

TOWN OF MILFORD

TOWN ADMINISTRATION



June 24, 2019

REQUEST FOR QUOTATION-(RFQ)

The Town of Milford seeks to procure the services of a qualified, professional public safety consulting engineering firm to assist and support the Town of Milford. The primary focus is on developing requirements for a 911 communication (dispatch) center for the Town of Milford to serve Police, Fire, Ambulance, Public Works, and Water Utilities.

PROPOSAL INFORMATION:

1. Sealed proposals will be received until 3:00 PM, by August 9, 2019, and forwarded to the Board of Selectman or their designee. **LATE PROPOSALS WILL BE REJECTED.** There will be a public opening of the received proposals. The date and time of the opening of the received proposals will be determined at a later date. Proposals will be evaluated by the Board of Selectman or their designee, and the evaluation may include an in-person interview.
2. Proposals must be sent in a sealed envelope addressed to, Town of Milford Dispatch RFQ, Board of Selectman, Milford Town Hall, 1 Union Sq., Milford NH 03055. Submittals will be date and time stamped. All proposals must be received prior to the stated deadline.
3. A list of consultants who submit proposals for this solicitation will be available on the Town of Milford website for public viewing before 5 p.m. on the next business day after bid closing.
4. A pre-proposal conference will be held at the Milford Town Hall at 1 Union Sq., Milford NH 03055, on July 12, 2019, starting at 9:00am. The purpose of the pre-bid conference is to answer questions about this solicitation.

GENERAL INFORMATION - History

The population of Milford is estimated at 15,262, covering approximately 25.4 square miles.

The Town of Milford's current regional dispatch center known as Milford Area Communication Center established in 1985 (MACC Base) is located at 1 Union Sq., Milford Town Hall. Currently, MACC Base operates from two antenna sites within the Town of Milford. One is used to dispatch Police and Ambulance, which is located on the roof of Town Hall. The second antenna is used to dispatch Fire with a repeater system, located on the Federal Hill fire watch tower. MACC Base has three other antenna sites in the surrounding towns of Mont Vernon and Wilton. The current multi-site VHF high-band radio system provides coverage in the region. Currently, MACC Base serves four towns with some or all of their dispatch needs. These towns are Milford, Wilton, Mont Vernon, and Lyndeborough.

Throughout the past few years, the Milford Police Department has expressed their frustrations in reference to the ability of their officers and staff to hear or communicate to other officers or staff in an effective and efficient manner. As we continue to experience communication interruptions, it has come to the point where it is common for an officer to ask for assistance from our dispatchers to relay information to other officers. We are also experiencing more "dead spots" within the towns that are utilizing MACC Base. When an officer is in an area that is a "dead spot", he or she is unable to transmit or receive information through dispatch. It has become evident that Officers can't communicate to MACC Base by way of their portable radios and must return to their cruisers to communicate with MACC Base. Recently, there have been occasions where Officers cannot communicate by way of their mobile radios and have to use their personal cell phones to communicate during a non-emergency call.

Based on the above issues, the Town of Milford determined that a third party should conduct a comprehensive study to evaluate the operation of MACC Base and the feasibility for the town to operate its own dispatch center. The Town of Milford contracted Municipal Resources Inc. to conduct this study and to provide a public document. In August of 2018, the Public Safety Telecommunications Sustainability Analysis and Feasibility Study had been completed. This document has been reviewed and discussed during several Board of Selectmen meetings and is available to the public.

The Municipal Resources Team (MRI) documented in their study that there is a need for the Town of Milford to own and operate its own dispatch center. The study included the creation of an addition at the existing police station, which was built in 2006. This would enable the Milford Police Department to be open on a 24/7 basis, which would allow citizens to have access into the department at any time, instead of just between 7:00 am and 11:00 pm. The study also detailed a secondary location for the dispatch center, which could have been located in the newly remodeled Milford Fire Department.

In October of 2017, while the Town of Milford completed their study, MACC Base completed a study of their own. They selected Communications Design Consulting Group, LLC to provide them with general guidance and preliminary recommendations to consider for improvements to their communication system. Their report provides high level recommendations to upgrade the current MACC Base radio system.

OVERVIEW:

The following tasks will be conducted to assist the Town of Milford with implementing a communications center facility that will serve the needs of the town's public safety, answering services, dispatching services, and staff, as well as the housing of critical public safety support equipment.

1. The project will focus on developing a conceptual design that will identify the requirements to support all functions of the facility and comply with NFPA 1221 guidelines.
2. The proposer will assist Milford in planning and developing a conceptual design for the center, developing procurement specifications, and evaluating contractor plans or options. Technical compatibility and cost effectiveness of proposals or solutions submitted by contractors will be considered. The consultant shall attend meetings with Milford staff as necessary to perform, sufficiently plan, analyze, review, and summarize decisions and findings.
3. The project will focus on developing a conceptual design that will identify the requirements to support all functions of the facility and associated radio system as appropriate. This includes communications dispatch console, updated radio system, and microwave radio for connectivity. The proposer will also examine radio system issues, deficiencies and signal coverage.
4. The proposer shall be expected to be present at meetings with the Town, either on site, or elsewhere. Specifics will be identified prior to start of work in conjunction with the consultant.
5. The proposer will work closely with Milford officials, through all phases of the project. Milford will provide access to the property, and make available plans and drawings, where applicable.
6. The proposer will review and advise staffing and administrative functions associated with the dispatch center.
7. The proposer shall provide an engineering design, including a detailed statement of work for the product/services believed to be appropriate for the Town of Milford that addresses the scope of services detailed in this RFQ and to prepare an RFP

for a communication specialist to build/design a dispatch network for the Town of Milford.

SCOPE OF WORK:

In order for the proposed consultant to understand the current workings, systems, and infrastructure of communication center requirements, the successful consultant shall conduct interviews with the appropriate staff from MACC Base, Police, Fire, Ambulance, Public Works and Water Utilities. The use of questionnaires, site evaluations, document reviews, the review of prior completed studies and field visits shall be part of the consultant's information gathering task for the final design and specification of the new center.

RECOGNIZABLE NEEDS FOR THE TOWN OF MILFORD:

1. The following details previously identified will be finalized by the consultant:
2. The system will have a combination of a digital, analog and microwave system.
3. The system will need additional antenna sites located within Milford that will transmit and receive. Potential sites that have previously been identified may include.
 - Federal Hill - Update existing equipment
 - Waste Water Department - Update existing equipment
 - Milford Police Station - Update existing tower or new tower, move old PD antenna to DPW
 - Dram Hill Cup (Crown Castle) - Leased space
 - Summer Street Cell Tower - Leased space
4. Base Stations
 - Water Utilities
 - Department of Public Works
5. Dispatch Center
 - Milford Police Station, addition and renovation to building or MACC Base
6. Portable Radios
 - DPW
7. Mobile Radios
 - DPW
 - Water Utilities

8. Four Channel System
 - Town Government
 - Fire
 - Police
 - Ambulance

PROJECT IDENTIFICATION:

1. Attend kick-off meeting and finalize the scope of work.
2. Survey the existing and proposed 911 communication centers.
3. Interview key project staff and identify requirements for the facility and radio systems.
4. The consultant will perform site visits of each radio tower or antenna site to evaluate the existing conditions while determining each site's viability to support additional equipment/systems.
5. Check list items shall include: ownership, infrastructure, tower/shelter space, security system and primary power with backup power to be grounded and insurance bonding of the project.

ITEMS TO REVIEW WILL INCLUDE:

1. Review existing related documents
2. Identify existing equipment and new equipment to be purchased
3. Existing and proposed procedures and methods
4. Current coverage and communications problems
5. Interoperability and Mutual Aid relationships
6. Identification of problems to resolve
7. Communications equipment inventory– two way voice, paging, mobile data, AVL, site interconnect systems, commercial, and other systems.
8. Dispatch consoles, logging recorders, Fire pull station alarm system
9. Telephone systems – seven digit, wireless and wireline 911
10. IT systems, CAD, databases – local and remote,
11. Information flows, interconnect methods, use of IP, servers, and open system protocols.
12. Dispatcher to field and fire ground/tactical communications
13. Mobile, portable, pager coverage issues

IDENTIFY DISPATCH CENTER SPACE REQUIREMENTS:

1. This will include; facility layout, furniture, lighting, grounding, administrative work areas, and expandability.
2. Work with the Town of Milford, the architect, and the chosen vendor to develop a floor plan that indicates room size, furniture layout and adjacent rooms, communications dispatch room, 911 center console positions, supervisor office, breakroom, support equipment room, number of operator/dispatch positions, develop conceptual layouts for each operator position with proper placement of equipment and ADA requirements, identify the technical system requirements, identify space for future equipment expansion.

