

Tama County, Iowa
**Needs Assessment for Emergency Communications Center / Emergency
Operations Center**
Request for Proposal

Purpose: Tama County is in the planning stages for a new Emergency Communications Center and Emergency Operations Center. We are seeking the services of a qualified architectural and engineering (A/E) firm to develop a Building Needs Assessment, building use program, and architectural concept plans for a 911 Communications Center and Emergency Operations Center (EOC). The comprehensive evaluation will be critical in determining the needs related to current as well as future staffing and equipment issues.

Background: Tama County is located in Central Iowa with State Highway 30 and State Highway 63 traversing the county. The Population of Tama County is approximately 17,135 residents and we equally border the metropolitan areas of Cedar Rapids to the east, Waterloo/Cedar Falls to the north, and Des Moines to the southwest. The county has a total area of 722 square miles, of which 721 square miles is land and 1.1 square miles is water. Tama County is a strong farming county and is home to the Meskwaki Nation Tribe which contributes to a majority of the county's tourism and employment at their casino, Meskwaki Bingo Casino and Hotel located to the west of Tama/Toledo.

In 2021, the Tama County Emergency Management Commission and Tama County 911 Service Board split 911 and Emergency Management into two separate departments. The department heads of both departments continue to work together for each respective department. The Communications Center is located at the Tama County Sheriff's Office at 100 N Main St, Toledo, IA. The Communications Center went through a partial update with new console furniture several years ago and has a makeshift third position. The Communications Center personnel answer all emergency and non-emergency calls for Tama County. The Communications Center dispatches for, 11 volunteer fire departments, 7 transporting emergency medical agencies, 3 first responder agencies, the Tama County Sheriff's Office, and 4 police departments in the County.

In fiscal year 2023 (July 1, 2022-June 30, 2023), the Communication Center dealt with approximately 24,267 phone calls and generated 11,333 calls for service. The current staffing for the Communications Center consists of a director, ten (10) full time public safety telecommunicators and six (6) on-call public safety telecommunicators.

In 2021, the Tama County Emergency Management Coordinator was moved back into the shared office of the 911 director and the EOC was moved to the county conference room at the Tama County Engineers Office. The EOC is a shared space for other county meetings and training throughout the year. The current staff of the Emergency Management Agency is one (1) full-time coordinator.

Sustainable Building: Tama County is committed to developing and maintaining an environment that enhances and fosters a transition towards sustainability. The County will be looking at companies that have knowledge and have demonstrated experience in applying sustainability concepts and principles. Firms that have demonstrated success with the LEED environmental building rating system and integrated design are especially encouraged to submit a proposal.

Desired Project Outcomes:

- Identify and document deficiencies of existing facility.
- Provide a detailed space by space definition of the elements to be included in a new facility.
- Collaborate with other companies to ensure that spaces accommodate and integrate with required furnishings, infrastructure and services.
- Populate a pre-architectural program document with functional spaces, square footage requirements, secure parking, potential for growth to accommodate future shared agency endeavors and agency needs.
- Perform an initial evaluation of the likely building site, identifying strengths/weaknesses as they relate to building on that site.
- Identify other potential building sites and identify strengths/weaknesses for these sites.
- Identify potential building shell construction types based on safety, security, access, NFPA regulations, ADA guidelines, APCO/NENA standards and weather resistance requirements.

New Building Concepts:

- Facility design concepts that embrace current and future 9-1-1 program space needs.
- Facility design concepts that embrace current and future needs of Emergency Operations Center.
- Meets or exceeds all Homeland Security requirements for Emergency Operations Centers.
- Meets or exceeds all NFPA Guidelines for 9-1-1 Centers.
- Ability to keep up with changing technology.
- Facility that is built for municipal grade 24/7 use.
- Facility that minimizes environmental impacts and functions with a high level of energy efficiency.
- Facility that is well laid out and incorporates ergonomics to increase operational efficiency and productivity.
- Facility that functions to provide a healthy environment for the public and occupants including improved indoor air quality and water quality.
- Facility that is cost effective throughout the entirety of the building's life cycle.
- Facility that provides a pleasant environment for the public and occupants to function within including the effective use of natural lighting, color and other mood enhancing details.
- Provides for the appropriate separation of public and staff areas.

