

Request for Proposals 07-06

Feasibility Analysis and Assessment for the Development of a Centralized Public Safety Dispatch Center Springfield Finance Control Board

Introduction

The Springfield Finance Control Board, acting through its Executive Director, seeks proposals from firms interested in conducting a feasibility analysis and assessment for the development of the City of Springfield's first combined (police and fire), civilian public safety dispatch center.

Responses to this Request for Proposal must be received in the Office of the Springfield Finance Control Board, 436 Dwight Street, Room 300, Springfield, MA 01103 no later than 2:00 PM EST on May 24, 2007. The Control Board reserves the right to reject any and all proposals or parts of proposals and to waive informalities, irregularities or technicalities in any proposal if it is determined to be in the Board's and the City's best interest to do so.

Any addenda issued subsequent to publication of this document must be reflected in the response to this solicitation. Responses shall be received in public and a list of respondents shall be made available to the public by 2:30 AM EST on the Request for Proposal response due date listed above. All proposals shall be kept confidential until an award decision has been made. Thereafter, proposal documents will be made available to all interested parties on request.

Proposals will be evaluated based on cost and qualifications, with the most responsive, responsible firm offering the best value to the Control Board and the City being awarded the contract. The contract for these services must be signed by the successful proposer within fifteen business days of award. Inquiries concerning any part of this RFP shall be submitted in writing or facsimile at least five business days prior to the proposal opening date to Stephen Lisauskas, Deputy Executive Director, Springfield Finance Control Board, 436 Dwight Street, Room 300, Springfield, MA 01103, facsimile number (413) 784-1035.

Background

The City of Springfield is a city of approximately 34 square miles and more than 150,000 residents located in the Connecticut River Valley. Bordered by Chicopee and Ludlow on the north, Wilbraham on the east, Longmeadow and East Longmeadow on the south and Agawam and West Springfield on the west, the City is the major urban center of Western Massachusetts.

The City lies at the junction Interstate 91 and Route 291 and is minutes from Interstate 90 (the "Mass Pike"). It is served by commuter and commercial rail and boasts frontage on both the Connecticut and Chicopee Rivers.

Known as “The City of Homes”, Springfield is a community of great diversity. The United States Army established the Springfield Armory in 1794, which for nearly two centuries was the Army’s primary design and production facility for small arms, such as the Springfield rifle, was closed in 1968 and is now a National Historic Site. The City was also the home of author “Dr. Suess” and boasts the Dr. Suess National Sculpture Garden. Ice skates were invented in Springfield, as was the game of basketball. The first American car was built in Springfield in 1893 by Charles and Frank Duryea, and the motorcycle industry was begun in Springfield in 1902. The City was also home to the only Rolls Royce manufacturing facility in the United States.

The City is currently the headquarters for a number of large corporations, including Mass Mutual, Smith and Wesson, Big Y and Baystate Health Systems. The City is also home to the Basketball Hall of Fame and MassMutual Convention Center.

In recent times, Springfield municipal government has experienced a series of financial difficulties. As a result, the City is currently governed by a finance control board, a five member board created by state statute to restore financial stability vested with full executive and legislative authority.

Summary of Existing 911-Dispatch Configuration

Springfield currently operates two municipal dispatch centers. In addition, a private ambulance service operates an EMS dispatch center in Springfield as well.

The Springfield Police Department (SPD) operates a 911 center (PSAP)-Police Communications Center in police headquarters. All 911 calls are answered here with emergency medical calls being transferred to the dispatch center operated by AMR, the City’s EMS contractor. Fire-related calls are transferred to Springfield Fire Department’s (SFD) Fire Alarm Center. SPD’s PSAP has a new plant equipment (Vesta Meridian E911 system with approximately 9 positions). SPD uses a Logisys CAD and many other systems to support call handling.

The Springfield Fire Department operates a Fire Alarm Center in an older SFD building. The Fire Alarm Center serves as a secondary-PSAP and handles transferred 911 calls for fire and rescue, receives pull and master box alarms, and performs other functions. The Center operates four answering positions units, three of which can be used for dispatching. There are twelve Fire Alarm Operators on staff in the Fire Department. The SFD uses Interact computer aided dispatch software.

Springfield has the second largest volume of 911 calls in Massachusetts with approximately 103,000 calls received in 2005 (against a population of approximately 152,000.). Many of these 911 calls were wireless 911 calls answered initially by the State Police-operated western Massachusetts wireless PSAP at Northampton and transferred to the Police Department’s PSAP.

Minimum Criteria Each Proposer Must Meet

The experience and qualifications of the selected firm are crucial elements to the success of this project. The proposed firm should have an established record in public safety communications with specific experience in consolidations of police and fire dispatch centers similar in size (or larger) to those in Springfield. No firm will be considered which does not meet all of the following minimum criteria:

Experience:

1. Proposer has conducted at least four feasibility studies involving the combining of two or more police/fire/EMS dispatch operations into one consolidated operation.
2. Proposer has participated in the design of no fewer than four combined (police and fire) civilian dispatch centers
3. Proposer has overseen, or provided expert public safety communications center consulting services, to no fewer than five public sector construction projects valued at more than \$1 million each.

Firms that fail to meet these minimum criteria will be excluded from consideration for this work. Any firm that receives this solicitation from the Internet or other electronic means is hereby instructed to make appropriate registration with Comm-Pass or notify the Deputy Executive Director of their interest in this solicitation to ensure they are notified of all addenda issued for this procurement. The Control Board and City bear no responsibility for the failure of any firm to incorporate into its proposal any addenda that may be issued.

The most competitive proposer shall propose to this work a team of personnel who specialize in public safety dispatch, information technology, project management, design and construction and other activities related to the Scope of Work defined below.

The successful proposer must commit its project manager to this project throughout the entire term of this engagement. The successful proposer may not change the project manager without the prior written approval of the Control Board.

Scope of Work

The successful firm shall provide the following services under the direction of the Springfield Finance Control Board, acting through its Executive Director.

Phase 1

1. Assist in the identification and resolution of all issues related to the development, planning, and implementation of a combined (police and fire) dispatch center, including organizational structure, governance, staffing, technology, training, the need to provide a back-up dispatch facility, and licensing and waivers required to operate a centralized facility.
2. Identify and assess up to three locations that could house the City's combined dispatch center, recommending one that will meet the City's current needs as well as provide expansion potential for the site to host a regional central dispatch in the future, if appropriate.

3. Identify and recommend equipment, systems, software and hardware to be used in the combined dispatch center which will meet the center's operational and communication needs and integrate with records management and other support systems.
4. Provide cost estimates for the capital and yearly operational costs associated with a single consolidated center.

Phase 2 [Optional at the City's Discretion]

5. Assist in the development of operational protocols for the combined dispatch center.
6. Recommend a specific structure of staffing (i.e. use of separate police and fire dispatchers in one facility, cross-training dispatchers to provide both services, etc.).
7. Recommend recruitment, hiring and training resources to ensure staff is properly selected and trained to perform required functions consistent with the staffing structure recommended pursuant to item six above.
8. Coordinate with the project team identified by the Control Board. This team may include forces other than the City and Control Board, including other governmental, for-profit and non-profit entities.
9. Assist in the selection of an architect to design the combined dispatch center.

Phase 3 [Optional at the City's Discretion]

10. Provide oversight during design, construction and fit-up of the combined dispatch center.

Phase 4 [Optional at the City's Discretion]

11. Assist in the recruitment and selection of an individual to serve as manager of the City's dispatch center. This is anticipated to be a department-head level position with responsibility for Reverse 911, 311/CitiStat and other communication-related activities.

The Springfield Finance Control Board reserves the right to assign this contract to the City of Springfield.

Phase 1 Deliverables

Provide written reports which:

1. Analyze up to three possible locations for the central dispatch center and justify a single recommended site.
2. Identify and recommend equipment, systems, software and hardware to be used in the combined dispatch center.
3. Propose an organizational, management staffing, and training structure for the consolidated center.
4. Provide detailed estimates for the capital project costs to renovate an existing facility to become the combined center
5. Provide detailed estimates for the yearly operational costs of the combined center
6. If requested, develop and/or submit for the City license and waiver applications to permit the use of a central dispatch center.

The selected firm (also known as “Contractor”) shall work with a committee established to assist in and oversee this project. Membership of this committee will include representatives of the Police Department, Fire Department, Department of Parks, Recreation and Building Management and Finance Control Board and possibly others expert in specific areas (information technology, telephone and data, etc.).

Minimum Recommended Tasks for Phase 1

Proposers should consider some specific minimum proposed tasks in their proposals. Other tasks should and will be performed, but the following are highlighted as particularly important:

1. Conduct at least twelve two-hour interviews with current police, fire, and City/Control Board staff
2. Make at least one detailed site visit to each of up to three facilities/locations proposed to house the consolidated center.
3. Make a detailed investigation of the space utilization, equipment, systems, and technology used in two locations: the current SPD Police Communications Center and the SFD Fire Alarm office.
4. Conduct at least ten in-person or over-the-phone interviews with key persons from agencies, companies, or organizations that support or serve 911 and public safety dispatching in Springfield. These include – but are not limited to - the Massachusetts Statewide Emergency Telecommunications Board (places E911 telephone equipment in PSAPs and oversees 911), the Massachusetts Criminal History Systems Board (supports CJIS computers and access by police agencies), relevant CAD and RMS vendor representatives, and telecommunications and electric utility companies that provide key services.
5. Conduct at least five follow-up single or group interviews with police, fire, and City/Control Board staff in which preliminary findings and initial observations are discussed.
6. Make a review of personnel, collective bargaining, and budgetary documents, procedures and issues that will impact the successful formation and operation of a consolidated center.

Proposal Submission Requirements

Proposal Due Date

Proposals must be received and time recorded in the Office of the Springfield Finance Control Board no later than the due date detailed above. Proposals should be hand-delivered or mailed to Stephen Lisauskas, Deputy Executive Director, Springfield Finance Control Board, 436 Dwight Street, Room 300, Springfield, MA 01103. The Control Board will send no guarantee or notification of receipt (you may call (413) 784-1000 x-20623 to inquire).

Separate Price Proposal

All proposers shall submit a *separate* price proposal. No pricing information may be included in the technical proposal or in any qualifications documents sent to the Control Board. Firms which violate this limitation may be rejected without being further considered by the Control Board.

Contact with the City and Control Board

No proposer or prospective proposer or their agents, employees or others acting for or on their behalf shall have contact with any City or Control Board official – other than the Deputy Executive Director or his designee – regarding any issue that is subject to this procurement, other than scheduling matters. Proposals from any firm found to be in violation of this section, directly or through the actions of others, will be rejected immediately. This limitation shall commence on the date of issuance of this procurement and shall expire upon award of the contract for this procurement. Actions that violate the intent of this limitation shall also be considered violations, subject to the penalty outlined herein.

Evaluation

Award shall be based solely on qualifications, with the contract to perform this work being awarded to the most advantageous, responsive, responsible firm which provides the best value to the Control Board and City.

Prices

All prices provided to the Control Board in response to this solicitation shall be bound for 90 days.

All price proposals should include an hourly rate for each employee proposed to work on this project. The hourly rate will be used to compensate the firm for work conducted outside the scope of work defined above. The Control Board reserves the right to remove any item from the scope of work defined above without compensation to the contractor.

Timeline

Each bidder shall submit a tentative schedule for completing each task detailed in the scope of work, including all project deliverables.

Examples of Work

Each firm shall submit to the Control Board two examples of dispatch center design/construction projects it has conducted in the past five years.

References

Each proposer shall submit a list of all clients for whom the proposer has conducted work in the last three years. This information shall include the name, location and size of the engagement as well as contact information (phone number and email address) for persons who serve as a reference. The Control Board may contact a subset of this list at its sole discretion.

Resumes

Each proposer must submit the resume of all persons proposed to work on the project. The skill sets of the project team must include PSAP and Dispatch Center management experience, telecommunications technical expertise, facility design and construction management skills, information technology expertise, and project management skills.

Responsiveness

Each proposer must be responsive and must submit all material requested herein.

Firm Stability

Each proposer shall be financially stable and must demonstrate this at the request of the Control Board.

Minimum Insurance

The successful proposer shall carry professional liability insurance (\$1 million per occurrence, \$1 million in aggregate) covering negligent errors, omissions and acts by itself or any employee, sub-contractor, consultant, person or business performing work on its behalf. This policy shall list the Springfield Finance Control Board and the City of Springfield “additional insureds” and the proposer shall indemnify and defend the Control Board and City against all claims arising from its conduct of this work. Said insurance may be purchased after the award of the contract to the successful proposer. A certificate proving such insurance must be provided the Control Board prior to execution of the contract.

The successful bidder shall indemnify and save harmless the Control Board and City, their agents, employees, contractors and subsidiaries from and against any and all losses and claims, demands, payments, suits, actions, recoveries and judgements of every nature and description brought or recovered against them by reason of any act of the Contractor, his agents, employees, subsidiaries or sub-contractors, in the performance of this contract.

