



The Skyline Group

***** DRAFT AS OF APRIL 13, 2015 *****

**City of Woburn and Towns of Burlington, Stoneham and Winchester,
Massachusetts (BSWW)
Regional Emergency Communication Center (RECC)
Feasibility Study**

Information Systems Request for Information (RFI)

April 17, 2015

TO: Interested Vendors

FROM: Sheldon S. Cohen, Senior Consultant, The Skyline Group, Inc.:

shelcons@aol.com Ph: 978-470-1470

SUBJ: Preliminary Quotation for Multi-Agency and Multi-Discipline CAD/RMS/Mobile Turnkey System

DUE: Friday, May 8, 2015, 4:00 P.M.

The Skyline Group, Inc. is serving as consultant to BSWW in developing a Feasibility Study for Regional Emergency Communications Center (RECC) to provide police, fire and emergency medical services to the City of Woburn and the Towns of Burlington, Stoneham and Winchester, all in Middlesex County, Massachusetts. This is the area north of Boston bounded more or less by I-93 on the East and bisected by I-95/Route 128 on the north. As you will see from the information on the next page, these 4 municipalities have a reported population of 106,741 with an estimate of roughly 52,000 emergency calls and 40,000 non-emergency calls per year.

The purpose of this Preliminary Quotation is to assist BSWW in defining the systems, financial and other elements of the Feasibility Study. *The information your firm provides here will be used to budget for this major procurement, including possible application for grant funding.* Thus, please provide realistic, conservatively priced responses as requested. This information does not in any way constitute any kind of prequalification. Should BSWW proceed with the new RECC, it is expected that BSWW would issue an open, competitive Request for Proposals (RFP) at a later date.

The driving concept here is that the RECC will act as the single PSAP for the 4 municipalities, consolidating all dispatching for all of the participating agencies. Once the transition to the new RECC has been completed, the participating agencies will terminate all of their local emergency and non-emergency dispatching operations.

Please respond only if your firm has substantial experience in providing systems for multi-jurisdiction, multi-discipline systems for agencies with similar organizational and service profiles.

The comprehensive scope of applications for all three disciplines falls into four areas:

1. Computer-aided dispatching (CAD).
2. Records Management Systems (RMS).
3. Mobile Computing Systems (MCS).
4. Support functions such as Fleet Management or Accounts Receivable/Cash Receipts.

Please base your response on the information which follows.

1. Total population of 106,741.
2. 52,000 emergency-services calls and 40,000 non-emergency calls per year.
3. Computer-aided dispatching (CAD): Assume 5 maximum concurrent users at the RECC.
4. Police Records Management Systems (RMS): Assume 72 maximum concurrent users.
5. Fire Records Management Systems (RMS): Assume 72 maximum concurrent users.
6. Police Mobile users:
 - a. Total = 72
 - b. Maximum concurrent = 48
7. Fire Mobile users.
 - a. Total = 32
 - b. Maximum concurrent = 24
8. Administrative/Support functions: Assume 32 maximum concurrent users.
9. Assume the following numbers of personnel to be trained by your firm, not using train-the-trainer:
 - a. Dispatchers 24
 - b. Police Patrol Officers 124
 - c. Police Command Staff 32
 - d. Police Specialists (CID, Evidence, etc.) 32
 - e. Police Support Staff (Records, etc.) 24
 - f. Firefighters 124
 - g. Fire Lieutenants 24
 - h. Fire Command Staff 16
 - i. Fire Specialists (Inspections, etc.) 16
 - j. Fire Support Staff 12

10. The table which follows presents summary-level information regarding the 4 municipalities.

MUNICIPALITY	2014 POP.	POLICE CALLS/ YEAR	POLICE CAD/RMS VENDOR	FIRE CALLS/ YEAR	EMS CALLS/ YEAR	FIRE RMS VENDOR
Burlington	25,002	4,313	TriTech	3,921	2,741	Vernon
Stoneham	21,427	4,172	QED	2,611	2,511	QED
Winchester	22,192	11,000	Microsystems	2,000	2,000	QED
Woburn	38,120	5,927	TriTech	6,811	2,869	TriTech
TOTALS.	106,741	25,412	-----	15,343	10,121	-----

Please complete this document *without changing its name* and return as an email attachment to me at shelcons@aol.com *not later than close of business on Friday, May 8, 2015*. If you should have any questions please call me at 978-470-1470.

Thank you.

APPLICATION INFORMATION

1. YOUR FIRM'S NAME(S): PARENT AND SUBSIDIARY
2. YOUR NAME, TITLE AND MAILING ADDRESS:
3. YOUR PHONE:
4. YOUR FAX:
5. APPLICATION SOFTWARE TRADE NAME:
6. OPERATING SYSTEM VERSION AND RELEASE RECOMMENDED AND QUOTED HERE:
7. RELATIONAL DATABASE MANAGEMENT SOFTWARE VERSION AND RELEASE RECOMMENDED AND QUOTED HERE:
8. NUMBER OF REGIONAL MULTI-DISCIPLINE (POLICE/FIRE/EMS) OPERATIONS CENTERS SERVING A POPULATION OF APPROXIMATELY 100,000 OR MORE CURRENTLY INSTALLED:
9. FIRST YEAR IN FULL PRODUCTION OF SUCH MULTI-DISCIPLINARY SYSTEM FOR A REGIONAL EMERGENCY COMMUNICATION CENTER SERVING A POPULATION OF APPROXIMATELY 100,000 OR MORE
10. BASIS FOR PRICING, E.G., POPULATION, MAXIMUM CONCURRENT USERS, TOTAL NAMED USERS, TOTAL AGENCY BUDGET, ETC.:
11. OTHER **BRIEF** INFORMATION WHICH YOUR FIRM WISHES TO BRING TO OUR ATTENTION REGARDING THIS OPPORTUNITY.

BRIEF INFORMATION CONTINUED

PROPOSAL COST SUMMARY

Please provide a summary of all costs associated with your proposal, whether or not specifically requested.

- a. Under "One-Time Cost," include only the one-time license fee or purchase cost.
- b. Under "Year 1 Cost," do not include the one-time license fee or purchase cost. Instead, include only maintenance or support costs (for example) for that part of Year 1 not covered by warranty.
- c. Under "Years 2-5 Cost," include the total cost of maintenance or support for those four years.

Item	One-Time Cost	Year 1 Cost	Years 2-5 Cost
1. Hardware:			
a. Purchase Price			
b. Annual Maintenance			
2. Systems Software:			
a. One-Time License Fee			
b. Annual Support Cost			
c. Migration and Relicensing			
3. Applications:			
a. Development Expense			
b. One-Time License Fee			
c. Annual Support Cost			
d. Conversion			
e. Legal Compliance:			
(1) Initial			
(2) On-going			
f. Migration and Relicensing			
SUBTOTAL PAGE 1	0	0	0

SUBTOTAL PAGE 1	0	0	0
4. Other Proprietary and Special Software:			
a. One-Time License Fee			
b. Monthly Support Cost			
c. Migration and Relicensing			
5. Communications			
6. RECC Staff Training:			
a. Technical Staff			
b. End Users			
7. Vendor Travel & Subsistence			
8. Reuse of Current Systems			
9. PC Integration			
10. System Security			
11. Manuals and Publications			
12. Project Management			
13. Operations Training			
14. System Installation			
15. Other:			
a.			
b.			
c.			
SUBTOTAL PAGE 2	0	0	0
SUBTOTAL PAGE 1	0	0	0

ONE-TIME COSTS	0		
YEAR 1 COSTS		0	
YEAR 2 - 5 COSTS			0
GRAND TOTAL	0		

*The cost of applications software shall include all modifications necessary to meet all functional requirements of the Commonwealth of Massachusetts and the U.S. Government.

APPLICATION COST INFORMATION**NOTE THE FOLLOWING INFORMATION CAREFULLY REGARDING THE COMPLETION OF THE TABLES ON THE NEXT PAGES:**

1. Headings are defined as follows.
 - a. "One-time License" shall include the cost of the Vendor's Application Software package "as is" with no special modification.
 - b. "Training Days" shall include the number of days of training which the vendor recommends to complete training in order to enable the staff of both the RECC and the member-agencies to operate the software at full proficiency in production. All training shall be delivered directly by vendor's personnel without the use of a train-the-trainer approach.

Please see the detailed information on the second page of the cover memo herewith regarding the classification and number of personnel to be trained.
 - c. "Trng./Instln" shall include all expenses associated with all training and installation services offered by the Vendor.
 - d. "Travel & Sub" shall include all associated travel and subsistence costs for the Vendor's employees or subcontractors. The Vendor shall bill all such costs at cost and be reimbursed for all such expenses at cost.
 - e. "Proj. Mgt." shall include all expenses associated with Vendor's providing project-management services.
 - f. "Syst. Anal." shall include all expenses associated with Vendor's providing systems-analysis services which the Vendor believes are required.
2. Please do not provide pricing for all Application Software as a package. Only responses on each separate item of Application Software are wanted.
3. Please use the blank rows to specify any related software which may be required for the full functioning of the system you are recommending here.
4. Please quote two, full copies of all RECC-based software, one at the RECC itself and the second for a backup site which will have a mirrored backup server(s).

