

PROFESSIONAL SERVICES AGREEMENT FOR

Jackson County, Missouri - Regional Dispatch Project

THIS SERVICE AGREEMENT, entered into on this 12th day of Sept. 2023 by and between the MID AMERICA REGIONAL COUNCIL - PUBLIC SAFETY COMMUNICATIONS PROGRAM ("MARC") and Jackson County, Missouri.

WHEREAS, Jackson County, Missouri desires to engage MARC to assist with facilitating an Feasibility Study for solutions to workforce challenges with 911 Public Safety Answering Points (PSAP), including evaluation of regional dispatch; and

WHEREAS, MARC was selected as a contractor to support Jackson County due to MARC's expertise in local government, research, and stakeholder engagement; and

WHEREAS, MARC has demonstrated the necessary expertise, experience, and personnel to assist Jackson County with this work.

NOW THEREFORE, IN CONSIDERATION of the mutual covenants and agreements set forth herein, the parties mutually agree as follows:

I. SCOPE OF SERVICES

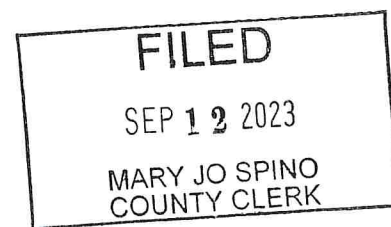
- A. The term "Services" when used in this Agreement shall be the services provided by MARC on behalf of Jackson County as described in Exhibit A, Scope of Services, attached hereto and incorporated by reference.
- B. MARC shall provide Services under this Agreement only upon written request of Jackson County and only to the extent defined and required by the county. Any additional services or materials provided by MARC without Jackson County's prior written consent shall be at MARC's own risk, cost, and expense, and MARC shall not make a claim for compensation from Jackson County for such work.

II. COMPENSATION

- A. Jackson County agrees to pay MARC not to exceed two hundred thousand dollars (\$200,000) for the Services. MARC will hire consultants or provide project personnel as needed to complete the Services.
- B. MARC shall maintain accounts and records, including personnel, property, and financial records, adequate to identify and account for all costs pertaining to the Agreement and such other records as may be deemed necessary by Jackson County to assure proper accounting for all funds. These records will be made available for audit purposes to Jackson County or any authorized representative and will be retained for three years after the expiration of this Agreement unless permission to destroy them is granted by Jackson County.

III. SCHEDULE

- A. Services shall be completed within the timeframe(s) outlined in Exhibit A.
- B. Neither Jackson County nor MARC shall be in default of the Agreement for delays in performance caused by circumstances beyond the reasonable control of the non-performing party.



IV. ASSIGNMENT OF PERSONNEL

MARC's assignment of personnel to perform the Services shall be subject to Jackson County's oversight and general guidance. Jackson County reserves the right to request qualifications and/or reject service from any and all employees, contractors, or guest speakers of MARC.

V. OWNERSHIP OF WORK PRODUCT

MARC agrees that any documents, materials, and work products produced in whole or in part through it under this Agreement, any intellectual property rights of MARC therein (collectively the "Works") are intended to be owned by Jackson County.

VI. RELATIONSHIP OF THE PARTIES

- A. MARC represents that it has, or will secure at MARC's own expense, all personnel required in performing the Services under this Agreement.
- B. The Services required hereunder will be performed by MARC or contractors under MARC's supervision, and all personnel engaged in the work shall be fully qualified and shall be authorized or permitted under State and Local law to perform such services.
- C. None of the work or services covered by this Agreement shall be subcontracted without the prior written approval of Jackson County.

VII. NOTICES

- A. All notices required by this Agreement shall be in writing, and unless otherwise directed by this Agreement, shall be sent to the addresses as set forth in this Section:
- B. Notices sent by Jackson County shall be sent to:
Mid-America Regional Council
Attn: Public Safety Director
600 Broadway, Suite 200
Kansas City, MO 64105-1659
ewinebrenner@marc.org
- C. Notices sent by MARC shall be sent to:
Jackson County
Attn: Troy Schulte
415 E 12th St
Kansas City MO 64106
tschulte@jacksongov.org

VIII. TERM AND TERMINATION

- A. The effective date of this Agreement shall be upon signature of both parties.
- B. The term of this Agreement shall be through completion of the project, anticipated to be December 31, 2024.
- C. Jackson County and MARC reserve the right and may elect to terminate this Agreement at any time, with or without cause, by giving at least thirty (30) days written notice to the other parties. MARC shall perform no activities other than reasonable wrap-up activities after receipt of notice of termination. MARC agrees

to complete any services that are scheduled and advertised as of the date of notice of termination unless other arrangements are approved by Jackson County.

IX. RESOLUTION OF DISPUTES

Jackson County and MARC agree that disputes relative to the services shall first be addressed by negotiations between the parties. Such negotiations shall take place within thirty (30) days of demand by the party seeking resolution of the dispute. If direct negotiations fail to resolve the dispute, the party initiating the claim that is the basis for the dispute shall be free to take such steps as it deems necessary to protect its interests; provided, however, that notwithstanding any such dispute MARC shall proceed with the services as per this Agreement as if no dispute existed.

X. MISCELLANEOUS PROVISIONS

- A. Assignability. MARC shall not assign any interest on this Agreement and shall not transfer any interest in the same (whether by assignment or invitation), without the prior written consent of Jackson County thereto.
- B. Media Announcements. MARC shall not be authorized to make statements to the media or otherwise on behalf of Jackson County without express direction and consent of Jackson County.
- C. Compliance with Local Laws. MARC shall comply with all applicable laws, ordinances, and codes of the State and local governments, and shall save Jackson County harmless with respect to any damages arising from any tort done in performing any of the work embraced by this Agreement.
- D. Equal Employment Opportunity. During the performance of this Agreement, MARC agrees as follows:
 - i. MARC will not discriminate against any employee or applicant for employment because of race, color, sex, disability, national origin, citizenship, age, pregnancy, genetic information, military status, ancestry or any other characteristic or status protected by law. MARC will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, sex, disability, national origin, citizenship, age, pregnancy, genetic information, military status, ancestry or any other characteristic or status protected by law. Such action shall include, but not be limited to, employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.
 - ii. MARC will, in all solicitation or advertisements for employees placed by or on behalf of MARC, state that all qualified applicants will receive consideration for employment without regard to race, creed, color, national origin, religion, or sex.
 - iii. MARC will cause the foregoing provisions to be inserted in all subcontracts for any work covered by this Agreement so that provisions will be binding upon each subcontractor, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

- E. Interest of Members of MARC. No member of the governing body of the Mid-America Regional Council (MARC) and no other officer, employee, or agent of MARC who exercises any functions or responsibilities in connection with the planning and carrying out of this Agreement, shall have any personal financial interest, direct or indirect, in this Agreement, and MARC shall take appropriate steps to assure compliance.
- F. Interest of MARC and Employees. MARC covenants that the members of their governing body and employees presently have no interest and shall not acquire interest, direct or indirect, in the scope of work associated with this Agreement or any other interest which would conflict in any manner or degree with the performance of his/her services hereunder. MARC further covenants that in the performance of this Agreement, no person having any such interest shall be employed.
- G. Entire Agreement. This Agreement represents the entire Agreement and understanding between the parties, and this Agreement supersedes any prior negotiations, proposals, or agreements. Unless otherwise provided in this Agreement, any amendment to this Agreement shall be in writing and shall be signed by Jackson County and MARC and attached hereto.
- H. Severability. If any part, term or provision of this Agreement, or any attachments or amendments hereto, is declared invalid, void, or enforceable, all remaining parts, terms, and provisions shall remain in full force and effect.
- I. Waiver. The failure of either party to require performance of this Agreement shall not affect such party's right to enforce the same. A waiver by any party of any provision of breach of this Agreement shall be in writing. A written waiver shall not affect the waiving party's rights with respect to any other provision or breach.
- J. Third Parties. The Services to be performed by MARC are intended solely for the benefit of Jackson County. Nothing contained herein shall create a contractual relationship with, or any rights in favor of, any person or entity not a signatory to this Agreement.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be duly executed as of the date first above written.

MID-AMERICA REGIONAL COUNCIL

By: David Warm

David Warm
Executive Director

JACKSON COUNTY, MISSOURI

By: Troy M Schulte

Troy Schulte
Jackson County Administrator

APPROVED AS TO FORM

[Signature]
County Counselor

ATTEST:

[Signature]
Clerk of the County Legislature

Exhibit A

Scope of Services

MARC will support Jackson County to execute the scope of work and deliverables outlined in *Feasibility Study for Solutions to Workforce Challenges within Public Safety Answering Points (PSAPs), Including Evaluation of Regional Dispatch*, attached hereto as Exhibit A-1 and incorporated by reference. Key tasks assigned to MARC are outlined below and will be implemented in accordance with the schedule in Exhibit A-1 (as amended by agreement of all parties).

MARC will staff a project steering committee comprised of representatives of each of the participating agencies. The steering committee will provide oversight of the work and be accountable for final project recommendations.

MARC will act as a neutral facilitator to guide and administer the process with support from the awarded contractors. Decisions about the approach to the work and recommendations for proposed changes to ensure continuity will rest exclusively with the project steering committee.

Phase 1: Request for Proposal (RFP)

MARC will publish an RFP for qualified contractors to assist with the feasibility study. The submittals will be reviewed by MARC staff and the steering committee may conduct interviews, score, and select a vendor.

Phase 2: Contractor and Stakeholder Engagement

MARC staff will work with contractor to facilitate individual meetings with each stakeholder to assess their facilities, operations, and staffing in order to make recommendations.

MARC staff will be responsible for compiling feedback into a summary report for review with the project steering committee once all meetings are concluded.

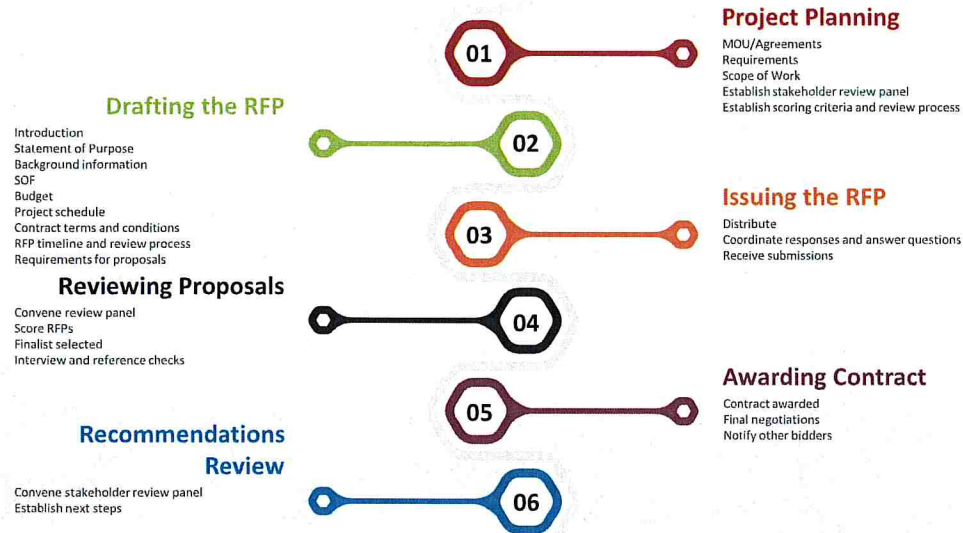
Phase 3: Recommendations

MARC staff will work with contractor to review recommendations. The vendor will present the final recommendation/report to the steering committee and any agency leadership to ensure an opportunity to ask questions and define next steps.

Project Lead - MARC: MARC will provide staff support to the project steering committee throughout the process including coordinating and overseeing all subconsultant work, scheduling meetings, preparing agendas, taking minutes, etc. MARC will be available for update meetings with agency leaders upon request. Eric Winebrenner, Public Safety Program Director will be the lead assigned staff. He will attend all project steering committee meetings and interviews.

Exhibit A-1

REGIONAL DISPATCH PROJECT TIMELINE



Steering Committee Members

Agency	Study Contact Person	Phone	Email
Blue Springs Police	Captain Don Rapp	816-220-4579	drapp@bluespringsgov.com
Grandview Police	Captain Ryan Sharp	816-316-4904	rsharp@grandview.org
Independence Police	Captain Kris Poletis	816-325-7265	kpoletis@indepmo.org
Jackson County	Troy Schulte		TSchulte@jacksongov.org
Jackson County Sheriff	Sgt. Russell Beach	816-666-1317	rbeach@jacksongov.org
Kansas City Missouri Police	Capt. Jennifer Jones		Jennifer.jones@kcpd.org
Lee's Summit Police			
Raytown Police Department			



The Mid-America Regional Council will accept separate proposals from qualified persons or firms interested in providing the following, in accordance with the attached Requirements/specifications:

Feasibility Study for Solutions to Workforce Challenges within Public Safety Answering Points (PSAPs), Including Evaluation of Regional Dispatch

**on behalf of Jackson County, Missouri
Issued: 08/15/2023**

PROPOSALS MUST BE RECEIVED BY: 09/15/2023 by 5:00pm CST.

RETURN PROPOSALS TO: Eric Winebrenner, Public Safety Program Director,
600 Broadway, Suite 200, Kansas City, Missouri 64105;
ewinebrenner@marc.org; 816-701-8211

Proposal in PDF format to be sent electronically and 10 hard copies mailed by closing date and time.

SUBJECT LINE: Regional Emergency Communications Feasibility Study
Closes: 9/15/2023 at 5:00pm CST.

Respondent Company Name

PRE-BID MEETING Pre-bid meeting will be held at MARC, 600 Broadway,
Suite 200 (with a virtual option in Microsoft Teams) on TBD
in the TBD room.

CLARIFICATIONS: Submit in writing to ewinebrenner@marc.org

CLARIFICATION DEADLINE: Clarification requests will not be accepted after 5:00 p.m.
on 08/26/2023.

NOTICE OF AWARD: Expect to announce by 10/24/2023

CONTRACT PERIOD:

Tentative March 30, 2024

- MARC reserves the right to reject any, and all proposals, to waive technical defects in proposal, and to select the proposal(s) deemed most advantageous to the entities.
- If Proposers receive this document from sources other than direct mailing or at DemandStar.com, you must contact the Program Director to be added to the distribution list for any addendums, clarifications, or other proposal notices.
- It is the responsibility of each Proposer, before submitting a proposal, to examine the documents thoroughly, and request written interpretation or clarifications after discovering any conflicts, ambiguities, errors, or omissions in the documents.
- It is the responsibility of the person submitting a proposal by email to ensure that the proposal has been received by the appropriate MARC staff, and not blocked by a spam filter or rejected because of large attachments. To confirm receipt, you may contact the Program Director.

A. PURPOSE AND INTRODUCTION

The Mid-America Regional Council (MARC), the Metropolitan Planning Organization for the bi-state Kansas City metropolitan area is seeking proposals from qualified firms to conduct a comprehensive study of the possible solutions for regionalization of emergency communications dispatch services within Jackson County. The purpose of this study is to identify shared service opportunities to address staffing and resource challenges and improve the overall effectiveness of the public safety response to citizens of Jackson County.

B. BACKGROUND

Jackson County is in the western portion of Missouri, on the border with Kansas. As of the 2020 census, the population was 717,204, making it the second-most populous county in the state. It is the most populated county in the Kansas City metropolitan area. In Jackson County there are 11 Public Safety Answering Points (PSAP), eight primary, and three secondary PSAPs for the provision of public safety and public service telecommunication services. Law enforcement agencies act as primary PSAPs. These PSAPs are in Jackson County, Missouri, and the following cities in Missouri: Blue Springs, Kansas City, Grandview, Independence, Lee's Summit, and Raytown.

The three secondary PSAPs are American Medical Response (AMR), the Kansas City, Missouri Fire Department and the Lee's Summit Fire Department; these agencies are responsible for fire and EMS operations. The secondary PSAPs are not included in the scope of this feasibility study.

The Mid-America Regional Council operates the Regional 911 System on behalf of the Public Safety Communications Board. This board is made up of elected officials, police and fire chiefs, and other appointed individuals, from the eleven county MARC region. The region includes Cass, Clay, Jackson, Platte and Ray counties in Missouri and Atchison, Johnson, Leavenworth, Linn, Miami, and Wyandotte counties in Kansas. MARC owns and operates the centralized 911 system, delivering emergency calls as well as location/mapping and caller information. MARC owns the 911 infrastructure, hardware and call handling software which is used in the PSAPs of all eleven counties, including Jackson.

Jackson County has engaged with MARC to investigate the feasibility of changing the current model of answering and dispatching 911 calls from the current system of PSAPs within Jackson County. MARC desires professional consulting services to conduct a Feasibility Study that will provide a comprehensive overview of current conditions, financial considerations, drawbacks, benefits, and strategic options for changing the current PSAP model into a model that will work with the staffing constraints and future needs within Jackson County. It is understood that these options can include co-location, virtual options as well as other shared resource or services solutions. All these options, plus any other strategies, to include recruitment and retention of telecommunicators, should be explored in the feasibility study.

Jackson County is home to 14 law enforcement agencies, seven fire departments/districts, eight primary PSAPs and three secondary PSAPs. The eight primary PSAPs handled 2,310,984 administrative and 911 calls in 2022. The three secondary PSAPs handled 539,721 administrative and 9-1-1 calls in 2022. In 2022, Jackson County PSAPs received 50.4% of all 911 calls made in the eleven county, MARC 911 service area.

Although the three secondary PSAPs in Jackson County (Kansas City Fire Department, Lee's Summit Fire Department, American Medical Response) are not part of the scope of this feasibility study, any strategic options proposed should include potential inclusion of these secondary PSAPs.

C. STUDY AREA

The study area will include Jackson County, Missouri, and the following cities in Missouri: Blue Springs, Kansas City, Grandview, Independence, Lee's Summit, and Raytown.

D. PROJECT MANAGEMENT AND ADVISORY COMMITTEE

Steering Committee: The steering committee, comprised of representatives of each of the participating agencies will provide oversight of the work and be accountable for final project recommendations.

Project Lead - MARC: MARC will provide staff support to the steering committee throughout the process including coordinating and overseeing all contractor work, scheduling meetings, preparing agendas, taking minutes, etc. MARC will be available for update meetings with agency leaders upon request.

Eric Winebrenner, Public Safety Program Director will be the lead assigned staff. He will attend all steering committee meetings and interviews.

E. SCOPE OF SERVICES: Note: Onsite meetings with stakeholders and onsite inspection of facilities and personnel is required. Enough time and personnel are expected to be deployed on site to meet this requirement.

1. Define current operating conditions for all participating agencies Jackson County.

Factors to be considered in benchmarking conditions should include but are not limited to:

- a. Commonality of goals across different organizations
- b. Current workloads
 - i. Volume, frequency, and duration of 9-1-1, 7-digit emergency/non-emergency lines, and incoming/outgoing administrative calls
 - ii. Volume of dispatch activity to include an analysis by dispatch zones (i.e., geographic sectors) by discipline (e.g., police/fire/EMS)
 - iii. Radio traffic P-T-Ts/duration by dispatch discipline/zones
 - iv. Secondary radio channels/monitoring assignments

