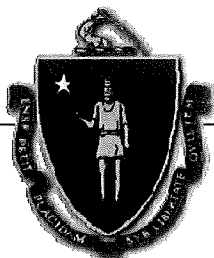


# ATTACHMENT

## D.T.C. 2-1B



THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY  
**STATE 911 DEPARTMENT**

1380 Bay Street, Taunton, MA 02780



## Next Generation 911 Consultant

Request for Response

**STATE 911 10-002**

Issued: September 25, 2009

**POINT OF CONTACT:**

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## SECTION 1- DEFINITIONS

The following words and phrases used in this RFR shall have the following meaning, unless the context requires otherwise.

Affiliate: Any person or entity who directly or indirectly owns or controls, or is owned or controlled by, or is under common ownership or control with the awardee under this RFR.

Commission: the State 911 Commission.

Commonwealth: the Commonwealth of Massachusetts.

Director: the Executive Director of the State 911 Department.

EOPSS: the Executive Office of Public Safety and Security of the Commonwealth of Massachusetts.

IP-enabled Service: a service, device or application which makes use of Internet Protocol, or IP, and is capable of entering the digits 911, or by other means as approved by the department, for the purposes of interconnecting users to the enhanced 911 system including, but not limited to, voice over IP and other services, devices, or applications provided through or using wireline, cable, wireless, or satellite facilities or any other facility that may be provided in the future.

NENA: National Emergency Number Association.

Next Generation 911: an enhanced 911 system that incorporates the handling of all 911 calls and messages, including those using IP-enabled services or other advanced communications technologies in the infrastructure of the 911 system itself.

Next Generation 911 RFR: an RFR used to communicate procurement specifications and to request responses from interested bidders to provide Next Generation 911 services to the Commonwealth of Massachusetts.

Next Generation 911 RFI: an RFI used to gather information to assist in the development of a plan to procure Next Generation 911 services in Massachusetts.

Next Generation 911 Procurement Management Team or PMT: the group of persons assigned responsibility for procuring Next Generation 911 services on behalf of the Commonwealth of Massachusetts.

Public Safety Answering Point or PSAP: a facility assigned the responsibility of receiving 911 calls and, as appropriate, directly dispatching emergency response services or transferring or relaying emergency 911 calls to other public or private safety agencies or other PSAPs.

Request for Information or RFI: a mechanism used to gather information to assist in the development of a potential procurement by inviting potential bidders or other interested parties to provide technical and business advice concerning industry standards, practice, general cost or price structures or other information that is relevant to the commodities or services that are sought for procurement.

Request for Response or RFR: the mechanism used to communicate procurement specifications and to request responses from interested bidders.

State 911 Department: the State 911 Department within the Executive Office of Public Safety and Security of the Commonwealth of Massachusetts.

SCIO: the EOPSS Secretariat Chief Information Officer.

## **SECTION 2- DESCRIPTION OR PURPOSE OF THIS PROCUREMENT**

The State 911 Department is responsible for coordinating, administering, and implementing enhanced 911 services throughout Massachusetts to ensure a consistent statewide approach for enhanced 911 services. The State 911 Department is responsible for the planning, coordination, implementation, and administration of a Next Generation 911 emergency communications system. The State 911 Department seeks to contract with a qualified contractor to provide consulting services to assist the State 911 Department in planning for, coordinating, and implementing a Next Generation 911 emergency communications system in Massachusetts.

## **SECTION 3- ACQUISITION METHOD TO BE USED FOR THIS CONTRACT**

The acquisition method will be Fee for Service.

The qualified bidder will be engaged on an as needed basis as directed by the State 911 Department. The qualified bidder may be required to submit, for the State 911 Department's approval, budgets, quotes or work plans for project specific scopes of work as defined by the State 911 Department. Such budgets, quotes, or work plans must detail the number of hours needed to complete identified tasks and any other cost associated with completion of the project as defined.

The awardee of this bid and any affiliate of the awardee of this bid will be barred from and will be ineligible to provide Next Generation 911 services, other than the services provided by the awardee under this RFR, on behalf of the Commonwealth of Massachusetts.

## **SECTION 4- REQUEST FOR SINGLE OR MULTIPLE CONTRACTORS**

The State 911 Department plans to award a single contract to a single contractor.

