

REQUEST FOR QUALIFICATIONS

REGIONAL EMERGENCY COMMUNICATIONS CENTER FEASIBILITY & TECHNOLOGY STUDY

For the following communities:

East Longmeadow, Hampden, Longmeadow,
Ludlow, and Wilbraham

December 17, 2014

Request for Qualifications process facilitated by:



TOWN OF LONGMEADOW
MASSACHUSETTS

LEGAL NOTICE:

REQUEST FOR QUALIFICATIONS (RFQ)

Regional Emergency Communications Center Feasibility and Technology Study

The Town of Longmeadow, MA, is facilitating the Request for Qualifications solicitation for a feasibility and technology study for a Hampden County Regional Emergency Communications Center (RECC). The RECC intends to provide public safety dispatch services and 911 PSAP services for the Towns of East Longmeadow, Hampden, Longmeadow, Ludlow, and Wilbraham, herein referred to as the TOWNS.

Designer Selection services are being procured under Massachusetts General Law, c 7C the initial Phase I will include a feasibility study which will consist of the following: existing conditions analysis, assessment for consolidation/regionalization, financial analysis, draft and final feasibility and implementation plans, analysis of costs for construction, technology and personnel, meetings and presentations, and may include additional tasks. The draft report of the feasibility study shall be completed by March 15, 2015. The designers fee for Phase I will be a negotiated fee not to exceed \$100,000. There will be no briefing session prior to the solicitation deadline, forward any questions as instructed in the RFQ document. As mandated by Massachusetts General Law, c. 7C ss44 the applicant designer shall be a Massachusetts registered Architect or Engineer for Phase I and II of the scope of work. Pending feasibility recommendations and appropriation of funds, the TOWNS reserve the right to negotiate and contract with the same designer for the final design services (which may include master plans, studies, surveys, soil tests cost estimates and programs) herein referred to as Phase II if it is in the TOWNS best interest to do so.

Request for Qualifications documents are available from the Town of Longmeadow Purchasing Department, Attn: Chad Thompson- Procurement Manager, 735 Longmeadow Street, Suite 101, Longmeadow, MA 01106, Phone: 413-565-4185, cthompson@longmeadow.org . RFQ Documents can be obtained online at no charge at www.longmeadow.org, select 'Department' from the toolbar, then 'Purchasing', then select the link labeled: 'Bid & RFP Finder' to access the document. Bidders are encouraged to register with the Longmeadow Purchasing Department to be added to the bid list. Those that do not register will be responsible for monitoring the website bid listing service for the issuance of updates and addenda. Failure to acknowledge issued addenda may result in a proposal rejection.

Sealed proposals should be delivered to the Longmeadow Purchasing Department and will be received until the RFQ proposal deadline of **Wednesday, December 31, 2014 at 11:00am**. Late proposals will be rejected. Immediately following the proposal deadline there will be a public logging of proposals received in the auditorium of the same building.

The Awarding Authorities of the TOWNS through joint collaboration reserve the right to reject any or all proposals, waive minor informalities, and to award contracts in the best interest of the TOWNS.

**REQUEST FOR QUALIFICATIONS:
Regional Emergency Communications Center Feasibility & Technology Study
Town of Longmeadow, Massachusetts**

For the following communities:
East Longmeadow, Hampden, Longmeadow,
Ludlow, and Wilbraham

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I. OBJECTIVE:

The proposed ‘Hampden County Regional Emergency Communication Center’ (RECC) will provide Public Safety Dispatch services and 911 PSAP services for the Towns of East Longmeadow, Hampden, Longmeadow, Ludlow, and Wilbraham; herein hereinafter referred to as the TOWNS. The intent is to consolidate the emergency communication services from each of the respective communities and combine them into one Regional Emergency Communications Center in Hampden County. Currently each municipality maintains the equipment and staffing for police, fire and EMS dispatch services. This project proposes to establish a regional communication center that would include combined enhanced 911, police, fire and emergency medical dispatch services to the five member communities.

As part of Phase I Scope of Work, the TOWNS desire a consolidated solution that will streamline and enhance their abilities to provide public safety dispatching services for the citizens and businesses in the most professional and proficient manner possible. Additionally, the solution must provide recommendations and cost assessments for technologies, staffing, records management, potential site/facility location evaluation, building/facility recommendation and budget recommendation, recommendations for growth capability and compatibility of adding additional communities over time. Pending feasibility recommendations and appropriation of funds, the TOWNS reserve the right to negotiate and contract with the same designer for the final design services (which may include master plans, studies, surveys, soil tests cost estimates and programs) herein referred to as Phase II if it is in the TOWNS best interest to do so.

Below is information from each participating community regarding public safety:

Table 1 illustrates the number and types of calls received and the public safety entity impacted.

COMMUNITY	EMS	FIRE	EMD	POLICE	911
East Longmeadow	1,635	608	1,146	9,789	3,339
Hampden	366	215	369	9,050	744
Longmeadow	1,403	791	1,014	17,461	2,801
Ludlow	2,695	865	1,868	45,000	4,346
Wilbraham	1,726	785	1,260	2,1085	3,014
TOTAL	7825	3264	5657	102385	14244

Table 2 indicates the number of 911 positions, the population served and the Towns who are designated alternates when the PSAP reach capacity and roll-over.

COMMUNITY	LIMITED SECONDARY	E911 POSITION	POPULATION	ALTERNATE	SERVES AS ALTERNATE
East Longmeadow	No	2	15,720	Longmeadow	Hampden Longmeadow
Hampden	No	2	5,139	East Longmeadow	-----
Longmeadow	Fire Dept	2	15784	East Longmeadow	East Longmeadow
Ludlow	Fire Dept	2	21,103	Wilbraham	Wilbraham
Wilbraham	No	2	14,219	Ludlow	Ludlow
TOTALS	*****	*****	71,965	*****	*****

II. REQUEST FOR QUALIFICATIONS INSTRUCTIONS

Proposal Instruction

Request for Qualification (RFQ) documents are available from the Town of Longmeadow Purchasing Department, Attn: Chad Thompson- Procurement Manager, 735 Longmeadow Street, Suite 101, Longmeadow, MA 01106, Phone: 413-565-4185, cthompson@longmeadow.org . Bid documents can be obtained online at no charge at www.longmeadow.org, select 'Department' from the toolbar, then 'Purchasing', then select the link labeled: 'Bid & RFP Finder' to access the proposal document. Bidders are encouraged to register with the Purchasing Department to be added to the bid list. Those that do not register will be responsible for monitoring the website for the issuance of updates and addenda. Failure to acknowledge issued addenda may result in a proposal rejection.

Hard copies of proposal documents are available from the Longmeadow Purchasing Department at no charge. RFQ documents will be mailed for a pre-paid nonrefundable mailing and handling fee of \$20.00.

The requirements set forth in the RFQ instructions shall become an integral part of a subsequent contractual arrangement.

Delivery of Proposals

Qualification submissions should be delivered to the Purchasing Department of the Town of Longmeadow, Attn: Chad Thompson – Procurement Manager, 735 Longmeadow Street, Suite 101, Longmeadow, MA 01106 and will be received until the request for qualifications proposal submission deadline of **Wednesday, December 31, 2014 at 11:00am**. Late proposals will be rejected. Immediately following the proposal deadline, all proposals will be publicly logged at the same address in the Community House Auditorium.

The designers fee for Phase I will be a negotiated fee not to exceed \$100,000. No other funding sources exist for Phase I.

Postmarks will not be considered. It is the sole responsibility of the applicant to be sure that the proposal arrives on time. Proposals should be clearly marked **“RFQ- REGIONAL EMERGENCY COMMUNICATIONS CENTER FEASIBILITY AND TECHNOLOGY STUDY”**. The firms **Name & Address** should also be on the envelope. *Include eleven (11) copies of the proposal, and one (1) thumb drive containing a PDF copy of the proposal.*

Within a single envelope supply the following proposal content:

The proposal must contain a detailed description of how the consultant proposes to carry out the requirements set forth in the RFQ, including: a plan of services and a schedule for the completion of each task. The information submitted must include the following:

1. Statement of Project Understanding: A statement, in concise terms, that clearly discusses the consultant's understanding of the expectations of each participating community with detail on the scope of work to be completed for this project;
2. Company background with elaboration on applicable company experience to the feasibility study requirements. A company background statement which includes:

- a. Full name, address and telephone number(s) of the firm and, if applicable, the branch office that will perform or assist in performing the contract work.
 - b. Corporations should indicate the state in which they are incorporated. If appropriate, note whether the firm is licensed to operate in Massachusetts, and
 - c. Names, addresses and telephone numbers of personnel authorized to negotiate the proposed contract with the TOWNS.
3. Company Financial Stability and Past Performance: Provide documentation supporting the financial stability of the designer. Provide documentation of any debarment and removal/termination of contracts for the designer and proposed sub-consultants.
4. Plan of Service: Provide a detailed description of your understanding of the Scope of Work, as outlined in the RFQ. In this description, detail the approach that your firm will utilize and outline your firm's capabilities to complete the scope of work on time. A detailed breakdown of the tasks and methodology to be performed by the consultant, including specifics regarding the number of staff hours and other resources required, and the dates for attaining project milestones;
5. Staffing: Identification of each person responsible for directing the work to be performed under the contract. For each individual with identified responsibilities provide resumes. The consultant must include a statement of the percentage of each person's time that will be devoted to this project and a complete resume;
6. Project Experience:
 - a. Describe your firm's qualifications and experience. Document on completed projects that are similar in nature to the RECC.
 - b. Provide elaboration on specifically RECC feasibility and/or RECC design services that the proposer has been involved that is similar in Scope of Work within the past 3 years. Provide a detailed description of the services provided, the current project status, identify the consultant name and their contact information (prime contractor or sub-consultant name), and name and contact information of an appropriate owner's representative.
 - c. Provide elaboration on Massachusetts RECC feasibility and/or RECC design services similar in Scope of Work that the proposer has been involved with. Provide a detailed description of the services provided, the current project status, identify the consultant name and their contact information (prime contractor or sub-consultant name), and name and contact information of an appropriate owner's representative.
 - d. Provide elaboration on final design services involving Massachusetts facilities designed to provide public safety dispatch services and/or 911 PSAP services. Provide a detailed description of the services provided, the current project status, identify the consultant name and their contact information (prime contractor or sub-consultant name), and name and contact information of an appropriate owner's representative.
7. References: Include a complete list of all similar projects completed for public entities in the last 24 months with contact name, telephone number, email, and general description of project. Do not ear mark references, the Towns reserve the right to select from the list of ALL clients. In the event that the TOWNS are not able to get in contact with the reference supplied within two attempts, the TOWNS reserve the right to communicate and obtain reference feedback from a different contact within the public entity that is knowledgeable and familiar with the referenced project.

8. A list of resources, data or other assistance which the consultant expects to receive in order to complete each task in the scope of work;
9. The TOWNS expect the feasibility study Substantial Completion draft report by March 15, 2015 with the final report completed and supplied by March 31, 2015. Presentations of the final report findings can be completed within two weeks after the final report is supplied. Supply documentation of commitment to meet the required date deadlines referenced.

Briefing Conference Session:

There will be no briefing session facilitated. Forward all questions to Chad Thompson, Procurement Manager for the Town of Longmeadow no less than 168 hours (7 days) before the RFQ proposal submission deadline. Questions received after the deadline for questions will not be answered.

Modification of Proposals

A proposer may correct or modify a proposal by written notice received by the awarding authority prior to the receipt deadline. Modifications must be submitted in a sealed envelope clearly labeled "Modification to RFQ- Regional Emergency Communications Center Feasibility and Technology Study". The name and address should also be documented on the envelope.

After the receipt deadline, a proposer may not change any provision of the proposal. Minor informalities will be waived or the proposer will be allowed to correct them. If there is a mistake and the intent is clearly evident on the face of the document the mistake will be corrected to reflect the intended correct proposal, and the proposer will be notified in writing; the proposer may not withdraw the proposal. A proposer may withdraw a proposal if a mistake is clearly evident on the face of the document, but the intended correct proposal is not similarly evident. No proposer shall withdraw their proposal within a period of ninety (90) days after the date set for the receipt of proposal qualifications.

Questions

All questions should be directed to the Purchasing Department for the Town of Longmeadow, Attn: Chad Thompson. Questions can be emailed to cthompson@longmeadow.org or faxed to 413-565-4370. In order to keep feedback and responses consistent for all those preparing proposals, proposers should not contact other representatives from participating communities that are jointly involved in this collaborative procurement. Any alteration to the specifications and content of this RFQ will not be considered valid unless it is documented through addenda.

All questions must be submitted to the Longmeadow Purchasing Department and must be received no later than 168 hours (7 days) before the proposal qualifications submission deadline. Questions received after the deadline for questions will not be answered.

Assignment

The successful consultant is prohibited from assigning, transferring, conveying or otherwise disposing of this agreement or its rights, title, or interest therein or its power to execute such agreement to any other person, company or cooperation without prior written consent and approval by the TOWNS.

Unexpected Closures

If at the time of the scheduled receipt deadline, the Longmeadow Community House (735 Longmeadow Street) is closed due to uncontrolled events such as fire, snow, ice, wind, catastrophe, building evacuation, etc, the receipt of proposals will be postponed to the next regular business day for the Longmeadow Purchasing Department at the same time and location posted in the request for qualifications document.

III. SCOPE OF SERVICES

Phase 1: Task A through Task G inclusive

Objective

The proposed ‘Hampden County Regional Emergency Communication Center’ (RECC), will provide Public Safety Dispatch services and 911 PSAP services for the Towns of East Longmeadow, Hampden, Longmeadow, Ludlow and Wilbraham; hereinafter referred to as the TOWNS. The intent is to consolidate the emergency communication services from each of the respective communities and combine them into one Regional Emergency Communication Center in Hampden County. Currently, each municipality maintains the equipment and staffing for police, fire and EMS dispatch services. This project proposes to establish a regional communication center that would include combined enhanced 911, police, fire and emergency medical dispatch services to the five member communities.

As part of Phase I Scope of Work, the TOWNS desire a consolidated solution that will streamline and enhance their abilities to provide public safety dispatching services for the citizens and businesses in the most professional and proficient manner possible. Additionally, the solution must provide recommendations and cost assessments for technologies, staffing, records management, potential site/facility location evaluation, building/facility recommendation and budget recommendation, recommendations for growth capability and compatibility of adding additional communities over time.

The Hampden County RECC submitted a grant application to the Massachusetts Executive Office of Public Safety and Security State 911 Department Development Grant funds to conduct one detailed feasibility studies examining the formation of an RECC. The Hampden County RECC was notified of a \$100,000 grant award to conduct a feasibility study. This grant provides a cost-effective means for the five communities to retain professional consultant services to analyze and assess the current 911 system and compare it with alternatives for regionalizing the system. The TOWNS expect the feasibility study Substantial Completion draft report by March 15, 2015 with the final report completed and supplied by March 31, 2015. Presentations of the final report findings can be completed within two weeks after the final report is supplied.

- Conduct an assessment of feasibility location(s) for the placement of a RECC and conduct an analysis including construction cost estimates, location, square footage of dispatch and server rooms (with the consideration of expansion capability), renovation of existing structure/new structure, cost assessments.
- Perform an analysis and review of personnel structures and costs to each of the TOWNS, including analysis of the core and additional services provide by current personnel and estimated personnel costs for staffing along with costs to maintain or increase other public safety services at the existing local level.
- Provide a comprehensive technological cost assessment to include interoperability and compatibility of dispatch equipment, including without limitation, radio, telephones and all necessary equipment required for the implementation of a fully operational RECC.

The TOWNS are committed to this project with the understanding that a regional emergency communication center will enhance the level of service while reducing the short and long term costs associated with operating an independent PSAP.

Tasks

This scope of work is designed to establish the required feasibility study elements, outline the expectations of the process, and detail the content and schedule of project deliverables. Proposals shall provide detailed information identifying how the consultant will accomplish the tasks outlined in the scope of work. Task A through Task G inclusive is the Scope of Work for Phase I:

Task A – Existing Conditions Analysis

- ☐ Inventory the existing 911 dispatch facilities, systems, equipment and procedures in each community and provide an assessment of current call volumes, response times and staffing levels.
- ☐ Examine the current dispatch facilities in each community and validate or invalidate the need for a new physical plant for all purposes, including examining the potential for increased opportunities for cost-sharing in future technologies and dispatch equipment.
- ☐ Review opportunities for improvement to present operations, staffing, training, management, supervision and governance.
- ☐ Determine which sharing or functional consolidations are the best options if an RECC is not the best option.
- ☐ Research how the current 911 systems and police/fire dispatch services work in each of the communities and what level of inter-discipline and inter-jurisdiction communications occur.
- ☐ Establish a benchmark for current individual ancillary duties, including the number of “walk-ins”, service and business calls as well as 911 calls handled in each community and compare with the best practices of other regions.
- ☐ Identify the training needs of each of these departments and what resources are available at the state or federal levels to address these training needs.
- ☐ Investigate all other 911 dispatch functions handled by the current dispatch personnel in each community.

Task A Deliverable: Technical Memorandum documenting the existing conditions described above.

Task B – Feasibility Assessment for Consolidation/Regionalization

- ☐ Conduct a comprehensive review, survey, interview and site visit in each community to obtain input from all stakeholders.
- ☐ List the potential benefits for the region in terms of public safety improvements and their ability to respond in an effective, efficient, and timely manner.
- ☐ Identify the location of the RECC as well as the location(s) of feasible backup sites. The consultant will make the determination of site based on the study findings and what is financially advantageous. It could be one of the 3 sites identified which may involve the recommendation of modification of an existing building or new construction, or other advantageous option. The three options identified by participating communities include:
 - Wilbraham: Wilbraham has awarded a feasibility study contract for a new police station and the study will be completed by January 2015. The two locations for consideration

are 2780 Boston Road (just east of WFD Headquarters) and 10 Post Office Park (just east of Monson Savings Bank on Boston Road).

- Hampden will be building a new police station and the proposed location is on 26 acres at 102B Allen Street, Hampden, MA. The official location has not yet been designated. Hampden has an architect but is not yet at the construction phase.
- Longmeadow has an existing building called Greenwood Center located at 231 Maple Road, Longmeadow, MA. The building is a former school that currently houses Council on Aging and some Parks and Recreation programs, offices, and a day care center within the building.

☐ Determine the RECC backup in the event of a catastrophic failure/event at the physical center.

☐ Make recommendations for consolidated RECC operations that include solutions to remain functional under all conceivable circumstances and conditions including, but not limited to, man-made disasters (terrorism, accidents) as well as natural disasters (floods, ice storms, power outages, and earthquakes).

☐ Establish what principal coordination issues will need to be addressed in order for a consolidated /regional 911 system to work.

☐ Identify potential labor relations or legal issues, such as collective bargaining agreements, personnel policies, job descriptions, training requirements, compensation & benefits, and reporting lines, that will need to be addressed and specific recommendations for a smooth transition. Recommended job description changes if needed.

☐ Recognize the potential impacts on job gains and job losses through the creation of a RECC. Establish a process of developing career ladders for telecommunication and PSAP specialists who will operate the RECC.

☐ Analyze any additional dispatch requirements to handle and coordinate special area and community events and incidents including but not limited to; summer population surges, university events, industrial hazards, level 3 bio-hazard labs, commuter/freight rail systems including NEXTGEN911 and foreseeable impact.

☐ Determine which administrative entity or governance structure will need to be established in order for all communities to have appropriate control and feel that their dispatch needs will be addressed on an equitable basis.

☐ Identify what legislative or administrative actions would need to take place at the local or state levels to implement the recommended solution.

☐ Establish provisions for the addition and withdrawal of communities to the RECC.

☐ Analyze the compatibility and compliance with EOPSS Statewide Interoperability Emergency Communications (SIEC) guidelines; and feasibility of the relocation / reuse of radio, fire alarm/fire box systems, CAD systems, telephone system, records management/archives and other related informational system equipment owned by current PSAPs and the need for new equipment at the regional RECC.

- ☐ Conduct an analysis of channel loading requirements for police and fire services on an immediate, 5 year and 10 year basis.
- ☐ Determine how the issue of increased capacity for enhanced 911 along with surge capacity will be addressed. Increased capacity will include forecasted growth of member communities as well as future addition of new communities.
- ☐ Determine how new Emergency Medical Dispatch (EMD) regulations will be implemented in each scenario.
- ☐ Determine how the County Mutual Aid System and C-MED will be incorporated into the RECC.
- ☐ Determine how the Reverse 911 system will be addressed in a Regional PSAP or RECC.
- ☐ Provide a recommendation for a new Alternative PSAP if a current PSAP is serving as the Alternate PSAP for another community, and this current PSAP is recommended to change as part of this feasibility study.
- ☐ Analyze the specific languages that should be supported by dispatch based upon the demographics in the area covered by the RECC and recommend a solution.
- ☐ Identify the implementation steps that will need to take place for the recommended solution(s).
- ☐ Prepare draft press releases at key stages to ensure public awareness and opportunities for input.
- ☐ Facilitate public hearings to allow each community a chance to review and comment on the preliminary report, as well as make presentations on the final plan.
- ☐ Prepare draft press releases at key stages to ensure public awareness and opportunities for input.

Task B Deliverable: Technical Memorandum documenting the Feasibility Assessment as outlined above.

Task C – Financial Analysis

The TOWNS are looking for high level conceptual budgetary estimates for costs and square footage as part of the feasibility study which should include:

- ☐ Determine what would be the reasonable costs for establishing an RECC and what financial resources including the State 911 Department's Development and Support Incentive Programs would be available to sustain the entity into the future.
- ☐ Estimate both the one-time and recurring costs that may be incurred by each community over the next 3, 5, and 10 years.
- ☐ Illustrate how the fee structure of the regional group will be determined.
- ☐ Determine the cost of regional dispatch per 1,000 people.
- ☐ Research what cost savings and operational efficiencies, if any, will be realized by each community if the dispatch service is consolidated or regionalized over the next 3, 5 and

10 years.

- ☐ Determine the costs that communities can expect to incur over the next, 3, 5, and 10 years if regionalization of dispatch services is not pursued. (Such as costs related to new equipment, new EMD regulations, etc.)

- ☐ Identify the short and long term opportunities presented by the ongoing need for system replacement in various communities. For example, which centers are old or new, which facilities have been recently upgraded and which facilities are planning upgrades, what large procurements have been recently made or are being planned, what funding and grant opportunities exist, and what are the impacts of these plans, opportunities and resources.

- ☐ Decide what personnel or other costs would need to be maintained or added to support public safety services at existing local agencies, based upon a comparison between the current personnel structures, costs related to the established PSAPs, the projected personnel structure, and costs associated with a RECC.

Task C Deliverable – Technical Memorandum documenting the Financial Analysis as outlined above.

Task D – Draft Feasibility Report and Draft Implementation Plan

- ☐ Fully articulate the advantages and disadvantages of partial or full consolidation/regionalization of the dispatch operations, including improvements to public safety and operation efficiency. Clearly explain what services the new solution will provide as well as what it won't provide. Report these findings for each community.

- ☐ Develop an implementation plan to guide the participating communities in conversion to consolidated operations as well as develop a list of costs associated with each step of the implementation plan.

- ☐ Identify the location and backup location(s) for the RECC.

- ☐ Hold Public Meetings with key stakeholders and the general public to explain the proposal and solicit input.

- ☐ Prepare a draft feasibility report consisting of the information outlined in the technical memos for Tasks A through C above; include recommendations for addressing the issues identified, and the implementation plan.

Task D Deliverable: Draft Feasibility Report and Draft Implementation Plan

Task E –Construction, Technology and Personnel Costs

The TOWNS are looking for high level conceptual budgetary estimates for costs and square footage as part of the feasibility study which should include:

- ☐ Conduct an analysis including construction costs, location, square footage of dispatch and server rooms (with the consideration of expansion capability), renovation of existing structure/new structure and additional costs, if any.

- ☐ Perform any analysis and review of personnel structures and costs at each entity, including analysis of the core and additional services provided by current personnel and estimated personnel costs for staffing along with the costs to maintain or increase other public safety services at the existing local level.

☐ Provide a comprehensive technological cost assessment to include interoperability and compatibility of dispatch equipment, including without limitation, radio, telephones and all necessary equipment required for the implementation of a fully operational RECC.

The TOWNS are committed to this project with the understanding that a regional emergency communication center will enhance the level of service while reducing the short and long term costs associated with operating an independent PSAP.

Task F – Meetings

☐ The selected consultant will be expected to have relevant staff in attendance at the following meetings, and therefore, staff time should be factored into the budget.

o Monthly meetings with RECC project staff and monthly meetings with the established 911 Steering Committee. To maximize efficiency, the RECC meetings and the Steering Committee meetings would be scheduled back-to-back on the same days. It is anticipated that the meetings with TOWNS staff will average 30 minutes in duration and Steering Committee meetings will average 1.5 hours in duration.

o Provisions for frequent phone and email exchanges will be part of the proposal.

o A presentation and input session for local officials on the Draft Feasibility Report and Implementation Plan. The consultant will have one meeting with each of the five communities at their specified location for the draft.

o A regional public meeting on the Final Feasibility Report and Implementation Plan as well as a presentation to the TOWNS Commission on the Final Feasibility Report and Implementation Plan. The final report presentation will be centralized in one meeting.

Task G – Final Feasibility Report and Implementation Plan

☐ Prepare the Final Report and Final Phased Implementation Plan, incorporating feedback received from the Steering Committee, TOWNS, local communities, and the public. The Final Feasibility Report should include the delivery of twelve (12) printed copies and five (5) thumb drives in Adobe.pdf format .

☐ Facilitation of one regional public meeting presentation as outlined in section F

Task G Deliverable: Final Feasibility Report and Implementation Plan

Phase II, Final Design Service:

Pending feasibility recommendations, appropriation of funds, and authorization from the awarding authorities of participating communities to proceed with Phase II, the participating TOWNS reserve the right to negotiate and contract with the same designer for the final design services (which may include master plans, studies, surveys, soil tests cost estimates and programs) herein referred to as Phase II if it is in the TOWNS best interest to do so.

IV. PROPOSAL EVALUATION

Minimum Requirements

Each proposal MUST meet all of the following Minimum Requirements in order to be considered for further proposal evaluation. Proposals that do not meet the following experience and quality requirements will be rejected from further RFQ evaluation and consideration for contract award.

- ☐ The proposed team must have knowledge of the principles and practices of E911, Emergency Communications and Emergency Management Services.
- ☐ The proposed team must have evidence of integral involvement with at least two (2) feasibility studies of regional 911 dispatch operations.
- ☐ The Proposer must have documented knowledge of Massachusetts Executive Office of Public Safety and Security E911 Department Standards for E911;
- ☐ The Proposer must at minimum provide a complete list of ALL similar projects completed for public entities in the last 24 months, with contact names, telephone numbers and general description of project. The TOWNS reserve the right to select project contacts of former clients to perform reference checks.
- ☐ The Proposer must be able to demonstrate that the applicant designer is financially stable. Provide supporting documentation.
- ☐ The Proposer must supply completed Proposal Submission Forms. A completed Certificate of Non-Collusion is a mandatory form.
- ☐ The Designer Selection Board application form shall be completed so it is compliant with the legal requirements of Massachusetts General Law, chapter 7C including:
 - The Designer Selection Board application requires that the applicant be a Massachusetts registered architect or engineer: “Eligibility requirements are set forth in this Public Notice in item 8(a), Sub-paragraph (iii) of item 8(a) requires: 1) the majority of directors or a majority of the stock ownership to be persons who are Massachusetts registered architects, landscape architects or engineers; the chief executive officer to be a person who is so registered; and 3) the person to be in charge of the project to be so registered in the discipline required for the project”. The designer should not be a sub-consultant, or a technology firm, it should be the applicant for the design work.

Proposals that meet all Minimum Requirements shall be evaluated based on the responsiveness to the criteria, terms and conditions contained in this RFQ and its attachments. Failure to follow instructions, to meet criteria, or agree to the terms and conditions contained in this RFQ may be cause for rejection of the proposal as non-responsive. Proposals that meet all minimum requirements shall be evaluated based on Comparative Criteria and content of proposal qualifications submissions. Failure of the proposer to follow instructions, to meet criteria, supply requested information as requested in the RFQ, or to supply requested

information with omissions, or not to agree to the terms and conditions contained in this RFQ may be cause for rejection of the proposal as non-responsive. The TOWNS reserve the right to seek additional information from respondents. All proposals shall be signed in ink by the proposer. If the proposer is a corporation, the authority of the individual signing shall be endorsed upon, or attached to, the proposal and certified by the clerk of the corporation. All proposals shall be binding upon the proposer for a minimum period of ninety (90) calendar days following the opening of the proposals. All proposals and related materials submitted in response to the RFQ shall become the property of the TOWNS and will not be returned to proposers unless the TOWNS, at its sole discretion, determines otherwise.