- v. Special events/seasonal activity
 - vi. Other tasks performed (e.g., technical/radio support, response plans, GIS/mapping, database maintenance, training, administrative services)
 - vii. Tasks performed by staff that should not be performed by consolidated staff.
 - viii. Other system users, e.g., schools, highway departments, probation, NYS agencies, etc.
- c.) Staffing levels
- i. Staffing levels to include call takers, dispatchers, supervisors, technical support, training, administrative, and management personnel.
 - ii. Assess and compare training/certifications of personnel in all centers.
- d.) Employee compensation
- i. Salary
 - ii. Differential by classifications/grades
 - iii. Differentials within classifications (e.g., steps)
 - iv. Salary enhancements (e.g., shift pay, holiday pay, educational incentive pay)
 - v. Benefits
 - vi. Retirement
 - vii. Time off
- e. Current and physical space requirements
- i. Identify current facilities, characteristics, advantages, disadvantages.
 - ii. Calculate space needs based on projected staffing and growth for next 20 years.
 - iii. Develop budget estimates to renovate, build new, or multiple facilities for singular centers and a consolidated center.
 - iv. Identify back-up sites - current facilities, characteristics, advantages, disadvantages.
 - v. Consider ancillary sites (e.g., radio towers)
- f. Commonality of equipment, systems, and procedures
- g. Budget overview of current operations
- h. Governance
- i. Client agencies/stakeholders
 - ii. Interoperable radio system
 - iii. Common or conflicting individual PSAP policies
- j. Contracts (e.g., collective bargaining, leased equipment, software licensing, maintenance agreements) to be reviewed.
- k. Technical systems in use and condition/issues, to include:
- i. Voice radio systems
 - 1. Fleet mapping
 - 2. Fire & EMS alerting/paging
 - 3. Coverage
 - 4. Telephony
 - 5. Interoperable communications
 - ii. Computers systems, networks, and interfaces
 - 1. CAD

2. Call-taking
 3. Mapping/Imagery
 4. Public safety agency notification systems/alerting
 5. Text-to-911
 6. County internal alarm and notification systems
 7. Public alerting/emergency notification systems
 8. Logging recorders
 9. Administrative computers
 10. Connections between Counties and between tower sites
 11. Third party notification systems
 - iii. Alarm monitoring - commercial, residential, County owned facilities
 - iv. Useful lifecycles of equipment in use/short term replacement needs.
 - v. Workstations
 - vi. Utility infrastructure (Telco, power, VoIP)
 - vii. Data conversion needed.
 - viii. GIS/Mapping
 - ix. Mobile data infrastructure and applications
 - x. Networking and connectivity issues
 - xi. Cyber-attack resiliency
 - l. Operational/workflow issues
 - i. Level of service expected by PSAP
 1. Current levels
 2. Stakeholder expectations
 - ii. Records access (CAD, radio/telephone audio)
 - m. Financials
 - i. Cost of facilities and backups (operating (maintenance), capital (repair/replace), utilities, etc.)
 - ii. Training costs
 1. Cost of current and future training
- 2. Develop a case to consider both advantages and disadvantages consolidation/regionalization**
- a. Identify/discuss potential the obstructions and benefits of consolidation, such as:
- i. Improved/diminished service levels to citizens and first responders.
 - ii. Improved/diminished first responder safety and satisfaction.
 - iii. Improved/diminished coordination of service.
 - iv. Improved/diminished consistency/equality in service delivered to the public across the region.
 - v. Improved/diminished incident management/response to unusual occurrences.
 - vi. Improved/diminished levels of supervision/quality management.
 - vii. Improved/diminished buying power (e.g., maintenance agreements, hardware)
 - viii. Improved/diminished benefits to employees (e.g., specialization, vertical and horizontal promotional opportunities, advanced training)
 - ix. Improved/diminished ability to offer classroom training.
 - x. Improved/diminished interagency cooperation and sharing of information.

- xi. Improved/diminished ability to leverage other information systems (e.g., CHAIRS, mobile data)

3. Consider feasibility of Jackson County Regional Emergency Communications Center

- a. Determine the political feasibility of consolidation, to include:
 - i. Work with County administrations to identify key stakeholders (e.g., government leaders, employee groups, public safety clients, organizations, individuals)
 - ii. Assist in surveying and consulting with stakeholders to determine if consolidation efforts would likely be successful.
 - iii. Provide an accurate measurement of the current political climate.
 - 1. Identify any applicable drivers or preventers of consolidated/communications services (e.g., public policy forces, emerging technologies, evolution of governments, communications failures, cost saving mandates)
 - 2. Identify any political challenges or obstacles to regional consolidation
- b. Project workload of a regional communications center, to include:
 - i. Volume, frequency, and duration of 9-1-1, 7-digit emergency/non-emergency calls, and incoming/outgoing administrative calls
 - ii. Volume of dispatch activity to include a recommendation for dispatch zones (i.e., geographic sectors) by discipline (e.g., police/fire/EMS) based on projected dispatch workload
 - iii. Volume, frequency, and duration of 9-1-1, 7-digit emergency/non-emergency calls, and incoming administrative calls that experience a hold or automated recording
 - iv. Recommended configuration and staffing of primary and secondary radio channels
 - v. Identify tasks now performed that should not be performed by a regional communications center
- c. Determine the technical feasibility of consolidation and any technical roadblocks to consolidation, to include, but not be limited to:
 - i. Voice radio systems
 - ii. Computers systems, networks, redundancies, and interfaces (e.g., CAD, call-taking, mapping/imagery, text-to-911, public alerting/emergency notification systems, logging recorders, network connections between Counties)
 - iii. Alarm monitoring
 - iv. Short term replacement needs
 - v. Call taking/dispatch workstations
 - vi. Utility infrastructure (Telco, power, VoIP)
 - vii. Data conversion needed
 - viii. GIS/Mapping
 - ix. Mobile data infrastructure and applications
 - x. Networking and connectivity issues
- d. Identify and address personnel/human resource issues/roadblocks, to include:

