



20 S. Charles Street, 6th Fl
Baltimore, MD 21201

RFP Objectives

The Downtown Partnership of Baltimore (DPOB), in collaboration with the University of Maryland, Baltimore (UMB), seeks a qualified Project Manager to lead the coordination and management of vendors and partners in the development of a Strategic Operations Center (SOC). The Project Manager will oversee all aspects of the project, which will be executed in two phases: the initial setup of a Pilot SOC and the subsequent establishment of a permanent SOC on the UMB campus. This project's main goal is to enhance community safety and operational efficiency in Baltimore's central business district by ensuring the successful integration and implementation of various systems and processes. This project will also include the management of setting up a pilot SOC along with the construction of the permanent SOC. This Request for Proposals (RFP) is issued to meet procurement requirements and does not constitute an offer, contract, or commitment of any kind; nor does it oblige DPOB to cover any costs incurred by the bidder in the preparation of its bid.

About DPOB

Downtown Partnership of Baltimore is a key advocate for the downtown core of Baltimore, Maryland, connecting businesses, residents, and visitors with the region's main cultural, business, and residential districts. DPOB's initiatives range from promoting new developments such as the Black Owned and Operated Storefront Tenancy (BOOST) program to organizing significant local events like Baltimore Restaurant Week. DPOB's staff are also involved in daily operations including hospitality & safety, cleaning and public space maintenance, and maintaining urban parks, plazas, and green spaces.

About the Site

The Pilot SOC will be on the University of Maryland, Baltimore campus and operational while the permanent facility is under construction on the University of Maryland, Baltimore campus. The Pilot SOC setup will focus on facilitating testing and training and developing protocols.

DPOB Vision

Enhancements to the Overall Area and Vision for the SOC:

- Approximately 40 (forty) 360-degree, multi-sensor video surveillance cameras,
- Situational awareness and real-time intelligence capabilities.
- State-of-the-art physical build-out of the Command Center with integrated dispatch consoles, monitors, and radio network infrastructure including repeaters, antennas, and duplexers.
- Cloud-based business workflow automation tools to create alarms and workflows.



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- Integrated communication technologies including Motorola radios with GPS, text messaging, internet access, cellular integration, and Salesforce compatibility.
- Coordination of SOC partnerships including law enforcement, security, and city agencies.

Project Overview

Objective:

Equip Baltimore City's central business district with advanced tools for community safety and operational improvements through the implementation of a comprehensive technology ecosystem.

Project Phases:

- **Phase 1: Pilot SOC Setup**
Establish a temporary SOC to test, train, and refine processes, technologies, and operations.
- **Phase 2: Permanent SOC Establishment**
Develop a fully operational SOC at the University of Maryland, Baltimore campus, incorporating lessons learned from the pilot phase.

Scope of Work

The selected vendor will:

- Collaborate Closely with DPOB and UMB: Work in partnership with the Downtown Partnership of Baltimore and the University of Maryland, Baltimore to design and implement the facility and technology ecosystem that will form the SOC.
- Develop a Project Roadmap: Create a comprehensive project roadmap that outlines detailed deliverables for each stage, from the initial setup of the Pilot SOC to the full operational capability of the permanent SOC location.
- Provide detailed, itemized cost estimates and identify potential risks and their mitigation strategies.
- Facilitate and Report on Committee Meetings: Lead and document committee meetings, ensuring alignment with leadership directives and effective communication among all stakeholders.
- Develop and Oversee SOP Implementation: Create and manage the implementation of Standard Operating Procedures (SOPs) for both the Pilot and permanent SOC operations.
- Engage with Local and State Agencies: Coordinate with local and state agencies as required to ensure the project's success and compliance with relevant regulations.



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- Identify Quality Standards and Implement a Quality Assurance Plan: Establish quality standards and benchmarks for the project and develop a quality assurance plan to ensure these standards are met throughout the project's lifecycle.
- Integration of New and Existing Technology Systems: Project manage with vendors to ensure the new technology system is fully integrated with any existing systems and conduct thorough compatibility testing.
- Coordinate Training: Provide path for training for all procedures and technology systems, targeting both security personnel, law enforcement and partnering agencies.
- Collaborate with SOC Partners: Work closely with all committed and potential partners who will participate in SOC activities. Key partners include UMB Police, Capitol Police, Sheriff's Department, Department of Transportation, Mayor's Office of Homeless Services, DPW, MONSE, among others.

Submission Requirements

Proposals must include:

- Cover Letter
- Resume
- Provide narrative of similar projects detailing your approach to project management
- Detailed approach for managing timelines
- Largest project managed
 - Challenges
 - Lessons learned
- Hourly Rate

This project will be funded mainly with State dollars through the Department of Housing & Community Development. DPOB is looking to bring on a partner to help ensure the project remains within the parameters of the grant requirements as well as full execution of logistics, meeting planning and other tasks needed to full implementation of the Strategic Operations Center (SOC)

Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Experience and Qualifications:** Relevant experience in managing similar projects, particularly in security and technology integration.
- **Technical Approach:** Clarity and feasibility of the proposed methodology.
- **Project Plan:** Realistic timeline and milestones.
- **Budget:** Cost-effectiveness and transparency of the budget proposal.
- **References and Past Performance:** Quality of references and past project outcomes.



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SOLICITATION ADMINISTRATION

Notification of Intent

Parties who are interested in responding to the RFP should notify DPOB of their interest in formulating a response by emailing **bidners@dpob.org**. These parties will be placed on a distribution list for notice of any amendments to the RFP, send responses to questions asked during the Q&A period, and will receive any other updates/notices pertaining to the RFP. The failure of an interested party to notify DPOB of their desire to be added to the solicitation distribution list could result in the party missing key information about the solicitation and its requirements.

Amendments

DPOB reserves the right to make amendments to the RFP as necessary. Any amendments will be sent to the Respondents who have notified DPOB of its intent to participate in the process.

Solicitation Timeline

Respondents shall submit their response in a PDF document to **bidners@dpob.org** by November 7, 2024 2:00pm EST. All questions and commentary are to be submitted to Linda Henry via e-mail to **lhenny@dpob.org** by October 28, 2024.

Issue Date: October 7, 2024

Deadline for Questions: October 28, 2024

Deadline for Answers: October 31, 2024

Submission Due Date: November 7, 2024

DPOB reserves the right to set up meetings/interviews to review proposals with the respondents, prior to selection.

Project Award: November 2024

Terms and Conditions

- DPOB and UMB reserve the right to reject any or all proposals.
- This RFP does not constitute an offer, contract, or commitment of any kind.
- Bidders are responsible for all costs incurred in the preparation and submission of proposals.
- DPOB and UMB may request additional information or clarification from bidders as needed.