



# CITY OF WHITTIER

Gateway to Western Prince William Sound

P.O. Box 608 Whittier, Alaska 99693 | (907) 472-2327 | Fax (907) 472-2404

## REQUEST FOR PROPOSAL FOR POLICE, FIRE, EMS EMERGENCY AND 9-1-1 DISPATCH SERVICES

**SCOPE OF SERVICES:** The City of Whittier (“City”) is seeking proposals from qualified professionals to supply dispatch services to the City of Whittier and Girdwood service area.

**PRE-PROPOSAL MEETING:** A non-mandatory pre-proposal meeting will be held in the Council Chambers, 3<sup>rd</sup> Floor, Public Safety Building, located at 660 Whittier Street at 3:00 p.m. local time on February 19, 2025. Organizations interested in submitting proposals are encouraged but not required to attend. Those interested in participating electronically may use the following link to join the meeting:

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MWVhZmZiYTUtYzlmYS00YWVWjLTIhOTItMjc4OWYxMjYyNWE3%40thread.v2/0?context=%7b%22Tid%22%3a%2207a5c95b-374f-4724-85a1-cbe52f08e6c5%22%2c%22Oid%22%3a%22e4ba671d-a083-4caf-bfe4-be193ada02e4%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MWVhZmZiYTUtYzlmYS00YWVWjLTIhOTItMjc4OWYxMjYyNWE3%40thread.v2/0?context=%7b%22Tid%22%3a%2207a5c95b-374f-4724-85a1-cbe52f08e6c5%22%2c%22Oid%22%3a%22e4ba671d-a083-4caf-bfe4-be193ada02e4%22%7d)

**DEADLINE FOR SUBMISSION OF PROPOSALS:** Proposers may provide proposals by either hard copy, electronic copy, or both. Proposers submitting by hard copy should provide three (3) hard copies of the proposal in a sealed envelope bearing the name and address of the proposing firm, clearly marked with the organization’s name and “Proposal for Dispatch Services.”

**Proposals due, if by hard-copy,** must be received by the City Clerk’s office prior to 3:00 p.m. local time on March 4, 2025, or such later time as may be announced by addendum. Hard-copy proposals will be time-stamped by the City Clerk’s office at the time of receipt, with such stamp reflecting the official time of receipt of the proposal. Late proposals will not be accepted and will be returned unopened.

**Proposals due, if by email,** may be submitted in PDF format to the City at [cityclerk@whittieralaska.gov](mailto:cityclerk@whittieralaska.gov) with the subject line “Proposal for Dispatch Services.” Emailed proposals will be accepted only if received by the City Clerk’s office prior to 11:00 a.m. local time on March 3, 2025, and only if the City Clerk’s office has responded to the proposer with confirmation of receipt of the emailed proposal prior to 3:00 p.m. local time on March 3, 2025.

**PROPOSAL DELIVERY:** Proposals can be delivered **in person** or by courier to the City Clerk, 2<sup>nd</sup> Floor, 660 Whittier Street, Whittier, AK 99693. Proposals delivered **via US Postal Service** must be mailed to: City of Whittier, PO Box 608, Whittier, AK 99693-0608.

*Please note: Mail delivery to Whittier takes considerably longer than other areas of Alaska. Mail service can be unreliable, including courier services. Whittier is subject to third-party parcel distributors who deliver on behalf of UPS, but service is sporadic and inconsistent with UPS’s standard delivery times. There is no FedEx service to Whittier.*

**QUESTIONS REGARDING THIS RFP:** Questions must be directed via e-mail to the City Clerk at [cityclerk@whittieralaska.gov](mailto:cityclerk@whittieralaska.gov). The City Clerk is the sole point of contact for all matters related to this RFP. All questions and responses to questions will be posted on the City’s website as an addendum. It is the responsibility of the proposer to check the City’s website for any addenda.

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## 1.0 GENERAL INFORMATION

### 1.1 BACKGROUND

The City of Whittier (“City”) is seeking proposals from qualified professionals to provide dispatch services for the Whittier and Girdwood service areas. These services will include, but are not limited to, the tasks and responsibilities outlined in Exhibit “A” of the attached Agreement.

The City of Whittier provides public safety services to its own community and to the neighboring community of Girdwood under a contractual agreement. Whittier, located near the head of Passage Canal in Prince William Sound, is home to 255 residents and serves as a vital hub for marine activity in Southcentral Alaska. Girdwood, situated 24 road miles northwest of Whittier, has an estimated population of 1,742 and relies on the City of Whittier for contracted police services.

The Whittier Police Department operates with six full-time patrol officers, one part-time officer, and a Director of Public Safety, providing coverage to both service areas. Additionally, Whittier residents benefit from Fire and EMS coverage, which includes three full-time staff, supplemented by 3-6 seasonal EMTs from May through September to manage increased call volumes during the cruise ship and visitor season. In 2024, the Whittier Department of Public Safety (WDPS) responded to approximately 4,500 calls for service (CFS), half of which were officer-generated through the mobile Computer-Aided Dispatch (CAD) system. A detailed breakdown of calls for service in 2024 is shown in the following tables.

Table 1. Whittier Police Calls for Service - Whittier

2024 WHITTIER POLICE DEPARTMENT CALLS – WHITTIER AREA												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Traffic/DUI/Parking	1	3	7	3	27	42	63	29	19	23	15	9
Security Checks	12	18	19	16	41	50	77	57	23	94	34	29
Suspicious Activities	-	2	-	2	4	1	-	1	1	1	2	-
Property Crimes	1	-	1	-	5	1	5	6	8	12	5	1
Assault / Disorderly	3	11	3	-	2	5	6	5	4	5	4	4
Drug Problems	-	-	1	-	-	-	-	1	-	-	-	-
Civil / Citizen Assists	1	8	8	4	5	14	11	9	8	12	8	5
Welfare / Alarm	1	3	2	3	6	20	4	8	9	2	2	11
Animal / Wildlife	-	-	-	1	1	4	13	56	16	-	-	-
Fire / EMS	5	5	4	4	10	25	22	27	29	9	9	6
Other	5	3	-	-	8	14	15	8	10	17	7	2
<b>Monthly Sub Total:</b>	<b>29</b>	<b>53</b>	<b>45</b>	<b>33</b>	<b>109</b>	<b>176</b>	<b>216</b>	<b>207</b>	<b>127</b>	<b>175</b>	<b>86</b>	<b>67</b>
<i>*Unclassified Calls are those that were either created in error or did not fall into standard statistical categories.</i>										Unclassified CFS		11
										<b>Grand Total:</b>		<b>1134</b>

Table 2. Whittier Police Calls for Service - Girdwood

2024 WHITTIER POLICE DEPARTMENT CALLS – GIRDWOOD AREA												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Traffic/DUI/Parking	29	22	35	61	53	64	71	61	34	36	32	59
Security Checks	143	113	164	129	144	108	188	199	182	209	197	213
Suspicious Activities	5	1	1	10	7	4	4	9	4	3	1	8
Property Crimes	1	3	7	5	7	10	8	7	6	3	4	7
Assault / Disorderly	12	3	9	18	9	8	11	11	8	4	10	13
Drug Problems								1				
Civil / Citizen Assists	7	7	4	8	6	10	20	13	12	3	5	12
Welfare / Alarm	8	11	7	8	10	12	16	12	9	10	10	9
Animal / Wildlife		1	2	1		3	3	2	1	1		3
Agency Assist	3	2	1	5	6	9	8	5	3	4	2	6
Other	5	2	6	16	12	10	11	4	5	3	6	13
<b>Monthly Sub Total:</b>	<b>213</b>	<b>165</b>	<b>236</b>	<b>261</b>	<b>254</b>	<b>238</b>	<b>340</b>	<b>324</b>	<b>264</b>	<b>276</b>	<b>267</b>	<b>343</b>
<i>*Unclassified Calls are those that were either created in error or did not fall into standard statistical categories.</i>										Unclassified CFS		41
										<b>Grand Total:</b>		<b>3222</b>

Table 3. Whittier Fire/EMS Calls for Service - Whittier

2024 WHITTIER FIRE/EMS DEPARTMENT CALLS – WHITTIER AREA													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
EMS/Medical	1	6	6	4	5	23	16	16	11	6	3	4	
Fire	3	1	2	1	1	2	2	2	8	1	4	2	
Rescue	1	1	-	-	-	-	1	2	5	-	-	-	
Walk-In	6	2	2	5	7	6	4	8	5	3	1	3	
Other	-	-	-	-	-	-	-	1	1	-	-	-	
Out of Service Area	-	-	2	1	-	2	1	-	-	-	2	-	
<b>Monthly Sub Total:</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>11</b>	<b>13</b>	<b>33</b>	<b>24</b>	<b>29</b>	<b>30</b>	<b>10</b>	<b>10</b>	<b>9</b>	
											<b>Grand Total:</b>		<b>202</b>

The City is committed to ensuring reliable and effective public safety services across its unique and geographically dispersed service area. Dispatch services must include 24/7 coverage for 9-1-1 and non-emergency lines, as well as radio and telephonic dispatching for Police, Fire, and EMS. The selected provider will also support CAD operations, compliance with state and federal data systems such as APSIN and CJIS/NCIC, and serve as the Holder of Records for the Whittier Police Department. The City agrees to furnish and install any necessary equipment to establish connectivity with the selected provider’s systems.

Proposals must be submitted by the deadlines outlined in the RFP and will be evaluated to determine the most responsible and responsive proposer. The City reserves the right to accept or reject any or all proposals, extend deadlines, or make modifications as necessary to ensure the best outcome for its public safety operations.

**1.2 SCOPE OF SERVICES**

In accordance with the terms and conditions of the Contract, the Contractor shall provide the following dispatch services for the City:

- A. **24/7 Dispatch Coverage.** Provide continuous 24/7 coverage for Whittier Police Department business lines and 9-1-1 emergency lines. Maintain two dedicated phone lines (6103 and 6104) for dispatch operations.
- B. **Radio and Telephonic Dispatching.** Conduct radio and/or telephonic dispatching for Police, Fire, and Emergency Medical Services (EMS) as needed. Manage radio traffic on two Alaska Land Mobile Radio (ALMR) frequencies—one for Police and one for Fire/EMS. Operate using Motorola APX 7500 Control Stations as radio consoles.
- C. **Call Entry and Management.** Enter all incoming Calls for Service (CFS) into a cloud-based Computer-Aided Dispatch (CAD) system and/or Records Management System (RMS) promptly and accurately. Utilize existing systems, including eForce CAD, RMS, Mobile, and IAMResponding for Fire/EMS personnel.
- D. **Trained Emergency Response Operators.** Provide trained and certified dispatchers to answer and manage telephone calls for Police, Fire, and EMS requests within the Whittier and Girdwood service areas. Preferred training includes APCO certifications such as:
  - Public Safety Telecommunicator
  - Communication Training Officer
  - Emergency Medical Dispatch (EMD)
- E. **Emergency and Routine Radio Communications.** Provide both emergency and routine radio communications for Police, Fire, and EMS providers in the Whittier and Girdwood service areas on a 24/7 basis. Operate E911 PSAP, CAD, and Mobile Data Computer (MDC) services. Refer routine and administrative calls to Whittier Public Safety as appropriate.
- F. **Knowledge of Local Geography.** Ensure all dispatchers are trained in the geography of Whittier and Girdwood, including streets, landmarks, and common locations. Adapt to the unique challenges of Whittier, where there is no formal addressing system, by developing and using clear methods to communicate locations in a way that is mutually understood by dispatchers and responders.
- G. **Disaster Recovery and Continuity Planning.** Maintain a disaster recovery and continuity plan for dispatch operations, including backup systems for power outages, internet disruptions, or other emergencies. Ensure operations can continue uninterrupted during natural disasters, large-scale emergencies, or system failures.
- H. **Secure Data Management and Retention.** Establish protocols for secure data storage, access, and retention of records in compliance with local, state, and federal laws. Define data ownership, ensuring the City of Whittier retains full ownership of all records created or managed by the provider.
- I. **Technology Integration and Updates.** Support integration with current and future WDPS systems, ensuring compatibility with evolving technology, including updated CAD/RMS software. Implement regular system updates and maintain compliance with the latest cybersecurity standards to protect sensitive data and operations.
- J. **Secure Network Access.** Ensure secure connectivity to the Alaska Public Information Network (APSIN) and comply with Criminal Justice Information Services (CJIS) and National Crime Information Center (NCIC) requirements.

- K. **Holder of Records.** Serve as the Holder of Records for the Whittier Police Department, ensuring compliance with APSIN and CJIS/NCIC guidelines.
- L. **Connectivity and Equipment.** Facilitate secure connectivity with the provider's systems using equipment furnished and installed by Whittier Public Safety. Operate across eight radio frequencies as required by WDPS.
- M. **Communication and Coordination.** Maintain regular communication with WDPS leadership to provide updates, address concerns, and coordinate operational needs. Participate in periodic review meetings to ensure service quality and alignment with City objectives. The City may consider partnership bids where call handling is divided between a Primary PSAP and a Secondary PSAP (for Fire/EMS services).

## 2.0 PROPOSAL RULES

### 2.1 PRE-PROPOSAL

Proposers are expected to carefully examine the entire RFP and any addenda thereto, including all Appendix and other related materials and data references in the RFP. Proposers should become fully aware of the nature of the services requested and the conditions likely to be encountered in performing the services.

### 2.2 PROPOSAL DEVELOPMENT

Submitted proposals will remain confidential until the selection of a proposed Contractor is publicly announced. All materials submitted in response to this RFP become the property of the City and are available for public inspection under a public records request after the City’s announcement of the successful proposer. Proposals should be clear and concise as to the proposer’s capabilities to satisfy the requirements of the RFP, with emphasis on conforming to the RFP instructions. The City will not return proposals and the City reserves the right to reject any and all proposals and to waive minor irregularities in the RFP process at the City’s discretion. This solicitation of proposals by the City does not commit the City to selecting a proposer for this project. All costs associated with the proposer’s preparation, submission, and presentation, if any, shall be the responsibility of the Proposer and shall not be billed to the City. Any hard copy proposals must be signed and received in the number of copies and in the manner stated in the RFP no later than the date and time specified herein. All hard copies of the proposal must be under sealed cover and plainly marked. Proposals not received by the date and time specified will not be considered and will be returned unopened.

### 2.3 PROPOSAL TIMELINE

The City reserves the right to amend the timeline at its discretion.

*Table 4. Proposal Timeline*

MILESTONE	DATE
Issue RFP	February 3, 2025
Non-Mandatory Pre-Bid Meeting	February 19, 2025 @ 3:00 p.m.
Deadline for Proposer’s Questions	February 20, 2025
Final Addendum Published	February 21, 2025
<b>Emailed Proposals Due</b>	<b>March 3, 2025 @ 11:00 a.m.</b>
Confirmation of Receipt from City Clerk to Proposer	March 3, 2025 @ 3:00 p.m.
<b>Proposal Due Date</b>	<b>March 4, 2025 @ 3:00 p.m.</b>
Contract Review and Selection	March 3 - 7, 2025
Announcement of Apparent Best-Value Proposer	March 10, 2025
Signed Contract Due	March 12, 2025
City Council Approval	March 18, 2025
Notice of Award/Proceed	March 19, 2025

## 2.4 RECEIPT AND OPENING OF PROPOSALS

Proposers may provide proposals by either hard copy, electronic copy, or both.

**Proposals due, if by hard-copy,** must be received by the City Clerk's office prior to 3:00 p.m. local time on March 4, 2025, or such later time as may be announced by addendum. Proposers submitting by hard copy should provide three (3) hard copies of the proposal in a sealed envelope bearing the name and address of the proposer, clearly marked with the organization's name and "Proposal for Dispatch Services."

Proposals can be delivered in person or by courier to:  
City Clerk, 2nd Floor, 660 Whittier Street, Whittier, AK 99693.

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**Proposals due, if by email,** may be submitted in PDF format to the City at [cityclerk@whittieralaska.gov](mailto:cityclerk@whittieralaska.gov) with the subject line "Proposal for Dispatch Services." Emailed proposals will be accepted only if received by the City Clerk's office prior to 11:00 a.m. local time on March 3, 2025, and only if the City Clerk's office has responded to the proposer with confirmation of receipt of the emailed proposal prior to 3:00 p.m. local time on March 3, 2025.

Regardless of the award of the proposal, no proposal shall be withdrawn for a period of ninety days after the bid opening date without the consent of the City. Submittal of a proposal indicates acceptance of the conditions contained in this RFP.

The City reserves the right to accept or reject any and all submissions and/or waive technical defects, irregularities, and omissions, and to award the contract to the firm deemed, in the City's sole discretion, to be able to perform in the City's best interests. The City is an affirmative action and equal opportunity employer in accordance with all applicable local, state, and federal requirements and does not discriminate in its hiring. The City is committed to complying with the Americans with Disabilities Act (ADA).

The award of this proposal is subject to (a) approval by the Whittier City Council and (b) negotiation of a contract, the terms of which are in form and substance satisfactory to the City.



**2.5 QUESTIONS REGARDING REQUEST FOR PROPOSALS**

Questions must be directed via e-mail to the City Clerk at [cityclerk@whittieralaska.gov](mailto:cityclerk@whittieralaska.gov) on or before February 20, 2025. The City will not respond to questions submitted orally. The City Clerk is the sole point of contact for all matters related to this RFP. All questions and responses to questions will be posted on the City's website as an addendum to this document by February 21, 2025. It is the responsibility of the proposer to check the City's website for any addenda. Any discussions or documents will be considered non-binding unless incorporated in an addendum to the original. When addenda are issued, the bid opening date may be extended at the discretion of the City and in that case, the updated timeline will be posted on the City's website at [www.whittieralaska.gov/rfps](http://www.whittieralaska.gov/rfps).

### 3.0 PROPOSAL CONTENT REQUIREMENTS

A complete proposal will consist of the sections listed below. For a proposal to be deemed responsive, all required sections must be included in the Proposal and answered fully and completely. Proposers are required to restrict themselves to the number of pages listed in Table 5, Proposal Contents.

#### 3.1 TITLE PAGE

Title Page includes “City of Whittier Dispatch Services RFP”, the name of the responding organization, address, telephone number(s), name of contact person, email address of contact person, and date of submission.

#### 3.2 TABLE OF CONTENTS

Clearly identify the various sections and materials by section and page number.

#### 3.3 TRANSMITTAL LETTER

All proposals must include a transmittal letter directed to the City Manager, introducing your organization and summarizing the proposal and key aspects of the services to be provided. The cover letter must be signed by an individual authorized to bind the Proposer to the City of Whittier’s Service Agreement. Transmittal Letter MUST include an acknowledgement of receipt of all addenda. Failure to acknowledge the addenda may result in the proposal being considered non-responsive and subject to rejection.

#### 3.4 BACKGROUND AND QUALIFICATIONS

Proposers must demonstrate their ability to operate and manage an emergency and 9-1-1 dispatch operation effectively. Proposers must have at least five consecutive years of experience providing dispatch services and must demonstrate expertise in supporting ongoing, real-time public safety operations.

Proposers must identify the individuals who will be directly responsible for providing services to the City. At a minimum, provide the following for key personnel such as the project manager, dispatch supervisor(s), and any other leadership roles involved in service delivery:

- **Name and Title**
- **Resume** highlighting relevant experience, education, certifications, and training specific to emergency dispatch operations.
- **Specific Knowledge, Skills, and Experience** applicable to 9-1-1 call handling, dispatching for Police, Fire, and EMS, and working within service areas similar to Whittier and Girdwood.

It is **not necessary** to submit qualifications for all individual dispatchers, but proposers should confirm that their personnel meet required training and certification standards.

#### 3.5 PERFORMANCE METRICS

Proposers must provide performance metrics that demonstrate the effectiveness of their dispatch operations. Where exact metrics are unavailable, estimates or narratives explaining operational practices are acceptable. The following data points are requested:

- A. **Call Handling Metrics:**
  - Average time to answer emergency calls.

- Average time to dispatch for Police, Fire, and EMS (if tracked).

**B. Staffing Metrics:**

- Number of full-time and part-time dispatchers.
- Average dispatcher tenure (in years).
- Average annual training hours per dispatcher.

**C. Call Volume:**

- Total annual calls for service, categorized as Police, Fire, and EMS (approximate breakdowns are acceptable).
- Percentage of officer-initiated (on-view) vs. citizen-initiated calls (if tracked).

### **3.6 OPERATIONS PLAN**

Proposers must submit an Operations Plan that clearly outlines their approach to providing dispatch services for the City of Whittier. The Operations Plan must include detailed explanations, specific processes, and examples for the following areas, with an emphasis on how resources will be specifically dedicated to fulfilling this contract:

- 1. Compliance with Criminal Justice Information Systems (CJIS):** Describe how the proposer securely accesses and complies with APSIN, NCIC, and NLETS requirements, and provide specific examples of procedures and safeguards that will be implemented for Whittier's operations.
- 2. Equipment and Technology:**
  - Provide a description of the proposer's dispatch center, including ALMR compatibility, radio and communication systems, and onboard recording capabilities, specifically highlighting how these will support Whittier's needs.
  - Outline the approach for 9-1-1 call recording, archiving, and retention, including policies for data security and ensuring compliance with Whittier's specific requirements.
  - Demonstrate familiarity with EForce CAD/RMS, IAMResponding, and other systems required by the City, and describe specific plans for integration and ongoing support tailored to the City of Whittier.
- 3. Staffing and Service Delivery:**
  - Provide a staffing plan that includes the ability to maintain 24/7 dispatch coverage, specifying the number of full-time dispatchers assigned per shift to Whittier's contract.
  - Explain how staffing resources will be allocated specifically to Whittier and outline plans for ensuring uninterrupted service delivery, including contingency plans for staff shortages or emergencies.
- 4. Onboarding and Orientation for Dispatchers:**
  - Describe the proposer's plan for onboarding and orienting dispatchers to the unique requirements of Whittier and Girdwood.
  - Include specific details on how dispatchers will be trained on local geography, key landmarks, and addressing challenges, such as the absence of formal addressing systems in Whittier, to ensure effective communication with responders.

The Operations Plan should clearly demonstrate the proposer's ability to dedicate sufficient resources, adapt existing systems, and deliver reliable, secure, and effective dispatch services tailored to the needs of the City of Whittier.

### 3.7 COST PROPOSAL

Proposers must submit a detailed cost proposal outlining all fees and expenses associated with providing the requested dispatch services **specifically for the City of Whittier and the Girdwood service area**. The cost proposal must include:

- A. **Base Annual Fee:** The total annual cost for providing 24/7 dispatch services as outlined in the Scope of Services, including a clear explanation of how costs are allocated to the City's contract if the provider is already a dispatch center for another municipality or organization.
- B. **Itemized Breakdown of Base Annual Fee:** A detailed breakdown of the base cost, including, but not limited to:
  - **Staffing Costs** – Estimated percentage of dispatcher time dedicated to the City's calls, salaries, benefits, overtime, and training.
  - **Technology & Equipment Costs** – CAD/RMS integration, radio systems, software licensing, maintenance, and cybersecurity, with an explanation of the City's share of the costs.
  - **Administrative Costs** – Overhead, management fees, and compliance-related expenses allocated to the City's contract.
  - **Other Direct Costs** – Any additional expenses directly tied to service delivery for Whittier and Girdwood.
- C. **Optional or Variable Costs:** A list of any additional services or features available beyond the base scope, including:
  - Pricing for optional enhancements or upgrades.
  - Any cost factors that may change based on call volume, emergency response demand, or contract modifications.
- D. **Fee Schedule & Payment Terms:**
  - Specify whether costs are billed monthly, quarterly, or annually.
  - Include proposed payment terms and any applicable late payment policies.

The City reserves the right to request clarification on cost breakdowns and negotiate pricing before awarding the contract.

### 3.8 CLIENT FEEDBACK

Proposers are encouraged, but not required, to provide letters of recommendation, surveys, or public satisfaction data.

Table 5. Proposal Contents

<b>3.0</b>	<b>PROPOSAL CONTENTS</b>	<b>NO. PAGES</b>
<b>3.1</b>	<b>Title Page</b>	<b>1 Total</b>
<b>3.2</b>	<b>Table of Contents</b>	<b>1 Total</b>
<b>3.3</b>	<b>Transmittal Letter</b>	<b>2 Total</b>
<b>3.4</b>	<b>Background And Qualifications</b>	<b>6 Total</b>
	A. Organizational Experience	2
	B. Key Personnel Qualifications	4
<b>3.5</b>	<b>Performance Metrics</b>	<b>4 Total</b>
<b>3.6</b>	<b>Operations Plan</b>	<b>11 Total</b>
	A. Compliance with CJIS	1
	B. Equipment and Technology	4
	C. Staffing and Service Delivery	4
	D. Onboarding and Orientation	2
<b>3.7</b>	<b>Cost Proposal</b>	<b>No Limit</b>
<b>3.8</b>	<b>Client Feedback (Optional)</b>	<b>2 Total</b>

## 4.0 EVALUATION OF PROPOSALS

Proposals will be evaluated and scored using the criteria listed below to determine which proposal best meets the needs of the City. An evaluation committee selected by the City will review, evaluate, score and rank the proposals in accordance with the criteria identified below and in Table 6, Proposal Evaluation Score Sheet. The evaluation committee may request clarification of submitted material during the evaluation process. The evaluation committee may elect to conduct in-person interviews or interviews by telephone with top-ranked proposers. Finalists will be notified and informed of interview requirements.

### 4.1 BACKGROUND AND QUALIFICATIONS SCORING (20%)

- A. **Organizational Experience (10 points)** – Proposer must demonstrate at least five consecutive years of experience operating a 9-1-1 emergency dispatch center, with preference given to those experienced in multi-agency dispatching and remote service areas.
- B. **Key Personnel Qualifications (10 points)** – Proposer must identify key personnel, including the dispatch manager and supervisors, and provide resumes showing relevant experience, certifications, and training in public safety dispatching.

### 4.2 PERFORMANCE METRICS SCORING (10%)

- A. **Call Handling Metrics (5 points)**. Scored on the clarity and reasonableness of provided data or narrative explanation.
- B. **Staffing Metrics (5 points)**. Evaluated for adequacy of staffing levels and commitment to training, even if exact data is unavailable.
- C. **Call Volume (5 points)**. Scored based on the applicant's ability to demonstrate their capacity to handle workload effectively.

### 4.3 OPERATIONS PLAN SCORING (35%)

- A. **Compliance with CJIS (Pass/Fail)**: Proposers must demonstrate compliance with APSIN, NCIC, and NLETS requirements and confirm readiness to act as Holder of Records for Whittier. Failure to meet these requirements will result in disqualification.
- B. **Equipment and Technology (20 points)**: Scored on the clarity and practicality of the proposer's plans to operate ALMR-compatible systems, recording and archiving capabilities, and integrate required systems like EForce CAD/RMS for Whittier's needs.
- C. **Staffing and Service Delivery (15 points)**: Scored on the detail and feasibility of the proposer's plans to provide 24/7 dispatch coverage, allocate resources to Whittier, and ensure reliable service through staffing and contingency plans.
- D. **Onboarding and Orientation (5 points)**: Scored on the proposer's ability to outline specific, actionable plans for training dispatchers on Whittier and Girdwood's unique geography, landmarks, and addressing challenges to ensure effective coordination with responders.

Higher scores will be awarded to proposers with well-documented plans that demonstrate clear compliance, readiness, and a commitment to dedicating resources to meet the City's operational requirements.

#### 4.4 COST PROPOSAL SCORING (35%)

The City will evaluate Cost Proposals based on a combination of price competitiveness and the quality of the proposer's cost breakdown. The total score for this section will be calculated as follows:

$$\text{Final Cost Proposal Score} = (\text{Price Score} \times 70\%) + (\text{Quality of Cost Breakdown Score} \times 30\%)$$

##### A. Price Score (70% of Cost Proposal Score)

The Price Score will be calculated using the following formula:

$$\text{Price Score} = \left( \frac{\text{Lowest Proposed Price}}{\text{Proposer's Price}} \right) \times 70$$

- Proposers offering the lowest price will receive the full 70 points.
- Higher-priced proposals will receive proportionately fewer points based on how their price compares to the lowest bid.

##### B. Quality of Cost Breakdown Score (30% of Cost Proposal Score)

The City will evaluate the quality of the cost breakdown provided by each proposer based on the following criteria:

- **Transparency:** Costs are clearly itemized, showing staffing, technology, administration, and other direct costs.
- **Justification:** The breakdown includes a reasonable explanation of how costs are allocated to Whittier's services, especially for proposers already operating a dispatch center.
- **Completeness:** The breakdown covers all required components, with no significant omissions.

Points for this portion will be awarded as follows:

- **30 points:** Highly detailed, clear, and justified cost breakdown.
- **20-29 points:** Mostly clear and reasonable cost breakdown with minor omissions or ambiguities.
- **10-19 points:** Adequate breakdown but with notable gaps in clarity or justification.
- **0-9 points:** Unclear, incomplete, or unjustified cost breakdown.

#### 4.5 PROPOSAL REVIEW

The City shall have the right (but not the obligation) to perform an investigation and review of each proposer's ability to perform the work required. Each proposer must agree to cooperate with such investigation. Such cooperation by proposers shall include, but not be limited to, the verification of the proposer's capability and experience in the provision of services and any other component of work that may be required under this procurement.

#### 4.6 WHITTIER LOCAL PROPOSER POINTS

Whittier Municipal Code 3.32.170 allows for a preference of five percent of the lowest responsive and responsible bid, not to exceed \$5,000, to those bidders whose principal place of business is in the City of Whittier.

Table 6. Proposal Evaluation Score Sheet

PROPOSAL EVALUATION SCORE SHEET		MAX SCORE	WEIGHT
<b>4.1</b>	<b>Background and Qualifications</b>	<b>20</b>	<b>20%</b>
	Organizational Experience		
	Key Personnel Qualifications		
<b>4.2</b>	<b>Performance Metrics</b>	<b>15</b>	<b>10%</b>
	Call Handling Metrics		
	Staffing Metrics		
	Call Volume		
<b>4.3</b>	<b>Operations Plan</b>	<b>40</b>	<b>35%</b>
	CJIS Compliance (Pass/Fail)		
	Equipment and Technology		
	Staffing and Service Delivery		
	Onboarding and Orientation		
<b>4.4</b>	<b>Cost Proposal</b>	<b>100</b>	<b>35%</b>
	Price Score		
	Quality of Cost Breakdown		



## **5.0 SERVICE AGREEMENT**

The Service Agreement with the selected Proposer is projected to begin within 60 days of award of the contract and continue for a period of three (3) years. The City may exercise an option to renew the Agreement for two (2) additional twelve-month periods for a total of five (5) years.

The winning proposer will be required to sign a Shared Service Agreement. A sample of this Agreement is attached as Exhibit A, and the City reserves the right to amend or edit this Agreement at its sole discretion. The Service Agreement is not assignable. The willing Proposer will be required to furnish adequate proof of insurance as more fully described in the Service Agreement.

**EXHIBIT A: SHARED SERVICES AGREEMENT**

This Shared Services Agreement (“Agreement”) is entered into as of \_\_\_\_\_, 2025 the (“Effective Date”) between \_\_\_\_\_(Company) and the City of Whittier, Alaska (“Whittier”) on behalf of the Whittier Department of Public Safety (“WDPS”).

Recitals

- A. Whittier desires to have \_\_\_\_\_(Company) provide certain dispatch services for WDPS. WDPS-paid employees and volunteers (collectively, “WDPS Personnel”) are responsible for providing police, fire and emergency medical services to the residents and guests of Whittier. WDPS-commissioned police officers provide contractual police services to the residents and guests of Girdwood, Alaska. WDPS Personnel conduct law enforcement patrols, participate in search and rescue operations, provide emergency medical and fire responses, and respond to public safety incidents.
- B. \_\_\_\_\_(Company) provides dispatch services to its own police department and other departments. \_\_\_\_\_(Company) is asked to provide certain dispatch services to Whittier and WDPS Personnel.

Agreement

Now, Therefore, in consideration of the above recitals and the following mutual covenants, \_\_\_\_\_ (Company) and Whittier agree as follows:

- 1. \_\_\_\_\_ (Company) will provide the following services to WDPS:
  - a. Radio dispatch coverage for WDPS Personnel in and around Whittier, including police dispatch services for WDPS Personnel fulfilling (Girdwood, Alaska) contractual obligations, and routing fire and emergency medical service calls in and around Whittier and Girdwood, Alaska;
  - b. Enter locates into the Alaska Public Safety Information Network (APSIN) on behalf of WDPS Personnel covered under this Agreement; and
  - c. Conduct regular welfare checks on WDPS Personnel consistent with \_\_\_ ‘s (Company) Policy and Procedures Manual; and
  - d. Assign case numbers and entering data related to calls for service for all Whittier law enforcement and Whittier public safety and emergency response activities, including law enforcement and public safety activities undertaken in Girdwood, Alaska; and
  - e. \_\_\_\_\_ (Company) agrees to install and operate a telephone system for WDPS (non-emergency phone number 907.424.6103) and (911 emergency

phone number 907.424.6104) to be answered by (Company) to provide normal dispatch-related answering services for non-emergency and 911 calls.

**2. Whittier's and WDPS's Obligations.** Whittier and WDPS have the following obligations:

- a. WDPS will provide (Company) with the following:
  - i. Upon execution of this Agreement, a list of all WDPS Personnel, including contact information for all identified WDPS Personnel; WDPS will provide an updated list and contact information when any change to WDPS Personnel or their contact information occurs; and
  - ii. Each month, a schedule detailing when each WDPS Personnel is working; any changes to the schedule will be communicated to (Company) in a timely manner.
- b. WDPS will require all WDPS Personnel to:
  - i. Contact (Company) and identify when he or she is in and out of service, including at the beginning and end of each shift;
  - ii. Each shift report to (Company) the area and duration of regular public safety duties and responses, as well as specialized patrols, such as ATV, boat, and snow machine patrols.
- c. WDPS will be responsible for the following:
  - i. All clerical support, excluding (Company) obligation stated in this Agreement's Section 1.b.
- d. Whittier agrees to:
  - i. Operate a telephone system for the WDPS (phone number: 907.472.2340) and Girdwood (phone number 907.783.3223) to be forwarded to (Company) to provide normal dispatch-related answering services for non-emergency and 911 calls.
  - ii. In the event (Company) loses telephone service, WDPS will assume phone answering duties until services are restored.
  - iii. Provide (Company) with a Report Management System and/or Computer Aided Dispatch (RMS/CAD) and offer training to users (as needed to new users).

**3. Payment for Service.** WDPS will pay to (Company) the annual amount of \$\_\_\_\_\_ in monthly installments of \$\_\_\_\_\_ per month for the services provided under this Agreement. WDPS will pay \$\_\_\_\_\_ in full by the first of each month in which services are provided (even if (Company) does not

provide an invoice), and WDPS reserves the right to pay any portion of the annual payment in advance.

4. **Term.** This Agreement is effective as of \_\_\_\_\_ 2025 and terminates on \_\_\_\_\_ (the "Termination Date"). If the parties, at least 90 days before the Termination Date agree in writing, this Agreement can be extended beyond the Termination Date for two additional one-year extension periods. All terms and provisions in this Agreement apply if the parties enter into any extension period.
5. **Early Termination.** This Contract is month-to-month. Either party may terminate this Agreement before the Termination Date by providing written notice 90 days prior to the first of the month for which services are no longer needed.
  - a. All radios, communications/dispatch equipment (software) and/or ALMR equipment purchased by Whittier will be returned to Whittier or WDPS. Whittier will be responsible for the removal and shipment of the equipment. Whittier will have an additional 90 days after the termination of this Agreement to remove the radios, communications/dispatch equipment and/or ALMR equipment from (Company).
6. **Public Safety Holder of Record.** WDPS and (Company) will cooperate to prepare and submit a Department of Public Safety Holder of Record Agreement, in substantially the same form as that attached as Exhibit A, so (Company) is the primary agency for entering and clearing locates in ASPIN for Whittier.
7. **Default and Remedies.** An occurrence of any of the following, at any time during the Agreement, constitutes a default by Whittier:
  - a. Whittier fails to pay any sum to be paid by Whittier within thirty (30) days after the payment is due, after receiving notice.
  - b. Whittier fails to observe or perform any of its other covenants, agreements, or obligations, and within thirty (30) days after (Company) provided Whittier written notice specifying the failure or failures, Whittier has not commenced and diligently pursued correcting the default.
8. **Mutual Indemnity.** (Company) will indemnify, defend, and hold Whittier and WDPS harmless, and Whittier and WDPS will indemnify, defend and hold (Company) harmless from any claim, liability, loss, damage or expense caused by the act or omission of the indemnifying party or its agents, contractors, or invitees with respect to the services and obligations detailed in this Agreement. The agreements in this Section 8 will survive any termination of this Agreement.
9. **No Joint Venture.** Nothing contained in this Agreement will be deemed to create any partnership, joint venture, or other arrangement between Whittier, WDPS or (Company).

The parties intend that the rights and obligations in this Agreement are exclusively enforceable by the parties hereto, and their successors in interest and assigns, and that no other person or entity has any right or cause of action hereunder.

10. **Notice.** All notices, consents, approvals, or other communications provided for in this Agreement or given in connection with this Agreement must be made or served in writing (unless otherwise stated) and delivered personally; sent by electronic mail (to all addresses listed); or sent by registered or certified United States mail, postage prepaid, with return receipt requested, and sent to the respective party at the following addresses:

(Company)	Business Name Address City State Zip E-mail: Phone:
<b>Whittier:</b>	City of Whittier c/o City Manager PO Box 608 Whittier, Alaska 99693-0608 Email: <a href="mailto:citymanager@whittieralaska.gov">citymanager@whittieralaska.gov</a> Phone: 907.472.2327

The parties may, from time to time, designate a different address to receive notices. Any designation will be in writing and served on the other party in accordance with the terms of this Section 10.

11. **Assignment.** (Company) WDPS, and Whittier may only assign their obligations under this Agreement with the prior written consent of the non-assigning party.
12. **Authority.** (Company) and Whittier represent and warrant that each has authority to enter into this Agreement and that the person signing on the city’s behalf is authorized to execute and deliver this Agreement, as well as to bind the party.
13. **Miscellaneous.** This Agreement is governed and construed in accordance with the laws of the State of Alaska. Any action to enforce the terms of this Agreement must be brought before a court of competent jurisdiction in Anchorage, Alaska. In any suit, action, proceeding, or appeal therefrom, to enforce or interpret this Agreement, the prevailing party will be entitled to recover its costs incurred therein, including reasonable attorney’s fees and disbursements. In case any provision of this Agreement is held invalid, illegal, or unenforceable, the validity, legality and enforceability of the remaining provisions hereof will not in any way be affected or impaired thereby. This Agreement is an integrated document and contains the entire agreement between the parties with respect to the subjects herein. This Agreement may only be amended in writing and signed by all parties to be bound. This Agreement may be signed in any number of counterparts, which taken together will constitute one complete Agreement.

The parties have executed this Agreement as of the Effective Date.

**CITY OF WHITTIER**

**CONTRACTOR**

\_\_\_\_\_  
Name: Jackie C. Wilde  
Title: City Manager  
Date: \_\_\_\_\_  
IRS Tax ID NO: 92-0041440  
Tax Status ( ) Taxable (X) Non-Taxable

\_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_  
IRS Tax ID NO: \_\_\_\_\_  
Tax Status ( ) Taxable ( ) Non-Taxable