- i. Civil service/classifications compatible/match
 - ii. Collect bargaining agreements
 - iii. Disparity in wages and benefits
 - iv. Seniority issues
 - v. Shift and pass day assignment issues
 - vi. Selecting supervisory and management personnel
 - vii. Employee convenience/travel
 - viii. Employee turnover
- e. Identify any management issues or concerns
- f. Identify any legal and financial roadblocks/issues
 - i. Governance
 - ii. Inter-municipal agreements
 - iii. Center policies and procedures
 - iv. Cost/funding allocations
 - v. Existing bonds/anticipated bonding

4. Provide a thorough cost-benefit analysis.

- a. Detail estimated regional communications center one-time start-up costs.
- b. Project first year and long-term (20 years) operating and capital costs, to include:
 - i. Personnel costs (salary and benefits) based upon proposed staffing and to include a comparison of current and post-consolidation personnel costs
 - ii. Technological costs, to include a comparison of current and post-consolidation:
 - 1. CAD (including database conversions, mapping, etc.)
 - 2. Call taking equipment
 - 3. Radio Consoles
 - 4. System integration/networking
 - 5. Interoperable radio communications system maintenance to include towers, tower facilities, shelters and internal systems, county owned radio subscriber equipment, site surveillance
 - 6. Cost for procurement and maintenance of required systems
 - 7. Whenever practical, the use of existing equipment shall be considered
 - iii. A comparison of current and post-consolidation maintenance costs
 - iv. Facility construction costs, to include capital costs for new or renovated facilities.
- c. Estimate cost savings or loss over a 20-year post implementation period, to include:
 - i. Combined resources and shared responsibility
 - ii. Operating costs (salaries, benefits, overhead, supervision, management, etc.), to include:
 - 1. Salary savings
 - 2. Employee benefits
 - 3. Reductions in aggregate personnel needs
 - 4. Reduced overhead costs
 - 5. Equipment costs

- 6. Equipment maintenance costs
- 7. Software/licensing costs
- 8. Facility and system maintenance costs
- 9. Cost avoidance factors
- iii. Aggregate costs for large capital investments such as facilities, technology systems, and shorter equipment lifecycles (e.g., CAD changes/refreshes/upgrades, radio infrastructure, migration to NG9-1-1 and other technologies, needs for expansion, new hire and in-service training of personnel, technical support, staffing attrition, overtime costs, economies of scale)
- d. Identify costs to cover non-dispatch related tasks, if no longer provided by communications center personnel

5. Consider Alternative Consolidation/Shared Service Models

- a. Consider alternative options to include:
 - i. Shared services/resources (e.g., CAD, call taking system, technical support, training)
 - ii. Virtual consolidation (i.e., separate locations with common equipment operating in tandem)
 - iii. Hybrid
 - iv. Other
- b. Discuss viability of these options
 - i. Benefits
 - ii. Disadvantages
 - iii. Costs/Savings
 - iv. Cost Increases

6. Provide Recommendation(s) Provide a recommended course of action for Jackson County to include, but not be limited to:

- a. Organization type
 - i. Single County department
 - ii. Joint municipal
 - iii. Independent stand-alone agency funded through surcharge revenues and County shares
- b. Governance model
 - i. Communities and residents
 - ii. Jackson County officials to include political, management, Emergency Management, and Sheriff
 - iii. Public Safety Agency clients
 - iv. Other stakeholders (e.g., IT, Planning, Facilities, District Attorneys)
- c. Using industry standards, estimated the numbers and type of staff that will be required to operate the consolidated communications center.
 - i. Recommend staffing levels to include call takers, dispatchers, ancillary channel dispatchers, supervisors, technical support, training, quality

- assurance, administrative, clerical, facility support, and management personnel
- ii. The estimate shall consider PSAP operational factors that impact staffing such as call and dispatch volume, employee classification/discipline needs, and staffing needed to fill seats on a 24/7 basis.
- iii. Reconcile with any identified Civil Service or collective bargaining Impact on current personnel (e.g., transferability, classifications, etc.)
- iv. Identify needs for common level of training
- d. Personnel/Human Resources, to include:
 - i. Pay scale disparities
 - ii. Benefit packages
 - iii. Time off disparities
 - iv. Seniority
 - v. Shift and pass day assignment
 - vi. Specialized assignment
 - vii. Retirement packages, including any impact on current retirement plans
 - viii. Representation/collective bargaining agreements
 - ix. Automatic transfer or re-hire of existing employees
- e. Classification/job titles
- f. Management structure
- g. Organizational structure to include organizational chart
- h. Allocation and distribution of personnel (e.g., total allocation and classifications of personnel needed, distribution by division/component, temporal distribution of operations personnel by classification)
- i. Identify facility locations and options to meet projected operational needs based on 20-year Jackson County growth predictions
- j. Funding model, to include consideration of
 - i. Potential grants revenues
 - ii. Equitable cost sharing
 - iii. Ancillary revenue sources
 - iv. Revenue receipt and allocation
 - v. Expected impact on local dollars
- k. Technical systems, to include:
 - i. Voice radio systems
 - 1. Fleet mapping
 - 2. Fire & EMS alerting/paging
 - 3. Coverage
 - 4. Interoperable communications
 - ii. Computers systems, networks, redundancies, and interfaces
 - 1. CAD
 - 2. Call-taking
 - 3. Telephony
 - 4. Mapping/Imagery
 - 5. Public safety agency notification systems/alerting
 - 6. Text-to-911
 - 7. Public alerting/emergency notification systems
 - 8. Logging recorders
 - 9. Administrative computers

