

REQUEST FOR PROPOSALS (RFP)

Regional Public Safety Dispatch and Lock-up Consolidation Study and Implementation Plan

Issued By

City of Grosse Pointe
City of Grosse Pointe Farms
City of Grosse Pointe Park
City of Grosse Pointe Woods
Village of Grosse Pointe Shores
City of Harper Woods

1. Introduction

The participating communities invite proposals from qualified consulting firms to evaluate the feasibility of consolidating public safety dispatch and lock-up operations, develop a comprehensive consolidation plan, and prepare an implementation strategy for a regional public safety dispatch and lock-up center serving the five Grosse Pointe communities, with an option to include the City of Harper Woods. The proposed consolidated facility would be located within the Grosse Pointe Woods Municipal Complex.

2. Project Objectives

- Evaluate the feasibility of consolidation of both dispatch and lock-up operations.
- Improve emergency communications.
- Improve response coordination.
- Develop a sustainable financial model.
- Evaluate governance models
- Assess facility and technology requirements, including AI-assisted dispatch.
- Develop staffing and organizational recommendations.
- Develop an implementation plan
- Identify risks and mitigation strategies.
- Provide actionable recommendations that promote regional collaboration.

3. Scope of Services

Phase I – Assessment

Review PSAP operations, staffing, CAD/RMS, radio, NG911, facilities, finances, labor agreements. A preliminary study of facilities that includes call and lock-up volumes has been completed by Anderson, Eckstein & Westrick, Inc. (AEW) and is included for information in responding to RFP. The consultant shall collaborate with the respective community Chiefs/Public Safety Directors throughout the study to ensure current needs, concerns and operations are adequately addressed. The consultant shall review the

historical call volume based on the participating communities call volume, which shall include the following:

1. 5 years of data provided by each participating community.
2. Total calls for service (i.e., Police, Fire, and EMS breakdown)
3. 911 calls
4. Average and peak call loads.

The consultant must also review the historical lock-up volume, which shall include the following:

1. 5 years of data provided by each participating community.
2. Total number of in-custody per year and length of stay.
3. Cost of food/meals.

For purposes of proposal comparison, the consultant must address the following:

1. Annual fixed fee for dispatch and for lock-up services.
2. Variable fee based upon call volume. Variable fee based on lock-up volume.
 - a. The variable fee based on call volume must define what constitutes a "call." For example, whether duplicate calls count, cancelled calls count, whether transfers counts, etc.
3. Other management recommended practices for fee distribution model/formula
4. Any startup costs.
 - a. This shall include a transition plan that includes the following:
 - i. Employee transition.
 - ii. CAD migration.
 - iii. Radio programing.
 - iv. Testing.
 - v. Go-live date.
 - vi. Required IT personnel/support
5. Technology costs.
 - a. This shall address the following:
 - i. CAD compatibility.

- ii. RMS interfaces.
- iii. Radio system compatibility.
- iv. NG911 readiness.
- v. GIS integration.
- vi. Cybersecurity.
- vii. CJIS compliance.

6. Capital costs.

7. Cost escalation methodology.

8. Staffing assumptions, which must include the following:

- a. Minimum staffing levels.
- b. Supervisor staffing levels.
- c. Dispatcher certification requirements.
- d. Training requirements.
- e. Quality assurance program.

9. Overtime assumptions of staff.

10. Emergency Backup Dispatching and Lockup Services

11. Contract terms.

a. This shall include the following:

- i. Initial term.
- ii. Renewal options.
- iii. Termination provisions.
- iv. Performance standards.
- v. Insurance and indemnification.
- vi. Audit rights.
- vii. Michigan Freedom of Information Act (FOIA) regarding public records.
- viii. Ownership of work product.

- ix. Payment schedule, invoice requirements, conditions for withholding payment.

Phase II – Recommendations

Develop a governance model (i.e., interlocal agreement, joint authority, or host-agency), staffing, technology, facility, cost-sharing and transition recommendations, and assist with presentations to the governing bodies and public meetings, if requested.

Phase III – Implementation

Prepare implementation schedule, procurement strategy, governance model, risk assessment and presentations.

4. Deliverables

- Existing Conditions Report
- Feasibility Study
- Technology Assessment
- Financial Analysis
- Governance Recommendations
- Implementation Plan
- Final Presentation

5. Minimum Qualifications

Demonstrated experience with regional dispatch consolidation, Michigan PSAP operations, NG911, MPSCS, CAD/RMS integration, and at least three comparable projects. Must have experience and knowledge of lock-up laws, regulations and standards, Michigan 911 compliance, LEIN, and APCO and/NENA standards.

6. Proposal Requirements

Include firm qualifications, project team, work plan, schedule, references, and cost proposal (including how out-of-scope/additional services will be charged).

7. Evaluation Criteria

Criteria	Weight
Experience	25%
Project Team	20%
Approach	25%
Schedule	10%
Cost (including how out-of-scope/additional services will be charged)	15%

References

5%

8. Standard Terms

The participating communities reserve the right to reject any or all proposals, negotiate scope and pricing, and award in the best interest of the communities, rather than solely on the lowest cost. Insurance, indemnification, and contract terms will be finalized during negotiations.