

**RESOLUTION AUTHORIZING EXECUTION
OF AN AGREEMENT WITH
PSAP CONCEPTS AND SOLUTIONS LLC**

WHEREAS, the Village of Barrington Hills, Illinois ("Village") through its police department operates an emergency local dispatch center; and

WHEREAS, the Village desires to determine whether it can consolidate its dispatch center with the QUADCOM regional dispatch center to obtain efficiency and cost savings in providing dispatch services; and

WHEREAS, the Village desires to enter into an agreement with PSAP Concepts and Solutions LLC ("PCS") to prepare a feasibility study in order to assist the Village in determining whether consolidation of its dispatch services with the QUADCOM Regional Dispatch Center would create additional efficiencies and cost savings to the benefit of the Village; and

WHEREAS, the Village Board of Trustees desires to authorize the Village President or Chief of Police to enter into an agreement with PCS on the terms and conditions as set forth in the agreement attached hereto as **Exhibit A** (the "Agreement").

NOW, THEREFORE, BE IT RESOLVED by the President and Board of Trustees of the Village of Barrington Hills, Cook, Kane, Lake and McHenry Counties, as a home rule municipality the following:

Section One. The Village President or Chief of Police is hereby authorized to enter into the Agreement.

Section Two. If any part of provision of this Resolution shall be held or deemed to be invalid, such invalidity shall not have the affect of rendering another part or provision of this Resolution invalid.

Section Three. This Resolution shall be in full force and effect from and after its passage and approval as provided by law.

APPROVED THIS ____ **day of March, 2014.**

AYES: _____; **NAYS:** _____; **ABSENT:** _____.

Attest:

Village Clerk

Village President

A Study to Assess the Addition of Barrington Hills to the QuadCom 9-1-1 Regional Communications Center

PROPOSED SCOPE OF WORK FOR PROFESSIONAL SERVICES



October 29, 2013

439 Wakefield Lane
Geneva, IL 60134
630 453-7774

Project Overview

QuadCom 9-1-1 Consolidation Project

PSAP Concepts and Solutions LLC, (PCS), a public safety communications consultancy located in the Chicago metro area, is extremely pleased to have been invited by the QuadCom 9-1-1 Regional Communication Center (“QuadCom”) to submit a proposal to evaluate the requirements associated with the potentially consolidating or providing communication services by contract to the Village of Barrington Hills (referred to as “Agency”) communications operation into the QuadCom 9-1-1 communications center.

We understand this project will involve the investigation of many operational and technical aspects of the current QuadCom and the “Agency’s” public safety communications functions to assess how to best integrate and consolidate the required functional and management elements to support the delivery of efficient dispatch services.

It is the understanding of PCS that QuadCom 9-1-1 currently provides emergency communications services for the following villages in Kane and Cook Counties:

- East Dundee
- West Dundee
- Carpentersville
- South Barrington
- Sleepy Hollow

As detailed subsequently, an effort to evaluate and implement further consolidation of an existing consolidated public safety communications agency, in this case QuadCom, by integrating dispatch services for the “Agency” can be a complex undertaking and can involve a myriad of considerations to ensure appropriate planning and a successful migration of service.

In spite of the complexity, a consolidation or providing communication services by contract is a growing trend especially in light of current economic conditions and technology evolution. However, in some instances it is not practical or may be unacceptable due to problems of integrating differing technologies; differing operating policies and procedures; or simply for political reasons.

The Scope of Work and Methodology to be utilized by **PCS** is detailed in the following section of the proposal.

Scope of Work and Methodology

PSAP Concepts and Solutions, LLC - Introduction

PSAP Concepts and Solutions, LLC (“PCS”) represents over 150 years of collective experience in creating and operating consolidated communications centers and is confident that it has the resources and requisite experience to complete the project within the time frames cited later in this proposal. In addition to the partners identified later, PCS also employs a number of contractors to perform certain aspects of our data collection and PSAP observation activities. Should we feel that we need extra resources beyond the partners and our contractors, we have a number of other well-qualified public safety consultants in the Chicago metro area that we can engage on a contract basis.

However, no other outside consulting firm’s consultants will be engaged without the express written permission of the QuadCom Project Coordinator.

The primary focus of PCS is in providing consulting services focused on the feasibility of consolidating communications center operations. The principals in the firm, whose qualifications are detailed in a following section, have an unparalleled depth of knowledge and experience in establishing and operating consolidated centers. Further the members of the firm have spent their entire careers in the Chicago metro and surrounding areas and have the special insights of this local knowledge.

Each of the members of the firm has served at the highest levels of the two leading public safety communications professional organizations -- The Association of Public Safety Communications Officials International (APCO) and the National Emergency Number Association (NENA). They have also been actively involved in many related public safety communications activities.

PCS is confident that it can address all of the technical, operational, and political issues that must be explored in an effort to plan for a consolidation effort.

Project Approach:

The QuadCom / Agency consolidation analysis will follow a standardized and methodical PCS project management approach as detailed below:

Stage One: Project Launch Meeting

PCS will begin the project with a meeting of key leaders for both QuadCom and the "Agency" to discuss the process PCS intends to use and the objectives of the study. The project launch meeting will include:

- Introductions of the project team
- Review of project goals
- A discussion of the work plan and methodology
- A discussion of responsibilities of the PCS team and the client representatives
- A discussion of the estimated project time frames

Stage Two: Survey

PCS will then circulate a survey form to each agency involved to gather relevant data to better understand operational requirements and considerations to add the "Agency" communications operation, including:

Human Resources / Staffing:

- Current Staffing Levels
- Scheduling and shift coverage
- Current console coverage assignments

Operations and Systems:

- 9-1-1 call volumes
- Number of seven digit administrative calls
- Alarm monitoring for the new Agency
- CAD generated call volumes and events
- Number of units to be tracked

- Two-way radio system information and frequencies utilized
- Two-way radio system coverage area gaps or issues
- Ancillary systems being utilized (ie: outdoor warning sirens, etc.)

PCS will analyze the survey results from each agency and identify any critical missing information and note discrepancies and anomalies.

Stage Three: Follow-up Interviews and Observation

To further understand the perspectives and expectations of the primary stakeholders in this project PCS will then schedule interviews with the Executive Director of QuadCom, the ETSB JETS Board Chairperson, and other leaders that may include the mayor, city manager, public safety agency heads, ETSB board chairman or other ad-hoc committee or other leaders identified by QuadCom as critical to the successful outcome of the project.

A PCS team member will also spend requisite in QuadCom and the Agency in order to obtain a first hand feel for operational considerations and to identify policy, procedure and process requirements that may impact the integration of the Agency communications operations into QuadCom.

At the stage three level, PCS will also:

- Attempt to resolve discrepancies or apparent anomalies in the written survey data
- Collect documentation concerning dispatch operations policies and procedures
- Collect current budgetary information for the communications section operation
- Collect information on primary and ancillary duties currently being provided to the Agency (i.e., records bureau work, answering administrative lines) that may need to be addressed as the result of a merged operation
- Radio protocol procedures
- Radio frequency configurations

- Utilization of EMD and which system

Stage Four -- Progress Reports and Meetings

To ensure QuadCom is kept up to date on the project status PCS will provide periodic written progress reports to the QuadCom Director on a bi-weekly or otherwise agreed to basis. In addition, face-to-face progress and update meetings will be held as deemed appropriate.

Stage Five -- Final Analysis and Draft Report

PCS will take the survey information, interviews and observations and develop a final comprehensive report that will include the following elements:

Staffing & Human Resources

PCS will provide an estimate of the number of line, supervisory, administrative and support staffs that will be needed to adequately operate an expanded QuadCom operation to accommodate the addition of the "Agency" communications. The staffing analysis will be primarily based on current and anticipated 9-1-1 call volumes and the number of dispatched incidents. The recommended configuration of dispatch positions will be based on the realities and/or the possible combination of dispatching multiple departments on a single trunked talk group at a single dispatch position. Such combinations yield a significant economy of scale that potentially has a dramatic impact on the cost of operation.

Facility / Space Needs

Based on the analysis concerning console positions and staffing needs, PCS will make recommendations on space needs and work with the QuadCom in an effort to come to a solution on the amount of space needed for the integration of the "Agency".

Consideration of potential growth is another serious concern in adequately planning for the future.

Financing

Identifying and understanding the costs associated with the initial integration and ongoing operation of an additional agency is a critical aspect of ensuring the overall financial viability of a consolidated communications center.

To facilitate that understanding PCS will work closely with QuadCom to review the related financial implications in the development of an appropriate financing arrangement. It is our understanding that QuadCom has a structured financial and

assessment structure in place and PCS will take a close look at the current structure in an effort to determine suitability for the "Agency" or if some alteration in the formula might better serve the interests of all participants.

This effort will also encompass an examination of assets, debts and equity of QuadCom and how the "Agency" may need to participate.

Additionally, due consideration will be given to user fees and revenue that might be generated by alarm monitoring or other functions.

Working in cooperation with QuadCom and the Agency PCS will develop a projected budget and assessment formula for the expanded operation, including estimated one-time capital costs, and also projections going forward for three years.

This analysis will also offer a gain / loss projection for both QuadCom and the "Agency"

Governance

Based on preliminary discussions QuadCom has a governance model in place and it is our expectation that the "Agency" could simply be folded into the existing structure, or as an alternative QuadCom can provide the service under contract without agency membership. However, PCS will carefully examine any factors that may be questionable to either party and offer recommendations where appropriate.

Equipment

PCS understands that QuadCom currently has modern equipment that most likely can be expanded to accommodate the integration of the "Agency" into the QuadCom system with minimal cost. Nonetheless, care must be taken to examine the following:

- PCS will evaluate changes to existing equipment or planned new equipment and network to accommodate the consolidation.
- Plot the configuration of radio frequencies, and known coverage area issues, in terms of how the "Agency" system can be most effectively integrated into the QuadCom system. PCS does not propose to conduct a propagation coverage analysis unless specifically requested by QuadCom.
- The need for establishing remote control RF access
- The need for additional console and controller capacity

Illinois Commerce Commission 9-1-1 Plan Modification

Illinois Administrative Code, Part 725 Requirements Review

- PSC will note in its report the ICC 9-1-1 plan modifications that must be approved prior to the migration of the “Agency” to QuadCom. This will be noted as a task to be addressed by the QuadCom JETS Board, but can be assisted by PCS.

Stage Six -- Follow Up and Final Report Revisions

The delivery of the final draft report and briefing will QuadCom and the Agency participants an opportunity to raise questions, identify any discrepancies or additional information requirements for addressing and inclusion in the final report.

Implementation Project Management

Upon approval of the – Agency” consolidation plan and subsequent contract negotiations the next step will be the actual integration of the. “Agency”. PCS highly recommends that a qualified project manager be selected to accomplish the multitude of related tasks required for a successful consolidation. PCS has not included Project Management services in this proposal which can be quoted as a separate proposal. QuadCom and “Agency” may also wish to solicit the professional services of other individuals or firms specializing in this arena.

Additional Considerations

Project Coordinators

There shall be single points of contact for both PCS and QuadCom the "Agency".

Jerry Bleck has been designated as the overall PCS project coordinator, and upon contract signing QuadCom and the "Agency" will similarly designate a project coordinator who will be the sole point of contact for contract matters on behalf of the client.

Client Contacts

It is expected that each participating agency will appoint a single contact who will be responsible for completion of the written survey and providing additional requested documents.

Timely Response

The collection of data via the written survey form, the scheduling of interviews, PSAP observations and the collection of other documentation is critical to meeting the projected timelines for the final report. Staffing, space needs and budgeting are all contingent on the requested data. Failure of any of the participants to fully cooperate in this process may extend the production of deliverables and the scheduling of briefings and if adequate documentation is not provided it shall not to be considered the fault of PCS in prolonging the delivery of reports or scheduling briefings as contemplated in the timeline schedule.

Change in Scope of Work

The PCS team has been both clients of consulting services as well as the provider of such services. PCS recognizes that often the scope of work originally agreed to does not sometimes meet all of the expectations of the client. Reasonable minor changes will be undertaken by PCS at no additional cost. However, major changes in scope in the opinion of PCS will be considered and negotiated at additional charges at the rate of \$120.00 per hour in addition to \$60.00 per hour for travel time upon authorization of QuadCom.

Any such changes will be made by amendment to the contract for services upon authorization of QuadCom.

Estimated Timelines

The following estimated project timelines, subject to change based upon discussions between PCS and QuadCom, are provided for planning purposes.

PCS will commence work on the project no later than ten business days following execution of the contract by scheduling the Stage One Project Launch meeting.

Stage Two (distribution of survey forms) will take place within ten business days of the Stage One Meeting. It is the expectation of PCS that all completed survey forms will be delivered back no later than fifteen business days from the date of distribution.

During Stage Five PCS will deliver the draft report contingent upon receipt of the survey responses and the collection of other necessary documentation. In any event PCS will not unduly prolong delivery of the report due to non-responses, even though the report may omit some response data.

PCS will make a good faith effort to schedule briefings as deemed necessary to the expeditious and timely preparation of the draft final report.

PCS anticipates that it will deliver the draft final report to the participants and stakeholders within forty-five business days following the Stage One kick-off meeting.

PCS will then schedule a briefing on its draft final report within ten business days of delivery of that report.

PCS will deliver a final report to participants within ten business days following the briefing. This will provide PCS an opportunity to make changes to the draft final report as suggested by the participants.

Expenses

Since PCS is locally located all expenses, except printing, are included in the fees proposed below. Printing expenses will be minimal in view of the fact that only one hard copy will be provided per agency and the final report will be provided electronically for production in house. If additional hard copies are required additional charges will apply.

Deliverables

PCS will provide one hard copy report of its draft final report and its final report to each participating agency. In addition, PCS will also provide an electronic copy of each report to each agency for in house production.

Fee Schedule

PCS offers all of the above services for a total fee of \$14,990.00. As noted above PCS will also be pleased to consider other tasks outside the scope of work detailed above at rates previously quoted.

Similarly, if during the course of the contract, if the client wishes to reduce the scope of services to be provided, PCS will negotiate in good faith to make such changes and to offer fee reductions as appropriate.

The total fee is based on the assumption that all of the candidate agencies will participate in the study. If any agency declines to participate at the outset, the fee will be adjusted accordingly prior to signing the contract.

The fee payment schedule is detailed in the following table.

As provided in the contract for services, each payment is due no later than 30 days after billing.

Due Upon Contract Signing (40%)	\$5,996
Due Upon Delivery Of The Draft Final Report (40%)	\$5,996
Due Upon Completion of the Final Report Briefing and Report Revisions - Stage (20%)	\$2,998
Total	\$14,990

Suburban Chicago Police Agencies

Algonquin	SEECOM	Lincolnshire	Vernon Hills
Arlington Heights	NWCD	Marengo	Lake in the Hills
Bannockburn	Deerfield	McHenry	Operates consolidated center
Barrington	CENCOM	Morton Grove	Glenview
Barrington Hills	Police Only	Mount Prospect	NWCD
Bartlett	DuComm	Mundelein	Police & Fire
Bloomington	Addison	Niles	Glenview
Buffalo Grove	NWCD	Northbrook	Police Only
Carpentersville	QUADCOM	Northfield	Police Only
Cary	SEECOM	Palatine	NWCD
Crystal Lake	SEECOM	Park Ridge	Des Plaines
Des Plaines	Operates consolidated center	Prospect Heights	NWCD
East Dundee	QUADCOM	Rolling Meadows	NWCD
Elk Grove Village	NWCD	Roselle	DuComm
Fox River Grove	Lake in the Hills	Schaumburg	NWCD
Glenview	Operates consolidated center	South Barrington	QUADCOM
Hanover Park	DuComm	South Elgin	Kane County
Hawthorne Woods	Lake Zurich	Streamwood	NWCD
Highland Park	Outsourcing to Glenview in 2014	Vernon Hills	Operates consolidated center
Hoffman Estates	NWCD	Union	Lake in the Hills
Huntley	Lake in the Hills	Wauconda	Operates consolidated center
Inverness	NWCD	West Dundee	QUADCOM
Island Lake	Lake Zurich	Wheeling	Police & Fire
Kildeer	Lake Zurich	Wilmette	Police Only
Lake Bluff	Police Only	Winnetka	Police Only
Lake in the Hills	Operates consolidated center	Winthrop Harbor	Police & Fire
Lake Zurich	Operates consolidated center	Woodstock	Police & Fire
Libertyville	Vernon Hills		