

Mainstream Nonprofit Solutions, Inc

REQUEST FOR PROPOSAL (RFP)
Kansas 911 Communication and Training Coordinator



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SOLUTIONS

Mainstream Nonprofit Solutions, Inc
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RFP ID: 01- Kansas 911 Communication and Training Coordinator
Date: September 14, 2020

REQUEST FOR PROPOSAL
Communication and Training Coordinator

RFP ID: 01-Communication and Training Coordinator

SUBMISSION DEADLINE: October 9, 2020, 5:00 PM-CT,

QUESTION SUBMISSION DEADLINE: September 21, 2020, 5:00 PM-CT

Questions may be submitted in written form no later than September 21, 2020 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 Communication and Training Coordinator. 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 "Communication and Training Coordinator" for the Kansas 911 Coordinating Council.

PROJECT MANAGER CONTACT INFORMATION

The following individual is the assigned contacts for the following:

For questions or information regarding this RFP, contact:

Name: Carol Dold Harris
Title: Vice President of Finance
Phone: (620) 208-1826
Email: cdoldharris@TeamMNS.org

INTRODUCTION

As the Local Collection Point Administrator (LCPA) for the Kansas 911 Coordinating Council (“Council”), Mainstream Nonprofit Solutions, Inc. is issuing this RFP for the procurement of an additional Kansas 911 Communication and Training Coordinator with proven experience in 9-1-1 and public safety communications. This prime contractor will be charged with providing timely and supportive communications, guidance and broad technical training to Kansas public safety answering points (PSAPs) and the various Kansas NG911 stakeholders on behalf of the Council.

STATEMENT OF WORK

As the Kansas 911 Communication and Training Coordinator, contractor shall work with the Kansas 911 Liaisons, NG911 Administrator and Council to develop and deliver training and guidance to PSAPs and to communicate PSAP training needs and requests to the NG911 Administrator, Kansas 911 Liaisons and the Council. In addition, the Kansas Communication and Training Coordinator shall be responsible for developing and providing stakeholders communications that include, but not limited, to public safety officials, legislators and PSAPs in order to create and foster a thorough awareness of Kansas NG911. The successful bidder will be given the latitude to determine objectives, goals and resources needed to complete all assignments in a way that is most economical and feasible for the Council. In addition, the successful bidder shall collaborate with the NG911 Administrator and the Council in the development and implementation of procedures and methods consistent with the Council’s policies, guidelines, and statutes. Specifically, the Kansas 911 Communication and Training Coordinator will be tasked with:

- 1) **Communication.** Local, state and national outreach. To properly fulfil this function, the following will be expected:
 - a. Create, maintain and execute the Kansas NG911 Communication Plan.
 - b. Develop and record public relation (PR) opportunities that foster and reinforce Kansas NG911 use and acceptance by all stakeholders (local state, national).
 - c. State and national outreach in the form of briefings, trainings, demonstrations, workshops, and public relations activities
 - d. Communication, visitation, meeting, and training to PSAPs within the State of Kansas.
 - e. Collaboration with Mid-America Regional Council (MARC), other states, and the like.
- 2) **Training.** Work in conjunction with the Kansas 911 Liaisons and the Council Committee Chairs in providing training and training support to PSAPs on a wide variety of 911-related topics. To properly fulfil this function, the following will be expected:
 - a. Collaborate with the Council Training Subcommittee to develop, maintain and execute the Kansas NG911 Training Plan.
 - b. Training development and support through the Kansas 911 Knowledge Center.
 - c. Timely response to questions relating the Kansas 911 system.
 - d. Implementation of 911 certification program(s).
 - e. Attendance at national and state conferences and other training events as authorized by the LCPA.

- f. Develop and provide in-person Kansas NG911 training and awareness for PSAPs and other stakeholders through various opportunities such as Administration Day, APCO conferences, and the like.
 - g. Facilitate training through the annual Administration Day.
- 3) **Expenditures Support.** Upon request, assist the Kansas 911 Liaisons and Expenditure Review Chair in managing the PSAP Expenditure Review Policy and Process to ensure that all funds are spent within the statutory guidelines and per policy.
 - 4) Provide operational support of Council website including relevant content, maintenance,
 - 5) Attend and participate at Council meetings including Council committees and events such as the annual strategic planning workshop.
 - 6) Attend and support NG911 Administrator in legislative meetings such as hearings, if required.
 - 7) Support NG911 pilot trials, pre-installation, and live cutover of NG911 services, as required.
 - 8) Research and disseminate information to the Council on existing and evolving public safety communication systems and standards relevant to the provision of NG911 services.

REQUIRED QUALIFICATIONS

A successful bidder shall have the following qualifications:

- 1) Experience in a wide variety of communication platforms. Included, but not limited to, website management, texting, and a wide array of Social Media Platforms.
- 2) Experience in providing trainings to individuals as well as large and small groups.
- 3) Extensive knowledge of public safety communications and NG911 systems.
- 4) Knowledge of current 9-1-1 industry trends in technology architecture, microcomputers, networking and the Internet.
- 5) 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.
- 6) Working knowledge of FCC regulations.
- 7) Working knowledge of NG911 systems.
- 8) Knowledge and four (4) years or more experience in PSAP management and operations.
- 9) Demonstrated ability to analyze technology-related issues and development of solutions and recommendations.
- 10) Experience in project management, including the planning, development, implementation, and evaluation of projects.
- 11) Knowledge of GIS in the 9-1-1 environment.
- 12) Experience in advising and overseeing activities both in-person and remotely.
- 13) Experience in providing training both in-person and remotely.
- 14) Experience in drafting technology-related plans, policies, standards, and guidelines.
- 15) Experience in public speaking.
- 16) Experience in working effectively with agency leadership, state and local managers and staff, policy boards, and other non-governmental groups.
- 17) Able to travel frequently and with short notice. Travel includes overnight and daytrips in a vehicle provided by the LCPA.

- 18) 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 reimbursed with proper documentation and Council 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 or arrest and no misdemeanor crimes involving moral turpitude. This must be updated on an annual basis.
- 2) Proof of insurance in the form of affidavit of General Liability, Workers Compensation, and Professional Liability (errors and omissions).
- 3) Statement of Compliance with the Immigration and Reform Control Act of 1986 (IRCA).
- 4) Proof of completion of the Kansas Human Rights Commission's On-Line Harassment Prevention Training.
- 5) Kansas tax clearance certificate (current).
- 6) 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-CT, October 9, 2020, 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 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.

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: