

Missouri 911 Service Board

LMS RFP Q&A as of 9/24/2021

1. Regarding Section 3.5: Can you clarify whether MBE/WBE participation is mandatory or whether it is just scored as additional points in the evaluation? **MBE/WBE is not mandatory it is only scored as additional points in the evaluation.**

2. Regarding Section 8, Cost Proposal, which states: Proposers shall use the estimated timelines in the Section 1.4 (Project Plan and Deliverables) to determine a time and materials hourly rate for the engagement. Can you elaborate on how this pricing should be presented? **If it would be easier and preferable to break down the costs by the headings of the 47 items that would work as well. The main goal is for the Review committee and Board to see where the significant costs may be located in the system.**

3. Regarding Section 6.1.1, which states: Work for this project must be completed by December 31, 2021. Deployment timelines for the system are contingent upon the date of award, client resources assigned to the project, and project scope. As the RFP contemplates that negotiations could take up to 60 days after the notice of award, it is conceivable that a signed contract and full implementation could both be delayed until after that date. Can you clarify whether the Contractor can propose a timeline in Section 6.1.1 that doesn't achieve full implementation by December 31, 2021? **Yes, you can propose a deadline that doesn't have full implementation by December 31, 2021. Part of the funding for this project may come from a Federal grant that has strict deadlines. The selected vendor should be aware of these limitations and aid the Board as best as possible to meet any deadlines that may impact funding and costs.**

4. Regarding Section 1.12, which seems to contemplate a contract term of indeterminate length. Please indicate whether this section can be rewritten as "The Term of this contract is one year from the Effective Date, unless otherwise extended upon mutual agreement of the parties." **Because this is more of a contract adjustment question it has been directed to Board attorneys for the best answer. Once we have the information we will share it with you.**

5. Regarding Section 4.1, which requests examples of "LMS projects specifically related to 911 call processing in a NG911 environment, such as regulatory and funding assessment, 911 technology assessments, strategic plan development, and NG911 system design and development." Would the board confirm whether LMS projects related to other large-scale public safety and emergency services, which might include training for dispatchers and/or telecommunicators but are not limited to NG911, may be considered in satisfying the experience qualifications? **Yes training experience outside of NG911 but specifically for dispatchers and/or telecommunications may be considered.**

6. Regarding Section 10.4, which suggests that payment for all services shall be provided in arrears. Can you clarify whether, in accordance with standard industry practice, software licensing may be paid upon the provisioning and delivery thereof? **Because this is more of a contract adjustment question it has been directed to Board attorneys for the best answer. Once we have the information we will share it with you.**

7. Pursuant to Section 3.13 of the solicitation, we have relied on the statement that negotiations will take place after award. Accordingly, please acknowledge that this quote should not be construed as a binding commitment on our behalf. If we are the highest scoring proposal, we expressly reserve the right to negotiate any and all terms, in accordance with the proposal. [Because this is more of a contract question it has been directed to Board attorneys for the best answer. Once we have the information we will share it with you.](#)

I am inquiring about part of the Proposal Organization, Response to Overall Cost Section. Specifically, I am requesting clarification regarding provide an overall cost section for the entire proposal and a breakdown for each task outlined in Section 1.4, page 7. What is the preferred action, should we provide a breakdown of the cost based on the Overview of the desired items for a LMS and/or features of a desired software and include answers to the following 47 questions, or alternatively, provide a cost breakdown of the 47 questions we are asked to describe? [If it would be easier and preferable to break down the costs my the headings of the 47 items that would work as well. The main goal is for the Review committee and Board to see where the significant costs may be located in the system.](#)

I'm seeing that while we don't work directly with any 911 dispatches, we do work with the Fire Department of New York and Los Angeles Police Department. Would those fulfill the first requirement that you have listed in your RFP? [While 911 experience is preferred if you could articulate how your current clientele and experience make your product a good option for the 911 Service Board and the needs of Missouri PSAPs it can still be considered.](#)