Contract Award:

Qualification submissions will be evaluated by a Review Committee. Proposals will be evaluated for Minimum Requirements. Those that meet the Minimum Requirements will then be evaluated on Comparative Criteria. Proposals that meet the Minimum requirements will be placed on a short list of recommended proposers. From this short list the Review Committee may select proposers to participate in an interview or may make contact for additional inquiries or questions. Finalists will then be ranked and evaluated. No award will be made to applicants or consultants debarred pursuant to M.G.L. c. 149, 44C. The Committee will then enter into negotiations with the top ranked finalist for the contract price. The designers fee for Phase I will be a negotiated fee not to exceed \$100,000. If negotiations stall or do not move forward, the Committee will enter into negotiations with the next highest ranked finalist.

Pending feasibility recommendations, appropriation of funds, and authorization from the awarding authorities of participating communities to proceed with Phase II, the TOWNS reserve the right to negotiate and contract with the same designer for the final design services (which may include master plans, studies, surveys, soil tests cost estimates and programs) herein referred to as Phase II if it is in the TOWNS best interest to do so.

Comparative Criteria

Proposals that meet the minimum requirements will be evaluated by the Review Committee on the basis of proposal submission, qualifications, selection procedures, and other relevant criteria.

1. GENERAL EXPERIENCE

Relevant experience of the designer and proposed consultants in relation to the RECC project scope of services (public and or private projects):

Highly Advantageous: The designer and proposed consultant's relevant experience is considered to be above average to perform the scope of work required for the project, based on experience, as well as certifications, registrations and licensing. Ranking will be based on the opinion of the Review Committee.

Advantageous: The designer and proposed consultant's relevant experience is considered to be average to perform the scope of work required for the project, based on experience, as well as certifications, registrations and licensing. Ranking will be based on the opinion of the Review Committee.

Not Advantageous: The designer and proposed consultant's relevant experience is considered to be below average to perform the scope of work required for the project, based on experience, as well as certifications, registrations and licensing. Ranking will be based on the opinion of the Review Committee.

Unacceptable: The designer and proposed consultant's relevant experience is considered to be poor to perform the scope of work required for the project, based on experience, as well as certifications, registrations and licensing. Ranking will be based on the opinion of the Review Committee.

2. MASSACHUSETTS EXPERIENCE OF THE DESIGNER AND PROPOSED CONSULTANTS
Relevant experience of the designer and proposed consultants in providing design services for Massachusetts public safety facilities:

Highly Advantageous: The designer and proposed consultants have provided design services for five (5) or more regional Massachusetts public entities.

Advantageous: The designer and proposed consultants have provided design services for between two (2) to four (4) Massachusetts public entities.

Not Advantageous: The designer and proposed consultants have provided design services for one (1) Massachusetts public entities.

Unacceptable: The designer and proposed consultants have provided design services for no Massachusetts public entities.

3. STAFF EXPERIENCE AND QUALIFICATIONS

Relevant capability and experience of proposed project staff in relation to the RECC Scope of Services required:

Highly Advantageous: The proposer's professional staff experience and staff qualifications are considered to be above average based on the opinion of the review committee.

Advantageous: The proposer's professional staff experience and staff qualifications are considered to be average based on the opinion of the review committee.

Not Advantageous: The proposer's professional staff experience and staff qualifications are considered to be below average based on the opinion of the review committee.

Unacceptable: The proposer's professional staff does not have the experience and qualifications based on the opinion of the review committee.

4. TIMELY AND QUALITY DELIVERY OF SERVICES ON SIMILAR PROJECTS

Proposal teams demonstrated ability to provide quality services and complete public safety design projects on schedule. The TOWNS reserve the right to select from the list of ALL clients. Remember at minimum supply a complete list of ALL similar projects completed for public entities in the last 24 months with contact name, telephone number and general description of projects. Do not supply ear marked references.

Highly Advantageous: All selected references confirmed that the projects were completed on schedule or with minimal, insignificant delays, and that they were satisfied with the quality of services provided.

Advantageous: One or more of the references indicates that the project was completed with delay, or they were not satisfied with the quality of services provided.

Not Advantageous: Two of the references indicate that the project was completed with delays, or they were not satisfied with the quality of services provided.

Unacceptable: More than two of the references indicate that the project was completed with delays or they were not satisfied with the quality of services provided.

Proposals will be rated on these criteria as follows:

- **Highly Advantageous** - .3 points.
- **Advantageous** - 2 points.
- **Not Advantageous** - 1 point
- **Unacceptable** - 0 points

V. CONTRACT TERMS AND CONDITIONS FOR PHASE 1 SCOPE OF SERVICES ONLY, THE FEASIBILITY STUDY

The following provisions shall constitute an Agreement by the ‘Towns’ (East Longmeadow, Hampden, Longmeadow, Ludlow, and Wilbraham) and (*vendor name TBD*), herein referred to as the ‘Contractor’, with an address of (*address TBD*). The Towns acting through collaboration with their Awarding Authorities, with the contract facilitated by the Town of Longmeadow, 20 Williams Street, Longmeadow, MA 01106 and the Contractor, effective as of the ____ day of January, 2015 in consideration of the mutual covenants contained herein, the parties agree as follows:

ARTICLE 1: SCOPE OF SERVICE:

The Contractor shall provide supplies and services in accordance with the specifications contained in Attachment A: Request for Proposal, Regional Emergency Communications Center and Technology Study, dated September 25, 2014 facilitated by the Town of Longmeadow; and Addendum No.....(if any)...