Selection Process: Certain criteria will be considered by the selection committee in the evaluation of the proposal, including, but not limited to:

1. Firm's expertise for the project.
2. Firm has conducted similar studies for Emergency Communications/Emergency Operations Centers in the past five years (references must be provided).
3. Past record of performances on similar projects.
4. Experience with joint use facilities.
5. Qualifications of the project team.

The firms whose qualifications and proposals are determined to be best suited to the project may be invited to an interview/presentation meeting for further evaluation of the qualifications and proposals.

Proposal Response

Format of the Proposal Response

To simplify the review process and to obtain the maximum degree of comparability, the proposal shall include the following items and be organized in the manner specified on the following pages.

A. Letter of Transmittal

A letter of Transmittal briefly outlining the vendor's/Proposer's understanding of the work shall be submitted. The transmittal letter should also include general information regarding the firm and individuals involved.

B. Profile of the Firm

1. Company name
2. Legal name (if different)
3. Years in business
4. Number of years doing needs assessment proposals
5. Number of sites completed proposals on
6. Contact person
7. Full mailing address
8. Telephone number
9. FAX number
10. E-mail and website address
11. Number of full-time employees

- C. Signature:** The undersigned certifies he/she is authorized to obligate the represented firm and further agrees with all terms, conditions, and requirements of Tama County's Request for Proposal.

Firm Name _____

Address _____

Phone Number _____

Signature _____

Date _____

Contract Addenda Received (if any)

D. References:

To be a qualified vendor, the vendor must include three (3) references with similar Needs Assessment performed in your proposal response. Preference will be given to vendors with references for implementations at organizations most similar to the County. References will be contacted – please verify the information before submitting. Information to be included in the reference is:

Organization name

Address

Typers of business

Contact person
Telephone and fax numbers
Secondary contact person
Secondary contact phone and fax number
Dates of assessment
Description of assessment

E. Project Scope and Requirements:

Please respond to the following section in paragraph or outline form. If desired, use diagrams to explain the approach to the solution as well as the timeline.

Project Approach

Project Timeline

List any terms and conditions which may apply to this contract and are not included in this RFP.

F. Additional Information and Comments

Include any other information you believe to be pertinent but not specifically mentioned elsewhere.

G. Proposal Exceptions

Please note any exceptions to any portion of the RFP that your response or firm cannot honor.

H. Proposal Fees

In a separate sealed envelope (or folder if submitting electronically) labeled: "Fees for Communication Center/EOC Needs Assessment Proposal."

Submission Information: Bidders are welcome to inspect the Communications Center and Emergency Operations Center and review information prior to submitting proposals. Tama County will not reimburse bidders for the Fees incurred in preparing the proposal or during any oral presentation to the selection committees.

All inquiries concerning this RFP should be submitted in writing via e-mail to Jeremy Cremeans, Director of 911 Communications at

jcremeans@911.tamacountyiowa.gov

Or to Ryan Goodenbour, Emergency Management Coordinator at

rgoodenbour@ema.tamacountyiowa.gov

Proposals (a printed original and 1 Flash Drive containing the information from the proposal) must be received by 3:00 pm on July 31, 2024, at the Tama County Auditor's Office 104 West State St, Toledo, IA 52342. Vendors should ensure that their proposals arrive at the correct location on or before the stated deadline. Late proposals or proposals delivered to the incorrect location will not be considered and will automatically be disqualified for further consideration.

Proposals shall be submitted in sealed packages marked "**Communication Center/EOC Needs Assessment.**" Fees should be included in a separate envelope labeled "**Fees for Communication Center/EOC Needs Assessment Proposal.**"

As an alternative, vendors are invited and encouraged to submit their proposals electronically via the County's ftp site. If your organization would be interested in doing such, please contact Jeremy Cremeans no later than July 15, 2024- to receive submittal and access information for the ftp site.

Deadlines for electronic and paper submittals are the same.

Proposal Fees: In a separate sealed envelope (or folder if submitting electronically) labeled "Fees for Communication Center/EOC Needs Assessment Proposal."

Include all associated Fees and overall Fees of Needs Assessment.