Use of City Facilities, Equipment and Information

The City shall provide reasonable working accommodations to the Contractor, including work space and a telephone for local use.

General Provisions

Execution of this contract is subject to availability of sufficient funds.

The proposer agrees to employ a sufficient number of competent personnel to perform the Scope of Work set forth herein. The Control Board may request the dismissal from this work of any employee. The contractor for this work shall immediately remove this employee from any involvement with this project.

The Contractor shall not assign or transfer this contract or any part thereof without the prior written approval of the Control Board. The Control Board shall not recognize sub-contractors for the purposes of this work unless they are proposed in the original proposal or have been approved in writing by the Control Board before work is performed.

Services and functions described in any materials issued or requested by the proposer prior to the execution of the contract for this service shall be incorporated herein by reference.

If the Contractor fails to fulfill in a timely and satisfactory manner its obligations under this contract, and this failure continues for a period of ten business days after written notice of such failure is provided, the Control Board shall have the right to terminate this contract by giving written notice to the Contractor. This notice shall specify the effective date and shall be sent via mail to the Contractor at least five business days prior to the effective date for termination.

All proposers shall comply with the provisions of Chapter 268A of the Massachusetts General Laws, as amended, concerning conflict of interest. The proposer, by submitting a proposal for this work, covenants that it currently has no interest and will acquire no interest, and employees proposed for this work or who may be assigned to work on this project will not have or acquire any interest that would conflict with the performance of duties as described herein.

All change orders and contract amendments shall be proposed to the Control Board in writing with the firm's justification for proposing this work as well as a fixed price for this change order.

Payment

Payments shall be made to the Contractor periodically, based on the number of scope of work items completed. All requests for payment shall be submitted in triplicate as an invoice and shall specify work completed and progress made toward completing deliverables as well as the number of hours worked and the billing rate for each employee assigned to work on the project. The Control Board shall agree to a schedule of payments with the Contractor after award of the contract for this service. Payments shall not be made in advance.

Submission Requirement Checklist

This checklist is provided to proposers to assist them in completing their bids.

Yes	No	Certificate of Non-Collusion
Yes	No	Tax Compliance Certificate
Yes	No	Conflict of Interest Statement
Yes	No	Examples of work (2)
Yes	No	Resumes for personnel proposed for this work
Yes	No	References
Yes	No	Certificate demonstrating minimum insurance coverage
Yes	No	Separate price proposal, including hourly rates

Conflict of Interest Statement

The undersigned certifies under penalties of perjury that no official or employee of the governmental body for which the attached solicitation is proposed is pecuniarily interested in this proposal or bid or in the contract which it offers to execute or in expected profits to arise therefrom; and further that no official or employee of said governmental body will receive any commission, discount, bonus, gift, contribution, or reward from or share in the profits of any person making or performing such contract. 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

Date

Print Name

Name of Business

Does your firm or any of the employees proposed for this work or who may work on this project have an interest – directly or indirectly – that may lead to a conflict or the appearance of a conflict in the performance of work as proposed herein?

_____ Yes

_____ No

Certificate of Non-Collusion

The undersigned certifies under penalties of perjury that this 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, union, committee, club or other organization, entity, or group of individuals.

Signature

Date

Print Name

Name of Business

Tax Compliance Certification

Pursuant to Massachusetts General Law Chapter 62C, Section 49A, I certify under penalty of perjury that, to the best of my knowledge and belief, I am in compliance with all laws of the Commonwealth relating to taxes and that I, my firm and all subcontractors proposed for this work do not owe taxes, fees or other charges to the City of Springfield.

Signature of individual
submitting bid or proposal: _____

Name of Business: _____

Date: _____

Price Proposal

This proposal is a PRICE PROPOSAL. Only one copy of this proposal shall be sent to the Finance Control Board. **This document shall be in a separately sealed envelope that is clearly marked "Price Proposal".**

Name of firm: _____

Street address: _____

City, State, Zip Code: _____

Telephone and Fax: _____

Contact: _____

Prices

Phase 1 (lump sum): _____

Phase 2 (lump sum): _____

Phase 3 (lump sum): _____

Phase 4 (lump sum): _____

For work beyond the Scope of Work

Employee: _____

Hourly Rate: _____

Employee: _____

Hourly Rate: _____

Employee: _____

Hourly Rate: _____

(Use additional sheets for additional employees as necessary)

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

_____ Signature _____ Date

_____ Title

This price is bound for 90 days.