

**TOWN OF GLASTONBURY
PROFESSIONAL SERVICES PROCUREMENT NOTICE
REQUEST FOR QUALIFICATIONS
RPGL-2018-01
PUBLIC SAFETY RADIO SYSTEM CONSULTANT**

DUE DATE AND TIME: AUGUST 23, 2017 by 11:00 AM

The Town of Glastonbury is seeking an overview by an independent consultant of the Town's current public radio system infrastructure. This overview will extend to Glastonbury Police subscriber equipment, which includes all mobile and portable radios used by the Department. This review will primarily focus on assisting the department in identifying various options for replacing the outdated infrastructure and subscriber equipment.

Interested individuals and firms should request the instructions for submitting a qualifications statement from the Office of the Purchasing Agent, 2155 Main Street, Glastonbury, CT 06033-6523 or via the Town's website www.glastonbury-ct.gov. Responses to the Proposal must be submitted to the Purchasing Agent no later than the time and date indicated above. LATE PROPOSALS WILL NOT BE CONSIDERED.

The Town reserves the right to waive informalities or reject any part of, or the entire proposal, when said action is deemed to be in the best interests of the Town.

An Affirmative Action/Equal Opportunity Employer. Minority/Women/Disadvantaged Business Enterprises are encouraged to bid.

Mary F. Visone
Purchasing Agent

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SECTION I – GENERAL INFORMATION

OVERVIEW

The Town of Glastonbury is seeking an overview by an independent consultant of the Town's current public radio system infrastructure. This overview will extend to Glastonbury Police subscriber equipment, which includes all mobile and portable radios used by the Department. This review will primarily focus on assisting the department in identifying various options for replacing the outdated infrastructure and subscriber equipment. Once solutions are identified, the Consultant will assist the department in evaluation of the options taking into consideration technical compatibility and cost effectiveness. It is the intention of the Town to ensure current coverage percentages are maintained or improved. Once an option is selected, the Consultant will be asked to develop the design and cost estimate to a sufficient level of detail and accuracy such that it can serve as the basis for a project budget. Once said budget is adopted, design development will progress through the development of construction documents, bidding, and construction administration.

Note: The Consultant selected by the Town to evaluate radio system alternative approaches noted above will not be eligible to participate in any future RFP's related to the actual upgrade/replacement of the radio system.

BACKGROUND

The Town of Glastonbury has a service area of approximately 52 square miles and a population of approximately 34,000. The Town recently expanded to a regional dispatch center and is now servicing the Town of East Hampton in all aspects of public safety including primary dispatching of police, fire and EMS.

Radio communications are crucial to the day-to-day operations of all agencies that the regional dispatch center services. Located within the Glastonbury Police Department is a four (4) position Public Safety Answering Point (PSAP) for both Glastonbury and East Hampton.

The current Glastonbury Police radio system has been in place since 2005/2006. The current radio system design has provided excellent coverage with minimum service or equipment problems. Upgrades were recently completed in 2016 on the four (4) dispatch consoles including some radio improvements associated with those consoles. The current system infrastructure other than what was recently replaced will be supported by Motorola through 2020 at which time support for the majority of the components will be discontinued. Existing Motorola brand XTS portable radios were purchased in 2006, some XTL mobile radios used by police were purchased in 2006 and 2013, and the remaining APX radios were purchased in 2013. The useful life expectancy of the mobile and portable radios will vary based upon the type and date of purchase. The Town is currently in the process of purchasing and installing new microwave links at all transmit and receive sites within the system architecture.

- The Glastonbury Police Department has an authorized strength of 60 sworn officers and a fleet of approximately 38 vehicles. All officers are issued portable radios from an inventory of 81 portable radios. All of the vehicles are equipped with a single radio that allows access to the police department frequencies, RAFS East/West, STOCS, ITAC and ICALL. The Glastonbury Police Department has 38 mobile radios in its inventory.

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CURRENT SYSTEM

The Town of Glastonbury owns a public safety radio system encompassing Police, Fire, EMS Public Works, Emergency Preparedness, Parks and dispatching responsibilities for both Glastonbury and East Hampton. The infrastructure for the Town of East Hampton is not part of this scope of work. The Glastonbury Public Safety dispatching system is provided by Motorola and installed and serviced by Goosetown Communications located in East Hartford, CT. The original system was installed in 2005/2006 and parts of it, including the console and some radio improvements were upgraded in 2016. The police department operates a three site simulcast conventional Astro Digital system. The system operates on the below listed Connecticut sites:

Police Department HQ	Main Site	2108 Main St. Glastonbury
Birch Mountain	Main Site	Birch Mountain Rd. Glastonbury
Rocky Hill Veterans Hospital	Main Site	287 West St. Rocky Hill
Apple Hill	Receive Only Site	Paxton Way Glastonbury
Cox	Receive Only Site	Bell St. Glastonbury
Clark Hill	Receive Only Site	FAA Site off of Beacon Woods Ln. Glastonbury
Grange Pool	Receive Only Site	516 Hopewell Rd. Glastonbury

A planned upgrade of the Town’s microwave link locations listed above is currently in process and is scheduled to be completed by September, 2017, therefore, the upgrade of the microwave links is not part of this scope of work.

