

CITY OF SPARTANBURG
REQUEST FOR PROPOSALS
FOR THE PROVISION OF
TECHNICAL CONSULTING SERVICES
TO THE FIRE DEPARTMENT -

NOTICE IS HEREBY GIVEN – The City of Spartanburg, South Carolina hereby requests proposals from qualified consulting firms or individuals to provide technical consulting services to the City of Spartanburg Fire.

Proposal No: 1819-03-19--01

The City of Spartanburg hereby notifies all proposers that it will affirmatively ensure that all disadvantaged and women's business enterprises will be afforded full opportunity to submit proposals in response to this invitation and will not be discriminated against on the grounds of gender, race, color, or national origin in consideration for an award.

The City of Spartanburg reserves the right to reject any or all proposals or to waive any informality in the qualifications process. Proposals may be held by the City of Spartanburg for a period not to exceed sixty (60) days from the date of the opening of Proposals for the purpose of reviewing the Proposals and investigating the qualifications of prospective parties, prior to awarding of the Contract. The vendor that is awarded the proposal will be required to obtain a City of Spartanburg Business License.

Sealed Bids Due Tuesday, March 19, 2019 no later than 3 PM. Proposals must be submitted to Carl Wright, Procurement and Property Manager, City Hall 145 W. Broad Street, at which time they will be publicly opened and read aloud in the Training Room.

The three copies of the proposal must be submitted in a sealed envelope, the outside of which must be marked as follows: **"Fire Department Proposal Enclosed - Technical Consulting Services"**

All inquiries with respect to this Request for Proposals shall be directed to the following individuals: Marion F. Blackwell, Jr., Fire Chief at mblackwell@cityofspartanburg.org and Carl F. Wright, Procurement and Property Division at cwright@cityofspartanburg.org via e-mail only. All questions and responses will be forwarded to all potential proposers and/or bidders.

Proposals can be hand delivered or mailed to the following address:

City of Spartanburg
P.O. Box 5107
145 W. Broad Street
Spartanburg, SC. 29304

Attn: Procurement and Property Division

For further information and complete Proposal Package, please contact the Procurement and Property office at (864) 596-2049. Complete proposal package also available at www.cityofspartanburg.org by following the links for Invitations for bids.

SECTION 1: PURPOSE

1.1 The City of Spartanburg, South Carolina hereby requests proposals from qualified consulting firms or individuals to provide technical consulting services to the City of Spartanburg Fire Department. Minority Business Enterprises and Women's Business Enterprises are encouraged to submit proposals.

SECTION 2: RECEIPT OF PROPOSALS:

2.1 Three (3) copies of the proposal must be received no later than Tuesday, March 19, 2019 at 5:00 p.m. at the following address:

Carl F. Wright
Procurement and Property Division
Post Office Box 1749
Spartanburg, South Carolina 29304

The three copies of the proposal must be submitted in a sealed envelope, the outside of which must be marked as follows:

“Fire Department Proposal Enclosed - Technical Consulting Services”

2.2 The proposal submitted is the document upon which the City of Spartanburg will make its initial judgment regarding each proposer's qualifications and wherewithal to complete the required services.

2.3 Those submitting proposals do so entirely at their own expense. There is no express or implied obligation by the City to reimburse any firm or individual for any costs incurred in preparing or submitting proposals, preparing or submitting additional information requested by the City, or participating in selection interviews, if any.

2.4 Submission of any proposal indicates an acceptance of the conditions contained in this Request for Proposal unless the submitted proposal clearly and specifically states otherwise.

2.5 The City of Spartanburg reserves the right to accept or reject any and all proposals in whole or in part, to waive any and all informalities, and to disregard all non-conforming, non-responsive or conditional proposals.

2.6 The City of Spartanburg reserves the right to award the technical consulting services contract, in whole or in part, to one or more firms and individuals.

2.7 Any award of the technical consulting services work shall be conditioned on the later execution of a formal written agreement. The City of Spartanburg reserves the right to revoke or rescind any award at any time prior to the full execution of said agreement.

SECTION 3: QUALIFICATIONS OF PROPOSER:

3.1 In the case of a proposal from an individual, provide a statement of qualifications including education, certification, licensure, general experience with applicable laws, rules, regulations, guidelines, and procedures, specific experience in fire and emergency services delivery and experience in providing technical consulting services to a municipality or fire service agency.

3.2 In the case of a proposal from a firm, provide a brief history and description of the firm submitting the proposal. Identify the firm's professional staff member(s) who will be assigned to this engagement if the firm's proposal is selected. Provide a statement of qualifications of each of the firm's professional staff members who will be assigned to this engagement including training, certification, licensure, general experience, specific experience in fire and emergency services delivery and experience in providing technical consulting services to a municipality or fire service agency. Provide a signed cover letter from a person within the firm who is authorized to make representations on behalf of the firm and to bind the firm.

3.3 Each proposer must provide the names, titles, addresses, and phone numbers of at least three (3) references related to the provision of technical consulting services to a municipality or fire service agency.

3.4 Each proposer may provide any additional information which would serve to distinguish its, his, or her proposal from other proposals.

3.5 At minimum, the qualifications should include:

- At least 15 years emergency service experience, including supervisory positions
- Minimum Bachelor's degree, preferably in public administration or community planning. Master's Degree preferred.
- Research experience, preferably published in peer reviewed journals.
- Experience with emergency services planning projects.
- Experience with CPSE accreditation processes.
- Experience with emergency service documentation and RMS systems such as NFIRS, NEMSIS, Firehouse software and Emergency Reporting.
- Familiar with ISO requirements for communities and fire departments.
- Familiar with medical control and protocol compliance.
- Proficient with data analytics, relational databases, and geographic information technologies such as Microsoft access and excel and ArcMap 10.5 with extensions (Spatial & Network Analyst) or ArcPro 2.1
- Experience with technical documentation
- Experience with government strategic planning and deployment planning.

3.6 The City of Spartanburg may make such inquiries it deems necessary to determine the ability of each proposer to perform the services contemplated by this Request for Proposal. Proposers shall promptly furnish all information and data for this purpose as may be subsequently requested by the City of Spartanburg.

SECTION 4: SCOPE OF SERVICES:

The selected proposer will be required to perform the following technical consulting services for the City of Spartanburg Fire Department.

4.1 Center for Public Safety Excellence – Fire Service Agency Accreditation

(<http://publicsafetyexcellence.org/agency-accreditation/about-accreditation-cfai.aspx>)

Accreditation is a comprehensive self-assessment and evaluation model that enables organizations to examine past, current, and future service levels and internal performance and compare them to industry best practices. This process leads to improved service delivery.

The Commission on Fire Accreditation International (CFAI) accreditation model includes these performance evaluation categories:

- Assessment and Planning
- Essential Resources
- External Systems Relations
- Financial Resources
- Goals and Objectives
- Governance and Administration
- Human Resources
- Physical Resources
- Programs
- Training and Competency

The process includes ongoing evaluation and documentation of 250 plus performance indicators. Evaluation is accomplished through the CPSE's Self-Assessment Manual and Standards of Cover Manual. The successful bidder will be responsible for the following:

- 1) Submission of the Annual Compliance Review report
- 2) Ongoing data collection and documentation to assure compliance to accreditation standards
- 3) Work with Fire Department staff to improve weakness identified through the accreditation process
- 4) Utilizes the Fire Department Record Management System to run analytical processes to assure the Fire Department is meeting response requirements
- 5) Prepares the Self-Assessment Manual and Standards of Cover documents for submission to the Accreditation Commission every five years
- 6) Maintain record files of references, policy changes, and events to support the accreditation process.
- 7) Review Fire Department Policy and Procedures to identify any necessary policy updates that are applicable to the accreditation process
- 8) Shall be available on-site during Accreditation Peer Review visit to provide response to Assessment Committee inquiries
- 9) Provide monthly status reports to the Fire Chief for performance review
- 10) Provide tabular and GIS analytic services to complete the above and on an as needed basis for fire department initiatives.
- 11) Assist in the development of annual program appraisals as required by the accreditation process.
- 12) Review and revise the response sub-areas and run order routines as needed based on new information or improved technology.

The Spartanburg Fire Department received accreditation status in 2003 and re-accredited in 2009 and 2016. The department is currently preparing for our fourth re-accreditation in 2021.

4.2 Insurance Services Organization – Fire Service Rating Schedule

The Fire Suppression Rating Schedule (FSRS) is the criteria ISO uses in reviewing the fire prevention and fire suppression capabilities of individual communities or fire protection areas. The schedule measures the major elements of a community's fire protection system and develops a numerical grading called a Public Protection Classification (PPC™). The PPC grades range from Class 1-10 with Class 1 being the best rating.

The FSRS employs nationally accepted standards developed by such organizations as the National Fire Protection Association (NFPA), the American Water Works Association (AWWA), and the Association of Public-Safety Communications Officials (APCO) International. When those organizations update their standards, the ISO evaluation changes as well. The PPC program always provides a useful benchmark that helps fire departments and other public officials measure the effectiveness of their efforts — and plan improvements.

<http://www.iso.com/Products/Public-Protection-Classification-Service/Fire-Suppression-Rating-Schedule-FSRS-manual-for-PPC-grading.html>

The process includes ongoing evaluation and documentation of equipment, station locations, and personnel. This is accomplished through evaluating the requirements of the ISO FSRS Manual and comparison and assessment of Fire Department capabilities. ISO usually evaluates the department every three to five years. The successful bidder will be responsible for the following:

- 1) Collection of data as required by the ISO FSRS manual requirements
- 2) Liaison between ISO evaluator and the Spartanburg Water System and Spartanburg Communication Center
- 3) Work with staff to assure ISO benchmarks are being met
- 4) Will be available on-site during ISO site visit to provide response to Evaluator inquiries
- 5) Provide monthly status reports to the Fire Chief for performance review

The Fire Department currently is rated a Class 1 Department.

4.3 Emergency Reporting Software

Emergency Reporting Software (ERS) package uses an integrated database and graphical user interface so data is entered one time, even when used in different areas of the system. ERS is intuitive and easy to use without computer training. NFIRS 5.0 certification and NEMSIS Gold Certification are a core component. ERS is utilized to manage business, day-to-day operations & planning, field operations & decision support, communications, and technical challenges.

We currently utilize ERS Cloud version that includes the iPad inspections module, hydrant inspection module, and CAD interface module. This system is integral to the success of maintaining agency accreditation and our ISO FSRS rating of 1. Most of the system has been deployed and is operational. The successful bidder will be responsible for the following:

- 1) Work with City IT department, RMS technical staff and Spartanburg Communication to maintain the CAD interface
- 2) Utilize the provided analytical software to support accreditation and ISO data requirements
- 3) Work with ERS support to migrate to new software upgrades and services with minimal impact to Fire Department personnel
- 4) Work with Fire Department staff to improve software utilization to improve quality data capture.

4.4 Contractor Support from Spartanburg Fire Department

The Fire Department understands the proposer will need support from the department to be successful. Specifically, staff support will be required to modify policies and procedure, assure benchmarks are met and provide adequate documentation for the proposer's use. Additionally, specific classes are required from the Center for Public Safety Excellence to be successful in preparing the documentation for accreditation. The Fire Department will provide the following support to the successful proposer:

- 1) A work area inside the Fire Department
- 2) City e-mail address and computer on the city network
- 3) Telephone in the work area
- 4) Access to printers and paper
- 5) Registration, travel and lodging for the following CPSE classes (proposer is responsible for food and incidentals)
 - a. Self-Assessment and Community Risk
 - b. Standard of Cover
 - c. Data Analysis & Presentation
 - d. Peer Assessor
- 6) Registration, travel and lodging for the Annual Excellence Conference (proposer is responsible for GSA per diem)
- 7) Travel to Annual Conference or FRI when Accreditation Commission meets to consider our re-accreditation status (proposer is responsible for GSA per diem)

4.5 Additional requirements:

- 1) Proposer must carry Workman's Compensation Insurance
- 2) Proposer must obtain a city business license
- 3) While office hours are not mandated, it is understood that the successful contractor would be available on site as needed and at least monthly.
- 4) Contractor would need to be accessible to Fire Department personnel via cell phone or email to answer pertinent questions and troubleshoot software technical problems.

SECTION 5: CONTRACT:

5.1 The selected proposer(s) will be required to execute a contract with the City of Spartanburg. The term of the contract will be (3) three years. The City shall have the option to renew the Agreement for two (2) additional one (1) year terms upon Budget approval. The City reserves the right to terminate the contract at any time, with or without cause, upon (30) thirty days written notice to the selected proposer.

SECTION 6: COST PROPOSAL:

6.1 Provide the proposed fee for providing all of the services outlined in Section 4 above as a flat monthly fee.

6.2 Clearly set forth in detail any and all additional expenses for which you expect to be reimbursed. The proposal must provide a guarantee that no additional fees will be charged to the City of Spartanburg without prior written consent by the City.

6.3 The selected proposer shall submit itemized bills, properly executed claim forms, vouchers, and such other necessary information or supporting documentation as may be required by the City of Spartanburg in order to process payment.

SECTION 7: PROPOSAL EVALUATION:

7.1 Proposals shall remain valid until the execution of a contract by the City of Spartanburg.

7.2 Proposals shall be examined and evaluated to determine whether each proposal meets the requirements of this Request for Proposals. A contract will be awarded to a proposer or proposers based on the following criteria:

- .
The proposer's demonstrated capabilities and professional qualifications;
- .
The proposer's general experience with municipal emergency and fire technical support consulting services;
- .
The wherewithal of the proposer to render the requested services to the City in a timely fashion;
- .
The total proposed cost.
- .
The completeness of the proposal.

SECTION 8: ALTERNATIVES:

8.1 Proposals may include alternative matters or items not specified or requested in this RFP. However, all such alternative matters or items must be listed separately from the proposal and the cost(s) thereof must be separate and itemized.

SECTION 9: INDEMNIFICATION:

9.1 The selected proposer or proposers will be required to defend, indemnify, and save harmless the City of Spartanburg, its employees and agents, from and against all claims, damages, losses and expenses (including without limitations, reasonable attorney's fees) arising out of, or in consequence of, any negligent or intentional act or omission of the selected proposer, its employees or agents, to the extent of its or their responsibility for such claims, damages, losses, and expenses.

SECTION 10: SPECIFICATION CLARIFICATION:

10.1 All inquiries with respect to this Request for Proposals shall be directed to the following individuals: Marion F. Blackwell, Jr., Fire Chief at mblackwell@cityofspartanburg.org and Carl F. Wright, Procurement

and Property Division at cwright@cityofspartanburg.org via e-mail only. All questions and responses will be forwarded to all potential proposers and/or bidders.

10.2 All questions about the meaning or intent of the specifications shall be submitted in writing to the individuals referenced above in Section 10.1. Replies will be issued by e-mail. Questions received less than four (4) business days prior to the date of submission of proposals will not be answered. Only questions answered by formal written e-mail form and City of Spartanburg e-mail account will be binding. Oral or other interpretations or clarifications will be without legal effect.

SECTION 11: MODIFICATION AND WITHDRAWAL OF PROPOSALS:

11.1 Proposals may be modified or withdrawn by an appropriate document duly executed (in the manner that a proposal must be executed) and delivered to the place where proposals are to be submitted at any time prior to the opening of proposals.

11.2 If within twenty-four (24) hours after the proposals are opened, any proposer files a duly signed written notice with the City and promptly thereafter demonstrates to the reasonable satisfaction of the City that there was a material and substantial mistake in the preparation of its proposal, that proposer may withdraw its proposal. Thereafter, that proposer will be disqualified from further proposal on the work.

SECTION 12: INSURANCE AND SECURITY REQUIREMENTS:

12.1 The selected proposer will be required to procure and maintain at its own expense the following insurance coverage:

(a) Workers' Compensation and Employer's Liability Insurance: A policy or policies providing protection for employees in the event of job-related injuries.

12.2 Each policy of insurance required shall be in form and content satisfactory to the City of Spartanburg.

(a) The insurance policies shall not be changed or cancelled until the expiration of thirty (30) days after written notice to the City of Spartanburg.

(b) The insurance policies shall be automatically renewed upon expiration and continued in force unless the City of Spartanburg is given sixty (60) days written notice to the contrary.

12.3 No work shall commence under the contract until the selected proposer has delivered to the City of Spartanburg or its designee proof of issuance of all policies of insurance required by the Contract to be procured by the selected proposer. If at any time, any of said policies shall be or become unsatisfactory to the City, the selected proposer shall promptly obtain a new policy and submit proof of insurance of the same to the City for approval. Upon failure of the selected proposer to furnish, deliver, and maintain such insurance as

above provided, the contract may, at the election of the City, be declared suspended, discontinued or terminated. Failure of the selected proposer to procure and maintain any required insurance shall not relieve the selected proposer from any liability under the contract, nor shall the insurance requirements be constructed to conflict with the obligations of the selected proposer concerning indemnification.

SECTION 13: NON-COLLUSIVE PROPOSAL CERTIFICATE AND ACKNOWLEDGMENT:

13.1 Each proposer shall complete and submit with its, his, or her proposal the “Non-Collusive Proposal Certificate” and the “Acknowledgment” found on the two (2) pages which follow this page.

NON-COLLUSIVE PROPOSAL CERTIFICATE

By submission of this proposal, each proposer and each person signing on behalf of any proposer certifies, and in the case of a joint proposal each party thereto, certifies as to its own organization, under penalty of perjury, that to the best of knowledge and belief:

- (1) The prices in the proposal have been arrived at independently, without collusion, consultation, communication or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any competitor;
- (2) Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the proposer and will not knowingly be disclosed by the proposer prior to the opening, directly or indirectly, to any other proposer or to any competitor; and
- (3) No attempt has been made or will be made by the proposer to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

(Signature)

(Print Name and Title)

(Name of Partnership or Corporation)

(Date)

ACKNOWLEDGMENT BY PROPOSER

If Individual or Individuals:

STATE OF _____)

COUNTY OF _____) SS.:

On this _____ day of _____, 20____, before me personally appeared _____ to me known and known to me to be the same person(s) described in and who executed the within instrument, and he/she/they severally acknowledged to me that he/she/they severally executed the same.

Notary Public, State of _____

Qualified in _____

Commission Expires _____

If Corporation:

STATE OF _____)

COUNTY OF _____) SS.:

On this _____ day of _____, 20____, before me personally appeared _____ to me known, who, being by me sworn, did say that he/she resides at (give address) _____; that he/she is the (give title) _____ of the (name of corporation) _____, the corporation described in and which executed the above instrument; that he/she knows the seal of the corporation, and that the seal affixed to the instrument is such corporate seal; that it was so affixed by order of the board of directors of the corporation, and that he/she signed his/her name thereto by like order.

Notary Public, State of _____

Qualified in _____

Commission Expires _____

If Partnership:

STATE OF _____)

COUNTY OF _____) SS.:

On this _____ day of _____, 20____, before me personally came
_____, to me known to be the individual who executed the foregoing, and who,
being duly sworn, did depose and say that he/she is a partner of the firm of _____ and
that he/she has the authority to sign the same, and acknowledged that he/she executed the same as the act and
deed of said partnership.

Notary Public, State of _____

Qualified in _____

Commission Expires _____