



Request for Proposals For
Technology Consulting Services
For the creation of

A Regional Emergency Communications Center (“RECC”) for
The Towns of Cohasset, Hingham, Hull and Norwell, Massachusetts
by the Town of Hingham

210 Central Street
Hingham, Massachusetts 02043
Phone 781-741-1400
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The Hingham Town Administrator invites proposals from qualified engineering and consulting firms, with specific experience in the design of public safety telecommunications systems serving multiple towns and/or multi-agency dispatch centers, to assist in the creation and operation of a Regional Emergency Communications Center (“RECC”) for the participating Towns of Cohasset, Hingham, Hull and Norwell, Massachusetts.

Copies of the RFP are available at the Town Administrator’s office at 9:30AM on December 1, 2009 or by calling the Town at (781) 741-1400. RFP’s are available electronically at www.hingham-ma.com.

A vendor’s conference will be held on December 7, 2009 at 11:00 am in the East meeting room of the Hingham Town Hall, 210 Central Street. Attendance is not mandatory but strongly suggested. This will be the sole opportunity for vendors to speak with representatives of the Technology Committee and ask questions or request clarifications to the RFP.

Proposals are to be delivered in person or by mail to the Town Administrator’s Office located at the Hingham Town Hall, 210 Central Street, 2nd Floor, Hingham, MA 02043-2757. All proposals must be received by 3:30PM on December 16, 2009 to be considered. Proposals submitted by fax or by electronic mail will not be considered. Non-price Proposals should be delivered in an envelope clearly marked with the words “RECC Technology Services Non-Price Proposal”. A second envelope should contain all price proposal information and be clearly marked with the words “RECC Technology Services – Price Proposal”.

The total project cost (including engineering, design, management, and construction) is estimated in the range of Fifty Thousand to Seventy Five Thousand Dollars (\$50,000.00 - \$75,000.00), to be paid for with a grant from the Executive Office of Public Safety and Security, State 9-1-1 Department, which was awarded on September 1, 2009, in the amount of \$2,140,612.00. The Town reserves the right to reject any or all proposals.

Proposers will quote a fixed fee for this engagement as outlined in the complete RFP.

Request For Proposals (R.F.P)

BACKGROUND

The Towns of Cohasset, Hingham, Hull and Norwell are located approximately 20 miles south of Boston, Massachusetts and are in Plymouth County, with the exception of Cohasset, which is in Norfolk County. The towns are residential in nature with some commerce and light industry. State Route 3 runs through Hingham and Norwell and State Route 3-A runs through Cohasset and Hingham. The Greenbush Rail Line runs through Hingham and Cohasset as well. There are approximately 48,000 people living in the four towns. The topography is fairly level and the terrain is wooded.

The Towns began to study ways to increase operational efficiencies and reduce expenses in 2007. One area that was studied was the consolidation of 9-1-1 PSAP's. By consolidating the PSAP's into a single center, there were several benefits. They include: increased level of security for firefighter and police personnel, introduction of Emergency Medical Dispatch to the citizens of the four towns; better allocation of human resources and other savings. The proposed RECC will be designed for 6-8 communities and will go operational next year with four communities.

The merging of four dispatch centers into a single entity is a technological challenge for the four Towns and the RECC Committee, which is comprised of Town Managers, Fire and Police Chiefs and their Senior Command Staff. Disparate radio and management information systems, policies and procedures will have to be merged into a cohesive system to provide the dispatchers, firefighters and police officers with all of the tools they need to perform their jobs effectively.

The RECC Committee is seeking a consulting or engineering firm with the experience in designing and creating regional public safety telecommunications systems, successful system integration and providing technology advice to the RECC Committee. Additionally, the selected vendor will be charged with drafting procurement documents for equipment to be used in the proposed RECC.

A. INVITATION

The RECC Committee of the Towns of Cohasset, Hingham, Hull and Norwell, invite proposals from qualified vendors

Copies of the RFP are available at the Town Administrator's office at 9:30AM on December 1, 2009 or by calling the Town at (781)741-1400. RFP's are available electronically.

Proposals are to be delivered in person or by mail to the Town Administrator's Office located at the Hingham Town Hall, 210 Central Street, 2nd Floor, Hingham, MA 02043-2757. All proposals must be received by 3:30PM on December 16, 2009 to be considered. Proposals submitted by fax or by electronic mail will not be considered. Proposals received by the Town will be evaluated under the provisions of M.G.L. Chapter 30B as amended. Five (5) copies of the non-price and price proposals should be submitted in separate envelopes with each clearly marked "Regional Dispatch Architectural Services Price (or Non-Price) Proposal".

The fixed fee for consultant and /or engineering services will be determined via the RFP process.

This is not a price competition. The Town's decision will be based upon qualifications and experience with similar projects. The Town intends to interview the three (3) highest scoring firms based on the evaluation by the RECC committee of the comparative criteria and the references received.