The Four (4) Dispatch consoles which were just upgraded are Motorola MCC7500 Consoles plus one additional Motorola MCC7100 Laptop dispatching station. The consoles interface with all public safety radios as well as the ability to open certain doors within the facility including the jail cells. The console also has the ability to access certain state wide radios as well as public alert systems. The system also interacts with the public safety radio systems for the Town of East Hampton.

SECTION II – CONSIDERATIONS AND RESTRICTIONS

- All reports, data, and other documents prepared by the Consultant according to this Agreement shall be submitted to the Town for its review and approval. Resulting work products of the Consultant pursuant to this solicitation shall become property of the Town of Glastonbury.
- No such approval shall in any way be construed to relieve the Consultant of responsibility for technical adequacy or operate as a waiver of any of the Town’s rights under this Agreement. The Consultant shall remain liable to the Town according to applicable laws and practices for all damages to the Town caused by the Consultant’s negligent performance of any of the services furnished under this Agreement.
- **The Town shall not be obligated to accept any proposal and the Town shall reserve the sole right to determine the appropriateness of any proposal for this work.**

PROJECT SUBMITTALS

The respondent shall be expected to be present at meetings which may need to be conducted with user groups, either at the Town, on site, or elsewhere. Specifics will be identified prior to start of work in conjunction with the Respondent.

PROJECT COORDINATION

The Respondent will work closely with the Lt. Brian Herwerth through all phases of the project. The Town will provide access to the property, and make available plans and drawings as applicable.

SCOPE OF WORK

- Meet with Town staff to assess current conditions and develop understanding of public safety communications needs for the Town. Analysis shall include evaluation of both core equipment and subscriber equipment (i.e. field mobile and portable units); including sufficient site visits to adequately assess existing infrastructure.
- Assist the Town in evaluating alternative approaches relative to replacement of the existing radio system including a managed services option. This evaluation shall consider reconfiguration, upgrades and/or replacement of sites, equipment, software, broadcast frequencies, etc. as well as cost estimates for each proposal.
- Attend meetings with staff as necessary to perform sufficient analysis/review and to summarize findings.
- Assist with the development of a subsequent RFP for the actual requirements to upgrade or replace the current system and infrastructure.
- Assist with the evaluation of RFP responses received for upgrading or replacing the current system and infrastructure.

SECTION III - SUBMISSION OF PROPOSAL

MINIMUM REQUIREMENTS

- Respondent shall demonstrate sufficient staff resources to perform the work within the required time frame.
- Respondent shall have demonstrated experience with consulting services for public safety radio systems, with similar scope, complexity and schedule within the past five (5) years; experience and familiarity with managed services desirable.
- If any work will be in cooperation with sub-consultants, such sub-consultants shall be identified in the proposal.

TERM OF SERVICE / TIME FOR COMPLETION

The selected firm will be expected to commence services within 15 days of contract execution or on such other schedule as may be agreed to with the Town. Work shall be completed no later than December 1, 2017.

PROPOSAL INSTRUCTIONS

- By submitting a proposal, Respondent represents that they have thoroughly examined and become familiar with the Scope of Services outlined in this RFQ and is capable of performing the work to achieve the Town's objectives.
- All firms are required to submit a **clearly marked original** and six (6) copies of their proposal to Mary F. Visone, Purchasing Agent, 2155 Main Street, Glastonbury, CT by the date and time listed in the proposal response page. Proposals received later than the time and date specified will not be considered.
- All respondents are required to submit the information detailed below. **Responses shall be organized and presented in the order listed below to assist the Town in reviewing proposals.** Responses should be presented in appropriate detail to thoroughly respond to the requirements and expected services described herein.
 1. Table of Contents to include clear identification of the material provided by section and number.
 2. A letter of transmittal indicating the firm's interest in providing the service and any other information that would assist the Town in making a selection. This letter must be signed by a person legally authorized to bind the firm to a contract.
 3. Name, email address and telephone number of person(s) to be contacted for further information or clarification.
 4. Name and qualifications of assigned project manager and a list of staff members who would be involved with the project, including their assigned roles and a description of their background and experience. If work will be in cooperation with any sub-consultants, respondent shall identify sub-consultants in the proposal response.
 5. Respondent shall provide a list of 3-5 references and examples of previous similar consulting projects with public safety radio systems and managed services, as applicable successfully completed within the last five years with the contact name, address and telephone number of the owners' representative in each project.
 6. A brief description of the consultant's approach towards achieving the project requirements, including the ability to meet schedule requirements.
 7. Approach to fee structure, the actual fee proposal is not required with proposal response.
 8. Proposal Response Form (ATTACHMENT A).

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9. Description of any exceptions taken to this RFQ. If any proposal involves any exception from the stated requirements and specifications, they must be clearly noted as exceptions and attached to the proposal.
10. The Town of Glastonbury is dedicated to waste reduction and the practice of using and promoting the use of recycled and environmentally preferable products. Respondents are encouraged to submit RFQ responses that are printed double-sided (except for the signed proposal page) on recycled paper, and to use paper dividers to organize the RFQ for review. All proposal pages should be secured with a binder clip, staple or elastic band, and shall not be submitted in plastic binders or covers, nor shall the proposal contain any plastic inserts or pages. We appreciate your efforts towards a greener environment.
11. Please direct any technical questions to Lt. Brian Herwerth, at (860) 652-4220 or email brian.herwerth@glastonbury-ct.gov. For administrative questions concerning this proposal, please contact Mary F. Visone, Purchasing Agent, at (860) 652-7588, or by email at purchasing@glastonbury-ct.gov. All questions, answers, and/or addenda, as applicable, will be posted on the Town's website at www.glastonbury-ct.gov. (Upon entering the website click on Bids & Proposals icon, click on the Bid Title to view all proposal details and document links). It is the respondent's responsibility to check the website for addenda prior to submission of any proposal. Note: Responses to requests for more specific contract information than is contained in the RFQ shall be limited to information that is available to all respondents and that is necessary to complete this process. The request must be received at least five (5) business days prior to the response deadline.

Failure to include any of the above-referenced items in the submitted proposal may be grounds for disqualifying said proposal.

EVALUATION CRITERIA

- The Town of Glastonbury shall select the responsible and responsive proposal which is determined by the Town to be the best suited, most advantageous, and provides the best value to the Town on the basis of the criteria included in this Town expressly reserves the right to negotiate with the selected Respondent prior to an award of any contract pursuant to this RFQ. Best value shall be determined by consideration of some or all of the following factors as deemed appropriate by the Town.
 - Accuracy, overall quality, thoroughness, and responsiveness to the Town's requirements as summarized herein.
 - The qualifications and experience of the firm, the designated account representative, and other key personnel to be assigned to the project.
 - Successful performance of work involving consulting services for public safety radio systems, with similar scope and complexity within the past five (5) years; including managed services as applicable.
 - Approach to Project.
 - Ability to meet schedule described herein.

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- The number, scope, and significance of conditions or exceptions attached or contained in the proposal.

SELECTION PROCESS

- This request for qualifications does not commit the Town of Glastonbury to award a contract or to pay any costs incurred in the preparation of a proposal to this request. All proposals submitted in response to this request become the property of the Town of Glastonbury. The Town of Glastonbury reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with the selected respondents, the right to extend the contract for an additional services, or to cancel in part or in its entirety the request for qualifications, and to waive any informality if it is in the best interests of the Town to do so.
- A Selection Committee, appointed by the Town Manager, will evaluate all proposals received for completeness and the respondent’s ability to meet all requirements as outlined in this RFQ. The Committee will then short list the specific firms whose statements best meet all criteria required and may conduct interviews with these firms. Upon completion of interviews, the Selection Committee will forward to the Town Manager, a list of firms recommended for further consideration.
- Top rated firms will be asked to submit a specific Scope of Services and associated fee proposal along with any exceptions taken to the Town’s form of agreement. The Town Manager shall review said proposals and negotiate an agreement based on those discussions.
- Additional technical information may be requested from any respondent for clarification purposes, but in no way changes the original qualification statement submitted.

TIMELINE

The Town intends to adhere to the schedule listed below as closely as possible, but reserves the right to modify the schedule in the best interest of the Town as required.

Distribution of RFQ	07-31-17
RFQ Due Date	08-23-17 by 11 AM
Interviews	TBD
Fee Proposal and Scope of Services	TBD
Contract Effective Date	TBD

INSURANCE

The Respondent shall, at its own expense and cost, obtain and keep in force during the entire duration of the contract the following insurance coverage covering the Respondent and all of its agents, employees and sub-contractors and other providers of services and shall name the Town of Glastonbury and its employees and agents as an Additional Insured on a primary and non-contributory basis to policies except Workers Compensation and Professional Liability. All policies should also include a Waiver of Subrogation in favor of the Town. **These requirements shall be clearly stated in the remarks section on the Respondent's Certificate of Insurance.** Insurance shall be written with insurance carriers approved in the State of Connecticut and with a minimum Best's Rating of A-VIII. In addition, all carriers are subject to approval by the Town. Minimum Limits and requirements are stated below:

1) Worker's Compensation Insurance:

- Statutory Coverage
- Employer's Liability
- \$500,000 each accident/\$500,000 disease-policy limit/\$500,000 disease each employee
- A Waiver of Subrogation shall be provided in favor of the Town of Glastonbury and its employees and agents.

