

Mainstream Nonprofit Solutions, Inc

REQUEST FOR PROPOSAL (RFP)

Kansas 911 Liaison



MAINSTREAM
NONPROFIT
SOLUTIONS

AN AGENCY OF TFI

Mainstream Nonprofit Solutions, Inc
Emporia, Kansas 66801
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RFP ID: 04-911Liaison
Date: September 7, 2023

REQUEST FOR PROPOSAL
KANSAS 911 LIAISON

RFP ID: 04-911 Liaison

SUBMISSION DEADLINE: October 9, 2023, 5:00 PM-CT,

QUESTION SUBMISSION DEADLINE: September 18, 2023, 5:00 PM-CT

Questions may be submitted in written form no later than September 18, 2023, at 5:00 PM-CT to:

RFP Contact Name: Carol Dold Harris
Contact Address: 618 Commercial Street
PO 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 911 Liaison. 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 911 Liaison".

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

BACKGROUND

As the Local Collection Point Administrator (LCPA) for the Kansas 911 Coordinating Council (“Council”), Mainstream Nonprofit Solutions, Inc. (MNS) is responsible for contracting for any staffing needs determined necessary by the LCPA and the Council. To meet this requirement MNS is issuing this RFP for the procurement of one of two Kansas 911 Liaisons with proven experience in 9-1-1 and public safety communications. This prime contractor’s primary job is to serve and work with the Kansas public safety answering points (PSAPS). Additionally, this prime contractor will be charged with performing functions in the areas of operations, planning, and coordination for the provision of 911 emergency communication services to the Kansas PSAPS on behalf of the Council.

STATEMENT OF WORK

As a 911 Liaison, contractor shall work cooperatively with the other 911 Liaison, NG911 Administrator, 911 Communication and Training Coordinator, and the LCPA to provide direct technical and operational guidance to PSAPs and to communicate PSAP needs and requests to the Council and other contractors. Some duties will be divided by geographic location for efficiency, and some responsibilities will be assigned based on availability and skillset. The contractor is free to use their own methodology and processes to accomplish the objectives, and goals as established by the LCPA in concert with the Council. The methods and processes selected by the contractor will ensure that all assignments are completed in a way that is most economical and feasible. In addition, the successful bidder shall collaborate with the NG911 Administrator, the LCPA the Council, and Council Committees in the development and implementation of procedures and methods consistent with the Council’s policies, guidelines, and statutes. Specifically, the 911 Liaison will be tasked with:

- 1) **Outreach.** To properly fulfill this function, the following will be expected:
 - a. Visits and meetings to PSAPs located in assigned counties and counties outside assigned counties when necessary, including facilitation of trouble ticket day-2 support. Focus should be given to those PSAPs who have not been visited in the prior year.
 - b. Collaboration, as approved by the LCPA, with Mid-America Regional Council (MARC), other states.
 - c. Local and state and national outreach, as requested and as approved by the LCPA, in the form of briefings, demonstrations, workshops, and public relations activities.
- 2) **Expenditure Review** Work in conjunction with the NG911 Administrator, the LCPA, other 911 Liaison and the Chair of the Expenditure Review Committee in managing the PSAP Expenditure Review Policy and Process to ensure that all funds are spent within the statutory guidelines and per policy.
- 3) Work in conjunction with the Kansas 911 Communication and Training Coordinator, NG911 Administrator, other 911 Liaison, and the Committee Chairs of the Council in providing training and training support to PSAPs on a wide variety of 911-related topics. To properly fulfill this function, the following will be expected:
 - a. Training support through the KSNG911 Learning Management System.
 - b. Timely response to questions relating to the Kansas 911 system.

- c. Attendance at national and state conferences and other training events, as authorized by the LCPA.
 - d. Providing training and awareness for PSAPs through various LCPA approved opportunities such as, but not limited to, Administration Day and APCO conferences.
 - e. Assist in the facilitation of Kansas NG911 training and awareness through the annual Administration Day.
- 4) Assist, as requested, the Kansas 911 Communication and Training Coordinator in operational support of Council website including maintenance, and content relevance.
 - 5) Attend and participate at Council meetings including Council committees, and events such as the annual strategic planning workshop.
 - 6) Support NG911 Administrator in legislative meetings such as hearings, if requested by the LCPA.
 - 7) Support NG911 pilot trials, pre-installation, and live cutover of NG911 services.
 - 8) Work with the NG911 Administrator, as requested, in the research and dissemination of information to the Council on existing and evolving public safety communication systems and standards relevant to NG911 services.
 - 9) Contractor shall exhibit professional behavior and foster positive team spirit with all stakeholders, included, but not limited, to PSAP, the LCPA, other contractors, vendors, providers, and partners.

REQUIRED QUALIFICATIONS

A successful bidder shall have the following qualifications:

- 1) Extensive knowledge of public safety communications and NG911 systems.
- 2) Knowledge of current 9-1-1 industry trends in technology architecture, microcomputers, networking and the Internet.
- 3) Knowledge of current emergency communication technology including E911, Legacy 911, NG911 routing and call flow, 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.
- 4) Working knowledge of FCC regulations.
- 5) Working knowledge of NG911 systems.
- 6) Experience and Knowledge of Kansas Criminal Justice Information System (KCJIS).
- 7) Knowledge and four (4) years or more experience in PSAP management and operations.
- 8) Demonstrated ability to analyze technology-related issues and development of solutions and recommendations.
- 9) Knowledge of GIS in the 9-1-1 environment.
- 10) Experience in advising and overseeing activities both in-person and remotely.
- 11) Experience in drafting technology-related plans, policies, standards, and guidelines.
- 12) Experience in public speaking.
- 13) Experience in working effectively with agency leadership, state and local managers and staff, policy boards, and other groups.
- 14) Able to travel frequently and with short notice. Travel includes overnight and daytrips in a vehicle provided by the LCPA.

- 15) Ability to work a minimum of 40 hours per week with the understanding that PSAPs operate on a 24/7 basis and calls may be received outside of normal business hours.

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 paid for or reimbursed with proper documentation and approval.

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

DOCUMENTS REQUIRED UPON AWARD

Upon award, the successful bidder is required to provide Mainstream Nonprofit Solutions, Inc. with the following:

- 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 will 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-CT, October 9, 2023, 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 proposal should be submitted electronically or physically to the RFP Contact. 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 of communication)

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

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) reference letters. At least one letter should come from a former employer.

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: