

**TOWN OF GLASTONBURY
REQUEST FOR QUALIFICATIONS (RFQ)
PUBLIC SAFETY RADIO SYSTEM CONTRACTOR
RPGL-2025-11**

DUE DATE AND TIME: October 1, 2024 by 11:00 AM

The Town of Glastonbury is seeking service agreement proposals for the Town's current public radio system infrastructure. This proposal will extend to Glastonbury Police subscriber equipment, which includes all mobile and portable radios used by the Department. This proposal will provide comprehensive services to the infrastructure and subscriber equipment.

Interested individuals and firms should obtain the complete Request for Qualifications (RFQ) and related information from the Town website at www.glastonburyct.gov/rfp. Responses must be submitted electronically by no later than the time and date indicated above. **LATE RESPONSES WILL NOT BE CONSIDERED.**

Responses can be submitted at the following link: <https://glastonburyct.bonfirehub.com/> under the RFQ title "*RPGL-2025-11 – Public Safety Radio System Contractor*". Respondents will be required to create a profile before submitting their response. Step-by-step instructions on how to register as a vendor are available at this website:

<https://vendorsupport.gobonfire.com/hc/en-us/articles/15646869029783-Vendor-Registration>

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

The Town of Glastonbury is an Affirmative Action/Equal Opportunity Employer. Minority/Women/Disadvantaged Business Enterprises are encouraged to submit a response.

Gina Consiglio
Purchasing Agent

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SECTION I – GENERAL INFORMATION

OVERVIEW

The Town of Glastonbury is seeking a service and maintenance agreement for 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 comprehensive agreement will provide repair and advanced replacement services to the infrastructure and subscriber equipment. It is the intention of the Town to ensure current coverage percentages are maintained or improved. The awarded Contractor will be asked to develop the cost estimate to a sufficient level of detail and accuracy such that it can serve as the basis for budget planning throughout the terms of the contract as required.

BACKGROUND

The Town of Glastonbury has a service area of approximately 52 square miles and a population of approximately 35,000. The Town operates a regional dispatch center and services 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 received an infrastructure upgrade October, 2024. Upgrades were completed in 2016 on the four (4) dispatch consoles including some radio improvements associated with those consoles.. 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 purchased and installed new microwave links at all transmit and receive sites within the system architecture and completed the upgrades in 2018. The Town intends to purchase 20 Kenwood VP 8000 and 60 VP 5000 portable radios along with 30 Kenwood VM 7930 mobile radios on or about December, 2024. The manufacture of the above referenced radios is potentially subject to change. It is the responsibility of the respondent to ensure that they are able to service the brand the Town chooses to go with. Current potential brand options are Kenwood, Tait and Motorola. Currently the Town is testing the Kenwood radios.

- The Glastonbury Police Department has an authorized strength of 61 sworn officers and a fleet of approximately 40 vehicles. All officers are issued portable radios from an inventory of 90 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 42 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. The original system was installed in 2005/2006 and parts of it, including the console and some radio improvements were upgraded in 2016 and 2024. The police department operates a three-site simulcast Aviat digital microwave system. The system infrastructure for all seven tower sites was upgraded October, 2024, with Tait repeaters, power supplies, and interface equipment. 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

The Four (4) Dispatch consoles which were upgraded in 2016 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 statewide radios as well as public alert systems. The system also interacts with the public safety radio systems for the Town of East Hampton through control stations installed at the Birch Mountain site.

SECTION II – CONSIDERATIONS AND RESTRICTIONS

- All reports, data, and other documents prepared by the Contractor according to this Agreement shall be submitted to the Town for its review and approval. Resulting work products of the Contractor pursuant to this solicitation shall become property of the Town of Glastonbury.
- No such approval shall in any way be construed to relieve the Contractor of responsibility for technical adequacy or operate as a waiver of any of the Town’s rights under this Agreement. The Contractor shall remain liable to the Town according to applicable laws and practices for all damages to the Town caused by the Contractor’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 Services Division Commander or Chief's Designee throughout the duration of the service agreement. The Town will provide access to the property, and make available plans and drawings as applicable.

SCOPE OF WORK

- Provide infrastructure repair with advanced replacement service for malfunctioning fixed network equipment.
- Ensures adequate availability of parts, software, and systems either through respondent's own inventory or through other providers where required to maintain current system integrity.
- Assist the Town in evaluating approaches relative to replacement of the existing radio system. 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.
- Provide full 24x7x365 coverage with 2hr emergency response for all fixed network equipment and Monday-Friday coverage on all mobile and portable units.
- Perform annual inspection and preventive maintenance of all fixed site infrastructure.