Firms are strongly encouraged to order their proposal in the format that is outlined in this RFP. Inclusion of written professional references from similar projects is strongly recommended.

The selection of the firm shall be made without regard to race, color, creed, sex, gender, age, religion, ancestry, political affiliation, sexual orientation, or national origin. The Town is an Affirmative Action/Equal Opportunity Employer and encourages proposals from Massachusetts certified minority and women owned businesses. Accommodations will be made for those who require them.

B. WORK TO BE UNDERTAKEN

The firm hired will provide complete design and engineering services necessary for the completion of preliminary system design, oversight of the procurement process and integration into the new RECC. These tasks include, but are not limited to the following areas:

1. A technical analysis of the equipment needed to successfully implement a RECC and an inventory of equipment currently in use by the Towns in their 9-1-1 PSAP's.
2. The design and engineering of public safety telecommunications systems.
3. An analysis of channel loading requirements for the fire and police services on an immediate, 5 year and 10 year basis.
4. The design, engineering and installation oversight of two-way radio systems.
5. The design, engineering and installation of computer aided dispatch and other computerized reporting systems.
6. The design and engineering of the RECC to insure voice and data interoperability with current state, federal telecommunications systems and any proposed Reporting software systems.
7. An analysis that the RECC can provide enhanced surge capacity to handle 9-1-1 calls quickly and efficiently.
8. The integration of all radio and computer systems to achieve voice and data interoperability for the proposed RECC.
9. An overview of funding sources, other than the State 9-1-1 Department's Development and Support and Incentive Grant programs, available for the creation, operation and potential expansion of the RECC.
10. A review of the proposed Governance Agreement to insure compliance with all local, state and federal rules and regulations pertaining to the operation of a RECC.

11. Provide written recommendations on potential revenue sources for the continued operation, maintenance and expansion of the RECC.
12. Develop a written implementation plan to be used by the Towns in converting from individual dispatch operations to the RECC.
13. Provide a written report on how other political jurisdictions have established a RECC-type operation and the potential problems and successes of creating a RECC.
14. With the creation of a RECC there is a possibility of one or more police stations closing their doors after hours. Provide a written explanation of how the paperwork necessary to process an arrest or other request can be handled remotely from the RECC.

The firm will coordinate with separate architectural/other consultants to the project, concerning the design and construction of the proposed RECC. The firm will also coordinate with the Owner's Project Manager ("OPM") to be hired later this year.

The Town shall have unlimited rights, for the benefit of the Town, in all drawings, designs, specifications, notes and other work developed in the performance of this contract, including the right to use same on any other Town projects without additional cost to the Town; and with respect thereto the Designer agrees and hereby grants to the Town an irrevocable royalty-free license to all such data which he may cover by copyright and to all designs as to which he may assert any rights or establish any claim under any patent or copyright laws. The Designer shall not be responsible for the Town's use of the documents on projects other than the Project, unless this is a contract for design services for a master plan or prototype.

The hired firm will work under the direction of the Hingham Town Administrator in conjunction with the Chief Administrative Officers of the other three towns.

C. PROPOSAL CONTENTS

The consultant's statement of qualifications and work plan should detail their approach to this project. It should include a description of their design experience with similar projects, including specific experience with the design of fire, emergency medical services, police or centralized civilian dispatch centers.

Proposals should address each of the Specifications, Minimum Criteria and Comparative Criteria as shown below and should be ordered such that Proposal reviewers can find information responsive to each, with clear section labeling.

D. CONTRACT PERIOD

The anticipated contract period will be from December 29, 2009 until construction is completed and the project is closed out, which is anticipated to be in July-August, 2010. This contract may be extended, if necessary, with the prior, written approval of the Town

E. PRICE

Price or fee for services is considered as a single, but not dispositive consideration for award of this contract.

Price proposals will not be opened and considered until all Non-Price Proposals are reviewed and ranked, and interviews are conducted. At that time, Price Proposals will be opened and evaluated as part of the final determination of the firm to be offered this contract.

F. SPECIFICATIONS

The following items must be included in all proposals:

1. General design and engineering experience of the firm,
2. Direct experience and background of the firm relative to working with multiple public safety agencies and multi-agency public safety telecommunications systems.
3. Direct experience and background of the firm relative to the design and engineering of public safety communications facilities.
4. Examples of the proposer's most similar projects,
5. Background of the firm relative to work on similar projects
6. Identification, experience, and qualifications of the staff and other consultants who will be assigned to the project (attach resumes of all individuals),
7. Proposed project schedule and staffing requirements,
8. Names, addresses, and phone numbers for at least three (3) professional references from work on similar projects (inclusion of written references from similar projects is strongly encouraged),
9. Method and process to be used to determine cost estimates,
10. Signed Certificate of Tax Compliance with local, state, and federal tax laws (form attached),
11. Signed Certificate of Non-collusion (form attached),
12. Work with volunteer building committees,
13. Experience and success with delivering projects within budget constraints,
14. Professional liability insurance, workers compensation, and automobile insurance for the design firm and all proposed consultants who will be involved in the project,
15. Demonstration that the firm has the financial capacity to fulfill its obligations if awarded the contract and
16. If a firm is involved in litigation on a project, provide a narrative description of the litigation and identify the parties involved, and the status.