One-time License	Training Days	Trng./ Instln	Travel & Sub.	Proj. Mgt.	Syst. Anal.	Total One-Time	Annual Supp.	5-Yr. Total
3. Support Functions:								
a. Accounts Rec.						0		0
b. Cash Receipts						0		0
c. Evidence Mgt.						0		0
d. Traffic Citations						0		0
e. Traffic Accidents						0		0
f. Personnel Schedlng						0		0
g. Training Records						0		0
h. Fleet Mgt						0		0
i. Arrests & Booking						0		0
j. Field Investign.						0		0
k. Domestic Abuse						0		0
l. Wants/Warrants						0		0
m. Court Processing						0		0
n. Stolen Property						0		0
o. Master Name Idx						0		0
p. Firearms Registrn						0		0
q. Property Mtce						0		0
r. Missing Persons						0		0
s. Motor Veh Towed						0		0
t. Motor Veh Stolen						0		0

	One-time License	Training Days	Trng./ Instln	Travel & Sub.	Proj. Mgt.	Syst. Anal.	Total One-Time	Annual Supp.	5-Yr. Total
u. Business Info.							0		0
v. Alarm Info.							0		0
w. Work Orders							0		0
x. Inventory							0		0
y. Payroll Integration							0		0
z. Paid Details							0		0
aa. EMS Billing/Coll.							0		0
4. Report Generator							0		0
5. GeoBase							0		0
6. Protocols							0		0
7. Web Incident Reptg							0		0
8. Web Activity Reports							0		0
9.							0		0
10.							0		0
11.							0		0
12.							0		0
13.							0		0
14.							0		0
15.							0		0
16.							0		0
17.							0		0
Totals							0		0

HARDWARE INFORMATION

Please use the next several pages to respond to the items which follow regarding hardware information.

1. Server Information

- a. Please provide a detailed configuration for the server(s) which your firm is recommending. This must include the manufacturer and model of the respective server(s).
- b. Identify the main function of each such server, e.g., application server or database server.
- c. Offer a server configuration which provides the RECC with fault tolerance or equivalent level of performance.
- d. Separately state the complete one-time purchase price and annual maintenance cost for each server, respectively.
- e. Provide in brief any other information regarding your firm's server recommendation.

2. CAD Workstation Information.

- a. Please provide a detailed configuration for the CAD workstation which your firm is recommending, including dual monitors. This must include the manufacturer and model.
- b. State the complete one-time purchase price and annual maintenance cost for your recommended CAD workstation.
- c. Provide in brief any other information regarding your firm's CAD workstation recommendation.

3. RMS Workstation Information.

- a. Please provide a detailed configuration for the RMS workstation which your firm is recommending. This must include the manufacturer and model.
- b. State the complete one-time purchase price and annual maintenance cost for your recommended RMS workstation.
- c. Please state the minimum configuration for a RMS workstation to provide full functionality with the system your firm is recommending.
- d. Provide in brief any other information regarding your firm's RMS workstation recommendation.

4. MCT Information.

- a. Please provide a detailed configuration for the MCT which your firm is recommending. This must include the manufacturer and model.
- b. State the complete one-time purchase price and annual maintenance cost for your recommended MCT.
- c. Please state the minimum configuration for a MCT to provide full functionality with the system your firm is recommending.
- c. Provide in brief any other information regarding your firm's MCT recommendation.

HARDWARE INFORMATION CONTINUED—PAGE 3

HARDWARE INFORMATION CONTINUED—PAGE 4

SYSTEMS SOFTWARE INFORMATION

1. Please specify the operating system which you recommend to the RECC, identifying this by licensor, version and release.
2. Please specify the relational database management system (RDBMS) which you recommend to the RECC, identifying this by licensor, version and release.
3. Please specify any other third-party systems-software products included in your recommendation here. This would include but not be limited to such things as terminal-emulation software, security products, network-management software or storage-management software.
4. Please provide brief additional information, limited to the balance of this page, regarding your recommendations of systems software.

TRAINING

BSWW recognizes training as a critical part of the deployment and ongoing use and support of the new information system both at the RECC itself and among all of the agencies in the 4 municipalities.

1. Please specify the training which your firm recommends for the Chief Information Officer (CIO) of the RECC. This should include all courses offered whether by (a) your firm or (b) a third party.

COURSE DESCRIPTION	LOCATION	DAYS	COST	COMMENTS

2. Please specify the number of days of training your firm recommends *for each individual* in the following position classifications, including all courses for that individual's classification:

POSITION CLASSIFICATION	LOCATION	DAYS	COST	COMMENTS
Dispatcher				
Police Patrol Officer				
Police Command Staff				
Police Specialists				
Police Support Staff				
Firefighters				
Fire Lieutenants				
Fire Command Staff				
Fire Specialists				
Fire Support Staff				

-
-
3. Please provide brief additional information regarding training, limited to the balance of this page.

CONVERSION INFORMATION

The 4 municipalities involved currently use Police, Fire and EMS CAD, Records, Mobile and related systems from 4 different vendors as well as “home grown” applications in various combinations. The 4 incumbent vendors are TriTech Perform (TriTech), Microsystems, Queues Enforth Development (QED) and Vernon Software Systems. It is understood that this multi-vendor conversion will impact both the time required for implementation of the new system and its cost.

Where the RECC is based on complete centralization of all CAD, Records and mobile functions for all participating agencies and disciplines, the conversion of all of the current systems now used by these same agencies to the new centralized system is critical. This conversion must also provide for all historical records and files now maintained by each of the respective agencies in complete conformity with all State and U.S. Government requirements.

This survey asks your firm to respond as specifically as possible for each municipality, using the tables which follow. The first table shows the total estimated number of records to be converted by function. The second table asks for the total cost of conversion. Please feel free to offer any related comments. We are also aware that there is no column for conversion cost on the preceding tables entitled Application Software Cost Information. This was done deliberately in light of the uncertainty described here.

MUNICIPALITY	POLICE CAD	POLICE RMS	POLICE MNI	POLICE CAD/RMS VENDOR	FIRE CALLS	EMS CALLS	FIRE RMS VENDOR
Burlington	375,000	50,000	111,129	TriTech	36,000	15,000	Vernon
Stoneham	335,000	11,000	75,000	QED	W/PD	W/PD	QED
Winchester	300,000	300,000	110,000	Microsystems	25,000	W/FIRE	QED
Woburn	250,000	28,380	181,261	TriTech	55,000	W/FD	TriTech
TOTALS.	1,260,000	389,380	477,390	-----	116,000	15,000	-----

MUNICIPALITY	POLICE VENDOR	POLICE COST	FIRE VENDOR	FIRE COST	MUN. TOTAL
Burlington	TriTech		Vernon		
Stoneham	QED.		QED		
Winchester	Microsystems		QED		
Woburn	TriTech		TriTech		
TOTAL COSTS	-----		-----		

CONVERSION INFORMATION: Continued

Please use the balance of this page to provide any other information regarding conversion which you believe would be helpful to BSWW.

NON-EMERGENCY CALLS

Where the dispatch centers in the municipalities now handle both emergency and non-emergency calls, the new RECC will need to be able to assume both of these functions. In effect, this combines both 9-1-1 and 3-1-1 functions. Using the balance of this page:

1. Please describe how your firm would propose to provide a system to service non-emergency as well as emergency calls.
2. Please specify all one-time and annual costs related to your firm's providing the 3-1-1 system and services.
3. Please include related information such as service or staffing configurations which would optimize the efficiency and effectiveness of both of these functions.

NON-EMERGENCY CALLS: Page 2

OTHER SYSTEM INFORMATION

Please provide any other information on the system you are recommending which you believe would be useful to BSWW. Please limit this information to the balance of this one page.

OTHER COST INFORMATION

Please provide any other cost information, whether requested here or not, which you believe would be useful to BSWW.

Sinclair, Erin

From: Grover, Robert
Sent: Tuesday, April 21, 2015 7:10 AM
To: Ragucci, David
Cc: Sinclair, Erin
Subject: FW: A letter of Thanks (Please share)

From: Raymie Parker [mailto:raymie1126@verizon.net]
Sent: Monday, April 20, 2015 10:47 AM
To: Grover, Robert; McIntyre, James; Sagarino, Maria
Subject: A letter of Thanks (Please share)

I sent a this letter to the Independent.

Thank You DPW!

On 4/4/15 while preparing food, and the house for a houseful on Easter Sunday, my husband called to me from the basement, and said "Ray, we have a problem". I quickly knew the tone in his voice, so I slowly moved to the basement, only to find a sewer back up happening. We called the Police station, and they dispatched a call out to DPW. Within an hour, Lou and Danny, were at my house on their hands and knees snaking out my sewer line. The culprit: tree roots. After about an hour and a half, and getting a lesson, in one of the most antique looking snaking tools, watching the process, the smells, and what these men do everyday, I am so grateful that we have a wonderful DPW department and crew. Easter was saved! The follow up by the DPW : Larry, Donna, Bob Grover, and Town Clerk's office, helping me with the information I needed was priceless. We are still dealing with the clean up/out, but without these resources, We would have been lost. Three different town entities helped me and my family, within a matter of hours, and we just want to say "Thank You"!

Raymie & James Parker
Bonad Road

Raymie Parker
Raymie1126@verizon.net

Pay it Forward!!!

Open House

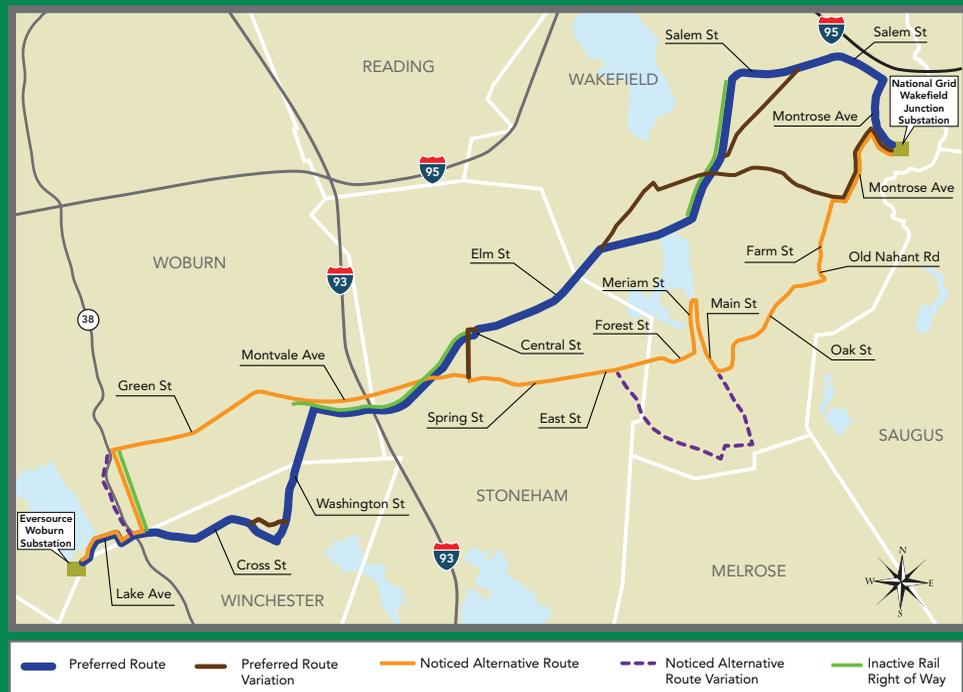
EVERSOURCE
ENERGY

nationalgrid

You are invited!

Learn about a proposed transmission system upgrade in Woburn, Winchester, Stoneham and Wakefield. The underground project will be approximately 8.5 miles long, connecting Eversource's Woburn Substation and National Grid's Wakefield Junction Substation.

Keeping the lines of communication open is an important part of our work. We look forward to sharing information with you about the **Woburn to Wakefield Line Project** through an open house in each town. Members from each community are welcome at any of the four planned open houses.



Woburn to Wakefield Line Project

This proposed transmission improvement will strengthen the electric system to better serve residents and businesses in the Greater Boston and surrounding area. As part of the approval process, Eversource and National Grid will file a petition with the Massachusetts Energy Facilities Siting Board, part of the Department of Public Utilities, to construct and operate the transmission line.

Please join us at one of our open house events. Project team members will provide information and answer your questions.

National Grid
Eversource Energy
One NSTAR Way
Westwood, MA 02090



Woburn - Monday April 27, 2015	Drop in between 5 - 7 p.m.	Woburn City Hall, Rotunda 10 Common St. Woburn, MA 01801
Stoneham - Tuesday April 28, 2015	Drop in between 5 - 7 p.m.	Stoneham Town Hall, Banquet Room 35 Central St. Stoneham, MA 02180
Winchester - Wednesday April 29, 2015	Drop in between 6 - 8 p.m.	Winchester Town Hall, Winchester Room 71 Mount Vernon St. Winchester, MA 01890
Wakefield - Thursday April 30, 2015	Drop in between 6:30 - 8:30 p.m.	Galvin Middle School, Cafeteria 525 Main St. Wakefield, MA 01880

For more information, please visit the project website www.ma-nhsolution.com, email info@MA-NHSolution.com, or call 844-646-8427.



Sinclair, Erin

From: Wortman, Erin
Sent: Tuesday, April 14, 2015 4:47 PM
To: Sinclair, Erin
Subject: Stoneham Commercial Improvement Program - Franchise Question

Good afternoon Erin,

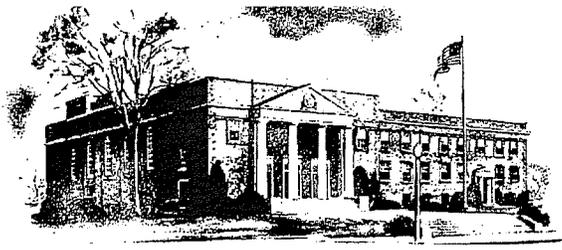
Could you please forward this item to the Board of Selectmen and cc Dave and myself? Thanks in advance!

The Stoneham Commercial Improvement Program (CIP) was created to provide property owners or business tenants seeking to improve storefront façade, sign window or lighting in the designated Target Area. The Program's objective is to help merchants and business property owners to enhance the appearance of their own property as well as the surrounding Target Area. I met with a business tenant (who had written permission to proceed from the property owner) this morning about applying to get a new sign and potential lighting upgrades for his business through the CIP. After a quick discussion on vision and design, I realized that the proposed signage does not conform to the suggested colors in the program. The additional guidelines and requirements are intended to offer direction by suggesting design requirements specific to storefront alterations and improvements that will enhance architecturally and physically cohesive areas. These guidelines are meant to foster identifies for the Target Areas as distinctive places to live, work and play. The business owner explained that his business was part of a franchise and has to maintain the color scheme as such. Currently, the guidelines (including color scheme) are meant to be general in nature to guide the design process. When creating the program, I did not take into consideration and overlooked potential franchise conflicts. However, I believe that since the color schemes are part of the guidelines rather than requirements, this does not create a conflict. Further, in order to minimize any confusion about the guidelines in the future, I think having the business owner write a letter to the program administrator explaining that his or her business is part of a franchise and request to waive the color guidelines within the program for approval will clean up this type of loose end. Before moving forward, I wanted to run this item by each of you for any feedback.

Thanks in advance,

Erin Wortman
Town Planner

Town of Stoneham
35 Central Street
Stoneham, MA 02180



TOWN OF
STONEHAM
MASSACHUSETTS

Open Space & Recreation Committee

TO: David Ragucci
Board of Selectmen

FROM: Open Space and Recreation Committee

DATE: January 14, 2015

RE: Agreement with CMM Golf Course Management

The contract agreement for the operation and management of Unicorn and Stoneham Oaks Golf Courses with CMM Golf Course Management expires at the end of the 2015 Golf Season (approximately late November 2015).

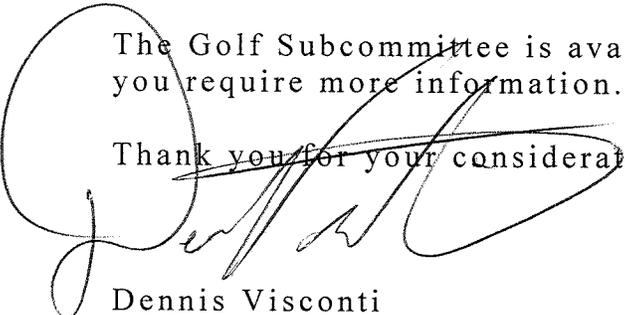
The Open Space Committee has reviewed annual revenues and expenses over the last 5 years as well as worked with the Town Administrator to get more specifics on golf course daily functions, leagues, outings, advertising, etc. We also have visited the golf courses on many occasions to assess operations and the number of golfers playing and waiting.

The golf courses combined have not realized a profit after capital improvements and debt service since FY2011. The numbers are not terribly encouraging.

The Committee voted unanimously to recommend not exercising the option year for the 2016 Golf Season with CMM Golf Course Management. We feel an updated request for proposal that would incorporate additional best practices as well as programs that would increase revenues and exposure would benefit Stoneham in the long run.

The Golf Subcommittee is available to discuss this matter with you if you require more information.

Thank you for your consideration.



Dennis Visconti
Open Space and Recreation Committee, Chairman