## **SECTION 5- USE OF THIS PROCURMENT BY MULTIPLE DEPARTMENTS**

This will be a Single Department Procurement. The contract will be available for use by the State 911 Department only.

#### **SECTION 6- ANTICIPATED DURATION OF CONTRACT, INCLUDING RENEWAL OPTIONS**

The anticipated duration of the contract is one (1) year. The initial contract period will run from November 1, 2009 through October 31, 2010. The State 911 Department reserves the right to execute two (2) options to renew for a period of twelve (12) months each. Contract renewal is contingent upon the procurement needs of the State 911 Department and a positive performance evaluation.

The Initial Contract Period and all options to renew shall end no later than October 31, 2012. Therefore, the total anticipated maximum contract duration, including the renewal options, is thirty-six months, from November 1, 2009 through October 31, 2012.

#### **SECTION 7- ANTICIPATED EXPENDITURES AND COMPENSATION STRUCTURES**

This contract will be an hourly rate contract.

All rates shall become fixed for the initial term of the contract. The qualified bidder may renegotiate the rates at the time of renewal; however, all requests shall be supported by detailed documentation to the satisfaction of the State 911 Department.

This contract may be funded in part with federal funds.

#### **SECTION 8- PERFORMANCE AND CONTRACT SPECIFICATIONS**

##### **8.1- Scope of Services**

The State 911 Department seeks consultant services from a qualified bidder with exposure, knowledge, and expertise in Next Generation 911 principles, practices, and standards to supplement the Commission's and the State 911 Department's expertise. The qualified bidder will be assigned projects, under the direction of the Director or his designee(s), to assist the State 911 Department in the planning, acquisition, and implementation of Next Generation 911 services. The consulting services may include, without limitation, the following services:

##### **Analysis, Planning and Project Management Support Services**

- Network, system, and data analysis and assessment of current Massachusetts technologies; identification, analysis, and recommendation of alternative technologies and services, particularly network technologies and services as related to Next Generation 911 applications and emerging network trends, and estimation of costs thereof;

development of requirements and specifications; development of a project plan; analysis of impact of proposed technologies on the current Massachusetts Enhanced 911 system; analysis of industry standards, rules, policies, and procedures;

- Coordination with the Commission, State 911 Department staff and Office of the SCIO-EOPSS; coordination with stakeholders, including without limitation, government agencies, municipalities, and PSAPs;
- Preparation of documents, reports and presentations; attendance and participation at meetings of the Commission, the State 911 Department, the Next Generation 911 Procurement Management Team, EOPSS, and other meetings and site visits as required.

### **Procurement Support Services**

- Assist in the development and drafting of a Next Generation 911 RFI and/or a Next Generation 911 RFR and associated documents, and any amendments thereto, in conformance with all Massachusetts procurement standards, requirements, policies, and procedures;
- Provide subject matter technical expertise in the analysis and evaluation of bidder(s) responses to the Next Generation 911 RFI and/or the Next Generation RFR, including the drafting and development of evaluation criteria.

### **Transition and Implementation Support Services**

- Development of transition and implementation plans, processes, and recommendations and deployment approaches and estimation of costs thereof;
- Development of proof of concept and testing requirements;
- Development of educational, training, and awareness materials.

The contractor may be requested to provide additional Next Generation 911 consulting services as may be assigned by the Director and/or his designee(s).

## **SECTION 9- BIDDER QUALIFICATIONS**

The qualified bidder must clearly display an extensive knowledge of and experience with Next Generation 911 principles, practices, and standards. The qualified bidder must have extensive knowledge of and active involvement with public safety principles and practices. The qualified bidder must have knowledge of and experience with regionalized and consolidated PSAPs, emergency communications systems and practices, IP-based network architecture, principles, engineering services, and network security, and other technical expertise necessary to assist in evaluating emerging technologies and the implementation of such emerging technologies related to a large scale Next Generation 911 project. The qualified bidder must have knowledge of and active involvement with Next Generation 911 industry standards of standards development organizations and professional organizations, including without limitation, participation in

NENA Next Generation 911 committees. The qualified bidder must have demonstrated awareness of and experience with integration of access to Next Generation 911 services for persons with disabilities. The qualified bidder should have experience with Next Generation 911 consulting services.

Bidder responses must provide the following:

- A detailed summary of qualifications and skills of the bidder and all individuals identified by the bidder who will perform services as set forth in this RFR, including the specific knowledge and experience of each individual in the area of public safety communications;
- A detailed description of the bidder's experience relevant to the RFR performance requirements set forth in Section 8 of this RFR;
- Three references, including all contact information (reference name, mailing address, phone number, and email) from three customers for whom the bidder has performed services (bidders shall not include any references from the State 911 Department or any members of the Commission);
- The number of years the bidder has provided similar service as set forth in this RFR;
- An organizational chart listing each individual who will be assigned to perform services as set forth in this RFR, and a description or listing of the planned role and work for each individual;
- Any other information the bidder considers relevant and supports stated experience and expertise.

## **SECTION 10- CONTRACTOR PERFORMANCE REQUIREMENTS AND MEASURES**

The consultant's performance in all components of the scope of services will be monitored by the State 911 Department. Performance will be monitored through monthly progress reports. All deficiencies will be identified in writing by the State 911 Department. The consultant shall correct any and all deficiencies identified by the State 911 Department to the full satisfaction of the State 911 Department within two (2) business days, unless advance written authorization of an alternate deadline for response is granted by the State 911 Department.

## **SECTION 11- INVOICING AND PAYMENT**

The qualified contractor shall submit a detailed invoice within thirty (30) days of completion of requested services. Invoices shall, at a minimum, clearly detail project information, number of hours worked, hourly rate, itemization of any other costs with supporting documentation and invoice total.

The State 911 Department reserves the right to request modifications to the invoice to ensure that the invoice is clear and concise as to the services for which it is being billed.

All invoices and payments will be reviewed and processed in compliance with the Commonwealth's standard terms and conditions and bill paying policy as issued by the Massachusetts Office of the State Comptroller.

## **SECTION 12- INSTRUCTIONS FOR SUBMISSION OF RESPONSES**

### **Submission of Responses**

Bidders shall submit one (1) clearly marked Original Response, fifteen (15) complete paper copies of the Original Response, and one (1) electronic copy of the Original Response in PDF format by Friday, October 16, 2009, 12:00 p.m., Eastern Daylight Time (EDT).

Please note that electronic copies are in addition to, and do not substitute for, the hard copies of the Original Response. All signatures on the Original Response shall be the signature of the Authorized Signatory listed on the Contractor Authorized Signature Verification Form. All dates on forms shall be hand-dated. The Original Response shall be double-sided, printed on recycled paper with a minimum post-consumer content of 30% or paper made with tree-free fibers (i.e. paper made from raw materials other than trees, such as kenaf). All responses shall clearly indicate the level of recycled content contained in the paper being used. The use of the following non-recyclable and/or non-reusable materials is strongly discouraged for any **copies** of the Original Response: plastic report covers, plastic dividers, vinyl sleeves, and spiral binding. Please only use three-ringed binders, glued materials, paper clips or staples to secure documents. Bidders shall submit materials in a format that allows for easy removal and recycling of materials. Bidders are also encouraged to use other products that contain recycled content in their response documents. Such products include but are not limited to folders, CDs, envelopes, boxes, etc. Where appropriate, respondents should note which of these products are made with recycled materials. Bidders should not submit any unnecessary samples, corporate brochures, attachments, or documents.

A sealed hard copy of the complete response package is required. Delivery may be made by U.S. Postal Service, courier, or other personal delivery. The outside label should reference this RFR File Name and Number, RFR State 911 10-002, Next Generation 911 Consultant.

**Karen Robitaille  
State 911 Department  
1380 Bay Street, Building C  
Taunton, MA 02780**

## **SECTION 13- RESPONSE EVALUATION CRITERIA**

Responses will be evaluated in accordance with the following criteria. The criteria are not listed in order of importance.

- Affirmative Market Program Plan
- Bidder's ability to meet the required specifications
- Demonstration of knowledge, experience and expertise
- Pricing
- Quality and Completeness of bidder's overall proposal

All responses must be received on or before the submission deadline as defined in this RFR. Late responses will be automatically rejected and will be given no consideration.

One contractor will be selected based upon the fulfillment of the RFR's qualifications, completion of all the required RFR specifications and attachments listed in this RFR.

The State 911 Department reserves the right to interview any and all bidder(s) to further evaluate capabilities, knowledge, experience and expertise. Respondent(s) will be contacted to schedule a mutually agreed upon date and time should the State 911 Department exercise this option. All interviews will be held at the State 911 Department's location in Taunton, MA.

**SECTION 14- DEADLINE FOR RESPONSES AND PROCUREMENT CALENDAR**

The critical procurement dates are set forth on the Procurement Calendar below. The State 911 Department reserves the right to modify these dates as needed.

**PROCUREMENT CALENDAR**

<b>Procurement Schedule</b>	<b>Day/Date</b>	<b>Time</b>
Release of RFR	Friday, September 25, 2009	
Submission of Written Questions	Monday, September 28, 2009 Through Friday, October 2, 2009	
Posting of Answers to Written Questions	Friday, October 9, 2009	5:00 P.M. EDT
<b>RFR Response Deadline</b>	Friday, October 16, 2009	12:00 P.M. EDT
Evaluation Period	Monday, October 19, 2009 Through Thursday, October 29, 2009	9:00 A.M. EDT Through 5:00 P.M. EDT
Notification of Contract Award	Friday, October 30, 2009	
Start Date of Contract	Sunday, November 1, 2009	12:00 A.M. EDT

Only questions that are written and submitted via e-mail to Karen.Robitaille@state.ma.us will be accepted and such questions shall include "RFR STATE 911 10-002 Question" in the subject line. No questions will be accepted after 5:00 PM EDT on Friday, October 2, 2009.

**The completed package of Original Response and copies must be received at the State 911 Department no later than Friday, October 16, 2009, 12:00 p.m. Eastern Daylight Time (EDT).**

### SECTION 15- RFR REQUIRED DOCUMENTS

In order for a response to be considered complete, the following required information and forms shall be completed and submitted:

- Response addressing all of the specifications as detailed in this RFR
- Completed Pricing Worksheet
- Commonwealth Terms and Conditions\*
- Standard Contract Form \*
- Contractor Authorized Signatory Listing Form\*
- Consultant Contract Mandatory Submission Form\*
- W-9 Request for Taxpayer Identification Number and Certification\*
- Prompt Payment Discount Form\*
- Electronic Funds Transfer Form\*
- Executive Order No. 504 Vendor Certification Form\*
- Business Reference Form\*
- Affirmative Market Program Plan Form\*

**Note: Bidders are advised that submission of an AMP Plan is mandatory for all large procurements over \$50,000. The Department is requiring that AMP Plans target sub-contracting, growth and development and/or ancillary opportunities.**

\*All forms can be found on the Forms and Terms tab of the RFR as posted on [www.Comm-Pass.com](http://www.Comm-Pass.com).

**ATTACHMENT A**  
**RFR - REQUIRED SPECIFICATIONS**

**Issue Date:** November 1, 2005  
**Refresh Date:** August 13, 2007

In general, most of the required contractual stipulations are referenced in the *Standard Contract Form and Instructions* and the *Commonwealth Terms and Conditions* (either version). However, the following RFR provisions must appear in all Commonwealth competitive procurements conducted under 801 CMR 21.00:

The terms of 801 CMR 21.00: *Procurement of Commodities and Services* (and 808 CMR 1.00: *Compliance, Reporting and Auditing for Human and Social Services*, if applicable) are incorporated by reference into this RFR. Words used in this RFR shall have the meanings defined in 801 CMR 21.00 (and 808 CMR 1.00, if applicable). Additional definitions may also be identified in this RFR. Unless otherwise specified in this RFR, all communications, responses, and documentation must be in English, all measurements must be provided in feet, inches, and pounds and all cost proposals or figures in U.S. currency. All responses must be submitted in accordance with the specific terms of this RFR.

Affirmative Market Program (AMP). Massachusetts Executive Order 390 established a policy to promote the award of state contracts in a manner that develops and strengthens Minority and Women Business Enterprises (M/WBEs) that resulted in the Affirmative Market Program in Public Contracting. M/WBEs are strongly encouraged to submit responses to this RFR, either as prime vendors, joint venture partners or other type of business partnerships. All bidders must follow the requirements set forth in the AMP section of the RFR, which will detail the specific requirements relating to the prime vendor's inclusion of M/WBEs. Bidders are required to develop creative initiatives to help foster new business relationships with M/WBEs within the primary industries affected by this RFR. In order to satisfy the compliance of this section and encourage bidder's participation of AMP objectives, the Affirmative Market Program (AMP) Plan for large procurements greater than \$50,000 will be evaluated at 10% or more of the total evaluation. Once an AMP Plan is submitted, negotiated and approved, the agency will then monitor the contractor's performance, and use actual expenditures with SOMWBA certified contractors to fulfill their own AMP expenditure benchmarks. M/WBE participation must be incorporated into and monitored for all types of procurements regardless of size, however, submission of an AMP Plan is mandated only for large procurements over \$50,000.

This RFR will contain some or all of the following components as part of the Affirmative Market Program Plan submitted by bidders:

- Sub-contracting with certified M/WBE firms as defined within the scope of the RFR,
- Growth and Development activities to increase M/WBE capacity,
- Ancillary use of certified M/WBE firms,
- Past Performance or information of past expenditures with certified M/WBEs and

- Additional incentives for bidders to commit to at least one certified MBE and WBE in the submission of AMP plans.

A Minority Business Enterprise (MBE), Woman Business Enterprise (WBE), M/Non-Profit, or W/Non-Profit, is defined as such by the State Office of Minority and Women Business Assistance (SOMWBA). All certified businesses that are included in the bidder's AMP proposal are required to submit an up to date copy of their SOMWBA certification letter. The purpose for this certification is to participate in the Commonwealth's Affirmative Market Program for public contracting. Minority- and Women-Owned firms that are not currently certified but would like to be considered as an M/WBE for the purpose of this RFR should submit their application at least two weeks prior to the RFR closing date and submit proof of documentation of application for consideration with their bid proposal. For further information on SOMWBA certification, contact their office at 1-617-973-8692 or via the Internet at [mass.gov/somwba](http://mass.gov/somwba).

Affirmative Market Program Subcontracting Policies. Prior approval of the agency is required for any subcontracted service of the contract. Agencies may define required deliverables including, but not limited to, documentation necessary to verify subcontractor commitments and expenditures with Minority- or Women-Owned Business Enterprises (M/WBEs) for the purpose of monitoring and enforcing compliance of subcontracting commitments made in a bidder's Affirmative Market Program (AMP) Plan. Contractors are responsible for the satisfactory performance and adequate oversight of its subcontractors.

Agricultural Products Preference (only applicable if this is a procurement for Agricultural Products) - Chapter 123 of the Acts of 2006 directs the State Purchasing Agent to grant a preference to products of agriculture grown or produced using locally grown products. Such locally grown or produced products shall be purchased unless the price of the goods exceeds the price of products of agriculture from outside the Commonwealth by more than 10%. For purposes of this preference, products of agriculture are defined to include any agricultural, aquacultural, floricultural or horticultural commodities, the growing and harvesting of forest products, the raising of livestock, including horses, raising of domesticated animals, bees, fur-bearing animals and any forestry or lumbering operations.

Best Value Selection and Negotiation. The Procurement Management Team (PMT) may select the response(s) which demonstrates the best value overall, including proposed alternatives that will achieve the procurement goals of the department. The PMT and a selected bidder, or a contractor, may negotiate a change in any element of contract performance or cost identified in the original RFR or the selected bidder's or contractor's response which results in lower costs or a more cost effective or better value than was presented in the selected bidder's or contractor's original response.

Bidder Communication. Bidders are prohibited from communicating directly with any employee of the procuring department or any member of the PMT regarding this RFR except as specified in this RFR, and no other individual Commonwealth employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFR. Bidders may contact the contact person for this RFR in the event this RFR is incomplete or the bidder is having trouble obtaining any required attachments electronically through Comm-PASS.

Comm-PASS. Comm-PASS is the official system of record for all procurement information which is publicly accessible at no charge at [www.comm-pass.com](http://www.comm-pass.com). Information contained in this document and in each tab of the Solicitation, including file attachments, and information contained in the related Bidders' Forum(s), are all components of the Solicitation.

Bidders are solely responsible for obtaining all information distributed for this Solicitation via Comm-PASS, by using the free Browse and Search tools offered on each record-related tab on the main navigation bar (Solicitations and Forums). Forums support Bidder submission of written questions associated with a Solicitation and publication of official answers. All records on Comm-PASS are comprised of multiple tabs, or pages. For example, Solicitation records contain Summary, Rules, Issuer(s), Intent or Forms & Terms and Specifications, and Other Information tabs. Each tab contains data and/or file attachments provided by the Procurement Management Team. All are incorporated into the Solicitation.

It is each Bidder's responsibility to check Comm-PASS for:

- Any addenda or modifications to this Solicitation, by monitoring the "Last Change" field on the Solicitation's Summary tab, and
- Any Bidders' Forum records related to this Solicitation (see Locating a Online Bidders' Forum for information on locating these records).

The Commonwealth accepts no responsibility and will provide no accommodation to Bidders who submit a Response based on an out-of-date Solicitation or on information received from a source other than Comm-PASS.

Comm-PASS SmartBid Subscription. Bidders may elect to obtain an optional SmartBid subscription which provides value-added features, including automated email

notification associated with postings and modifications to Comm-PASS records. When properly configured and managed, SmartBid provides a subscriber with:

- A secure desktop within Comm-PASS for efficient record management
- A customizable profile reflecting the subscriber's product/service areas of interest
- A customizable listing in the publicly accessible Business Directory, an online "yellow-pages" advertisement
- Full-cycle, automated email alert whenever any record of interest is posted or updated
- Access to Online Response Submission, when allowed by the Issuer, to support:
  - paperless bid drafting and submission to an encrypted lock-box prior to close date
  - electronic signature of OSD forms and terms; agreement to defer wet-ink signature until Contract award, if any
  - withdrawal of submitted bids prior to close date
  - online storage of submitted bids

Every public purchasing entity within the borders of Massachusetts may post records on Comm-PASS at no charge. Comm-PASS has the potential to become the sole site for all public entities

in Massachusetts. SmartBid fees are only based on and expended for costs to operate, maintain and develop the Comm-PASS system.

Contract Expansion. If additional funds become available during the contract duration period, the department reserves the right to increase the maximum obligation to some or all contracts executed as a result of this RFR or to execute contracts with contractors not funded in the initial selection process, subject to available funding, satisfactory contract performance and service or commodity need.

Costs. Costs which are not specifically identified in the bidder's response, and accepted by a department as part of a contract, will not be compensated under any contract awarded pursuant to this RFR. The Commonwealth will not be responsible for any costs or expenses incurred by bidders responding to this RFR.

Electronic Communication/Update of Bidder's/Contractor's Contact Information. It is the responsibility of the prospective bidder and awarded contractor to keep current the email address of the bidder's contact person and prospective contract manager, if awarded a contract, and to monitor that email inbox for communications from the PMT, including requests for clarification. The PMT and the Commonwealth assume no responsibility if a prospective bidder's/awarded contractor's designated email address is not current, or if technical problems, including those with the prospective bidder's/awarded contractor's computer, network or internet service provider (ISP) cause email communications sent to/from the prospective bidder/awarded contractor and the PMT to be lost or rejected by any means including email or spam filtering.

Electronic Funds Transfer (EFT). All bidders responding to this RFR must agree to participate in the Commonwealth Electronic Funds Transfer (EFT) program for receiving payments, unless the bidder can provide compelling proof that it would be unduly burdensome. EFT is a benefit to both contractors and the Commonwealth because it ensures fast, safe and reliable payment directly to contractors and saves both parties the cost of processing checks. Contractors are able to track and verify payments made electronically through the Comptroller's Vendor Web system. A link to the EFT application can be found on the OSD Forms page ([www.mass.gov/osd](http://www.mass.gov/osd)). Additional information about EFT is available on the VendorWeb site ([www.mass.gov/osc](http://www.mass.gov/osc)). Click on MASSfinance.

Successful bidders, upon notification of contract award, will be required to enroll in EFT as a contract requirement by completing and submitting the *Authorization for Electronic Funds Payment Form* to this department for review, approval and forwarding to the Office of the Comptroller. If the bidder is already enrolled in the program, it may so indicate in its response. Because the *Authorization for Electronic Funds Payment Form* contains banking information, this form, and all information contained on this form, shall not be considered a public record and shall not be subject to public disclosure through a public records request.

The requirement to use EFT may be waived by the PMT on a case-by-case basis if participation in the program would be unduly burdensome on the bidder. If a bidder is claiming that this requirement is a hardship or unduly burdensome, the specific reason must be documented in its response. The PMT will consider such requests on a case-by-case basis and communicate the

findings with the bidder.

