

Mainstream Nonprofit Solutions, Inc

REQUEST FOR PROPOSAL (RFP)

Kansas NG911 Administrator



MAINSTREAM
NONPROFIT
SOLUTIONS

AN AGENCY OF TFI

Mainstream Nonprofit Solutions, Inc
Emporia, Kansas 66801
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RFP ID: 0009111 Administrator
Date: September 30, 2022

REQUEST FOR PROPOSAL
KANSAS NG911 ADMINISTRATOR

RFP ID: 0009111 Administrator

SUBMISSION DEADLINE: November 7, 2022, 5:00 PM, close of business

QUESTION SUBMISSION DEADLINE: October 14, 2022

Questions may be submitted in written form no later than October 14, 2022, to:

RFP Contact Name: Carol Dold Harris
618 Commercial Street
Contact Address: P.O. Box 1268
Emporia, Kansas 66801
Telephone Number: 620-208-1826
Email Address: cdoldharris@TeamMNS.org

INTRODUCTION

Mainstream Nonprofit Solutions, Inc invites and welcomes proposals for a Kansas NG911 Administrator. Please take the time to carefully read and become familiar with the proposal requirements. All proposals submitted for consideration must be received by the time as specified above under the "SUBMISSION DEADLINE."

BIDDERS SHOULD NOTE THAT SUBCONTRACTORS ARE NOT TO BE UTILIZED FOR THIS RFP.

LOCATION

The bid proposal is being requested for "Kansas NG911 Administrator" for the Kansas 911 Coordinating Council.

PROJECT MANAGER CONTACT INFORMATION

The following individual is the assigned contact for the following:

For questions or information regarding this RFP, contact:

Name: Carol Dold Harris
Title: Chief Financial Officer
Phone: (620) 208-1826
Email: Cdoldharris@TeamMNS.org

INTRODUCTION

Mainstream Nonprofit Solutions, Inc. is issuing this RFP for the procurement of a Kansas NG911 Administrator with proven experience in 911 and public safety communications. This prime contractor will be charged with providing administrative control and oversight of multiple, statewide 911 Coordinating Council (“Council”) programs and projects.

STATEMENT OF WORK

As the NG911 Administrator, contractor will serve the Council as its director responsible for the creation and administration of the Council’s operating budget; developing and implementing the Council’s annual work plan; facilitating and updating the Council’s Strategic Plan, Governance Plan and annual goals and objectives; and applying the Council’s policies and operating procedures to the implementation and operation of the statewide NG911 system provided by vendors and used by local jurisdictions. In addition, the successful bidder will provide supervision and direction to other Council contracted employees.

Specifically, the NG911 Administrator will be tasked with:

- 1) Administrative control and oversight of multiple, statewide 911 programs and projects.
 - a. Manage, track and report status of statistical and financial aspects of program and related projects.
 - b. Organize and facilitate meetings to plan, implement and maintain current and future programs and projects.
 - c. Manage contracts and vendors for programs and projects.
 - d. Prepare and distribute Memoranda of Agreement (MOAs) and invoices relative to programs and projects.
 - e. Manage accounts payable for programs and projects.
 - f. Create operations and management policies and procedures for programs and projects.
- 2) General administrative control and oversight of Council activities.
 - a. Procedure updating, resource forecasting, Council membership maintenance, 911 ACT/KAR modifications, legal opinions, statistical review and related duties.
 - b. Planning, research and writing of issues pertaining to NG911.
 - c. Legislative Post Audits (LPAs) and Local Collection Point Administrator (LCPA) audit support.
 - d. TSP Reporting support.
 - e. Organization and facilitation of organizational meetings such as, but not limited to, Council meetings, brainstorm sessions, strategic planning meetings.
 - f. Preparation and distribution of national and state reports such as, but not limited to, FCC, Profile Database, NASNA, Legislative Reports.
 - g. Attending and presenting at Council meetings (regular, Committee and related).
 - h. Preparation, distribution and management of annual budget, workplan, and strategic plan.
 - i. Providing supervision to all Council-contracted staff.
- 3) Technical Support

- a. ESInet migration support.
 - b. Expenditure reporting and review support.
 - c. PSAP consultation.
 - d. Day-2 incident management, monitoring and support.
 - e. Operations support from pre-install to go-live events.
- 4) Trainings Attendance and Provision
- a. Attendance at national conference and other training events as directed by the Council.
 - b. Providing training opportunities for PSAPs such as, but not limited to, Admin Day APCO conference.
- 5) State and National Outreach
- a. Provide outreach to Mid-America Regional Council (MARC), other states in support of their NG911 projects such as, but not limited to, briefing, demonstrations, workshops and public relations.
 - b. Participation in national projects for the advancement of standards and projects related to NG911.

