



REQUEST FOR PROPOSAL

CONSULTING SERVICES - COMPENSATION STUDY

SPECIFICATION NO. 2021-001

**Proposals must be submitted
No later than 3:00 PM Pacific local time, May 20, 2021 to:**

South Sound 911
Budget and Finance/RFP Compensation Study
955 Tacoma Avenue S, Suite 102
Tacoma, WA 98402

LATE PROPOSALS WILL BE REJECTED
There will not be a public opening for this Proposal

For further information regarding this RFP
Contact Mary Schindler at
(253) 287-4809
Mary.Schindler@SouthSound911.org

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I. RFP GENERAL INFORMATION

South Sound 911 is a voter-approved, consolidated public safety answering point (PSAP) providing 911, dispatch, records management and technology services for law enforcement, fire and emergency medical service (EMS), serving Pierce County, Washington. South Sound 911’s mission is to provide a modern, unified emergency communications and response system to protect and serve our communities and partner agencies. South Sound 911 is governed by an 11-member Board of Directors of elected officials with representation reflective of the agency’s customer base.

South Sound 911 is seeking a consultant to conduct a compensation study for executive, management, administrative and technical positions.

All proposals received will be evaluated by a South Sound 911 Selection Advisory Committee (SAC). South Sound 911 reserves the right to award in the best interest of South Sound 911, including to award to more than one Respondent, to waive irregularities, or to not award a contract at all. South Sound 911 also reserves the right to issue a new Request for Proposal.

The apparent successful Respondent(s) will be expected to enter into a contract with South Sound 911 that allows for cooperative purchasing by other governmental entities.

A. PROJECTED CALENDAR OF EVENTS

The schedule of events concerning this RFP is as follows:

Publish and issue RFP.....	April 21, 2021
Pre-Proposal Questions.....	April 30, 2021
Response Due Date.....	May 20, 2021
Proposals Evaluated.....	May 24-28, 2021
Consultant Interviews (if necessary).....	June 7-8, 2021
Award Recommendation.....	June 16, 2021
Notification of Award.....	June 24, 2021

This is a tentative schedule and may be altered.

B. ANSWERS TO RESPONDENT INQUIRIES

Any questions concerning the RFP must be submitted in writing to Mary Schindler, by email to Mary.Schindler@SouthSound911.org by 3:00 p.m. Pacific Daylight Saving Time (PDT), Friday, April 30, 2021. South Sound 911 will not be responsible for unsuccessful electronic submittals. No further questions will be accepted after 3:00 p.m. PDT on that day. The answers to the questions submitted will be an Addendum and will be posted to the following website: <https://southsound911.org/budget-finance/purchasing/bids/> by end of business Tuesday, May 4, 2021. It is the Respondent’s responsibility to check the website.

South Sound 911 will not be responsible for unsuccessful submittal of questions, and no further written questions will be accepted after the deadline stated above. South Sound 911 also reserves the discretion to group similar questions into one single answer or not to respond, in its discretion, including and not limited to when the information is confidential.

All communications concerning this acquisition should be directed to Mary Schindler. Unauthorized contact regarding the RFP with any South Sound 911 employees may result in disqualification.

C. RFP REVISIONS

In the event it becomes necessary to revise any part of the RFP, addenda will be issued to all persons/firms who receive the RFP, and a notice will be posted on the designated website [<https://southsound911.org/budget-finance/purchasing/bids/>] that an addendum has been issued.

D. RESPONSIVENESS

Proposals must provide sixty (60) days for acceptance by South Sound 911 from the due date for receipt of proposals. All proposals will be reviewed by South Sound 911 to determine compliance with the requirements and instructions specified in this RFP. The Respondent is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive. South Sound 911 reserves the right, in its sole discretion, to waive irregularities deemed by South Sound 911 to be immaterial.

E. PROPOSAL FORMAT

Respondents may choose to submit proposals by hard copy with electronic copy on portable storage device or to submit proposals by email.

Hard Copies with Electronic Copy: One (1) hard copy original delivered to the South Sound 911 Budget and Finance Department, 955 Tacoma Avenue South, Suite 102, Tacoma, WA 98402. The original of the proposal is required on standard 8 ½ by 11 inch paper.

One electronic copy: One (1) electronic copy in PDF format on a portable storage device. Electronic copies shall be submitted in portable document format (pdf) or image file formats. Documents must be capable of being opened, read, and disseminated to accommodate the solicitation process. If electronic copies are submitted in multiple documents, the documents must be numbered in compilation order to mirror hard copy submittals. Document must be printable on 8 ½ by 11 inch paper

Emailed proposals shall be submitted to Specifications@SouthSound911.org. This is a dedicated email address for receipt of proposals and bids only. (For other communications regarding this specification, see authorized contact information on the cover page.) The subject line of the email **must** contain the words "Specification 2021-001 Proposal."

Emailed proposals shall be in portable document format (pdf). Documents must be capable of being opened, read, and disseminated to accommodate the solicitation process. South Sound 911 email size limit is 10 MB. If a proposal requires multiple emails, the subject line must index the series (e.g., 1 of 2). Attachments must be in portable document format (pdf) or image file formats. If multiple attachments are submitted, they must be numbered in compilation order to accommodate printing in the correct sequence. Document must be printable on 8 ½ by 11 inch paper.

South Sound 911 will not be responsible for unsuccessful submittal of documents. The response shall be entirely self-contained. For example, links to web pages or other documents not contained in the submittal are unacceptable. The order and sections of responses should match those listed in Section K below.

F. COSTS TO PREPARE PROPOSAL

South Sound 911 is not liable for any costs incurred by the Respondent for the preparation of a proposal submitted in response to this RFP, for conducting any presentations to South Sound 911, or any other activities related to responding to this RFP.

G. PROPOSALS PROPERTY OF SOUTH SOUND 911

All proposals, accompanying documentation and other materials submitted in response to this RFP shall become the property of South Sound 911 and will not be returned.

H. PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

To the fullest extent permitted under law, all proposals received shall remain confidential until the evaluation is completed and the vendor is selected and approved. Thereafter, proposals shall be deemed public records. **See Standard Terms and Conditions Sections 1.17 and 2.25.**

I. SOUTH SOUND 911 TERMS AND CONDITIONS

The standard terms and conditions published on the purchasing page of the [South Sound 911 website](#) are part of this specification and are binding on all respondents submitting responses to a request for bids, proposals, qualifications and information.

J. CONTRACT OBLIGATION

The apparent successful Respondent(s) will be expected to enter into a contract with South Sound 911, which is substantially the same as the sample contract and its general terms and conditions. See the purchasing page on the South Sound 911 webpage.

K. POST-EVALUATION

1. Notification of Selected Responses

Respondents will be notified when a selection has been made of responses that are eligible for further evaluation, if applicable, or when a selection has been made of apparent successful Respondent(s). Failure to include an e-mail address may result in no notification.

L. PROPOSAL CONTENT TO BE SUBMITTED

The following information shall be submitted.

1. Cover letter
2. Proposal Signature Page— Complete and submit.
3. Provide a detailed proposal and budget for all deliverables listed in the project background and requirements section. The deliverables set forth in this RFP should not be considered a complete list of all required elements. It is expected vendors will articulate how their response meets the deliverables set forth in this RFP.
4. Experience and Qualifications
 - a) History
Provide a brief description and history of available resources and a listing of relevant products and technologies Respondent has utilized while delivering similar services as outlined in the Scope of Work and Requirements.
 - b) Qualifications
Provide information that highlights your particular abilities to successfully complete the services outlined in the scope of work and requirements.

- c) Experience
Describe your experience with providing the services outlined in the scope of work and requirements. Include a list of governmental agencies where you have provided similar services in the past five years.
- 6. References
Provide contact information for at least three and no more than five references for similar projects. Please include the company or agency name, a contact name and the contact's telephone number and email address.
- 7. Conflicts of Interest
The Respondent shall document any conflict(s) of interest due to other clients, contracts, or property interest. Include a sworn statement certifying that no member of ownership, management, or staff has vested interest in any aspect of this project (Non-Collusion Affidavit).
- 8. Required Supplemental Information
 - a) Failure to Complete Prior Projects
Disclose whether Respondent has ever failed to complete work as outlined in the Scope of Work or similar project, within the past two (2) years. If so, list the entity for which the project was to be performed and explain why the work was not completed.
 - b) Litigation
State the case number and party names of all litigation the Respondent has been named in that has been filed since January 1, 2011. The Respondent may omit any employment-related cases. It is not sufficient to state that litigation has no effect on this procurement. FAILURE TO DISCLOSE will result in disqualification of the Respondent and, if applicable, may be grounds for termination of any contract entered with the Respondent. If none, so state.
 - c) Other
Include any supplemental information the Respondent thinks will be valuable to South Sound 911 in evaluating the qualifications of the Respondent to provide the services described in this RFP.

M. AWARD CRITERIA

It is the intent to award at least one contract for the tasks listed in these specifications. The Respondent who can comply with the provisions and specifications herein, and provided such proposal is reasonable and is in the best interests of South Sound 911 to accept, will be offered an award. South Sound 911 reserves the right to award more than one contract, in the best interests of South Sound 911.

South Sound 911, however, reserves the right to reject any and all proposals, waive minor deviations or informalities, not award a contract, or issue a subsequent RFP.

N. ADDITIONAL INFORMATION FOR RFP EVALUATION PROCEDURES

- 1. Request for Clarification
As part of the evaluation process, and at the discretion of the Selection Advisory Committee (SAC), Respondents may be asked to clarify specific points in their proposal.
- 2. Interviews
The SAC may request an interview with the Respondents who score the highest. If a Respondent declines the request for an interview for any reason, the Respondent may be eliminated from further consideration.

O. SELECTION PROCESS AND EVALUATION CRITERIA

Responses to this RFP will be evaluated and ranked by a Selection Advisory Committee comprised of South Sound 911 personnel and may include other experts chosen at the discretion of South Sound 911. This evaluation process will be based on criteria listed below. The relative weight is intended as a general indication as to which criteria is most important to South Sound 911 and a general guide to the evaluators who participate in the process. South Sound 911 reserves the right to give each criterion such weight as it deems appropriate.

Cost of Proposal 20%

The evaluation process is not designed to simply award the contract to the lowest cost proposal but, rather, is intended to help with the selection process to choose the best combination of attributes, including price, based on the evaluation factors.

Understanding of Project 40%

Proposals will be scored for understanding of South Sound 911's needs by evaluating Respondent's description of the proposed service solution, including the ability of Respondent to adhere to the timeline for completion of work as set forth in the general information section of this RFP. The solution should include a detailed description of the processes and services Respondent will provide.

Other criteria considered in this area will be whether the Respondent has grasped pertinent issues, identified potential problem areas, understands the deliverables, and understands and accepts South Sound 911's terms, conditions, and schedule requirements.

Experience and Qualifications 40%

Respondent's qualifications and past similar experience will be scored for applicability to South Sound 911's needs.

II. RFP PROJECT BACKGROUND AND REQUIREMENTS

PROJECT REQUIREMENTS

The purpose of this RFP is to obtain proposals from qualified parties as to their ability, qualifications, and the cost to provide consulting services to South Sound 911 to conduct a comprehensive compensation analysis of executive, management, administrative and technical positions.

SCOPE OF WORK

Proposals must provide a written, clearly labeled response that addresses each of the following requirements. Responses must be entirely self-contained. For example, links to web pages or other documents not contained in the submittal are unacceptable.

A. Background

South Sound 911 currently has 48 non-represented employees in 35 different classifications. The consultant is to examine and evaluate the agency's current salary schedule and classification system along with workload and recommend whether improvements or changes should be implemented.

During the past several years, South Sound 911 has transitioned public safety communications center employees from three different agencies and in mid-2021 all employees will be located in a new regional Public Safety Communications Center (PSCC). Operational employees are represented by Teamsters Local 117 or the Guild of Pierce County Fire Communications. Non-represented employees receive similar benefits and cost of living adjustments as the represented employees, but a comprehensive compensation analysis has not been completed for the agency.

Due to the transitional nature of the agency, many non-represented positions have not been evaluated for more than 10 years. Newly added positions, vacated positions and a few others have gone through an internal review process more recently, but the analyses have been challenging due to the uniqueness of the agency.

B. Project Description

1. Evaluate, examine and recommend the appropriate classification and appropriate number of positions for full-time non-represented positions. A listing of the current positions and the number of FTEs is included in the table below.
2. Methodologies used in the study need to accurately reflect the value of the different kinds of work and will not have a discriminatory effect in regard to race, color, creed, sex, age, national origin, religion, sexual orientation, gender identity, marital status, or mental or physical disability.
3. The proposal should include a description of the project team. Names, titles and qualifications of those working on the project should be provided. If selected for an interview, the project team lead and staff involved in employee interviews should be present.
4. At a minimum, the evaluation should include review of job descriptions and requirements/qualifications, development of questionnaires and/or employee

feedback processes, interviews and a comprehensive industry analysis of each position. The proposal should address your process for the evaluation of positions in detail.

5. The Executive Assistant, Finance Director and Human Resources Director will manage this project on behalf of South Sound 911. The proposal should address how findings will be communicated to staff.
6. An implementation plan and an appeal process for employees should be included in the proposal.
7. At the conclusion of the project, a final written report of recommendations, including a discussion of methods, techniques and data used to develop the proposed classification plan, is desired.
8. A detailed timeline with specific tasks should be included with the proposal. It is the desire of South Sound 911 to have this study completed by September 30, 2021.

Position	2021 Budget	Position	2021 Budget
Administration:		Technical Services:	
Community Relations Manager	1.0	Assistant Director	1.0
Facilities Maintenance Tech	1.0	CAD System Administrator	2.0
Finance Director	1.0	Comm Systems Specialist	2.0
Financial Specialist	2.0	GIS Analyst	1.0
General Counsel	1.0	IT Systems Manager	1.0
HR Generalist	1.0	Lead Developer	1.0
HR Director	1.0	Network Engineer	2.0
Payroll/Benefits Manager	1.0	Project Coordinator	1.0
Recruiting Coordinator	1.0	RMS Program Manager	1.0
Senior Accountant	1.0	RMS System Administrator	1.0
Training Coordinator	1.0	Senior Software Developer	3.0
	12.0	Software Developer	3.0
Executive:		Sr. Systems Software Engineer	1.0
Deputy Director - Operations	1.0	Support Technican	5.0
Deputy Director - Support Svs.	1.0	Technical Support Supervisor	1.0
Exec Asst./Clerk of the Board	1.0		26.0
	3.0	Total Non Represented 48.0	
Operations:			
Assistant Director - Info Services	1.0		
Fire Communications Manager	1.0		
Intelligence Analyst	1.0		
LE Communications Director	1.0		
LE Comm Manager	2.0		
Records Manager	1.0		
	7.0		

C. Cost

Provide the proposed cost of the required services above in terms of hourly rate and estimated hours per enumerated task, including, if applicable, the separate rates of individual staff members to be assigned to the project.

**SOUTH SOUND 911
PROPOSAL SIGNATURE PAGE
ACKNOWLEDGEMENT OF TERMS AND CONDITIONS
NON-COLLUSION AFFIDAVIT
ADDENDUM ACKNOWLEDGMENT**

All proposals must be in ink or typewritten and must be executed by a duly authorized officer or representative of the bidding/proposing entity. If the bidder is a subsidiary or doing business on behalf of another entity, so state, and provide the firm name under which business is hereby transacted.

Hard copy proposals submitted by delivery must be sent to South Sound 911, 955 Tacoma Avenue South, Suite 102, Tacoma, WA 98402.

**PROPOSAL FOR SPECIFICATION NO. 2021-001
CONSULTING SERVICES – COMPENSATION STUDY**

The undersigned Respondent hereby agrees to execute the proposed contract and furnish all materials, labor, tools, equipment and all other facilities and services in accordance with these specifications.

The Respondent agrees, by submitting a proposal under these specifications, that, in the event, any litigation should arise concerning the submission of proposals or the award of contract under these specifications, or Request for Proposals, the venue of such action or litigation shall be in the Superior Court of the State of Washington, in and for the County of Pierce.

SOUTH SOUND 911 STANDARD TERMS AND CONDITIONS

The undersigned Respondent agrees, by submitting a proposal under these specifications, that the undersigned has read and understands the standard terms and conditions for South Sound 911 solicitations and services.

Non-Collusion Affidavit

The undersigned Respondent, being first duly sworn, on oath, hereby certifies that this proposal is genuine and not a sham or collusive proposal, or made in the interests or on behalf of any person or entity not herein named; and bidder/Respondent has not directly or indirectly induced or solicited any contractor or supplier on the above work to put in a sham bid/proposal or any person or entity to refrain from submitting a proposal; and that Respondent has not, in any manner, sought by collusion to secure to itself an advantage over any other contractor(s) or person(s).

Respondent's Registered Name

Signature of Person Authorized to Enter into Contracts for Respondent

Address

Printed Name and Title

City, State, Zip

Date

(Area Code) Telephone Number / Fax Number

E.I.N. / Federal Social Security Number Used on Quarterly Federal Tax Return, U.S. Treasury Dept. Form 941

State Business License Number

State Contractor's License Number
(See Ch. 18.27, R. C. W.)

Signed and sworn before me on this ___ day of _____, 20_____.

↑ Place Notary Stamp or Seal Here ↑

Notary Public in and for the State of _____,

County of _____,

My commission expires: _____.

Addendum No. 1 _____ **Addendum No. 2** _____

Addendum No. 3 _____ **Addendum No. 4** _____

***THIS PAGE MUST BE SIGNED, NOTARIZED, AND
RETURNED WITH PROPOSAL***

INSURANCE CERTIFICATE REQUIREMENTS

Please furnish South Sound 911 with a Certificate of Insurance with the following liability limits based on the contract amount:

<u>CONTRACT AMOUNT</u>	<u>LIABILITY LIMITS</u>
\$ 25,000 and Under	\$ 500,000 Combined Single Limit
\$500,000 and Under	\$1,000,000 Per Occurrence / \$2,000,000 Aggregate
Over \$500,000	\$5,000,000 Total Coverage

- A. Umbrella excess liability may be used to reach the limits stated above. Coverage must include:
1. Comprehensive General Liability
 2. Automobile Liability - Hired and Non-Owned
 3. Contractual Coverage
 4. Broad Form Property Damage
 5. Underground Explosion and Collapse Hazard (if necessary by the nature of the work)
 6. Any additional coverage specifically required by South Sound 911's specification
- B. The following general requirements apply:
1. Insurance carrier must be authorized to do business in the State of Washington.
 2. Coverage must include personal injury, protective and employer liability.
 3. Contractor must provide with the certificate (a) evidence of the amount of any deductible or self-insured retention under the policy, and (b) policy endorsement(s) that verify compliance with the additional insured and the primary/non-contributory requirements specified in Section C.1 and C.2 below.
 4. It is the contractor's responsibility to keep an up-to-date Certificate of Insurance and any required Endorsements on file with South Sound 911 throughout the contract.
 5. Contractor's insurance must be primary and non-contributory over any insurance South Sound 911 may maintain, that is, any such South Sound 911 insurance shall be excess to limits stated in the certificate.
- C. The following statements are required on the Certificate of Insurance or an Endorsement:
1. "*South Sound 911 is named as an additional insured*" ("as respects a specific contract" or "for any and all work performed with South Sound 911" may be included in this statement).
 2. "*This insurance is primary and non-contributory over any insurance or self-insurance South Sound 911 may have*" ("as respects a specific contract" or "for any and all work performed with South Sound 911" may be included in this statement).

**** NOTICE OF VENDOR RESPONSIBILITIES ****

Certificates of the above insurance coverage and any applicable endorsement shall be delivered, within ten (10) days of the execution of this Contract, to South Sound 911 by the CONTRACTOR or the CONTRACTOR's insurance carrier or agent certifying the above insurance coverage items are in effect. If any of the above insurance coverage is cancelled or materially changed, the CONTRACTOR shall give written notice to South Sound 911 within 24 hours.

Failure on the part of the CONTRACTOR to maintain the insurance coverage as required shall constitute a material breach of contract, upon which South Sound 911 may, after giving 24 hours notice to CONTRACTOR to correct the breach, immediately suspend or terminate the Contract if CONTRACTOR does not immediately correct the breach by securing the required insurance coverage and providing South Sound 911 with a certificate of insurance as evidence that coverage has been secured before the expiration of the 24 hours period, or South Sound 911 at its sole discretion, may procure or renew such insurance and pay any and all premiums in connection therewith, with any and all sums so expended to be repaid to South Sound 911 on demand, or at the sole discretion of South Sound 911, offset against funds due the CONTRACTOR from South Sound 911