IDENTIFY CENTER TECHNOLOGY REQUIREMENTS:

Identify any work that is required to prepare the site for the facility, any new antenna sites, and to assist Milford's architect:

1. Consoles call taker, operator and supervisor dispatch positions
2. LAN equipment; servers/network
3. Premise cable system for phone, audio, video and data
4. Wi-Fi requirements
5. Access control for doors; facility security systems
6. Power and electrical systems
7. Emergency power generator
8. Uninterruptible and back-up power supplies
9. Alarm systems for generator, UPS
10. Fire alarm system, logging recorder, station alerting system, fire whistle, and all other needed fire equipment that may need to be relocated.
11. Alarm systems both internal and from external sources
12. HVAC requirements
13. Video display systems
14. Acoustics

15. Cable TV
16. Surge protection, lightning protection, and grounding system
17. Master time system
18. AVL/GPS
19. Instant recall and logging recorders
20. Office machines (computers, printers, fax, copier etc.)
21. Reference material storage (books, maps, supplies, forms etc.)

RADIO SYSTEMS:

1. Use of existing and proposed radio frequencies
2. Reliable radio coverage
3. Channelization plan
4. Frequencies and FCC licensing
5. Use of available channels for wide-area, tactical, fire ground, or joint operations
6. Communications with adjacent municipalities or other public safety entities
7. Encrypted radio
8. Local radio equipment
9. Back up and redundancy
10. Antenna mounting structure
11. Microwave and connectivity requirements
12. Interoperability
13. Tower sites and shelters
14. System connectivity
15. System monitoring and alarms

911 DEVELOPMENT PLAN AND REPORT:

1. Prepare a draft document addressing the tasks above.
2. Develop a planning project time line.
3. Prepare a planning budget estimate for the facility that encompasses all related costs.
4. Meet with key project staff to discuss the draft document and budget to identify changes prior to the final document.

PROPOSAL REQUIREMENTS OF CONSULTING FIRM:

1. Three (3) references are to be included with the proposal and include descriptions of similar or relevant projects, with contact information for each project. Any additional information, including budgetary costs deemed relevant should be included.
2. The consultant will create an RFP and send the RFP to qualified communication specialist companies to complete the design and build requirements of a communications center.
3. The consultant will demonstrate knowledge in potentially working with the architect, a construction company, and a chosen communication specialist vender that will complete the addition and renovation at the police station to ensure a positive completion of this project.
4. Provide examples of related/comparable past projects that demonstrate experience and expertise necessary for this work.
5. Provide the earliest date available to assume these duties.
6. Proposer shall demonstrate sufficient staff resources to perform the work within the required timeframe.
7. Proposer shall have been in the consulting business for at least five (5) years.
8. Proposer shall have the necessary engineering tools such as propagation prediction and microwave path profile software.
9. If any work will be in cooperation with sub-consultants, such sub-consultants shall be identified in the proposal.

10. Proposer shall have experience in FCC frequency coordination and licensing procedures and to assist the Town of Milford to secure any new FCC frequencies or to modify the currently used frequencies.

PROPOSAL INSTRUCTIONS:

1. Prepare a document (RFP) to solicit a vendor detailing the equipment needed and the placement of the equipment on towers and within buildings.
2. A detailed statement of work outlined in the plan must address the following: model, make, capabilities, and price of all new equipment proposed to be used; a detailed breakdown of costs, including labor, as associated with this project; and available discounts, rebates and grants must be detailed to arrive at a total net cost.
3. Coordinate with other service providers so we have one point of contact. (Subcontractors and vendors)
4. Exceptions or extensions to established deadlines will not be granted by the Town of Milford.
5. Provide a comprehensive design for the Town of Milford to potentially own and operate a communications/dispatch network system. Proposals should address the schedule and provide the timeline necessary to complete an RFP for a complete communication system design to be prepared as a biddable RFP. The RFP will be finished and ready to be sent out to bid by Date 2019.
6. Provide a design for the existing and new antenna sites for Milford only coverage and for additional equipment. Location of antenna or tower sites, with the highest degree of coverage for the Town of Milford by portable approximately 4 feet off the ground with a lapel mic 5-8 watts and mobile radios at 100 watts.
7. Provide a design for the communications needs for each department within the Town to include Police, Fire, Ambulance, Public Works, and Water Utilities. This should include mobile, portable, base station radios and the need for antennas for each department as needed.
8. Provide a comprehensive design for our current facilities and technology of a proposed Milford communication/dispatch center to ensure that issues/needs will be addressed and that this option presents a comprehensive state of the art solution to meet current and future needs of the Town of Milford.
9. Provide a design for the type of consolidated voice and data systems, radio systems, telephone systems, the use of digital, analog systems using four channels, Police, Fire, Ambulance and a Government channel for Public Works

and Water Utilities. Related equipment required must provide the most up-to-date technology and equipment available that is equal to all state and federal regulatory and statutory requirements.

10. Propose a design which would also have the capabilities of a customer base system for surrounding towns, such as Wilton, Mont Vernon and Lyndeborough.
11. Proposal should be prepared in a simple, cost effective format providing a straight forward, concise description of the design system warranty, maintenance during the warranty period, post-warranty maintenance and its capabilities to satisfy the requirements of the RFQ. Emphasis should be on accuracy, completeness, and clarity of content.
12. Cost proposals shall include a fixed price proposal for all services required to address the scope of services. It shall include materials and equipment to complete the preliminary design and construction of the proposed antenna/tower sites, to include available discounts.
13. By submitting a proposal, the proposer represents that it has thoroughly examined and become familiar with the Scope of Services outlined in this RFQ and is capable of performing the work to achieve Milford's objectives.
14. Questions regarding this bid shall be made in writing only and should be directed to the individual listed below no later than five working days prior to the bid closing date and time.

Mark Bender
 Town Administrator
 1 Union Sq.
 Milford, NH 03055
 (603) 249-0600 ext. 221
mbender@milford.nh.gov

15. All firms are required to submit one clearly marked original proposal, three (3) hard copies, and one flash drive with a single PDF file that must mirror the paper versions exactly.

PROPOSAL FORMAT:

1. All proposers are required to submit the information detailed below. Responses shall be organized and presented in the order listed below to assist Milford in reviewing proposals. Responses should be presented in appropriate detail to thoroughly respond to the requirements and expected services described herein.
2. Provide a table of contents, to include clear identification of the material provided by section and numbered.

3. Provide a letter of transmittal indicating the firm's interest in providing the service and any other information that would assist the Town of Milford in making a selection.
4. Provide the person's name that is legally authorized to bind the firm to a contract in letter form.
5. Provide the name, email address, telephone or cell number of person(s) to be contacted for further information or clarification.
6. Provide the name(s) 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.
7. If work will be in cooperation with any sub-consultants, proposer shall identify sub-consultants in the proposal response.
8. Proposer shall provide a list of three (3) references and examples of previous similar consulting projects successfully completed with the contact name, address and telephone number of the owners' representative in each project.
9. Provide a brief description of the proposers approach towards achieving the project requirements, including the ability to meet schedule requirements.
10. Description of any exceptions taken into consideration for this RFQ and if any proposal involves any exception from the stated requirements and specifications, they must be clearly noted as exceptions and attached to the proposal.

EVALUATION CRITERIA:

1. Milford expressly reserves the right to negotiate with the selected Consulting Firm 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 Milford:
2. Accuracy, overall quality, thoroughness, and responsiveness to Milford's requirements as summarized herein.
3. The qualifications and experience of the firm, the designated account representative, and other key personnel to be assigned to the project
4. Successful performance of work involving consulting services for similar scope and complexity
5. Approach to the project
6. Ability to meet schedule described herein.

7. The number, scope, and significance of conditions or exceptions attached or contained in the proposal.
8. This RFQ does not commit Milford 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 Milford.
9. Milford reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with the selected proposers to extend the contract for an additional service, and to cancel in part or in its entirety the request for qualifications.
10. The Board of Selectman or their designee will evaluate all proposals received for completeness and the proposer's ability to meet all requirements as outlined in this RFQ. Specific firms who best meet all criteria required will participate in an interview process. Milford will then negotiate an agreement with the successful consultant based on the recommendations.
11. Additional technical information may be requested from any proposer for clarification purposes, but in no way changes the original qualification statement submitted.

CONDITIONS:

The Town of Milford reserves the right to postpone or cancel this RFQ or reject any and all proposals for any reason. The Town of Milford is not liable for any costs incurred in the preparation of proposals or for any work performed. Late proposals will not be considered for evaluation. All submitted materials become the property of the Town of Milford. All proposals received will be evaluated by the Board of Selectman or their designee, who reserve the right to award or not to award a contract. The Town of Milford also reserves the right to issue a new Request for Quotation.

The successful respondent will be expected to enter into a contract with the Town of Milford.

Revised 06-20-19