ARTICLE 2: TIME OF PERFORMANCE:

The Contractor shall provide the draft report on or before March 15, 2015, the Substantial Completion Date. The final draft report shall be completed by March 31, 2015. It is agreed that time is of the essence of this Agreement. The Contractor shall commence and complete the Scope of Work on or before January 30, 2015, the Substantial Completion Date. It is expressly agreed between the Contractor and the Town that the Contractor will be responsible for all damages which may arise due to the Contractor’s failure to substantially complete the work within the above specified time. If the Contractor shall neglect, fail or refuse to complete the Scope of Work within the specified number of days, or any extension thereof authorized by the Owner, Contractor agrees , as a part of the consideration for the execution of this Contract by the Owner to pay the Owner the amount specified herein, not as a penalty, but as liquidated damages for such breach of contract as hereinafter set forth, for each and every calendar day, excluding Saturdays, Sundays and legal Holidays, that the Contractor shall be in default of Substantial Completion after the date specified in the Agreement. Due to the impracticability and extreme difficulty of fixing and ascertaining the actual damages after the Substantial Completion Date, the amount of liquidated damages shall be \$100.00 per day following the Substantial Completion Date.

ARTICLE 3: COMPENSATION:

The Town shall pay the Contractor for the performance of the work outlined in Article 1 above, the contract sum of \$ TBD in accordance with the provisions of the specifications, or as set forth in an attachment hereto in Attachment B, the price proposal.

ARTICLE 4: CONTRACT DOCUMENTS:

The following documents form the Contract and all are as fully a part of the Contract as if attached to this Agreement herein:

1. This Agreement.
2. Amendments, or other changes mutually agreed upon between the parties.
3. All attachments to the Agreement.

In the event of conflicting provisions, those provisions most favorable to the Town shall govern.

ARTICLE 5: CONTRACT TERMINATION:

The Town may suspend or terminate this agreement by providing the Contractor with ten (10) days written notice for the reasons outlined as follows:

1. Failure of the Contractor, for any reason, to fulfill in a timely and proper manner its obligations under this Agreement
2. Violation of any of the provisions of this Agreement by the Contractor.
3. A determination by the Town that the Contractor has engaged in fraud, waste, mismanagement, misuse of funds, or criminal activity with any funds provided by this Agreement.

ARTICLE 6: INDEMNIFICATION:

The Contractor shall, to the maximum extent permitted by law, indemnify and save harmless the Town of Longmeadow, its officers, agents and employees from and against any and all damages, liabilities, actions, suits, proceedings, claims, demands, losses, costs and expenses (including reasonable attorneys' fees) that may arise out of or in connection with the work and/or service being performed or to be performed by the Contractor, its employees, agents, or subcontractors. The existence of insurance shall in no way limit the scope of this indemnification. The Contractor further agrees to reimburse the Town of Longmeadow for damage to its property caused by the contractor, its employees, agents, subcontractors or materials. Contractor shall be solely responsible for all local taxes or contributions imposed or required under the Social Security, Workers Compensation, and income tax laws. Further, the Contractor shall indemnify and hold harmless the Town with respect to any damages, expenses, or claims arising from or in connection with any of the work performed or to be performed under this Agreement.

ARTICLE 7: AVAILABILITY OF FUNDS:

The compensation provided by this Agreement is subject to the availability and appropriation of funds. The contractor shall be obligated to provide services hereunder, only to the extent that said funds are available.

ARTICLE 8: APPLICABLE LAW:

The Contractor agrees to comply with all applicable local, state and federal laws, regulations and orders relating to the completion of this Agreement. This Agreement shall be governed by and construed in accordance with the law of the Commonwealth of Massachusetts.

ARTICLE 9: ASSIGNMENT:

The Contractor shall not make any assignment of this Agreement without the prior written approval of the Town.

ARTICLE 10: DESIGNER CERTIFICATION:

The designer has not given, offered, or agreed to give any person, corporation, or other entity any gift, contribution, or offer of employment as an inducement for, or in connection with the award of the contract for design services;

Certification that no consultant to, or sub-consultant for, the designer or construction manager has given, offered, or agreed to give any gift, contribution, or offer of employment to the designer or construction manager, or to any other person, corporation, or entity as an inducement for, or in connection with the award of the consultant or subcontractor of a contract by the designer or construction manager;

Certification that no person, corporation, or other entity, other than a bona fide full-time employee of the designer or construction manager, has been retained or hired by the designer or construction manager to solicit for or in any way assist the designer or construction manager in obtaining the contract for design services upon an agreement or understanding that such person,

corporation, or other entity to be paid a fee or other consideration contingent upon the award of the contract to the designer; and

Certification that the designer has internal accounting controls as required by M.G.L. c. 30, 39R(d), and that the designer has filed and will continue to file and audited financial statement as required by M.G.L. c. 30, 39R(d).

ARTICLE 11: LIABILITY INSURANCE:

Supply professional liability insurance covering negligent errors, omissions, and acts of the designer or of any person or business entity for whom performance the designer is legally liable arising out of the performance of the contract. The total amount of such insurance shall at a minimum equal the lesser of one million dollars or ten percent of the project's estimated cost of construction. The designer shall at its own expense and shall furnish a certificate or certificates of insurance coverage to the Awarding Authority prior to the award of the contract.

ARTICLE 12: ANTICIPATED ADDITIONAL WORK:

The designer or its consultants shall not be compensated for any services involved in preparing changes that are required for additional work that should have been anticipated by the designer in the preparation of the bid documents, or reasonably determined by the individual responsible for administering the design contract.