Environmental Response Submission Compliance. In an effort to promote greater use of recycled and environmentally preferable products and minimize waste, all responses submitted should comply with the following guidelines:

- All copies should be printed double sided.
- All submittals and copies should be printed on recycled paper with a minimum post-consumer content of 30% or on tree-free paper (i.e. paper made from raw materials other than trees, such as kenaf). To document the use of such paper, a photocopy of the ream cover/wrapper should be included with the response.
- Unless absolutely necessary, all responses and copies should minimize or eliminate use of non-recyclable or non re-usable materials such as plastic report covers, plastic dividers, vinyl sleeves and GBC binding. Three ringed binders, glued materials, paper clips and staples are acceptable.
- Bidders should submit materials in a format which allows for easy removal and recycling of paper materials.
- Bidders are encouraged to use other products which contain recycled content in their response documents. Such products may include, but are not limited to, folders, binders, paper clips, diskettes, envelopes, boxes, etc. Where appropriate, bidders should note which products in their responses are made with recycled materials.
- Unnecessary samples, attachments or documents not specifically asked for should not be submitted.

Minimum Bid Duration. Bidders responses/bids made in response to this RFR must remain in effect for at least 90 days from the date of bid submission.

Pricing: Federal Government Services Administration (GSA) or Veteran's Administration Supply. The Commonwealth reserves the right to request from the successful bidder(s) initial pricing schedules and periodic updates available under their GSA or other federal pricing contracts. In the absence of proprietary information being part of such contracts, compliance for submission of requested pricing information is expected within 30 days of any request. If the contractor receives a GSA or Veteran's Administration Supply contract at any time during this contract period, it must notify the Commonwealth contract manager.

Pricing: Price Limitation: The bidder must agree that no other state or public entity customer within the United States of similar size and with similar terms and conditions shall receive a lower price for the same commodity and service during the contract period, unless this same lower price is immediately effective for the Commonwealth. If the Commonwealth believes that it is not receiving this lower price as required by this language, the bidder must agree to provide current or historical pricing offered or negotiated with other state or public entities at any time during the contract period in the absence of proprietary information being part of such contracts.

Prompt Payment Discounts (PPD). All bidders responding to this procurement must agree to offer discounts through participation in the Commonwealth Prompt Payment Discount (PPD) initiative

for receiving early and/or on-time payments, unless the bidder can provide compelling proof that it would be unduly burdensome. PPD benefits both contractors and the Commonwealth. Contractors benefit by increased, usable cash flow as a result of fast and efficient payments for commodities or services rendered. Participation in the Electronic Funds Transfer initiative further maximizes the benefits with payments directed to designated accounts, thus eliminating the impact of check clearance policies and traditional mail lead time or delays. The Commonwealth benefits because contractors reduce the cost of products and services through the applied discount. Payments that are processed electronically can be tracked and verified through the Comptroller's Vendor Web system. The PPD form can be found under the Forms and Terms tab of this solicitation.

Bidders must submit agreeable terms for Prompt Payment Discount using the PPD form within their proposal, unless otherwise specified by the PMT. The PMT will review, negotiate or reject the offering as deemed in the best interest of the Commonwealth.

The requirement to use PPD offerings may be waived by the PMT on a case-by-case basis if participation in the program would be unduly burdensome on the bidder. If a bidder is claiming that this requirement is a hardship or unduly burdensome, the specific reason must be documented in or attached to the PPD form.

Public Records. All responses and information submitted in response to this RFR are subject to the Massachusetts Public Records Law, M.G.L., c. 66, s. 10, and to c. 4, s. 7, ss. 26. Any statements in submitted responses that are inconsistent with these statutes shall be disregarded.

Reasonable Accommodation. Bidders with disabilities or hardships that seek reasonable accommodation, which may include the receipt of RFR information in an alternative format, must communicate such requests in writing to the contact person. Requests for accommodation will be addressed on a case by case basis. A bidder requesting accommodation must submit a written statement which describes the bidder's disability and the requested accommodation to the contact person for the RFR. The PMT reserves the right to reject unreasonable requests.

