

**REQUEST FOR QUALIFICATIONS (RFQ) #09-16/17  
CONSULTANT SERVICES-COUNTY DISPATCH OPERATIONS AND STAFFING  
ANALYSIS**

Florence County is accepting letters of interest and statements of qualifications from firms to provide consulting services for a Public Safety Answering Point (here after known as Central Dispatch) Operations and Staffing Analysis. Interested firms are invited to submit qualification statements in accordance with this solicitation.

**SUBMITTALS OF QUALIFICATIONS** must be submitted no later than 3:00 p.m. EST on Thursday, September 29, 2016 to the address below. Submittals shall contain one (1) original and five (5) copies of the information requested. Submittals received after the deadline will not be opened. Facsimile or e-mail submittals will not be accepted. All submittals should be sent to:

Florence County Procurement  
City-County Complex, MSC-R  
180 N. Irby Street, Room B-5  
Florence, South Carolina 29501  
(843) 665-3018

Qualification statements must be submitted to Florence County Procurement in accordance with the date and time outlined above. Respondents to this request for qualification statements will be publicly identified at that time. Qualification statements must be submitted in a sealed envelope with the following information on the envelope: Submitting firm's name and address, RFQ title, and RFQ closing date and time.

This request for qualification statements does not commit Florence County to award a contract, to pay any cost incurred in the preparation of qualification statements or to procure or contract for the articles of goods or services. Florence County reserves the right to accept or reject any or all qualification statements received as a result of this request, to negotiate with any or all qualified offerors, or to cancel in part or in its entirety this proposal, if it is in the best interest of the County to do so.

**Any written questions should be emailed to:**

Patrick Fletcher, Procurement Director  
pfletcher@florenceco.org

**DEADLINE FOR WRITTEN QUESTIONS IS CLOSE OF BUSINESS, TUESDAY, SEPTEMBER 20, 2016.**

**SCOPE OF WORK:**

Florence County is soliciting qualification statements from firms to conduct a study to evaluate the County's Central Dispatch department operations, equipment and staffing. The study will cover current as well as projected needs of the department based on anticipated growth and desire to maintain a quality service for the public. The study will identify operations needs for current and future E911 calls and document a plan for future staffing needs that can be utilized in anticipation of growth within the County's jurisdiction. The study should include:

- Obtain a comprehensive review of Central Dispatch to provide analysis and insight to support and improve operational effectiveness

- Present recommendations and metrics to evaluate and improve the performance of the Central Dispatch staff
- Evaluate business processes in an effort to identify potential opportunities for improvement in time
- Examine Central Dispatch's current recruiting process and determine whether the current process provides adequate opportunity to attract the best applicants
- Provide suggestions regarding the recruiting process to achieve better results and identify opportunities to gain efficiencies within the process without compromising the integrity of the process
- Review employee retention to determine why employees stay and why they leave County employment
- Examine the training of new hires and on-going training programs for their impact on scheduling and shifts
- Evaluate on-duty training models
- Evaluate current staffing plans to ensure the following:
  - Personnel are assigned to provide maximum coverage
  - Evaluate current supervisor to employee ratios
  - Make recommendations regarding shifts, hours and time off
  - Determine whether staffing assignments are consistent with workload demands
  - Determine whether additional staffing is needed
- Examine and evaluate more efficient ways to utilize CAD, GIS and other software to facilitate more efficient processing of calls
- Review plans and scope of current 911/EOC building project to ensure the dispatch center meets the current needs of Florence County
- Review and evaluate existing responder radio operational procedures to develop standards for radio discipline, collaboration, and agency interoperability
- Develop a training program for Central Dispatch and responders to cover nationally accepted best practices
- Review agency specific radio assignments to increase efficiency of responders and to reduce confusion and dispatch involvement in relaying messages

**GENERAL INFORMATION:**

1. The selection of the firm(s) will be made in accordance with the Florence County Procurement Code and Regulations.
2. Qualification statements will not be accepted from any firm, company, individual, person or party, parent or subsidiary, against which the County has an outstanding claim, or a financial dispute relating to a prior contractual performance with the County.
3. An original and five (5) copies of the qualification statement must be delivered to the County by 3:00 pm on Thursday, September 29, 2016. The qualification statement may be:

**MAILED TO:**

Florence County Procurement  
 180 N. Irby Street, MSC-R  
 Florence, South Carolina 29501

**HAND-CARRIED TO:**

Florence County Procurement  
 180 N. Irby Street, Room B-5  
 Florence, South Carolina 29501

4. Offerors mailing a qualification statement should allow sufficient mailing time to ensure timely receipt. The County is not responsible for qualification statements delayed by mail and/or delivery services of any nature. Qualification statements received after the set time for closing will be returned unopened.
5. Qualification statements must be made in the official name of the firm or the individual under which business is conducted (showing the official business address) and must be signed in ink by a person duly authorized to legally bind the person, partnership, company or corporation submitting the qualification statement. Qualification statements must be valid for a minimum of ninety (90) days. Qualification statements may be withdrawn by offeror prior to, but not after, the time set for the opening.
6. Upon receipt by the County, the qualification statement shall become the property of the County, without compensation to the offeror, for disposition or usage by the County at its discretion. The County shall have the sole discretion in evaluating both the qualification statement and the qualifications of the offerors. The County reserves the right to reject any and all qualification statements and is not bound to accept any qualification statements, if the qualification statement acceptance is contrary to the best interest of the County. The particulars of any qualification statement will remain confidential until a contract is signed with the successful offeror(s).

**INFORMATION REQUESTED:**

1. Name, address, phone number, e-mail, fax number, type of ownership, number of years in business and principals, including names, titles, education, experience and technical competence, as evidenced by resumes and experience records.
  - Type of entity
  - Brief history
  - Location
  - Number of Employees
  - Area of expertise
  - Staff members anticipated to actively work on project
2. The firm shall demonstrate its capabilities, specialized experience, and technical competence in providing the requested consulting services as it relates to Central Dispatch.
3. Provide a list of no more than five (5) relevant projects your firm has worked on in the past including but not limited to the scope and budget of the project. Provide project name and location, project description, date of services, services provided and total project budget. Provide a current reference for each project to include name, job title, and telephone number. Written letters of reference are preferred
4. Provide a complete list of firm employees anticipated to be assigned to this project along with a description of their education and relevant experience. Indicate the lead consultant for the project.
5. Provide detailed statement of the firm's perception of the project requirements outlining any unique qualifications and how the proposed project team is particularly well qualified to meet the project's requirements and any problems that might arise.
6. Provide a work plan that shows the anticipated projected timeline, number of hours each team member is expected to spend on the project, and breaks the project down into detailed tasks.

**SELECTION:**

The following is a list of criteria that will be used in evaluating qualifications. Respondents will be evaluated on the Statement of Qualifications submitted. Florence County shall be the sole judge of the relative weight of the evaluation criteria. The order of this list does not represent which criteria are most important. Submittals will be evaluated in accordance with criteria specified.

1. Experience in consulting services on similar projects in size and scope.
2. Evidence of relevant experience of lead consultant and other staff to be assigned to project.
3. Evidence of ability of consultant team to implement and complete project within an assigned time.
4. References on five (5) similar projects.
5. Responsiveness of statement of qualifications.

Negotiations will be initiated with the top ranked firm.

NOTE: By submission of your letter of interest and qualification statements in response to this announcement, you are certifying that neither your firm nor any of its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or excluded for participation in this procurement process by any governmental department or agency. Further, if such a debarment or suspension occurs during the course of the procurement, you shall so inform Florence County.

NOTE: No proposer shall, directly or indirectly, engage in any conduct (other than the submission of a proposal or other prescribed submissions and/or presentations before the Evaluation or Selection Committees) to influence any employee or elected official of Florence County concerning award of a contract as a result of this solicitation. Violation of this prohibition may result in disqualification of the proposer from further participation in the solicitation for services or goods sought herein, or from participation in future Florence County solicitations or contacts.

**ADVERTISED:**

**SCBO**

Wednesday, September 7, 2016