SECTION III - SUBMISSION OF PROPOSAL

MINIMUM REQUIREMENTS

- Respondent shall demonstrate sufficient staff resources to perform the work within the required time 24x7x365 response period.
- Respondent shall have demonstrated experience with contracting 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.

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- If any work will be in cooperation with sub-contractors, such sub-contractors shall be identified in the proposal.
- Respondent shall be a Motorola authorized service dealer service provider.

TERM OF SERVICE / TIME FOR COMPLETION

The selected firm or individual will be expected to commence services on or before January 1, 2025 subject to contract execution. - It is anticipated the contract will be for a three-year term with options to extend for two (2) additional years upon mutual agreement and satisfactory service.

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.
- Respondents submitting a response for this solicitation are directed to respond online through a secure e-Procurement portal. Responses can be submitted at the following link: <https://glastonburyct.bonfirehub.com/>, under the RFQ title “**RPGL-2025-11 Public Safety Radio System Contractor**”. Respondents will be required to create a profile before submitting their response. Step-by-step instructions on how to register as a vendor are available at this website:

<https://vendorsupport.gobonfire.com/hc/en-us/articles/15646869029783-Vendor-Registration>

- Respondents will be required to upload their response as **ONE (1) consolidated pdf file** to include the following:
 1. Response as per the requirements herein
 2. Attachment A - Town of Glastonbury Response Page
 3. Attachment B - Town of Glastonbury Non-Collusion Statement
- 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.

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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-contractors, respondent shall identify sub-contractors in the proposal response.
5. Respondent shall provide a list of 3-5 references and examples of previous similar service agreements with public safety radio systems. Contractor experience with managed care radio system as applicable successfully completed within the last five years with the contact name, address and telephone number of the owners' representative in each project. The Town of Glastonbury reserves the right to contact any/all references.
6. Approach to fee structure, the actual fee proposal is not required with proposal response. **Please DO NOT submit a fee proposal with your submission.**
7. Proposal Response Form (ATTACHMENT A).
8. 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.
9. Respondent is required to review the Town of Glastonbury Code of Ethics adopted July 8, 2003 and effective August 1, 2003 and revised October 29, 2013 and effective November 28, 2013. Respondent shall acknowledge that they have reviewed the document in the area provided on **Attachment A**. The selected respondent will also be required to complete and sign an Acknowledgement Form prior to award. The Code of Ethics and the Acknowledgment Form can be accessed at the Town of Glastonbury website at www.glastonburyct.gov. Upon entering the website click on the **Bids & Responses Icon** which will bring you to the links for the **Code of Ethics** and the **Acknowledgement Form**.
10. Statement of Non-Collusion (**Attachment B**).

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11. Please direct any technical questions to Lt. Kevin Szydlo at (860) 652-4220 or email kevin.szydlo@glastonbury-ct.gov. For administrative questions concerning this proposal, please contact Gina Consiglio, 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 services for public safety radio systems, with similar scope and complexity within the past five (5) years; including managed services as preferred.
 - Approach to Project.
 - Ability to meet 24x7x365 schedule described herein.
 - The number, scope, and significance of conditions or exceptions attached or contained in the proposal.

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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	September 16, 2024
RFQ Due Date	October 1, 2024
Interviews	TBD
Fee Proposal and Scope of Services	TBD
Contract Effective Date	TBD

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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:

		(Minimum Limits)
General Liability	Each Occurrence	\$1,000,000
	General Aggregate	\$2,000,000
	Products/Completed Operations Aggregate	\$2,000,000
Auto Liability (Incl. Hired/Non Owned)	Combined Single Limit Each Accident	\$1,000,000
Umbrella (Excess Liability)	Each Occurrence	\$1,000,000
	Aggregate	\$1,000,000
Professional Liability	Each Wrongful Act	\$1,000,000
	Aggregate	\$1,000,000

If any policy is written on a "Claims Made" basis, the policy must be continually renewed for a minimum of two (2) years from the completion date of this contract. If the policy is replaced and/or the retroactive date is changed, then the expiring policy must be endorsed to extend the reporting period for claims for the policy in effect during the contract for two (2) years from the completion date.

Workers' Compensation and Employers' Liability	WC Statutory Limits	
	EL Each Accident	\$1,000,000
	EL Disease Each Employee	\$1,000,000
	EL Disease Policy Limit	\$1,000,000

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Original, completed Certificates of Insurance must be presented to the **Town of Glastonbury** prior to contract issuance. **Vendor** agrees to provide replacement/renewal certificates at least 30 days prior to the expiration date of the policies.

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 contractors, 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 B
NON-COLLUSION STATEMENT**

The company submitting this response 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 response must be signed by an authorized agent of our company to constitute a valid response.

Date: _____

Name of Company: _____

Name and Title of Agent: _____

By (SIGNATURE): _____

Address: _____

Telephone Number: _____