Missouri 911 Service Board
Request for Information
for
Training Systems and Services

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1. INTRODUCTION AND PURPOSE

1.1. Introduction

The Missouri 911 Service Board was established in statute by the Missouri General Assembly to assist and advise the state in ensuring the availability, implementation and enhancement of a statewide emergency telephone number. The Missouri 911 Service Board represents all Missouri 911 entities and jurisdictions, and strives toward the immediate access to emergency services for all citizens in the state of Missouri.

Missouri's training program and standards are set forth in § 650.340, RSMo Supp. 2020 and in associated regulations found in 11 CSR 30-4 (and in the process of being moved to 11 CSR 90-4.

The Board has established a Training Committee that is charged with advising the Board on applications for training courses, training entities and certification recommendations for public safety telecommunicators throughout Missouri.

Missouri is a home rule state, and decisions related to 911 and public safety communications have historically been made at the local level. Each county has their own PSAP or PSAPs and control staffing, financing, and capabilities of their 911 training programs.

The Board is interested in operating a Training and Certification Systems on a "state guided, local control" basis. The Board's ideal system would be capable of leveraging training courses provided at local Public Safety Answering Points (PSAPs) and jurisdictions, and offering them statewide for the benefit of all 911 professionals in Missouri. The system would enable local PSAPs and jurisdictions to partner with national and regional vendors to conduct training courses for Missouri telecommunicators, accept course enrollments, and track course attendance and certifications for local PSAPs and jurisdictions.

Funding has been allocated through both Board pre-paid wireless funds, as well as Federal NG911 Grants. There is no statutory requirement that any PSAP join any Training and Certification System operated by the Board and no funding has been allocated at this time for local equipment necessary to join such a system.

1.2. Purpose of the Request for Information (RFI)

The Board is currently considering procurement of a statewide Training and Certification System for Public Safety Answering Points (PSAPs) in Missouri to replace the Homeland Security Information Network. This Request for Information (RFI) is issued for the purpose of informing the Board and/or supporting development of a procurement approach for consideration by the Board. The Board is seeking information regarding available Training and Certification Systems that are configurable, meets applicable industry standards, and would provide a comprehensive, user friendly, and secure environment to allow course developers and instructors to submit classes and content to the Board for approval, offer training courses to local PSAPs free of charge, allow PSAPs to manage and track staff certifications and continuing education credits (CEUs), update current courses and policies or design new ones, and offer course enrollment.

The Board anticipates that Training and Certification Systems that provide these items will be a valuable tool for managing course approval requests, providing training, and tracking certifications and CEUs. The Board desires that any recommended Training and Certification System be capable of providing the basic functions outlined in this RFI and possess the highest degrees of resiliency, service availability and system availability. The Board is interested in the cost of proposed Training and Certification Systems.

THIS IS A REQUEST FOR INFORMATION ONLY This RFI is issued solely for information and planning purposes and does not constitute a Request for Proposal (RFP) or a promise to issue a RFP in the future. This RFI does not commit the Board to contract for any services or supplies whatsoever. Any pricing information that is submitted will be used for budgetary planning purposes only. Responders are advised that the Board will not pay for any information or administrative costs incurred in responding to this RFI. All costs associated with responding to this RFI will be solely at the responders' expense. A failure to response to this RFI does not preclude participation in any future RFP, if one is issued.

1.3. Public Information

All submitted responses to this RFI will be subject to Missouri's Sunshine Law and will be shared upon request. More information regarding the Missouri Sunshine Law can be found at: http://ago.mo.gov/sunshinelaw.

1.4. Disclaimers and Disclosure of Proposal Content and Proprietary Information

All information received from respondents becomes the property of the Board. As such, RFI responses can be published in the public domain. The Board does not guarantee protection of any information from public disclosure.

2. PREPARING AND SUBMITTING A RESPONSE

2.1. Response Submission Date, Time, and Format

Responses should be provided in a portable format (Microsoft Word or PDF), formatted using Times New Roman size 11 font, one inch margins, and consecutively numbered pages using a consistent numbering format.

2.2. Response Organization and Format

Responses should be complete when submitted and should clearly describe the respondents' ability to address the Board's vision of operating a Training and Certification System specified in this RFI. Respondents are encouraged to consider the dynamics of individual counties and cities in their response.

Responses shall be organized and presented in the following order:

Section 1 - Table of Contents: Provide a table of contents listing each section of the response, including the attachments, if any, specified in this RFI and any additional materials submitted.

Section 2 - Executive Summary: Provide a narrative summary of the response being submitted. This summary should identify all product(s) and/or service(s) being discussed in the response.

Section 3 – Requested Information: Provide a point-by-point response to each item in Section 3.

Section 4 - Deployment Model: Provide any sample desired.

Section 5 – Optional Information: Provide any optional information desired.

Section 6 - Pricing Information: Provide price information as requested.

Responses should not exceed 25 pages.

3. REQUESTED INFORMATION

As mentioned previously, the intent of this RFI is to obtain information regarding available Training and Certification Systems, including all capabilities, aspects of database, course storage, sharing ability, and any other services required to meet the creation, provisioning, and delivery of current and anticipated training courses and formats, as well as associated pricing or pricing models. While this RFI focuses on a single solution, the Board remains open to alternative ideas and considerations and responders are encouraged to provide information about alternative methodologies or options for accomplishing the same objective.

Please respond to each of the categories below as directed. Respondents are encouraged to comment on, validate or redirect any of the Board's assumptions or conclusions based on knowledge and expertise of the type of system sought by the Board for use in Missouri's environment.

If a respondent is not a full-service supplier, please also specify which system components would be supplied by a third party and whether a relationship with the third party currently exists.

3.1. Organization Information

Provide information about your organization, background, history, or any other information that might be relevant including:

- Introduce your organization (e.g. a general description of the primary business of the organization and its client base and areas of specialization, name of parent company, history, size, staff technical expertise, market territory, etc.).

- Experience training 911 telecommunicators and professionals, including information on any current training systems or platforms in operation (e.g. scope, number of PSAPs, features/applications in place) and any participation in 911 Training standards groups.

- Describe your product and service strategies. Include information regarding any strategic partnerships or alliances with providers.

- Provide contact names and information for persons the Board may contact with questions concerning your response.

3.2. Training System Operational Requirements

3.2.1   Virtual Courses

Training system with the ability to create or upload virtual training courses and testing that can made available to anyone in Missouri with a login with certifications to be available automatically upon successful completion of course and the capacity to accept enrollments and track attendance.

3.2.2   Preloaded Classes from Supplier or Other Source

Training system with preloaded courses that are available for anyone in Missouri with a login with certifications to be available automatically upon successful completion of course and the capacity to accept enrollments and track attendance.

3.2.3   Training Course Submission and Approval Process

Training system that allows for the upload of a proposed training course for a certification review by the Board (with access restrict to only the author and the Board's training committee), the issuance of approval or denial of certification, notification of the Board's decision in some manner, and making the course available for authorized persons in Missouri or removing it if certification is denied.

3.2.4   Training Records Storage

Training system that allows training coordinators for individual jurisdictions and PSAPs to log in and search for course and certification records for their personnel.

3.2.4.1   Assignment of Training Courses

Training system that allows training coordinators for individual jurisdictions and PSAPs to log in and assign course for their personnel to take, ideally by generating a standard calendar invite that is sent to the personnel being assigned the training based on the stored personnel information that includes an email address. Provide a listing of all available calendar software that your system or platform is currently interfacing with, e.g. Google, Outlook, etc.

3.2.5   Summary Viewing and Reporting

Training system that provides a method to report at local, regional and state levels the number of personnel assigned to a particular jurisdiction or PSAP, and the function and certifications, CEUs or lack thereof of each.

Local level reporting allows for the inclusion of personnel names and other information that may be designated as private. Regional and state level reporting contains a summary of totals of personnel by agency, region or state as a whole in definable categories and filters without providing names or personnel specific private information.

3.2.6   Policies and Procedures

Training system or portal may also house policy/procedures or various documents that could be shared amongst Missouri personnel with the same login.

3.2.7   Training and Support

3.2.7.1   User Training

Describe your approach and methodology in training all levels of users to utilize your training system, including training course creation, uploading and testing tools.

Discuss options for both on-premise and off-premise training. Address training to public safety communications professionals, administrative and technical staff (data and software support).

3.2.7.2   Technical Support

Describe your phone support system to address system outages, software bugs, and reporting issues related to problems that need to be fixed. Describe your "reach back" technical support capabilities.

3.2.7.3   Software Support

Describe your software upgrade cycles and road maps. Also, describe generally how you roll out updates and describe how you mitigate potential problems with upgrades. It is important that documentation is provided about your system to enable the Board to better understand how your system works. Examples of the documentation may be included are technical diagrams, technical setup information, and security posture best practices. Also, describe the delivery of your documentation and how often it is updated.

3.2.8   Security and Threat Prevention Capabilities

Compliance with the National Institute of Standards and Technology (NIST) Pub 800-39 and 800-60 as the Risk Management Framework with regards to cybersecurity is required.

Describe your security procedures and policies for deploying and updating virus prevention, patch management, antivirus, worm, spyware, malware, other malicious software, and any additional PSAP or system threats.

3.3. Ongoing Support

Provide an overview of your maintenance and services that will support the Board's needs. In addition, the Board requires that certain system performance data and reports be made available to the Board. Suppliers should provide an overview of the available performance data and reports.

3.4. Legal Requirements

Respondents are encouraged to identify any issues specific to this requested Training system that have legal implications and to describe what remedies are suggested. Be as specific as possible to allow future consideration of these issues should a formal procurement be issued. If no specific legal requirements or implications have been identified, indicate such.

4.   DEPLOYMENT MODEL

Respondents that wish to provide samples of project management and deployments are encouraged to do so. An estimate regarding the amount of time required for a full deployment is appreciated as are any observations regarding impediments to a smooth implementation. Additionally, what information would you find useful to prepare a deployment schedule that has a high degree of certainty?

5.   OPTIONAL INFORMATION

Respondents are offered the opportunity to make any observations or offer other solutions not otherwise contained within the RFI. Suggestions related to the development and content of, as well as the timing of an RFP are particularly welcome.

6. PRICING

Responses to this section should be done in a clear and concise format indicating individual components price as well as overall total pricing as applicable.

It is understood that exact pricing for a Training system in Missouri is not possible based on the information provided herein; however, it is important for the Board to gain some knowledge of costs as well as current industry capabilities to begin additional funding initiatives necessary to support a potential future RFP of this size and scale. Respondents are asked to provide a range of costs for the recommended solution along with any additional information that will be helpful in this area including cost methodology, preferred cost model, and assumptions utilized to shape pricing.

Based upon the recommended configuration(s), indicate pricing in both non-recurring and recurring (including maintenance) format. Pricing for the Training system or platform, ongoing maintenance as well as, any potential costs to local PSAPs, should be documented separately where possible.

If you offer any options such as extended financing, lease or lease/option, indicate these options in this section. In addition, state funding has not yet been allocated at this time to assist in funding local equipment that may be necessary for individual PSAPs to fully utilize any Training system. Therefore, the Board is interested in any financing options for such a system within the PSAP that might encourage adoption of the statewide system or platform.

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