

Joint Dispatch Consolidation topics between the Grant County Sheriff's Office and the Platteville Police Department Communications Centers

May 2025

Opening Statement

The possibility of consolidating the Grant County Sheriff's Office and the Platteville Police Department Communications Centers has come up several times over the past 10 years. The Grant County Sheriff's Office and the Platteville Police Department operate their own communications centers located in Lancaster and Platteville WI. There are numerous potential advantages the agencies wish to explore. The potential for shared services could improve call handling, dispatching, provide cost savings, a smooth transition to emergency medical dispatching and other efficiencies.

There are many considerations that would need to be addressed. This would best be done by an independent consolidation specialist. Both agencies have agreed to proceed, and cost share a feasibility study. Below is a partial listing of topic areas that will come up during a joint/consolidated dispatch discussion.

Advantages:

- Increased staffing levels, ensuring that at least two dispatchers/call takers are always on duty.
- Improved efficiency, reducing call transfers between agencies.
- Improved technology support through unified systems.
- Potential for savings by having one system serving the two agencies.
- With increased staffing, Emergency Medical Dispatch may be provided to both agencies.

Focus areas:

Cost to transfer radio and 911 lines to one location including necessary equipment.

Additional 1 to 2 dispatch stations.

Organizational structure, Governance, including staffing and supervision

Identify other requirements to accomplish a transition to a single PSAP between Grant County and the City of Platteville.

Consider establishment of backup dispatch point at the Platteville Police Department

Consider need to upgrade equipment including audio recording software/hardware and other system components at both locations.

Assess the need and cost of a CentralSquare 9-1-1 Hardware/Software Refresh

Interface with forthcoming WISCOM800 system.

Need for staffing changes at Platteville PD to accommodate office tasks currently being performed by dispatch staff.

Evaluate Records Management System solutions for Platteville PD.

REQUEST FOR PROPOSAL

Feasibility study for Grant County Sheriff's Office and Platteville Police Department Communications Center for a joint 911 Communications Center Public Safety Answering Point (PSAP)

The agencies are seeking sealed proposals for a qualified consulting firm to undertake a study for establishing a co-located Public Safety Answering Point (PSAP) for the agencies. Each agency currently maintains separate and independent 911 and dispatch operations.

Proposals will be submitted to the Grant County Sheriff's Office PO Box 506 8820 HWY 35/61/81 Lancaster, WI 53813 by 10:00am central time on June 19, 2025.

Copies of this request may be obtained from the Grant County Website (www.co.grant.wi.gov)

A virtual pre-bid conference will be held at 1:00 pm central time on June 5, 2025

Topic: Dispatch Consolidation

Time: Jun 5, 2025 01:00 PM Central Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/82600024398?pwd=hSK9FoA9y54wv76tNPbBzaySy5RUan.1>

Meeting ID: 826 0002 4398

Passcode: 593146

Join by SIP

82600024398@172.18.0.20

Join by H.323

- 172.18.0.20

Meeting ID: 826 0002 4398

Passcode: 593146

PURPOSE AND INTENT:

The Grant County Sheriff's Office and the Platteville Police Communications Centers are soliciting proposals for a qualified consulting firm to undertake a feasibility study for establishing a co-located Public Safety Answering Point (PSAP). Each currently maintain separate and independent 911 and dispatch operations.

The successful proposal will be used as the basis for submittal of a grant application to the Wisconsin DMA PSAP Grant Program, anticipated to open for applications in late summer of 2025, specifically as it relates to Allowable Expenses listed below:

Allowable Expenses:

- Advanced telecommunicator training, including emergency medical dispatch (EMD) protocol certification training from an EMD protocol training organization as approved by the 911 subcommittee. See section 2.4 Emergency Medical Dispatch Training of this Grant Announcement for a listing of standards that EMD training organizations must satisfy to be considered approved.
- PSAP equipment hardware and software expenses for enabling NG911 Services, including hosted equipment and software services.
- Activities to consolidate some or all functions of 2 or more PSAP's. Section 1.5 Consolidation Projects of this Grant Announcement for more information.
- Enhances continuity of operations planning and equipment
- Cost for minor electrical work required within the PSAP server room for NG911 system implementation.
- Any other expenses for enabling NG911 service that are not explicitly restricted under unallowable costs.

PSAP Approved Allowable Examples**Hardware and Software:**

- Computer Aided Dispatch
- Call Handling Equipment upgrade and refresh
- Logging Recorder
- Radio/Dispatch Console
- Workstation and related furniture
- Disaster recovery/remote workstations

Advanced Training:

- SMS Text to 911 training
- CEU's Needed for EMD certification
- CTO Training
- Cybersecurity Training
- Multimedia to 911 Training

Other Services:

- Text Control Center (TCC) for implementing text to 911
- Vendor support for Operational Readiness Testing and ESInet Go Live

ACKGROUND INFORMATION AND CONCEPT STATEMENT:

The Grant County Sheriff's Office and the Platteville Police Communications Centers operate the only public safety answering points (PSAP) for the provision of public safety telecommunication services in Grant County. The two (2) existing PSAPs both operate Enhanced 9-1-1 communications/dispatch centers. The Grant County Sheriff's Office is the Primary PSAP in Grant County and the Platteville Police Communications Center is a Secondary PSAP.

Interoperable communications and the need for effective and efficient technologies to compliment the 9-1-1 communications infrastructures, as well as the desire to integrate technologies across the public safety spectrum are all significant economic and public safety issues.

The challenge is to configure a public safety dispatch center that can integrate all emergency responders in a flexible, adaptable, high tech, and secure environment (meeting federal, state, and local standards), and that allows for sharing of response and incident management information and staff.

Both agencies are examining the concept of a joint PSAP/Dispatch Center to address current and future needs including rising costs, staffing shortages and increased staffing needs for Emergency Medical Dispatch.

SCOPE OF WORK

The study will provide a comprehensive overview of the following four deliverables:

- 1. Feasibility assessment and co-location recommendation.** Potential benefits to the communities in terms of ability for public safety to respond in an effective, efficient, and timely manner.
 - a. Analysis of a joint dispatch centers compatibility and compliance with Statewide Interoperability Emergency Communications guidelines; and feasibility of the relocation and reuse of Customer Premise Equipment (CPE), radio, fire alarm systems, mapping, telephone, and other related informational system equipment owned by current PSAPs and the need for new or upgraded equipment at both PSAPs.
 - b. Gather input from 9-1-1 stakeholders to determine if colocation efforts are likely to be successful.
 - c. Recommend strategies to maintain reliability and redundancy.
 - d. Provide a breakdown of anticipated short-term and long-term cost and savings.
- 2. Facility location assessment.** The feasibility study will focus on the Grant County Sheriff's Office Dispatch center in Lancaster.
 - a. Review ability to remain operational under all circumstances and conditions (natural and man-made)

- b. Financial Analysis: Provide a cost for modification/renovation of existing facility to accommodate additional dispatch stations.
- c. Possibly add two fully functional workstations for a total of six. Cost estimates will be used for preliminary planning and grant application purposes. It is understood that an in-depth analysis may require an architect and or engineer independent from this study.
- d. Verify server room feasibility. The Grant County server room is located in the CSB near the dispatch center. Ample space is available. Cooling, backup cooling, UPS/battery backup, generator sources are/will be available.
- e. Additional professional office amenities to accommodate more dispatchers
- f. Identify all transition costs, moving of equipment, connectivity (fiber)
- g. Identify cost savings and operational efficiencies, if any, which will be realized by each organization if the dispatch service is co-located.

3. Governance. The Study will consider and recommend:

- a. Optimal structure addressing employment and supervision of staff.
- b. Oversight of facilities and operation.
- c. Pay and benefit structure
- d. Work schedule
- e. Staffing levels

4. Mapping Issues. Mapping data provided to dispatch is generated and maintained in the GIS Office in Grant County and GeoComm. These will require evaluation:

- a. Merging datasets routinely
- b. Make recommendations of mapping systems
- c. Recommend/Define responsible parties for inputting GIS data into dispatch
- d. Recommend/Define the workflow
- e. Recommend/Define how data input occurs
- f. Define additional work necessary for the data transfers

The Feasibility Study shall consider all of the following elements:

- a. 911 and administrative call volumes
- b. Call processing statistics
- c. Training and Quality Assurance practices
- d. Current budgetary allocation and a detailed listing of potential funding options
- e. Technology in use including mapping
- f. Non-dispatch tasks currently performed by each agency

Technological Feasibility

Examine and identify any technological roadblocks to consolidation. This shall include, at a minimum:

- a. CentralSquare & 911 Customer Premise Equipment (CPE) (including next generation E911)
- b. VOIP systems
- c. Technological connectivity of the telephone networks
- d. Logging recorders/voice recorders
- e. New technology that may need incorporated
- f. Emergency Notification Systems (Code Red)
- g. Camera systems.
- h. Identify backup and redundant facilities and equipment available in the event of a primary facility failure
- i. Radio connectivity
- j. Mapping
- k. Internal alarm systems (such as City of Platteville generator and well alarms)

Projected Call Volume/Workload

- a. Project the workload for the joint PSAP to determine optimal staffing for processing incoming 9-1-1 calls
- b. Processing non-emergency public safety calls
- c. Incoming and outgoing administrative calls
- d. Projections shall be made for five and ten-year post-consolidation
- e. Projected volume of police/EMS radio traffic. Projections shall consider population trends and other known factors that affect 9-1-1 call volumes as well as public safety radio traffic
- f. Transition Implementation Plan:
What implementation steps will need to take place for the recommended solution(s):
 - CAD/RMS
 - 9-1-1 answering
 - Radio infrastructure
 - TIME System entries for Stolen/Missing/Wanted Record Entry
- g. Develop a written implementation plan for the agencies to help with the conversion to joint operations.

INTRODUCTION AND BACKGROUND:

Grant County Sheriff's Office Dispatch Center

33,000 Calls for Service annually
10,257 911 calls annually
57,422 Phone Calls annually
Full time communication supervisor
8 full time dispatchers
15 part time dispatchers
12-hour work day
84 hour pay period
4 dispatch consoles
8 monitors per console
CentralSquare CAD, Jail, RMS, Mobile, Civil
Plantronics Wireless Headsets
Zetron Radio System
Nice Radio logger
RapidSOS
Prepared Live
Black Box KVM Switch
County Building Alarm Panel in Dispatch

Platteville Police Department Dispatch Center

10,034 Calls for Service Annually
297 9-1-1 Calls Annually (April 2024-April 2025)
24,300 Admin Calls Annually (2024)
3 full-time dispatchers
3 ¾-time dispatchers
Dispatches for UW Platteville Police 4:30 pm to 8am Monday thru Friday and weekend and holidays
All dispatch staff are also certified notary public
Dispatch Southwest Health EMS
8-hour workday
80 hour pay period
2 dispatch consoles
3 monitors per console (+ monitors for Citywide Camera Views)
Talon Incident Management (RMS) via Core Technologies
Shoretel Phone System (no headsets used)
Zetron Radio System
Nice Radio Logger – new server & upgraded software (V.12) in Feb 2025
Prepared Live (free version)
Generator, Well/Flood Alarms to PD Building
Elevator Alarms for UWP & City Buildings

QUALIFICATIONS

The written proposal shall, at a minimum, include the following information:

1. The firm name and contact person, together with the address, telephone number, and email address, of the office from which the services will be provided. Corporate office information shall also be provided, if applicable.
2. A brief history of the firm, including organization structure, location of management, and evidence that the firm is authorized to do business in the State of Wisconsin.
3. A description of the services, which the proposer can provide, together with an explanation of how these services might best assist the Grant County Sheriff's Office and the Platteville Police Department. Include specific information on specialized resources available to your firm such as computer capability, access to market information, personnel with specialized knowledge and expertise in the municipal consulting field.
4. A chronological listing of the municipal engagements, with a preference to those within the State of Wisconsin, for which your firm and/or staff has served over the past five (5) years. Be sure to include specific dates and a brief description of the services provided.
5. A list of references (minimum 3) the agencies may contact to assist in the evaluation of performance. Please include:
 - a. Name and mailing address of the governmental entity
 - b. Name, email and telephone number of contact person.
6. Information on the nature and magnitude of any litigation or proceeding whereby, during the past three (3) years, a court or any administrative agency has found fault, held proceedings or ruled against the proposer in any matter related to the professional activities of the proposer. Similar information shall be provided for any current or pending litigation or proceeding.
7. A statement to the effect that the selection of the proposer shall not result in a conflict of interest with any other party which may be affected by the work to be undertaken.
8. Time frame in which the project as defined within this RFP can be completed, including approach to the project and any unusual problems anticipated.
9. The capacity and capability of the firm to perform the work within the time limitations indicated.
10. Past record and performance of the firm with respect to schedule compliance, cost control, and quality of work, including references of other states, counties and/or municipalities who have conducted similar studies in the past five (5) years.
11. Fees or fee structure as may be appropriate for the designated service.
12. Availability of financial and operating resources as required to complete the work.

13. Ability of the firm to meet statutory or ordinance requirements.
14. Other items that may arise because of the proposed service.
15. Availability of financial and operating resources as required to complete the work.
16. Ability of the firm to meet statutory or ordinance requirements.
17. Other items that may arise because of the proposal or interview process.
18. Any additional information that you feel will be beneficial to the agencies in evaluating your qualifications to provide Engineering Services and Project Management.

A selection committee will be established for this Request for Proposal for professional services. The committee will make a recommendation to the government bodies.

PROPOSAL REQUIREMENTS/EVALUATION CRITERIA

Proposals will be evaluated according to the following criteria. The agencies reserve the right to reject any/all proposals received and to award the contract to the firm the agencies believe will offer the best value for the scope of work:

1. Reputation and experience of the firm in connection with services related to the scope of work.
2. Qualifications of staff to be assigned. Education, position in firm, type and years of experience will be considered, as derived from the written proposal.
3. Clarity and responsiveness of the written proposal, clearly stating an understanding of the work to be performed as outlined in the scope of services portion of this request for proposals.
4. Time frame in which the project as defined within this RFP can be completed, including approach to the project and any unusual problems anticipated.

DISCOVERY

After the proposals are evaluated, final candidates may be asked to interview with the selection committee. Interviews will be remote via TEAMS or ZOOM.

DEADLINE FOR SUBMISSION AND NUMBER OF COPIES REQUIRED

Proposals are due June 19, 2025 at 10:00am central time. Proposals may be mailed, emailed or hand delivered, envelope should be marked ATTN Chris Johll, Grant County Sheriff's Office, PO Box 506 Lancaster WI, 53813, cjohll@co.grant.wi.gov.

REQUIREMENTS

1. Insurance and Indemnification: The selected firm shall provide evidence of professional liability insurance.
2. The firm shall solely be responsible and liable for the accuracy and completeness of all work performed and shall agree to indemnify, defend and hold harmless the agencies from and against any and all claims, actions, suits and proceedings arising out of, based upon or caused by negligent acts, omissions or errors of or the infringement of any copyright of patent, by the firm, its officers, agents, employees in the performance of the contracted agreement.
3. Further, the firm recognizes that the agencies are not in the business of preparing specifications, and any omissions in this request for proposal must be strictly addressed by the firm with the submittal of its proposal.
4. The firm shall comply with all current federal and state nondiscrimination and equal opportunity status and policies and agrees to not hold the agencies liable for any inadvertent action by the firm which conflicts with such statutes and/or policies.
5. Any proposal may be withdrawn until the contract documents are executed. Any proposals not so withdrawn shall constitute an irrevocable offer to sell to the Agencies services indicated.

The RFP is issued on May 28, 2025

- Proposals shall be submitted by 10 am on June 19, 2025
- Pending a successful grant application, a contract is expected to be executed in early 2026.
- The successful vendor shall commence implementation per agreed upon schedule, which shall be influenced by grant deliverables of the funding source.
- The Grant County Sheriff's Office and the Platteville Police Department reserve the right to modify the above schedule should it be in its best interests to do so, and in that event, will duly notify all interested vendors.

Consultant Deliverables:

This section clearly defines what the consultant is accountable for producing.

- A preliminary DRAFT written report shall be completed as a DRAFT at the 50% milestone of the project Final Report.
- A final report, oral and written, at a time to be determined at the execution of the contract.

GENERAL REQUEST FOR PROPOSAL INFORMATION**GRANT COUNTY**

Primary Contact: Communications Supervisor Chris Johll, 608-723-2157, cjohll@co.grant.wi.gov
Captain Todd Miller, 608-723-2157, tmiller@co.grant.wi.gov
Emergency Management Director Steve Braun, 608-723-7171, sbraun@co.grant.wi.gov
Information Technology Director Shane Drinkwater, 608-723-1668, sdrinkwater@co.grant.wi.gov
Sheriff Craig Reukauf, 608-723-2157, creukauf@co.grant.wi.gov
County Administrator Nate Dreckman, 608-723-6071, ndreckman@co.grant.wi.gov

CITY OF PLATTEVILLE

Primary Contact: Lieutenant Andrea Droessler, 608-348-2313, droesslera@platteville.org
Chief of Police Doug McKinley, 608-348-2313, mckinleyd@platteville.org
IT Support Specialist Raife Ambort, 608-885-4039, ambortr@uwplatt.edu
City Manager Clinton Langreck, 608-348-9741, citymanager@platteville.org

TERMINATION OF CONTRACT

Any successful bidder will be required to have the following paragraph, or something similar, in the agreement/contract for services between the County and the successful bidder.

OWNERSHIP OF MATERIAL

All documents prepared and submitted pursuant to this RFP or contract shall be property of the agencies upon submittal and will be subject to public review.