10. Connections between Counties

11. NextGen 911

- iii. Alarm monitoring
- iv. Useful lifecycles of equipment in use/short term replacement needs.
- v. Workstations
- vi. Utility infrastructure (Telco, power, VoIP)
- vii. Database maintenance
- viii. Data conversion
- ix. GIS
- x. Mobile data infrastructure and applications
- xi. Network/systems connectivity
- l. Pre/post consolidation training needs and anticipated hours per classification.
- m. Recommend key operational/workflow issues.
 - i. Level of service expected by PSAP and all stakeholders.
 - ii. Call taking and dispatch.
 - iii. Practices/policy and procedures
- n. Identify any management issues or concerns.
- o. Identify other partnering opportunities with other entities.

7. Study staff qualifications

- a. Agencies or individuals submitting proposals must provide a complete list of the staff who will be working on the study. This to include offsite and onsite staff. Also include their role(s), qualifications/certifications, and detailed resumes.

F. STUDY SCHEDULE

MARC hopes to complete the selection process and issue a notice to proceed by October 2, 2023. The feasibility study and recommendations should be completed by March 30, 2024, or sooner. Proposals should include a general project schedule that includes, at a minimum:

- Appropriate check-in meetings with MARC staff and the steering committee
- Stakeholder engagement
- Facilities site visits
- Research and analysis
- Review of draft deliverable(s) with MARC staff

Presentation of final recommendations to the steering committee

G. PROPOSAL SUBMITTAL REQUIREMENTS

Open Records Act and Proprietary Information

The Mid-America Regional Council (MARC) is a public organization and is subject to the Missouri Open Records Act (Chapter 610, RSMo). All records obtained or retained by MARC are considered public records and are open to the public or media upon request unless those records are specifically protected from disclosure by law or exempted under the Missouri Sunshine Law. All contents of a response to a Request for Bids, Qualifications, Proposals or information issued by

MARC are considered public records and subject to public release following decisions by MARC regarding the bid request. If a proposer has information that it considers proprietary, a bidder shall identify documents or portions of documents it considers containing descriptions of scientific and technological innovations in which it has a proprietary interest, or other information that is protected from public disclosure by law, which is contained in a Proposal. After either a contract is executed pursuant to the Request for Bids, RFQ or RFP, or all submittals are rejected, if a request is made to inspect information submitted and if documents are identified as "Proprietary Information" as provided above under Missouri Sunshine Law, MARC will notify the proposer of the request for access, and it shall be the burden of the proposer to establish that those documents are exempt from disclosure under the law."

To be eligible for consideration, proposals must be received by MARC as designated on the cover page of the RFP.

The following items must be addressed in all proposals:

1. **SCOPE OF WORK:** MARC staff has developed a general outline of work tasks associated to the Scope of Work. The Contractor will be required to recommend and expand and/or revise this study's Scope of Work. Contractor recommendations will demonstrate and propose strategies that exemplify best practices in planning, analysis and recommending regional emergency call handling strategies and solutions. Respondents must provide a detailed scope of work including a project schedule and specific methodologies and/or approaches that will be used to develop the Regional Emergency Communication Strategy Feasibility Study. Innovative approaches for completion of the Scope of Work are encouraged.
 - A. The name and address of the contracting firm, together with the name, telephone and fax number, and e-mail address of the primary contact person for purposes of this proposal
 - B. A listing of all proposed subcontractors, if any
 - C. See Attachments A and B.
2. **QUALIFICATIONS:** Proposals should indicate general and specific qualifications of the proposer in planning and disciplines appropriate to this project. A brief narrative (four pages maximum) regarding the firm's capabilities to carry out this project, including special assets, areas of expertise, analytical tools, and data sources, etc. to which the firm may have access. Proposals shall also include:
 - A. A listing and written samples of similar projects undertaken within the last five (5) year, by proposing firm and/or its subcontractors, showing contract amounts, description of work performed, client contact persons, phone numbers, and e-mail addresses.
 - B. Resumes of key professional staff who will be assigned to this project.
 - C. Description of the workload of individuals assigned to this project during the period of this study. Any reassignment of designated key staff will not occur without mutual consultation and consent by MARC.
 - D. Firms and subcontractors', if any,
 - E. References

H. SELECTION PROCEDURE

A short list, of not more than four (4) and no less than two (2), proposers and/or proposer teams will be selected on or about 9/29/2023 by MARC, after MARC and the study's selection committee analyzes all proposal information. Short-list proposers should be available for interviews and/or presentations prior to the selection of a Contractor. The final selection of a Contractor shall occur on or about 10/13/2023 (contingent upon approval by MARC's Board of Directors). MARC reserves the right to negotiate a contract, including a scope of work, and contract price, with any proposers or other qualified party.

This Request for Proposals does not commit MARC to award a contract, to pay any cost incurred in preparation of a response to this Request, or to procure or contract for services or supplies. MARC reserves the right to accept or reject all responses received as a result of this Request or cancel this Request in part or in its entirety if it is in the best interests of MARC to do so. Proposers shall not offer any gratuities, favors, or anything of monetary value to any officer, employee, agent, or director of MARC for the purpose of influencing favorable disposition toward either their proposal or any other proposal submitted because of the Request for Proposal.

MARC reserves the right to suggest to any or all proposers to the Request for Proposals that such proposers form into teams of consulting firms or organizations deemed to be advantages to MARC in performing the Scope of Work. MARC will suggest such formation when such relationships appear to offer combinations of expertise or abilities not otherwise available. Proposers have the right to refuse to enter any suggested relationships.

All Proposals submitted hereunder become the exclusive property of MARC.

I. PROPOSAL EVALUATION CRITERIA

The proposals submitted by each Contractor, Firm, or Contractor Team, will be evaluated according to the following factors, in order of priority:

- A) Specialized experience and technical competence of the contractor and assigned staff relative to the scope of work and task requirements outlined in this RFP.
 - 1) Experience of the project manager
 - 2) Experience of the prime contractor(s) and subcontractor(s)
 - 3) Amount of dedicated time of key staff allocated to the project.
 - 4) Experience of other assigned individuals
- B) Understanding the nature of the project
 - 1) Understanding the proposed scope of work
 - 2) General understanding of the regional significance of the project
 - 3) General organization and clarity of the proposal
- C) Assignment of key project staff.
- D) References reflecting previous work experience of the project team and satisfactory accomplishment of contractor responsibilities.
 - 1) Quality of final product.

- 2) Ability to meet work schedules.
- 3) Responsiveness to client input.
- 4) Project cost

J. ON-SITE PRESENTATIONS

The project selection team may require an oral presentation of those firms identified on the proposer's short list. Presentations will be held at MARC, or a site designated by MARC.

K. CONTRACT AWARD

MARC will notify the selected candidate by telephone and e-mail. Following verbal notification, MARC will negotiate a standard professional service agreement with the selected candidate (see Attachment E "Contracting Agreement"). The selected candidate's proposal will be incorporated by reference in the contract. Additionally, MARC will notify, in writing, the candidates who are not selected.

L. PROTEST PROCEDURES

In the course of this solicitation for proposals and the selection process, a proposer (bidder of offer or whose direct economic interest would be affected by the award of the contract) may file a protest when in the proposer's opinion, actions were taken by MARC staff and /or the selection committee which could unfairly affect the outcome of the selection procedure. All protest should be in writing and directed to Mr. Warm, Executive Director, Mid-America Regional Council, 600 Broadway, Suite 200, Kansas City, MO 64105. Protest should be made immediately upon occurrence of the incident in question but no later than three (3) days after the proposer receives notification of the outcome of the section procedure. The protest should clearly state the grounds for such a protest. should be made immediately upon occurrence of the incident in question but no later than three (3) days after the proposer receives notification of the outcome of the section procedure. The protest should clearly state the grounds for such a protest.

Upon receipt of the protest, MARC's Executive Director will review the actual procedures followed during the selection process and the documentation available. If it is determined the action(s) unfairly changed the outcome of the process, notifications with the selected proposer will cease until the matter is resolved.

M. PROCUREMENT SCHEDULE

The following is a tentative schedule for the Contractor selection process:

Activities	Schedule
RFP issued	August 15, 2023
Proposals Due	5:00 PM. Central Time, September 15, 2023
Short List Announced	September 29, 2023
On site presentations	As scheduled by MARC
Selection/MARC Board Approval	October 13/October 24, 2023
Contract Execution/ Notice to proceed	TBD after contract negotiation
Project Completion	TBD after contract negotiation

N. PROJECT BUDGET

The level of funding for this project will be based on the scope of work. Jackson County, Missouri and MARC have committed funds to this project. The final level of contractor funding and contract price will be negotiated between MARC and the contractor.

- Estimated project range: **up to \$200,000.**
- Period of Performance: **through March 30, 2024**

REVENUE CERTIFICATE

There is a balance otherwise unencumbered to the credit of the appropriation to which the expenditure is chargeable and there is a cash balance otherwise unencumbered in the treasury to the credit of the fund from which payment is to be made each sufficient to provide for the obligation of \$200,000.00 is herein authorized.

8-23-2023
Date



Director of Finance and Purchasing
Account No. 031-5031-56080
PC 503123002 000 DM