Restriction on the Use of the Commonwealth Seal. Bidders and contractors are not allowed to display the Commonwealth of Massachusetts Seal in their bid package or subsequent marketing materials if they are awarded a contract because use of the coat of arms and the Great Seal of the Commonwealth for advertising or commercial purposes is prohibited by law.

Subcontracting Policies. Prior approval of the department is required for any subcontracted service of the contract. Contractors are responsible for the satisfactory performance and adequate oversight of its subcontractors. Human and social service subcontractors are also required to meet the same state and federal financial and program reporting requirements and are held to the same reimbursable cost standards as contractors.

Emergency Standby Commodities and/or Services. Due to a declaration of a state of emergency where the safety and well-being of Commonwealth citizens are at risk, the Commonwealth of Massachusetts may request specific commodities and/or services from its contractors.

Contractors may be called upon to supply and/or deliver to the Commonwealth on a priority basis such commodities and/or services currently under contract.

Such accommodations may be requested from a contractor during an actual emergency. To accommodate such requests, contractors may be requested and must make every effort to service these requests from regular sources of supply at the rates set forth in any standard contract resulting from this RFR.

Environmentally Preferable Products and Services. The department and contractor(s) may negotiate during the contract term to permit the substitution or addition of Environmentally Preferable Products (EPPs) when such products are readily available at a competitive cost and satisfy the department's performance needs.

Estimated Provisions. The Commonwealth makes no guarantee that any commodities or services will be purchased from any contract resulting from this RFR. Any estimates or past procurement volumes referenced in this RFR are included only for the convenience of bidders, and are not to be relied upon as any indication of future purchase levels.

Performance and Payment Time Frames Which Continue Beyond the Duration of the Contract. All term leases, rentals, maintenance or other agreements for services entered into during the duration of this contract and whose performance and payment time frames extend beyond the duration of this contract shall remain in effect for performance and payment purposes (limited to the time frame and services established per each written agreement). No new leases, rentals, maintenance or other agreements for services may be executed after the contract has expired. Any contract termination or suspension pursuant to this section shall not automatically terminate any leases, rentals, maintenance or other agreements for services already in place unless the department also terminates said leases, rentals, maintenance or other agreements for service, which were executed pursuant to the main contract.

**ATTACHMENT B  
PRICING WORKSHEET**

<b>POSITION</b>	<b>Billable Hourly Rate</b>
Senior Staff:	
Project Support Staff:	
Administrative Staff:	

**Note: Rates noted may be for a job title and/or specified personnel. Hourly rates must be all inclusive. The State 911 Department will not compensate for travel time.**

**ADDITIONAL COSTS:**

<b>CATEGORY</b>	<b>COST ALLOCATION</b>
<b>Example: Document coping</b>	<b>Actual cost</b>

Any and all other cost(s) must be clearly identified on the above cost table, for example coping, supplies, etc. Bidder may attach additional pages as needed.  
The State 911 Department will not be responsible for any costs not identified and accepted by the State 911 Department.

# NEXT GENERATION 911 CONSULTANT SCOPE OF WORK DISCUSSION DOCUMENT

## I. GENERAL OVERVIEW/PROJECT PLAN

- Kickoff Meeting
- Establish mutually agreed upon goals and objectives
- Schedule, Deliverables, Reporting, Change Control Procedure
- Develop Project Work Plan
- Findings, Report and Recommendations

*PHASE I (3/1/10 - 10/31/10)*

## II. EVALUATION AND ANALYSIS

Analysis and assessment of existing Massachusetts network, system and data, including as follows:

### Existing CPE

- Assess useful life expectancy of existing CPE taking into account evolving NG 911 needs and technology;
- Review service provider contract requirement to refresh CPE;
- Recommend action to be taken on refreshment of CPE.

### Database

- Assess and evaluate 911 ALI database;
- Identify standards;
- Recommend transition path;
- Evaluate and assess hosted and non-hosted (i.e., managed internally) solutions, including staffing requirements and personnel planning associated with non-hosted solution.

### MAIN Project

- Coordinate with SCIO and vendor working on the Massachusetts Interagency Network (MAIN) to understand the MAIN project and implementation timeline;
- Analyze technical requirements (bandwidth, redundancy, QOS) and funding (through MPLS and MAIN);
- Identify Department's role as it relates to MAIN;
- Analyze possibility of utilizing mixed network until MAIN is complete.