G. EVALUATION CRITERIA

The Town will evaluate all proposals based upon the following minimum and comparative criteria. After evaluating the proposals, the Town will schedule interviews. The Town intends to interview the three (3) highest scoring firms. The Town will award a contract for this project to the firm who submits the most advantageous proposal based upon consideration of specified evaluation and selection criteria and performs the best in the interview(s). The final score will be determined by adding the scores for the comparative evaluation and the interview scores. At least three (3) references will be contacted for each firm.

Firms are strongly encouraged to order their proposal in the format that is outlined in this RFQ.

1. Minimum criteria: each proposal MUST meet all of the following criteria in order to be considered for further evaluation:

- _____ At least five (5) written copies and one copy on a CD/DVD in Adobe.pdf format, of the proposal must be submitted in a sealed envelope indicating the Proposer's name, address, and phone number;
- _____ Names, addresses, and phone numbers for at least two (2) professional references from work on similar projects, the project name, cost estimate, change orders, and funding sources;
- _____ Signed Certificate of Tax Compliance with local, state, and federal tax laws (form attached);
- _____ Signed Certificate of Non-collusion (form attached).

2. Comparative Criteria: The following rating will be used on those firms that meet the minimum evaluation criteria listed above. Any proposals that do not meet the minimum criteria will be judged unacceptable and not reviewed any further. If a firm scores a 0 on any of the comparative criteria, the Town will consider the proposal unacceptable and will not review it any further. The Town will consider the following comparative criteria.

A. Telecommunications System and Design Engineering Experience. The approach to the project will be evaluated in conjunction with examples of similar projects submitted, and description of experience with public safety dispatch projects.

A score of highly advantageous will be given to proposals demonstrating success with the design of five or more public safety dispatch projects.

A score of advantageous will be given to proposals demonstrating success with the design of two or more public safety dispatch projects.

A score of unacceptable will be given to proposals demonstrating success with the design of less than two public safety dispatch projects.

B. Project Cost Estimates, Construction Bidding and Project Timetable Key considerations for the Town are the ability of the firm to begin work immediately, maintain the Town's timetable, experience with all aspects of communications system design, complete the design and bidding of this project, develop and revise cost estimates, and stay within the project budget.

A score of highly advantageous will be given to proposals that propose a timetable, and the clear ability to achieve it, of completing final design and preparation of bid documents by January 1, 2010.

A score of advantageous will be given to proposals that propose a timetable, and the clear ability to achieve it, of completing final design and preparation of bid documents by February 1, 2010.

A score of unacceptable will be given to proposals that propose a timetable of completing final design and preparation of bid documents after February 1, 2010.

C. Quality of References. References will be evaluated to identify the ability of the firm to meet the project goals, timetable, and budget. Inclusion of written professional references from similar projects is strongly recommended.

A score of highly advantageous will be given to proposals containing five (5) or more references, which prove to be favorable when reviewed with the reference, on public safety dispatch projects.

A score of advantageous will be given to proposals containing two (2) or more references, which prove to be favorable when reviewed with the reference, on public safety dispatch projects.

A score of unacceptable will be given to proposals containing less than two (2) references, which prove to be favorable when reviewed with the reference, on public safety dispatch projects.

D. Interview. After reviewing proposals and at its sole discretion, the Town may interview firms that meet the minimum and comparative criteria. Each firm must receive at least a score of “Advantageous” in all of the Comparative Criterion to be interviewed.

Following the interview(s) the review committee will assign a score of “Highly Advantageous” or “Advantageous” to each firm interviewed.

The interview score achieved will be considered as part of the overall score in determining the successful firm.

CERTIFICATE OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word “person” shall mean natural person, business, partnership, corporation, committee, union, club or other organization, entity, or group of individuals.

Signature

Date

Print Name & Title

Company Name

CERTIFICATE OF TAX COMPLIANCE

Pursuant to Chapter 62C of the Massachusetts General Laws, Section 49A (b), I

_____, authorized signatory for _____

Name of individual

Name of contractor

do hereby certify under the pains and penalties of perjury that said contractor has complied with all laws of the Commonwealth of Massachusetts, and the Town of Hingham, relating to taxes, permit or other fees, reporting of employees and contractors, and withholding and remitting child support.

Signature

Date