REQUIRED QUALIFICATIONS

A successful bidder must meet the following qualifications:

- 1) Seven (7) or more years of experience in 9-1-1 and public safety communications.
- 2) Extensive knowledge of public safety communications and enhanced 911 systems and technology including, but not limited to, call routing.
- 3) Knowledge of current 911 industry trends in technology architecture, microcomputers, networking and the Internet.
- 4) Knowledge of current emergency communication technology including E911, Wireless 911 (Phase I and II), LMR, primary and secondary public safety answering points, CAS, NCAS, ANI/ALI, MSAG, CAD, Emergency Medical Dispatch systems and AVL systems.
- 5) Working knowledge of FCC regulations.
- 6) Working knowledge of NG911 systems.
- 7) Demonstrated ability to analyze technology-related issues and to develop solutions and recommendations for appropriate action.
- 8) Experience and skill in project management, including, but not limited to, the planning, development, implementation, and evaluation of programs and projects.
- 9) Knowledge of GIS in the 9-1-1 environment.
- 10) Proven ability to oversee and advise activities both in-person and remotely.
- 11) Proven ability in effective communication both orally and in-writing.
- 12) Proven experience in speaking to large crowds including, but not limited to, Kansas state legislature.
- 13) Experience in drafting technology-related plans, policies, standards and guidelines.
- 14) Proven ability to work effectively with Agency leadership, state and local managers and staff, policy boards and other non-governmental groups.
- 15) Ability to travel frequently and with short notice. Travel may include overnight and daytrips in a vehicle provided.

- 16) Experience in routinely dealing with confidential information and/or issues requiring discretion and judgement.

COST PROPOSAL

This RFP is for a fixed-price contract and the payment amount does not depend on resources used or time expended. The cost proposal shall be submitted using Attachment A. It is the bidder's responsibility to include all costs associated with providing the services requested in this RFP. Additional expenses for travel related activities will be reimbursed with proper documentation and Council approval.

The contracted price shall include all applicable federal, state, and local taxes.

DOCUMENTS REQUIRED UPON AWARD

- 1) Proof of ability to pass a fingerprint-based background check. This requires no felony convictions and no misdemeanor crimes involving moral turpitude. Updated on an annual basis.
- 2) Proof of ability to pass the same background check that a PSAP employee would be required to pass to freely move within the PSAP in the execution of their work.
- 3) Proof of insurance in the form of Certificate of Insurance for General Liability, Workers Compensation, and Professional Liability (errors and omissions) coverage.
- 4) Statement of Compliance with the Immigration and Reform Control Act of 1986 (IRCA).
- 5) Proof of completion of the Kansas Human Rights Commission's On-Line Harassment Prevention Training.
- 6) Kansas tax clearance certificate (current).
- 7) Completion of State of Kansas Substantial Interest Form (SSI).
- 8) Completed IRS form W-9.

PROPOSAL BIDDING REQUIREMENTS

PROJECT PROPOSAL EXPECTATIONS

Mainstream Nonprofit Solutions, Inc shall award the contract to the proposal that best accommodates the various project requirements. Mainstream Nonprofit Solutions, Inc reserves the right to award any contract prior to the proposal deadline stated within the "Scheduled Timeline" or prior to the receipt of all proposals, award the contract to more than one Bidder, and refuse any proposal or contract without obligation to either Mainstream Nonprofit Solutions, Inc or to any Bidder offering or submitting a proposal.

DEADLINE TO SUBMIT PROPOSAL

All proposals must be received by Mainstream Nonprofit Solutions, Inc no later than 5:00 PM-CDT, November 7, 2022, for consideration in the project proposal selection process.

PROPOSAL SELECTION CRITERIA

Only those proposals received by the stated deadline will be considered. All proposals, submitted by the deadline, will be reviewed and evaluated based upon information provided in the submitted proposal. In addition, consideration will be given to cost and performance projections. Furthermore, the following criteria will be given considerable weight in the proposal selection process for best value to the Council:

- Proposals received by the stipulated deadline must be in the correct format.
- Bidder's alleged experience and knowledge necessary to perform services described in the project scope and specification of this RFP.
- Bidder's past performance history, ability to meet required qualifications as specified in this RFP.
- Overall cost effectiveness of the proposal.

Mainstream Nonprofit Solutions, Inc shall reserve the right to cancel, suspend, and/or discontinue any proposal at any time they deem necessary or fit without obligation or notice to the proposing bidder/contractor.

PROPOSAL SUBMISSION FORMAT

The following is a list of information that the Bidder should include in their proposal submission:

1) Bidder Information

- Bidder's Name(s)
- Bidder's Address
- Bidder's Contact Information (and preferred method(s) of communication)

2) Summary of Bidder's experience and knowledge to successfully perform services listed in the Statement of Work Section of this RFP.

3) Summary of Bidder's past performance history as it relates to the Required Qualification Section of this proposal.

4) Cost Proposal – Attachment A.

5) Proof of Insurance

- Details of any liability or other insurance provided.

6) References

- Provide three (3) references letters.

Bidder agrees that Mainstream Nonprofit Solutions, Inc may contact all submitted references to obtain any and all information regarding Bidder's performance.

Attachment A
Cost Proposal

Bidder's Name: _____

RFP ID: _____

Bidders shall provide their total cost to meet the requirements of this RFP. The annual amount payable monthly. additional expenses for travel related activities will be reimbursed with proper documentation and Council approval.

Year One Fixed Cost: _____

Optional Year Two (2) Fixed Cost: _____

Optional Year Three (3) Fixed Cost: _____

Assumptions and Conditions: