION IV: SPECIFICATIONS

A. Trade Names

Not applicable for this bid.

B. Formal Specifications

The Vendor shall abide by and comply with the specifications and not attempt to take advantage of any obvious error or omission, but shall fully complete every part of the bid in accordance with the plans, specifications and General Conditions. Whenever mention is made of any article, material, or workmanship to be in accordance with laws, ordinances, building codes, underwriter’s codes, regulations, or similar expressions, the requirements of these laws, ordinances, etc., shall be construed as to the minimum requirements of these specifications.
If exceptions to the specifications are taken, this fact must be clearly stated in the Bid, and all deviations from the specifications must be noted in detail by the Vendor, in writing, at the time of submittal of the formal bid. The absence of a written list of exceptions to the specifications at the time of submittal of the bid will hold the Vendor strictly accountable to the District to the specifications as written. Any deviation from the specifications as written not previously submitted, as required by the above, will be grounds for rejection of the material and/or equipment when delivered.

SECTION V: AWARD

A. Award or Rejection of Bids

The Contract will be awarded to the lowest responsive and responsible Vendor, complying with all the provisions of the Invitation, provided the bid price is reasonable and it is to the interest of the District to accept it. The District desires that this report be completed as soon as possible and will also consider the completion date submitted with the project plan in the proposal when determining the award. The District reserves the right to reject any or all bids and to waive any informality in bids received whenever such rejection or waiver is in the interest of the District. The District also reserves the right to reject the bid of a Vendor who has previously failed to perform properly or complete on time contracts of a similar nature, or a bid of a Vendor who investigation shows is not in a position to perform the contract.

In determining responsibility, the following other qualifications, in addition to price, will be considered by the District.

a. The ability, capacity and skill of the Vendor to perform the service required.
b. Whether the Vendor can perform the contract or provide the service promptly, or within the time specified, without delay or interference.
c. The character, integrity, reputation, judgment, experience and efficiency of the Vendor.
d. The quality of performance of previous contracts or services.
e. The previous and existing compliance by the Vendor with laws and ordinances relating to the contract or service.
f. The sufficiency of the financial resources and ability of the Vendor to perform the contract or provide the service.
g. The quality, availability and adaptability of the supplies, or services, to the particular use required.
h. The ability of the Vendor to provide future maintenance and service for the use of the subject of the contract.
i. Whether the Vendor is in arrears to the District on a debt or contract or is a defaulter on surety to the District or whether the Vendor’s taxes or assessments are delinquent.

j. Such other information as may be secured having a bearing on the decision to make the award.

k. Consideration will be given to standardization, interchangeability and availability of parts.

In determining a Vendor’s responsiveness, the District shall consider material deviations from the advertised specifications which materially affect price, quantity or limit the Vendor’s liability.

**B. Notice of Acceptance**

A written award (or Acceptance of Bid) mailed (or otherwise furnished) to the successful Vendor within the time for acceptance specified in the Invitation to Bid shall be deemed to result in a binding contract without further action by either party.

**C. Tie Bids**

If two or more Vendors submit identical bids and are equally qualified, selection shall be made by drawing lots.

**D. Specific Bid Quantities**

Not applicable for this bid.

**E. Requirements Bid Quantities**

Not applicable for this bid.

**SECTION VI: CONTRACT PROVISIONS**

These Provisions Shall Be a Part of Every Contract

**A. Availability of Funds**

A contract shall be deemed to be in effect only to the extent that there are funds available to the District for the purchase of such articles. The District’s extended obligation on those contracts which envision extended funding through successive fiscal periods shall be contingent upon actual revenues being available for the following fiscal year.
B. Contract Alterations

No alterations or variations in the terms of a contract shall be valid or binding upon the District unless made in writing and signed by the District Chairman of the Board or an authorized agent.

C. Termination of Contracts

Contracts will remain in force for full periods specified and until all articles ordered before date of termination have been satisfactorily delivered and accepted and thereafter until all requirements and conditions have been met, unless terminated prior to expiration date by unsatisfactory deliveries of entire contract requirements.

D. Subletting of Contracts

It is mutually understood and agreed that the Vendor shall not assign, transfer, convey, sublet or otherwise dispose of this contract or the Vendor’s right, title or interest therein, or the Vendor’s power to execute such contract, to any other person, firm or corporation, without the previous written consent of the District, but in no case shall such consent relieve the Vendor from the Vendor’s obligations, or change the terms of the contract.

E. Default

In the event of default, the District may award the contract to the next lowest Vendor, if such Vendor is willing to enter the contract, or may cover in the open market, or may seek any other remedy provided by law, and may hold the defaulting Vendor liable for all damages provided by law, including cost of cover.

F. Non-Liability

Not applicable for this bid.

G. New Goods, Fresh Stock

Not applicable for this bid.

H. Guarantee

Unless otherwise specified, the Contractor shall unconditionally guarantee the work for a period of one (1) year from date of delivery. If, within the guarantee period, any defects, which, in the opinion of the District are due to faulty workmanship, upon
notification, the Contractor, at the Contractor’s expense, shall correct the condition to
the complete satisfaction of the District.

I. Placing of Orders

Not applicable for this bid.

SECTION VII: DELIVERY PROVISIONS

A. Responsibility for Materials Shipped

Not applicable for this bid.

B. Inspections

Not applicable for this bid.

C. Time of Delivery

Not applicable for this bid.

D. Packing Slips or Delivery Tickets

Not applicable for this bid.

SECTION VIII: CONTRACTUAL INFORMATION

A. General Guaranty

Not applicable for this bid.

B. Indemnity

Vendor shall defend, indemnify, keep and save harmless the District, its agents, officials
and employees, against all injuries, death, loss, damages, claims, patent claims, suits,
liabilities, judgments, cost and expenses, which may in any way accrue against the
District in consequence of the granting of the contract to the Vendor, or which may in
any way result therefrom, whether or not it shall be alleged or determined that the act
was caused through negligence or omission of the Vendor or the Vendor’s employees or
agents, of the subcontractor or the subcontractor’s employees or agents, if any, or of
the District or its employees and agents, and the Vendor shall, at the Vendor’s own
expense, appear, defend and pay all charges of attorneys and all costs and other
expenses arising therefrom or incurred in connection therewith, and if any judgment
shall be rendered against the District in any such action, the Vendor shall at the Vendor’s own expense, satisfy, and discharge the same. Vendor expressly understands and agrees that any performance bond or insurance protection required by this contract, or otherwise provided by the Vendor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the District as herein provided.

C. Applicable Laws and Courts

This Bid and any resulting agreements shall be governed in all respects by the laws and courts of the State of Tennessee. Any litigation with respect thereto shall be brought only in the courts of the State of Tennessee with jurisdiction in Hamilton County.

D. Collusive Bidding

The Vendor certifies that the Vendor’s bid is made without any previous understanding, agreement or connection with any person, firm, or corporation making a bid for the same project without prior knowledge of competitive prices, and is in all respects fair, without outside control, collusion, fraud or otherwise illegal action.
SECTION IX: SCOPE OF WORK

A. Background

The Hamilton County E9-1-1 Emergency Communications District (the ‘District’) is a large primary public safety answering point providing service for all but two (2) jurisdictions within Hamilton County. The operational arm of the District began service in January 2009 following the unification of dispatch services previously performed by individual public safety agencies.

The District answers approximately 800,000 emergency and non-emergency calls annually and employs 170 personnel total. Our budgeted operational strength is 137 Telecommunicators, 12 floor supervisors, 3 shift supervisors, 3 training/quality assurance specialists, 1 training supervisor, 1 terminal agency coordinator, 1 finance and administrative specialist, and 1 director of operations. All personnel are full time employees.

Our administrative and technical services divisions are each headed by an individual director with their own necessary staff components.

As we approach our tenth anniversary of operations we realize the need to reevaluate certain personnel practices to ensure that we are leveraging our staff appropriately in support of our mission.

The District is accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA) and our training program is accredited through the Association for Public Safety Communications Officials (APCO) Project 33.

B. Detailed Scope of Work

Areas of Study

Areas to be studies and reported on should include:

1. Analyze current total Operations staffing level by job class in comparison to current average call volume, local and industry call volume trends and required radio channel assignments Report any deficiencies and provide a recommendation for improvement.

2. Shift Recommendations
   a. Recommend several shift period options to include a mix of shifts if applicable and the corresponding staffing by job class. Off day patterns
and scheduling recommendations should be included. All schedules must allow for regular training to be scheduled for up to twenty-five (25) personnel with minimal impact to over-time or on duty shift staffing.

b. A “best of” shift period and staffing option should be recommended. All recommendations should include a listing of positive and negative impacts expected as well as an estimated cost impact.

c. Example schedules must be clearly illustrated and cover a sample period of at least four (4) months

3. Report on existing District policies in regards to scheduling and attendance in comparison to common industry practices and/or standards. Report any findings and recommend corrective actions and/or industry-specific best-practices.

4. Examine current scheduled leave policies and recommend methods for management.

5. Examine current unscheduled leave volume in comparison to similar sized PSAPs with a similar structure and volume. Report where our volume is in relation. Recommend any actions to improve or address unscheduled leave.

6. Examine and assess the District’s current scheduling software for effectiveness and ease of use.

7. Report on District’s turnover in relation to similar sized PSAP with a similar structure and volume. Report how the District compares and recommend actions to improve or address Telecommunicator turnover.

