



**Request for Statement of Qualifications
Project Management/Radio System Consultant
After Action Review
Deschutes County 9-1-1**

The Deschutes County 9-1-1 District (DC911) solicits interest from consultants who wish to be evaluated and considered to provide an after action review of the initial design process early radio system implementation and actions or events occurring after go-live in July of 2017. DC911 started the design and replacement process for a new county-wide radio system in approximately 2015. As part of that process, the decision was made to team with the Oregon Department of Transportation (ODOT) to utilize portions of the ODOT statewide Project 25 trunked system. The initial implementation of the system did not go as smoothly as anticipated and is currently still being optimized. DC911 would like an independent third-party to review the original decision and design process, as well as the initial implementation process. The goal of this after action report is to review the processes and procedures followed to determine how to avoid this from occurring in future projects.

DC911 reserves the right to amend terms of this “Request for Qualifications” (RFQ) to circulate various addenda, or to withdraw the RFQ at any time, regardless of how much time and effort consultants have spent on their responses.

Project Description

DC911 is in need of project review services to review the processes and procedures followed during the initial design, contract negotiations, initial implementation and actions or events occurring after go-live in July of 2017. Specifically, the following tasks:

- 1) Evaluate the decision making processes that resulted in the awarding the contract and the design and implementation of the system.
 - a. Project documentation will be provided from approximately 2015 to the present to determine the decision making processes and choices.
 - b. Interview user agencies, staff, vendors, other consultants, etc. regarding the process starting in approximately 2015 to determine involvement and recollection of the design, contracting, and implementation process. Provide analysis of how broken or “at risk” the previous radio system was (ie: how urgent was it to make the switch over in July 2017).

- c. Determine the extent to which systems other than Harris P25 were considered, if any.
 - d. Determine design responsibilities; who created the system design and who had final decision on those system designs and/or changes on design as project progressed. Identify any “expectation setting” that was done for a new system.
 - e. Specifically look at any changes to the design system made after the original plan from Harris and input from various decision makers on those changes.
- 2) Review vendor (Harris) and internal responses to outstanding issues and trouble tickets before and after January 2018.
 - a. Review tickets to Harris TAC and responses back to DC911
 - b. Review Harris project timeline on outstanding issues and review if all action items have been addressed.
 - c. Review any other vendor responses and or reports.
 - 3) Identify any recommendations that can assist in resolving current design issues and decision making processes for the current project and going forward.

The County will negotiate the timing, scope and cost of the project with our highest level candidate. If the County cannot negotiate timing, scope and price to our satisfaction, we will discuss with the next highest candidate, until a selection is made or the contract processes revisited. We anticipate starting negotiations in early August for work that could commence as soon as possible.

Consultant Requirements (minimum qualifications)

The consultant shall meet the following minimum requirements:

- Must be PMP certified
- Must have a minimum of 5 years of project management experience
- Must have a minimum of 5 years of experience managing technical projects including implementation
- Having radio system implementation experience is required.
- Must be willing to execute a service contract with Deschutes County under our standard contract form (see attachment).

Evaluation Criteria

The consultant will be selected based on qualifications provided in their response to this RFQ. The following information and criteria will be used to evaluate and rank responses:

- Qualifications/Expertise of the Team
- Qualifications of the Proposed Project Manager
- Key Team Members, if any
- Firm's Project Management Approach
- Firm's Project Delivery Approach
- References/Past Performance
- Independence from Harris Corporation
- Indicate level and type of experience consulting with systems using Harris Corporation and Motorola technology.
- Fee rates and price estimates

DC911 reserves the right to ask for additional qualifying information, conduct interviews, and/or select the highest qualified consultant from the information received in response to this RFQ.

Submittals

Consultants are invited to submit their Statement of Qualifications (SOQ) at their own cost. DC911 assumes no obligation of any kind for expenses incurred by any respondent to this solicitation. The submittal must be submitted as separate Adobe Reader compatible (pdf) files and formatted as follows:

- Submitted as an 8.5" x 11" sheet, single sided only, and with a text font size no smaller than 12 points
- If charts and/or graphs are utilized text font size must be no smaller than 8 points
- Not exceed more than 30 pages including all information and Letter of Transmittal

The SOQ must contain the following:

- Letter of Transmittal signed by someone authorized to submit this response
- Affirmation of the consultants' ability to meet the minimum qualifications.
- Responses to each item in the Evaluation Criteria Section
- Provide description of how you go about determining scope and proposed Statement of Work for this specific project.
- Please provide your proposed fee structure by position and rate structure. Please indicate your travel cost arrangements for consulting.
- Please indicate the timing for your ability to work on this project.

The RFQ response is due on August 30, 2018 at 1600 hours. Email responses to sara.crosswhite@deschutes.org. Respondents are encouraged to verify their response was received by the due date and time. DC911 is not responsible for failures in any email delivery system.