2) Commercial General Liability:

- Including Premises & Operations, Products and Completed Operations, Personal and Advertising Injury, Contractual Liability and Independent Contractors.
- Limits of Liability for Bodily Injury and Building Damage
Each Occurrence \$1,000,000
Aggregate \$2,000,000 (The Aggregate Limit shall apply separately to each job.)
- A Waiver of Subrogation shall be provided in favor of the Town of Glastonbury and its employees and agents.

3) Automobile Insurance:

- Including all owned, hired, borrowed and non-owned vehicles
- Evidence a Combined Single Limit of Liability for Bodily Injury and Property Damage: Per Accident \$1,000,000
- A Waiver of Subrogation shall be provided in favor of the Town of Glastonbury and its employees and agents.

4) Errors and Omissions Liability or Professional Services Liability Policy

- Provide Errors and Omissions Liability or Professional Services Liability Policy for a minimum Limit of Liability \$1,000,000 each occurrence or per claim. The awarded respondent(s) will be responsible to provide written notice to the Owner 60 days prior to cancellation of any insurance policy.
- The respondent agrees to maintain continuous professional liability coverage for the entire duration of this Project, and shall provide for an Extended Reporting Period in which to report claims for seven (7) years following the conclusion of the Project.

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The respondent shall provide a Certificate of Insurance as "evidence" of General Liability, Auto Liability including all owned, hired, borrowed and non-owned vehicles, statutory Worker's Compensation and Employer's Liability and Professional Services Liability coverage.

The respondent shall direct its Insurer to provide a Certificate of Insurance to the Town before any work is performed. The awarded Respondent(s) will be responsible to provide written notice to the Town 60 days prior to cancellation or non-renewal of any insurance policy. The Certificate shall evidence all required coverage's including the Additional Insured on the General Liability and Auto Liability policies and Waiver of Subrogation applies on all policies. The respondent shall provide the Town copies of any such insurance policies upon request.

Note: The above insurance requirements are the Town's general requirements. Insurance requirements with the awarded respondent are subject to final negotiations.

INDEMNIFICATION

To the fullest extent permitted by law, the Respondent shall indemnify and hold harmless the Town of Glastonbury and its consultants, agents, and employees from and against all claims, damages, losses and expenses, direct, indirect or consequential (including but not limited to fees and charges of engineers, attorneys and other professionals and court and arbitration costs) to the extent arising out of or resulting from the performance of the Respondent's work, provided that such claim, damage, loss or expense is caused in whole or in part by any negligent act or omission by the Respondent, or breach of its obligations herein or by any person or organization directly or indirectly employed or engaged by the Respondent to perform or furnish either of the services, or anyone for whose acts the Respondent may be liable.

**ATTACHMENT A
PROPOSAL RESPONSE PAGE**

BID / PROPOSAL NO: RPGL-2018-01 **DATE DUE:** 08-23-17
DATE ADVERTISED: 07-31-17 **TIME DUE:** 11:00 AM
NAME OF PROJECT: PUBLIC SAFETY RADIO SYSTEM CONSULTANT

The Respondent acknowledges receipt of the following Addenda:

Addendum #1 _____ (Initial/Date) **Addendum #2** _____ (Initial/Date) **Addendum #3** _____ (Initial/Date)

It is the responsibility of the respondent to check the Town’s website for any Addenda before submitting the proposal.

NON-COLLUSION STATEMENT:

By submission of this proposal, the Respondent certifies that it is being submitted without any collusion, communication, or agreement as to any matter relating to it with any other respondent or competitor. We understand that this proposal must be signed by an authorized agent of our company to constitute a valid proposal.

CODE OF ETHICS:

I / We have reviewed a copy of the Town of Glastonbury’s Code of Ethics and agree to submit a Consultant Acknowledgement Form if I / We are selected. Yes _____ No _____ *

*Respondent is advised that effective August 1, 2003, the Town of Glastonbury cannot consider any proposal where the respondent has not agreed to the above statement.

_____	_____
Type or Print Name of Individual	Doing Business as (Trade Name)
_____	_____
Signature of Individual	Street Address
_____	_____
Title	City, State, Zip Code
_____	_____
Date	Telephone Number / Fax Number
_____	_____
E-Mail Address	SS # or TIN#