8. Advanced Positions

a. The District plans to implement two (2) promotion positions within the Telecommunicator Career Path

   i. Telecommunicator 2 will be a Telecommunicator 1 who has been promoted by selection process and will be trained to be fully cross-trained on all dispatch disciplines. We plan to implement this position partially within FY 19

   ii. Telecommunicator 3 will be a Telecommunicator 2 who has been promoted by selection process and will assume additional responsibilities to include assisting supervision, acting as a Situation Unit Leader during major events, and potentially handling advanced multi-media platforms as NG9-1-1 progress

b. We desire that the study include these positions (though not yet staffed) and report on:

   i. Effectiveness of planned usage
ii. Staffing of these positions (number of positions recommended per shift)

iii. Job descriptions

c. Report should also include any recommended changes to the plans for these position in comparison to existing standards and industry practices

9. Training

a. Examine all aspects of the District’s Training program, assess effectiveness, compliance and scheduling (to include compliance with schedule). Report on results and recommend any corrections noted.

Training program includes

i. Basic Academy (New Hire Training)

ii. Structured On-the-Job Training with a Communications Training Officer (CTO). Note that we are especially interested in an assessment of our on-the-job training length.

iii. Phase-based classroom training through the initial process (i.e. dispatcher training)

iv. In-Service Training

v. Specialized Training

vi. Advanced Training

vii. Management/Leadership Training

b. Desired results of this portion of the assessment include:

i. Compliance to Standards

ii. Comparison to Industry Practices

iii. Length of Training (gain vs benefit)

iv. Scheduling suggestions

v. Areas of deficiency

10. Based upon historical trends, current personnel and their years of service as well as industry trends predict the District’s personnel attrition for the next five (5) years by job class.

11. Project the anticipated future operational workload and it’s affect upon staffing needs by job class. Include any expected areas of special impact (i.e. future technologies such as real time video to 9-1-1). Outline a staffing/hiring plan to address anticipated growth.

12. Assess the District’s current hiring process stages and length of the process. Report on recommended improvements to facilitate this process
Sources or reasoning should be documented in each finding or recommendation citing standard or examples of accepted practice.

**Data and Access**

As part of the project, once awarded, the District will provide the successful proposer with data, reports, policies and access to personnel as requested and scheduled by the vendor’s project manager for the purpose of compiling information needed to satisfy the study requirements.

**Deliverables**

1. Due with Bid
   a. References of similar work including:
      i. Type of Study performed
      ii. Type of agency studied
      iii. Size of agency studied
   b. If available and allowable provide examples/samples of similar reports completed for similar customers
   c. Work plan for conducting the study
   d. Summary of deliverables to be returned as part of the study report
   e. Anticipated work time frame

2. Upon award the successful proposer must:
   a. Name a Project Manager the District will likewise name a Point of Contact (POC) who will work with the Study Project Manager
   b. Work with District Staff to establish a work schedule
   c. Conduct meetings and interviews
   d. Request and analyze data

At any point during the study if the successful proposer finds that they cannot report on any of the required items the Project Manager must notify the District POC immediately. A plan of action to acquire the data or to issue

Note that all interviews and requests for information should be scheduled in advance allowing at least five (5) business days for the District to respond to requests.
All data provided to the vendor that may contain sensitive or proprietary material must be destroyed once it is no longer needed.

3. Upon completion of the study
   a. Submit a draft report to the District POC
   b. The District desires that the draft report be completed as soon as possible and will consider the draft completion date submitted with the project plan in the proposal.

4. Upon final approval of draft report
   a. Develop finalized report
   b. Provide an in-person presentation of the report to District management and/or the District Board of Directors
Appendix A
Bid Cost Summary Form

The undersigned, being familiar with the requirements of the Hamilton County E9-1-1 Emergency Communications District for Staffing and Scheduling Study. Bid proposes to furnish products and services to the District in accordance with that request.

The summary below reflects District costs for the Bid. Supporting detail must be attached describing hourly rates, projected expenses, software and hardware expenses, annual support and maintenance, discounts along with any other detail that will lead to a clear understanding of the Bid.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staffing &amp; Scheduling Study</td>
<td>___________________</td>
</tr>
<tr>
<td>Other cost (explain)</td>
<td>___________________</td>
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<td>___________________</td>
</tr>
<tr>
<td>TOTAL</td>
<td>___________________</td>
</tr>
</tbody>
</table>

In submitting this proposal, I understand that the District reserves the right to reject any and all proposals. The undersigned further agrees that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between his or herself or any other interested party. I further agree that all cost requirements for implementation are included or so stated in this proposal.

OFFICIAL ADDRESS:

__________________________________________  ___________________________
FIRM NAME

__________________________________________  ___________________________
(Signature of Principal)

__________________________________________  ___________________________
(Title)

__________________________________________  ___________________________
(Phone #)  (Date)
Sample Envelope/Package Cover

NAME OF VENDOR

_________________________________
_________________________________
_________________________________

ATTENTION: SEALED PROPOSAL

TO BE OPENED:
DATE: September 3, 2018
TIME: 2:00 p.m. EDT
PROPOSAL NO.: 2018-8
PROPOSAL (item): Staffing and Scheduling Study

Hamilton County E9-1-1
Emergency Communications District
3404 Amnicola Highway
Chattanooga, TN 37406