



Issued by:
Southeastern Regional Planning & Economic Development District
88 Broadway
Taunton, MA 02780

RFP Number: SRP-14-8-001 Regional 911 Professional Services

**SOUTHEASTERN MASSACHUSETTS
MULTI - COMMUNITY PUBLIC SAFETY
ANSWERING POINT AND REGIONAL
EMERGENCY COMMUNICATION
CENTER FEASIBILITY STUDY:**

**REQUEST FOR PROPOSALS FOR
CONSULTANT SERVICES**

REQUEST FOR PROPOSALS: FEASIBILITY STUDY FOR THE ESTABLISHMENT OF A MULTI-COMMUNITY PUBLIC SAFETY ANSWERING POINT (PSAP) or REGIONAL EMERGENCY COMMUNICATION CENTER (RECC)

1.0 PURPOSE AND INTENT

The Southeastern Regional Planning & Economic Development District (SRPEDD) is soliciting proposals for a qualified consulting firm to undertake a feasibility study for establishing a Regional (or sub regional) Public Safety Answer Point(s) (PSAP) and/or a Regional (or sub regional) Emergency Communication Center(s) (RECC) in the Southeastern Massachusetts area. The feasibility study will focus on three communities in the southeast region. The Request for Proposals (RFP) process will allow SRPEDD to identify and rate consultants with prior experience in providing the specialized services outlined in this document.

1.1 INTRODUCTION AND BACKGROUND

In 2010-2011 SRPEDD organized a study, also funded by the State 911 Department that investigated the feasibility of combining the dispatch operations of up to 18 communities and two public universities. The study recommended forming two RECCs. However, partially due to the magnitude of this potential consolidation, the recommendations were not adopted. A copy of this report can be found on the SRPEDD web site. <http://www.srpedd.org/911-study>.

There are now three communities that are interested obtaining information on the feasibility of a more modest consolidation. The range of options being considered is:

- Dighton and or Rehoboth moving their dispatch operations to the Fall River Communication Unit.
- Rehoboth moving their dispatch to a new police station under consider in Dighton
- A new yet to be determined configuration

SRPEDD has utilized funding provided under the FY 2014 District Local Technical Assistance (DLTA) program to establish a Steering Committee focused on the feasibility of regionalizing 911 public safety dispatch services (police, fire, emergency medical services, and other public safety departments), for three communities in southeastern Massachusetts. However, DLTA funds are not available for the professional services to conduct the feasibility Study, and SRPEDD has applied for and received a grant from the State 911 Department to cover the work required to complete the study of the following topics:

- Operations of the current 911 systems and police/fire dispatch services in each of the participating communities
- How do the fire and police departments work together within each community in addressing 911 and dispatch issues?
- What training needs do each of these departments have and what resources are available at the state or federal levels to address these needs? Especially identify any Next Gen 911 and EMD requirements.

- If 911 services in these communities are consolidated, what will it cost and where will the recommended consolidated PSAP/RECC be located?
- What service efficiencies and cost savings and, if any, will be realized if the service is consolidated/regionalized?
- What collective bargaining issues will need to be addressed?
- What administrative entity will need to be established in order for all communities to feel that their emergency needs will be addressed in an even-handed and equitable manner?
- What information systems will need to be upgraded, improved or replaced in order to ensure the rapid, compatible transmission, and interoperability of data, messages and information?
- What principal coordination issues will need to be addressed in order for the proposed consolidated /regional 911 system to work?

In March 2014, SRPEDD submitted a grant application to the Massachusetts Executive Office of Public Safety and Security State 911 Department for FY 2015 Development Grant funds to conduct a detailed feasibility study examining the formation of a consolidated PSAP(s) and/or RECC. Three SRPEDD communities have agreed to participate in the study.

The participating entities are:

- Fall River
- Dighton
- Rehoboth

On July 30, 2014 SRPEDD was notified that a \$60,000 professional services grant had been awarded for the project, providing a cost-effective means for the 3 entities in the Southeast region to retain professional consultant services to analyze and assess their current 911 dispatch operations and compare it with alternatives for consolidating/regionalizing the system. It is anticipated that up to \$53,000 will be available for services covered by this RFP. Per State 911 Grant requirements, this project must be completed no later than June 30, 2015.

2.0 SUBMISSION OF PROPOSAL, TERMS AND REQUIREMENTS

Interested parties are requested to deliver four (4) printed copies and one (1) digital copy on a CD/DVD or USB memory stick in Adobe.pdf format of the proposal to SRPEDD at the following address no later than **Wednesday 10/8/14 at 2:00 PM EST**. All proposals must include a technical proposal and a fee proposal, **submitted in separate, sealed envelopes** addressed to:

Ross Perry
 Director of Municipal Management
 SRPEDD
 88 Broadway
 Taunton, MA 02780

Each envelope must display the name and address of the submitting firm and be appropriately marked as follows:

- “SRPEDD– Technical Proposal for the Southeast Regional 2015 Dispatch Feasibility Study”; and
- “SRPEDD- Fee Proposal for the Southeast Regional 2015 Dispatch Feasibility Study”.

SRPEDD will only accept proposals from consultants who have obtained a copy of this RFP directly from SRPEDD or via Massachusetts Comm-Buys (Procurement Access & Solicitation System). All proposals shall be submitted to SRPEDD on or before the proposal deadline. Proposals and modifications to proposals received by SRPEDD after the proposal deadline will not be considered, and requests for extensions of time will not be granted. Proposers who mail proposals should allow sufficient time for receipt by SRPEDD by the proposal deadline. Faxed or Emailed copies will not be accepted.

To the fullest extent permitted by law, SRPEDD reserves the right to reject any and all proposals in whole or in part when doing so is determined by SRPEDD and the participating communities to be in its/their best interest. As stated in M.G.L. c. 30B, §5(f), shall waive minor informalities or allow the proposer to correct them. SRPEDD reserves the right to select the proposal offering the greatest advantage to the participating communities, according to its interpretation of the evaluation criteria. SRPEDD assumes no responsibility and no liability for costs incurred by prospective consultants prior to the issuance of a contract. SRPEDD reserves the right to modify any specifications and submission requirements associated with the proposal and the scope of the project.

SRPEDD makes no express or implied representations or warranties as to the accuracy and/or completeness of any of the information provided as part of the Request For Proposals (RFP), including information that is available upon request. This information is provided subject to errors, omissions, additional changes in and different interpretation of laws and regulations. SRPEDD reserves the right to seek additional information or revised proposals from respondents at any time prior to selection through written notice to all respondents. Proposals that meet all minimum requirements shall be evaluated based on the responsiveness to the criteria, terms and conditions contained in this RFP and its attachments. Failure to follow instructions, to meet the criteria, or agree to the terms and conditions contained in this RFP may be cause for rejection of the proposal as non-responsive.

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 proposals. All proposals and related materials submitted in response to the RFP shall become the property of SRPEDD and will not be returned to proposers unless SRPEDD, at its sole discretion, determines otherwise.

2.1 REVISIONS TO THE RFP

If it becomes necessary to revise any part of this RFP, revisions will be provided by addenda to all who received the RFP through approved process. SRPEDD shall bear no responsibility or liability due to copies of revisions lost in mailing or not delivered to a prospective consultant due to unforeseen circumstances. All RFP responses must acknowledge in writing their receipt of all (if any) addenda. (Attachment G) No addenda shall be issued within the immediate three (3) business days prior to the proposal deadline.

2.2 QUESTIONS AND INQUIRIES

Questions and inquiries will be accepted from any and all proposers and must be in writing. Questions will be answered in writing and both questions and answers will be distributed to all proposers who receive the RFP provided, however that all questions are received at least four (4) days in advance of the proposal deadline. All questions regarding the meaning or intent of the Request for Proposals shall be directed in writing to Ross Perry, Director of Municipal Management, SRPEDD, at the above address, or via email to rperry@SRPEDD.org.

2.3 CONSULTANT QUALIFICATIONS

An applicant's qualifications statement must be included in the proposal, as described in Section 3.1 of this RFP. This statement must include a detailed description of the professional work experience of all personnel to be assigned to the project by the proposer.

All consultants' employees, including subcontractors that will be visiting public safety operations and/or have access to sensitive information will be subject to criminal background checks. Only people previously authorized will be allowed access to these areas and information.

Once the names of project personnel have been submitted, no substitutions can be made without advance approval by SRPEDD. Resumes must be included for all project personnel.

Consultant personnel shall perform support work under the contract executed pursuant to this RFP, and provide appropriate supplies and services, sufficient to complete the work in a timely, effective and efficient manner.

2.4 REFERENCES

Proposers shall submit with their proposal a complete list of ALL clients for whom the proposer has conducted work in the last 24 months. The information shall include the names, location, and size of the engagement as well as contact information. In addition a minimum of three (3) references from public entities for which they have performed similar work within the past five (5) years is required.

2.5 CONFLICT OF INTEREST/NON-COLLUSION CERTIFICATION

By submitting a proposal in response to this RFP, the proposer shall be deemed to have certified that no officer, agent, or employee of SRPEDD has a direct or substantial financial interest in the procurement, that the proposal is submitted in good faith and exclusively on the proposer's behalf, without fraud, collusion or connection of any kind with any other proposer for the same work or with any undisclosed party. Each proposer is required to execute the "CERTIFICATE OF NON-COLLUSION" Attachment C, contained in the RFP and submit the executed certificate with its proposal.

2.6 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 corporation without prior written consent and approval by SRPEDD.

2.7 INSURANCE REQUIREMENTS

The successful proposer shall procure and maintain, at the Contractor's expense, the following insurance coverage for the period of the contract. A certificate of insurance must be provided to SRPEDD before a contract is signed and prior to the commencement of work.

1. Workers Compensation Insurance as required by the Commonwealth of Massachusetts
2. Professional liability in the amount of \$1,000,000 per occurrence and \$1,000,000 in aggregate
3. Commercial General Liability and Personal Injury Insurance up to \$500,000 with SRPEDD and participating entities named as additional insured.

3.0 PROPOSAL CONTENT

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

1. A statement, in concise terms, that clearly discusses the consultant's understanding of the expectations of each participating entity with detail of the scope and work to be completed for this project;
2. 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;

3. Identification of each person responsible for directing the work to be performed under the contract. For each individual with identified responsibilities, 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;
4. A list of resources, data or other assistance which the consultant expects to receive from SRPEDD and/or the municipalities in order to complete each task in the scope of work;
5. A company background statement which includes:
 - 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. Corporations should indicate the state in which they are incorporated. If appropriate, note whether the firm is licensed to operate in Massachusetts; and familiarity with Massachusetts laws and the Executive Office of Public Safety and Security State 911 Department procedures and policies.
 - Names, addresses, email, and telephone numbers of personnel authorized to negotiate the proposed contract with SRPEDD.
6. Demonstration of the consultant's relevant previous experience and qualifications for successfully completing the requirements of the RFP; and
7. An Affirmative Action/Non-Discrimination Plan/Statement. (Attachment H)

3.1 PROPOSAL FORMAT

Massachusetts General Laws, Chapter 30B, Section 6 requires the submission of separate "Technical" and "Fee" proposals. When submitted, proposals are to follow Section 3.2, Scope of Work. The fee proposal shall include the fee for each phase (if applicable) and total cost for all work performed under the terms of the RFP.

(A) **Technical proposal:** The technical proposal must contain the following:

- (1) **Statement of Qualifications:** Describe your firm's qualifications and experience. Attach resumes for all key personnel who will be assigned to work on the project. Include complete list of ALL projects completed in the last 24 months. A minimum of three (3) references from public entities for which they have performed similar work within the past five (5) years is required. Include a contact person and telephone number for each reference.
- (2) **Plan of Services:** Provide a detailed description of your understanding of the Scope of Work, as outlined in Section 3.2, Scope of Work of this RFP. In this description, detail the approach that your firm will utilize and outline your firm's capabilities to complete the scope of work of time.
- (3) If the applicant is a partnership or joint venture, the proposal must specify who will act as the lead consultant for purposes of assuming contractual responsibility. If the consultant intends to sub-contract any of the work required in the scope of work, the subcontractor(s) and assigned personnel must be identified and their qualifications provided.
- (4) The following forms are required and must be completed and submitted with the Proposal:
 - Certificate of Authority; Attachment A
 - Certificate of Tax Compliance; Attachment B
 - Certificate of Non-Collusion; Attachment C
 - Certificate of Complete List of References; Attachment D
 - Affirmative Action Commitment; Attachment H

(B) Fee Proposal: The fee proposal must contain a fixed price for full completion of the Scope of Work, covering the three entities listed in section 1.1 above within the timeframe required (Base Project). The funding for the project is provided through a professional services grant awarded to SRPEDD that is disbursed by the State 911 Department as invoices are received. Accordingly, invoice payments to the consultant could take 60 days. The consultant shall provide and pay for all facilities, products, labor, materials, tools, delivery, printing, transportation, travel expenses, and other services necessary to perform the work required under any contract executed pursuant to the RFP. The fee proposal shall include all reimbursable expenses and the cost of overhead and profit.

Fee proposal shall include:

- Fee Proposal Page; Attachment F
- Phased payment schedule based upon detailed deliverables
- Estimated hours per deliverable
- Four written copies and one electronic copy in Adobe.pdf format on a CD/DVD or USB Memory stick.
- In a separate envelop from the Technical Proposal, marked “SRPEDD- Fee Proposal for the Southeast Regional 2015 Dispatch Feasibility Study”
- A fee schedule for additional communities that may join the feasibility study at a later date, with the understanding that the total of the Base Project fee and any additional fees will not exceed the total grant award of \$60,000.
- An adjustment fee schedule to the Base Project in the event any of the listed entities withdraws from the project.

3.2 REQUIRED SCOPE OF WORK

SRPEDD will accept proposals from qualified consultants interested in completing the Scope of Work outlined below. Final review and approval of the detailed description of work submitted by the proposer will take place before a contract is executed. 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 – Existing Conditions Analysis

- Inventory the existing 911 dispatch facilities, systems, equipment and procedures in each of the participating communities, and provide an assessment of current call volumes (including calls for service and business calls) and response times.
- Examine the current dispatch facilities in the participating municipalities and validate or invalidate the need for new physical plant for all purposes, including examination of 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.
- Describe 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 operations, including the number of “walk-ins”, service and business calls as well as 911 calls handled, and compare with ‘best practices’ of other regions.
- What training needs do each of these departments have and what resources are available at the state or federal levels to address these training needs?
- Identify all other functions handled by the current dispatch personnel. (Ancillary duties)

Task A Deliverable: Existing Conditions Technical Memorandum

Task B – Feasibility Assessment and Recommendations for Consolidation/Regionalization

During the course of the project, the Feasibility Study will address:

- Comprehensive review, survey, interview and site visits to obtain input from all stakeholders in each community.
- The potential benefits for the communities in terms of public safety improvements and their ability to respond in an effective, efficient, and timely manner.
- If Dispatch services in these communities are consolidated and /or regionalized, where will the center(s) including alternate PSAP/RECC sites be located? What are the consolidation options and best groupings of participating entities?
- All recommendations for consolidated / regional PSAP /RECC operations should 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.)
- What principal coordination issues will need to be addressed in order for a consolidated / regional 911 system to work?
- What potential personnel or legal issues, such as collective bargaining agreements, personnel policies, job descriptions, training requirements, compensation & benefits, and reporting lines, will need to be addressed and what specific recommendations are there for a smooth transition?
- Identify any additional dispatch requirements to handle and coordinate special area and community events and incidents including but not limited to; golf tournaments, summer population surges, industrial hazards, airports, harbors, storms, level 3 bio-hazard labs, commuter/freight rail systems.
- What administrative entity or governance structure will need to be established in order for all communities to have appropriate control and assurance that their dispatch needs will be addressed on an even handed and equitable basis?
- What legislative or administrative actions (if any) would need to take place at the local or state levels to implement the recommended solution?
- Analysis of the compatibility and compliance with EOPSS Statewide Interoperability Emergency Communications (SIEC) guidelines; and feasibility of the relocation / reuse of CPE, radio, fire alarm systems, mapping, telephone and other related informational system equipment owned by current PSAPs and the need for new equipment at the consolidated/regional PSAP or RECC.
- 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.

- Identify how the recommended solutions will be able to accommodate new technology, such as Wireless 911 and Next Generation 911 versus the current collection of individual PSAPs.
- Analyze the specific languages that should be supported by dispatch based upon the demographics in the area covered by the PSAP(s) or RECC(s), and recommend a solution.
- What satisfactory arrangements can be made regarding the non-dispatch duties of local dispatchers, the re-assignment of other dispatch duties within each community, and recommended solutions for “closed station issues”? See Attachment E
- 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, the study must provide a recommendation for a new Alternative PSAP for this other community.
- What implementation steps will need to take place for the recommended solution(s) and what recommendations can you provide for a smooth transition?
-
- Describe the outreach and education plans to address the publics, municipal officials, and public safety employees issues and concerns.
- Prepare draft press releases at key stages to ensure public awareness and opportunities for input.
- Conduct/participate in public hearings; to allow each community a chance to review and comment of the preliminary report, and to presentation of final plan.

Task B Deliverable – Feasibility Assessment and Recommendations Memorandum

Task C – Financial Analysis

Potential for Fiscal / Cost Benefits

- What would be the reasonable costs for establishing a regional PSAP/RECC or consolidating into an existing PSAP or RECC and what financial resources would be available to sustain the entity into the future?
- What cost savings and operational efficiencies, if any, will be realized by each community if the dispatch service is consolidated or regionalized?
- Demonstration that proposed project is more cost effective than alternatives.
- Based upon a comparison between the current personnel structures and costs related to the existing PSAPs; and the projected personnel structure and costs associated with a consolidated/regional PSAP or RECC, what personnel or costs would need to be maintained or added to support public safety services at existing local agencies? (assumption of ancillary duties)
- Identify all transition costs: equipment, buildings, infrastructure, moving, and employee costs

Task C Deliverable – Financial Analysis Memorandum

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 operations efficiency. Clearly explain what services the new solution will provide as well as what it won't provide.
- Develop an implementation plan to guide the participating entities in conversion to consolidated operations.
- Identify the location and back up location(s) for the consolidated PSAP(s) or RECC.
- 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 Implementation Plan

Task E – Meetings

- The successful consultant will be expected to have relevant staff in attendance at the following meetings, and therefore, staff time should be factored into the budget:
 - Monthly meetings with the SRPEDD project staff, and monthly meetings with the established 911 Steering Committee. To maximize efficiency, the SRPEDD meetings and the Steering Committee meetings would be scheduled back-to-back on the same days. It is anticipated that the meetings with SRPEDD staff will average 30-45 minutes in duration. The Steering Committee meetings average 1.5 hours in duration.
 - Provisions for frequent phone and Email exchanges will be part of the proposal
 - Presentation(s) and input session(s) for local officials on the Draft Feasibility Report and Implementation Plan.
 - At least three (3) local public meetings on the Final Feasibility Report and Implementation Plan. A presentation for the SRPEDD Commission on the Final Feasibility Report and Implementation Plan.

Task F – Final Feasibility Report and Implementation Plan

- Prepare the Final Feasibility Report and Final Phased Implementation Plan, incorporating feedback received from the Steering Committee, SRPEDD, local communities, and the public.
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Task F Deliverable – Final Feasibility Report, Recommendations, and Implementation Plan

Four paper and one digital copy on CD/DVD or USB memory stick are required for all memorandums, plans, and reports.

4.0 SELECTION OF CONSULTANT

Since this is a Request for Proposal, not an Invitation for Bid, proposals will not be opened publicly, but will be opened in the presence of one or more witnesses, as determined by SRPEDD

SRPEDD and the Steering Committee shall award a contract to the responsible and responsive prospective consultant whose proposal is most advantageous to the participating communities and SRPEDD, and meets the requirements outlined within this RFP. After the proposed fee and all other factors are considered, SRPEDD will select a consultant within the timeframe indicated in Section 6.0: RFP Schedule.

4.1 MINIMUM CRITERIA

Each proposal MUST meet all of the following criteria in order to be considered for further evaluation:

- Knowledge of the principles and practices of E911, Emergency Communications and Emergency Management Services
- Evidence of integral involvement with at least three (3) feasibility studies of consolidated /regional 911 dispatch operations for 3 or more communities.
- At least 3 years of experience with regional 911 dispatch feasibility studies and implementation plans.
- Documented knowledge of Massachusetts Executive Office of Public Safety and Security policies and procedures and latest and developing E-911 standards.
- Four (4) written copies and one copy on a CD/DVD or USB memory stick in Adobe.pdf format, of the Technical proposal must be submitted in a sealed envelope indicating the Proposer's name, address, and phone number, per Section 2.0 & 3.1A;
- Four (4) written copies and one copy on a CD/DVD or USB memory stick in Adobe.pdf format of the Fee proposal, in a separate envelop, per Section 2.0 & 3.1B
- A complete list of ALL projects completed in the last 24 months, with contact names and telephone numbers. A minimum of three (3) references from public entities for which they have performed similar work within the past five (5) years is required
- Signed Certificate of Authority ; Attachment A
- Signed Certificate of Tax Compliance; Attachment B
- Signed Certificate of Non-Collusion; Attachment C
- Signed Certificate of Complete List of References; Attachment D
- Signed Acknowledgement of Addenda received; Attachment G
- Signed Affirmation Action Commitment; Attachment H

4.2 SELECTION CRITERIA

A selection committee comprised of SRPEDD staff and representatives of 911 Feasibility Study Steering Committee will evaluate all proposals according to the Minimum and Evaluation Criteria contained in this RFP. After a composite rating has been determined for each proposal, the Selection Committee will open the price proposals and select the top 2-3 highest scoring firms whose proposal is the most advantageous, taking into consideration the Technical proposals, Fee proposals , and the evaluation criteria contained in the RFP.

If determined necessary by the Steering Committee, two to three consultants will be invited for a short (Max 20 minute) presentation and interview (~40 minutes) with the Steering Committee for further evaluation. Following completion of all interviews, the final scores will be determined by adding the scores for the selection criteria and the interviews. The Steering Committee will select the most advantageous consultant. The selected consultant will be required to sign a contract (Draft Consultant Agreement – Attachment I) with SRPEDD within ten (10) business days of contract award and must be prepared to commence work within five (5) days business upon execution of the signed contract. All contract work must be completed and invoiced no later than June 2, 2015 (6/2/15) or risk not being eligible for payment. In no event will payment be made in advance of the services provided.

5.0 EVALUATION CRITERIA

The Steering Committee will review proposals according to the criteria outlined in the table below:

Points awarded 6-10 1-5 0
(10 is highest – 0 is lowest)

Criteria	Highly Advantageous	Advantageous	Not Advantageous
I. Plan of Services Ratings will be based on the project approach and schedule. Particular attention will be given to the methods by which the proposer plans to complete all tasks in the Scope of Work	Proposal includes a detailed, logical, and highly efficient project plan and schedule for addressing all required tasks.	Proposal covers all tasks outlined in the Scope of Work.	Proposal is not sufficiently detailed to fully evaluate, or does not contain the components necessary to address all tasks contained in the Scope of Work.
II. Amount of detail in the plan to address the “closed station” Issue	Detailed strategy and procedures to address the issues listed in Attachment E	Proposal covers most of the issues listed in Attachment E	Minimal information provided
III. Thorough indication of how all stakeholders’ needs and inputs will be considered	Proposal shows consultant is very aware of stakeholders and their potential issues	Consultant has some experience addressing stakeholder issues	Proposal indicates minimal experience with stakeholder issues
IV. General Qualifications of Firm Particular attention will be paid to evidence of successful past performance of similar size projects.	Consultant has successfully completed multiple large and small scale projects and has a proven track record for completing projects on time and within budget.	Consultant has successfully completed a minimum of three projects similar to this project, on time and on budget.	Candidate has two or less relevant references or experienced difficulty in completing projects successfully.
V. Knowledge of Massachusetts EOPSS E911 Department’s Standards	Proven and applied knowledge of EOPSS and E911 Standards	General Knowledge of EOPSS and E911 Standards	Limited familiarity with EOPSS or E911 Standards
VI. Local Experience Firm has completed similar projects recently in Massachusetts	Consult has 1 or more reference projects based in Massachusetts in the last 4 years	Consult is familiar with Massachusetts’ public safety laws, requirements and issues	Consultant has not worked in Massachusetts or is not sufficiently familiar with MASS public safety issues and laws

Criteria	Highly Advantageous	Advantageous	Not Advantageous
<p>VII. Personnel and Resources to be utilized Rating will be based on evidence that adequate qualified personnel are assigned to all phases of the project, and that sufficient resources are available to analyze the communities and complete the project on time</p>	<p>Team(s) will be dedicated to this project and have ENP 911 certification (or equivalent) and/or have direct affiliation with nationally recognized public safety association(s)</p>	<p>Team members have some certification or limited affiliation with nationally recognized public safety association(s)</p>	<p>Few of the project staff have substantially contributed to the development of a similar type of project and/or don't have sufficient certification or affiliation. Limited staff to be assigned to this project.</p>
<p>VIII. Experience with similar projects Rating will be based on experience providing professional services for similar emergency response based projects</p>	<p>The project staff (individually) has at least five years of experience in emergency management and 911 dispatch service planning and evaluation. The proposal contains at least three 911 dispatch related projects as examples of previous work</p>	<p>The project staff has at least three years of experience in emergency management and 911 dispatch service planning and evaluation. The proposal contains at least one 911 dispatch related project.</p>	<p>The project staff has less than three years experience with projects of this type.</p>
<p>IX. Quality of references Review of designated references as well as input from full list of customers</p>	<p>References and other customers attest to company's ability and capacity to perform the work, specifically addressing the needs of individual entities, based upon direct experience.</p>	<p>References express confidence in the company's ability to perform the work based upon knowledge of the company performing similar work</p>	<p>References convey uncertainty in the company's ability and capacity to perform the work</p>
<p>IX. Fee Rating will be based on the fee provided to complete the Scope of Work outlined in the RFP.</p>	<p>Proposal includes a fee structure that complies with the requirements set forth in the RFP and is less than the budget available for the project.</p>	<p>Proposal includes a fee structure that complies with the requirements set forth in the RFP and is equal to the budget available for the project.</p>	<p>Proposal includes a fee structure that is greater than the budget available for the project.</p>

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 three or more of the Evaluation criteria, the Selection Committee will consider the proposal unacceptable and will not review it any further.

6.0 RFP SCHEDULE

SRPEDD plans to follow this schedule for procuring the consultant and awarding a contract:
(subject to change)

Milestone:

Date:

RFP Available
Proposals Due
Interviews
Contract Award

9/16/14
10/8/14 2:00 PM EST
Week of October 20th
Target 10/30/14

**ATTACHMENT A:
CERTIFICATE OF AUTHORITY**

Name of Proposer: _____

At a duly authorized meeting of the Board of Directors of _____
(Name of Company)

held on _____ at which all the Directors were present or waived notice,
(Date)

it was voted that _____ of this company be and hereby
(Officer and Title)

is authorized to execute contracts and bonds in the name of said company, and affix its corporate seal thereto, and such execution of any contract of obligation in this company's name on its behalf of such _____ under the seal of the company,
(Officer)

shall be valid and binding upon this company.

A TRUE COPY,

ATTEST: _____

Place of Business: _____

I hereby certify that I am the _____ of the _____
(Title) (Name of Corporation)

that _____ is the duly elected _____ of
(Name of Officer) (Title)

said company, and the above vote has not been amended or rescinded and remains in full force and effect as of the date of this contract.

Signature: _____

Name/Title: _____

Date: _____

(Corporate Seal)

**ATTACHMENT B:
TAX COMPLIANCE CERTIFICATION**

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

Signature of individual submitting bid or proposal.

Name of Business

**ATTACHMENT C:
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 any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

(Signature of individual submitting bid or proposal)

(Name of business)

**ATTACHMENT D:
CERTIFICATE OF COMPLETE LIST OF REFERENCES**

The undersigned certifies under penalties of perjury that they have disclosed a complete list of ALL the projects completed in the last 24 months is complete.

Failure to disclose ALL completed projects may result in disqualification from this bid.

(Signature of individual submitting bid or proposal)

(Name of business)

**ATTACHMENT E:
REGIONAL 911 DISPATCH RE-LOCATION CONCERNS
AND “CLOSED STATION” ISSUES**

Many of the duties listed below are currently the responsibility of the dispatchers in the town police departments. If the 911 dispatch function is relocated to a consolidated/regional operation, these ancillary duties will need to be addressed. The interaction between the police officers and their dispatchers, if they are relocated, should be addressed.

- LEAPS Terminals, should be in both the Consolidated/Regional Dispatch and individual Police Depts.
- How will these tasks be accomplished if the dispatch function moves to a consolidated/regional location?
 - Weapons Control; will added security be needed when the PD station is closed?
 - How will ‘walk-in’ requests for information be handled?
 - Emergency refuge
 - Baby Safe Haven
 - Domestic situation and drop off of children for court imposed custody
 - Lock-up supervision
 - Who handles the ‘other duties’ that are often assigned to dispatchers?
 - 24/7 209A restraining order processing
 - Section 12 processing
 - Burning permits, issuance and reporting
 - Citation data reports
 - Work detail assignments
 - Call-in for open shifts – absenteeism
 - Non-emergency business calls to the Police Department.
 - Other paperwork responsibilities
- Who will process warrant inquiries?
- Notification to all relevant public safety entities when roads are closed and work details are present

Other issues to be addressed:

- Governance;
 - Management structure
 - Funding terms by each community.
 - Training
 - How will regional dispatch employee issues be handled?
- Assurance that calls from ‘small towns’ will receive same priority and attention as calls from ‘larger towns’.
- Potential cost increases due to new labor contracts that take the best terms from individual town contracts to create a new – more expensive contract.
- Integration on union and non-union personnel. Integration of personnel from the same or different unions.
- Potential Patrolmen’s Union resistance to adding increased clerical work to police officers to make up for work no longer done by dispatchers

- Integration of Record Management Systems; between communities, and between the regional dispatch and local PD
- Connection of wired and wireless fire alarms to a new regional dispatch location
- Ongoing funding if/when regional grants are no longer available; sustainability
- Routing of after hours calls to appropriate municipal department or person.
- Handling of non-emergency, non-911 business calls normally answered by current dispatchers

**ATTACHMENT F:
FEE PROPOSAL**

This proposal is a PRICE PROPOSAL.

**This document shall be in a separately sealed envelope that is clearly marked
“SRPEDD- Fee Proposal for the Southeast Regional 2015 Dispatch Feasibility Study”**

Name of firm: _____

City, State, Zip Code: _____

Contact: _____

Fees

Task A (lump sum): _____

Task B (lump sum):: _____

Task C (lump sum):: _____

Task D (lump sum): _____

Task E & F (lump sum): _____

Total Fee (Base Project) \$ _____

All inclusive

Total Fee _____ Dollars

Written sum

Amount to be added / subtracted from the total fee if entities join or leave the project:

\$ _____ Per Entity

I hereby certify that I have the authority to authorize the prices specified above.

_____ Signature _____ Date

_____ Title This price proposal is bound for 90 days

**ATTACHMENT G:
RECEIPT OF ADDENDA – ACKNOWLEDGMENT**

I acknowledge receiving the following addenda to the SPREDD 911 Feasibility Study RFP.

Addenda #(s) _____

Signature of individual submitting bid or proposal

Name of Business

ATTACHMENT H
AFFIRMATIVE ACTION COMMITMENT STATEMENT

(Required for procurements of \$50,000 or more - employers only)

Bidder: _____

RFR Name/Title: SRPEDD 911 Feasibility Study

RFR Number: # SRP-14-8-001 Regional 911 Professional Services

Pursuant to Executive Order 227 and 246, any contract with a potential financial benefit of \$50,000 dollars or more requires a bidder to submit an Affirmative Action Commitment Statement. The format for Affirmative Action Commitments shall be determined in accordance with the Executive Order (s) and the procuring department's secretariat, if the secretariat specifies a format. **If a format has not been specified by the department's secretariat, bidders will be required to complete either A or B below:**

A. BIDDER MUST ATTACH A COPY OF ITS AFFIRMATIVE ACTION COMMITMENTS TO THE RFR RESPONSE.

OR

B. BIDDER MUST COMPLETE THE FOLLOWING CERTIFICATION FOR THEIR AFFIRMATIVE ACTION COMMITMENT STATEMENT.

In witness whereof, the bidder certifies under the pains and penalties of perjury that, as an employer, it is committed to non-discrimination in employment and, if selected to execute contracts with the Commonwealth of Massachusetts, shall also be committed to procure commodities, services and supplies from certified Minority- and Women-Owned Business Enterprises as outlined in their submitted Affirmative Market Program (AMP) Plan Form pursuant to Executive Order 390, including businesses owned by individuals with disabilities and businesses owned and controlled by socially or economically disadvantaged individuals, both in the performance of contracts with the Commonwealth of Massachusetts and in the performance of its business generally, as certified by the execution of the certification by an authorized signatory of the bidder as of the last date indicated below.

X _____
(Signature of Authorized Signatory of Bidder)

PRINT NAME: _____
(Print Name of Authorized Signatory of Bidder)

TITLE: _____
(Print Title of Authorized Signatory of Bidder)

DATE: _____

ATTACHMENT I

COMMONWEALTH OF MASSACHUSETTS - STANDARD CONTRACT FORM

This form, to be used for New Contracts and Contract Amendments/Renewals, is jointly issued and published by the Executive Office for Administration and Finance (ANF), the Office of the Comptroller (CTR) and the Operational Services Division (OSD) for use by all Commonwealth Departments. Any changes to the official printed language of this form shall be void. Additional non-conflicting terms may be added by Attachment. Contractors should only complete sections marked with a "→". For Instructions and hyperlinks (italics), please view this form at: www.mass.gov/osc under Guidance For Vendors - Forms or at www.mass.gov/osc under OSD Forms.

Contract form with fields for Contractor Legal Name, Address, Department MMARS Alpha Code, and various contract terms. Includes sections for 'NEW CONTRACT' and 'CONTRACT AMENDMENT/RENEWAL' with checkboxes for compensation and procurement types. Includes signature lines for both contractor and department.

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