ARTICLE 13: AMENDMENTS:

All amendments or any changes to the provisions specified in this Contract can only occur when mutually agreed upon by the Town and Contractor. Further, such amendments or changes shall be in writing and signed by officials with authority to bind the Town. Additionally, all amendments and changes shall be approved by the Town Accountant prior to execution by the awarding authority. No amendment or change to the contract provisions shall be made until after the written execution of the amendment or change to the Contract by both parties.

ARTICLE 14: CONSTRUCTION REFORM:

Grant funds will be utilized for as part of this project. As part of the Construction Reform Law Minority Business Enterprise (MBE) and Women Business Enterprise (WBE) goals need to be incorporated into both the design and construction phase of a vertical construction project if that phase exceeds \$100,000. For projects over \$100,000, the designer participation requirement is: Combined MBE/WBE goal of 17.9% with a representation of both MBE and WBE firm participation. Should the contract exceed \$100,000, the designer will be required to implement these required measures.

ARTICLE 15: PHASE 1 SCOPE OF SERVICES:

This agreement is for the Phase I Scope of Services only. In the event that Phase II Scope of Services is authorized and awarded to the same designer by the participating TOWNS at their sole discretion, then a new contract will be negotiated and drafted which will address in more detail final design service contract requirements.

**REQUEST FOR QUALIFICATIONS SUBMISSION FORM:
Regional Emergency Communications Center Feasibility & Technology Study
Town of Longmeadow, Massachusetts**

COMPANY NAME: _____

Minimum Requirements

Each proposal MUST meet all of the following Minimum Requirements in order to be considered for further proposal evaluation. **Does the Proposer fulfill each of the following Minimum Requirements with the supply of documentation in their proposal?**

☐ The proposed team must have knowledge of the principles and practices of E911, Emergency Communications and Emergency Management Services.

Yes_____, No_____

☐ The proposed team must have evidence of integral involvement with at least two (2) feasibility studies of regional 911 dispatch operations.

Yes_____, No_____

☐ The Proposer must have documented knowledge of Massachusetts Executive Office of Public Safety and Security E911 Department Standards for E911; **Yes_____, No_____**

☐ The Proposer must at minimum provide a complete list of ALL similar projects completed for public entities in the last 24 months, with contact names, telephone numbers and general description of project. The TOWNS reserve the right to select project contacts of former clients to perform reference checks.

Yes_____, No_____

☐ The Proposer must be able to demonstrate that the applicant designer is financially stable. Provide supporting documentation.

Yes_____, No_____

☐ The Proposer must supply completed Proposal Submission Forms. A completed Certificate of Non-Collusion is a mandatory form.

Yes_____, No_____

☐ The Designer Selection Board application form shall be completed so it is compliant with the legal requirements of Massachusetts General Law, chapter 7C including:

- The Designer Selection Board application requires that the applicant be a Massachusetts registered architect or engineer: “Eligibility requirements are set forth in this Public Notice in item 8(a), Sub-paragraph (iii) of item 8(a) requires: 1) the majority of directors or a majority of the stock ownership to be persons who are Massachusetts registered architects, landscape architects or engineers; the chief executive officer to be a person who is so registered; and 3) the person to be in charge of the project to be so registered in the discipline required for the project”. The designer should not be a sub-consultant, or a technology firm, it should be the applicant for the design work. *Note: DSB Application Form, section- 3d, “MA Registration Required”.*

Yes_____, No_____

**REQUEST FOR QUALIFICATIONS SUBMISSION FORM:
Regional Emergency Communications Center Feasibility & Technology Study
Town of Longmeadow, Massachusetts**

Contact Information:

Company Name: _____

Contact Name & Title: _____

Address: _____

City, State, Zip: _____

Contact Person: _____

Tel. & Fax No: _____

Email: _____

ADDENDA:

I acknowledge receipt of the following Addenda (if any) _____, _____, _____, _____

Date

Signature

Title

SUBSTANTIAL COMPLETION:

Is the Proposer committed to obtaining Substantial Completion of the draft report by March 15, 2015?

YES _____, NO _____

CERTIFICATE OF NON-COLLUSION: REQUIRED FORM

Pursuant to M.G.L. Ch. 30b, s10, the undersigned hereby certifies, under penalties of perjury, that this bid or proposal has been made and submitted in good faith and without fraud or collusion with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals. The undersigned certifies under the penalties of perjury that this bid or bid 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 any natural person, business partnership, corporation, union, committee, club or other organization, entity or group of individuals.

Signature of person submitting contract/bid

Date

Name of Business

**REQUEST FOR QUALIFICATIONS SUBMISSION FORM:
Regional Emergency Communications Center Feasibility & Technology Study
Town of Longmeadow, Massachusetts**

COMPANY: _____

CERTIFICATE OF TAX COMPLIANCE

Pursuant to M.G.L. c. 62C, §49A, I certify under the penalties of perjury that, to the best of my knowledge and belief, I am in compliance with all laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

Social Security Number or

Federal Identification Number

Signature of Individual or

Corporate Name

*Corporate Officer
(if applicable)*

List the categories of Consultants for which the applicant intends to use:

Prime Applicant for which the contract is will be with*. List the designer or sub-consultant name in each category the applicant intends to use:

	Phase 1, Feasibility	Phase 2, Final Design Services
Architect*	_____	_____
Landscape Architect*	_____	_____
Planner	_____	_____
Programmer	_____	_____
Engineer*	_____	_____
Land Surveyor	_____	_____
Space Planner	_____	_____
Project Manager	_____	_____

*** = Massachusetts registered Architect is mandatory per MGL 7C, ss44 for the prime applicant. Reference the Minimum Requirements**

**VII. PROPOSAL QUALIFICATIONS SUBMISSION FORM:
DSB APPLICATION FORM**

Applicants are required to utilize the Designer Selection Board (DSB) application form. The DSB will not be involved in the evaluation of qualifications received. Submit the completed DSB application forms with the Proposal Qualifications Submission Form.