

**Request for Proposal (RFP) and
Request for Information (RFI)
Sample Language and Resources for
Land Mobile Radio (LMR)
Subscriber Units Procurement**

**Joint SAFECOM and National Council of Statewide
Interoperability Coordinators (NCSWIC)
Technology Policy Committee**

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Sample Language and Resources Overview

Introduction

This document provides sample text and technical resources for state, local, tribal, territorial, or regional agencies as they develop Request for Information (RFI) and Request for Proposal (RFP) documents to procure Land Mobile Radio (LMR) subscriber units. Given that agencies vary in size, scope, and resources, the sample text is not intended to introduce "one-size-fits-all" approaches to RFP, but rather to provide examples of language common to LMR subscriber units RFIs and RFPs. Agencies and entities are encouraged to use the following sample texts as a roadmap to RFP development, modified appropriately to fit the needs of the agency or entity.

In addition to the sample language, this document also includes a list of general resources that may be helpful for users when developing RFIs or RFPs. Users are encouraged to explore these resources to enhance their understanding of RFP development.

Sample RFP and RFI Language

For the purposes of this document, most text reflects language from RFPs for LMR subscriber units. However, some language for the RFI is included in its own section.

Most of the examples used in this document appear in publicly available RFPs and RFIs (see RFI and RFP References section). To remain sensitive to agency- or entity-specific information, and to make the readability of the language uniform, all references to federal, state, local, tribal, or regional entities have been removed and replaced with a generic label ("AGENCY/ENTITY"). Any references to specific vendors/manufacturers or versions have also been replaced (e.g. "XYZ vendor"). Dollar and inventory amounts are also removed ("### subscriber units," "\$X").

Agencies and entities are encouraged to use language specific to their needs when drafting an RFP or RFI. However, the sample language below is intended to be used as a template or guide; therefore, agencies are also encouraged to use the language as presented, should the language be appropriate for their circumstances.

SAFECOM-NCSWIC "RFP Toolkit"

This document is included in the SAFECOM-NCSWIC Joint Technology Policy Committee's *RFP Best Practices for Land Mobile Radio Subscriber Units Toolkit*, which was developed to assist users in procuring subscriber units.

RFP Best Practices for LMR Subscriber Units Toolkit

RFP Best Practices for LMR
Subscriber Units Procurement
("Do's and Don'ts")

Describes subscriber units RFP best practices,
including lists of "Do's" and "Don'ts"

RFP and RFI Development Timeline
for LMR Subscriber Units
Procurement

Outlines the timeline and significant steps in
developing an RFP or RFI

RFP and RFI Roles and
Responsibilities for LMR Subscriber
Units Procurement

Describes the various roles within RFP and RFI
development, along with associated responsibilities

RFP and RFI Sample Language and
Resources for LMR Subscriber
Units Procurement

Provides sample content structure and language,
along with a list of general user resources, for
developing subscriber unit RFPs and RFIs

Table of Acronyms/Abbreviations

Acronym/Abbreviation	Full Name/Title/Phrase
AES	Advanced Encryption Standard
ANSI	American National Standards Institute
ARP	Address Resolution Protocol
CAI	Common Air Interface
CHAP	Challenge Handshake Authentication Protocol
CISA	Cybersecurity and Infrastructure Security Agency
DES	Data Encryption Standard
DHS	Department of Homeland Security
EIA	Electronic Industries Alliance
FDMA	Frequency Division Multiple Access
FirstNet	First Responder Network Authority
FNE	Fixed Network Equipment
GAO	Government Accountability Office
GPS	Global Positioning System
ID	Identification
IP	Internet Protocol
KMF	Key Management Facility
LMR	Land Mobile Radio
LTE	Long Term Evolution
MHz	Megahertz
MNP	Microcom Networking Protocol
NCSWIC	National Council of Statewide Interoperability Coordinators
OTAR	Over the air rekeying
P25	Project 25
P25 CAP	Project 25 Compliance Assessment Program
PDA	Personal Digital Assistant
POC	Point of contact

Acronym/Abbreviation	Full Name/Title/Phrase
PPP	Point-to-Point Protocol
PTIG	Project 25 Interest Group
PTT	Push to talk
RCP	Radio Control Protocol
RFC	Radio Frequency Components
RFI	Request for Information
RFP	Request for Proposal
RFQ	Request for Quotations
RFSS	Radio Frequency Subsystem
RSI	Radio Set Identification
SLIP	Serial Line IP
SNDCP	Sub Network Dependent Convergence Protocol
SNMP	Simple Network Management Protocol
SOR	Statement of Requirements
SOW	Statement of Work
SU	Subscriber unit(s)
TCP	Transmission Control Protocol
TIA	Telecommunications Industry Association
UDP	User Datagram Protocol
USB	Universal Serial Bus
v (e.g., v4)	Version (version and version number)
WACN	Wide Area Communications Network

Sample Language

RFI vs. RFP

Though comparable, the RFI and RFP documents have significant differences in language, content, and terminology. Major differences between the RFI and the RFP are included below.

Key Terminology - RFI vs. RFP (* Note: <i>Emphasis added below</i>)		
	Request for Information	Request for Proposals
Agency/Entity and Vendor(s) titles	<u>Agency or entity</u> : Preferred name or acronym of procuring agency or entity (state, county, city, district, tribe, territory, or federal agency or other entity) <u>Vendor</u> : Respondee, Offeror, Vendor, Industry, Responding Party/Entity Interested Party (Note: RFI respondees are not considered Proposers)	<u>Agency or entity</u> : Preferred name or acronym of procuring agency or entity (state, county, city, district, tribe, territory, or federal agency or other entity) <u>Vendor</u> : Proposer, Offeror, Vendor, Bidder, Prospective Vendor, Responding Party/Entity, Interested Party
RFI or RFP introduction	THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the AGENCY/ENTITY to contract for any supply or service whatsoever. Further, the AGENCY/ENTITY is not at this time seeking proposals and will not accept unsolicited proposals. Respondees are advised that the AGENCY/ENTITY will not	The AGENCY/ENTITY is releasing this Request for Proposal (RFP) to procure Land Mobile Radio (LMR) subscriber units equipment and associated services according to a Project (P25) Public Safety Radio System and in accordance with the requirements of this Proposal invitation and any resulting contract.

Key Terminology - RFI vs. RFP (* Note: *Emphasis added below*)

	Request for Information	Request for Proposals
	pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. It is the responsibility of the potential offerors to monitor AGENCY/ENTITY sources for additional information.	
Purpose statement	The objectives of the RFI are to get a broad overview of what is available in the marketplace and to create a short list of units to be considered for a large quantity purchase. Therefore the technical specifications are merely an expression of the intent, not a restrictive list of must-meet requirements.	This Request for Proposal (RFP) is being offered for the procurement of various types of Subscriber Radios for public safety and emergency services. In this procurement, AGENCY/ENTITY is soliciting competitive bids for products and/or services, which may be purchased by the AGENCY/ENTITY during the contract term.
Project requirements	Requirements - stated in the form of an inquiry, for example: "AGENCY/ENTITY is aware of the technology that allows for cellular phones and other LTE capable devices to pass voice traffic over P25 systems using encryption. AGENCY/ENTITY <i>would like information</i> on these types of products and how the system can be integrated with broadband technology in the future." [*]	Requirements - stated in the form of a requisite, for example: "All radio subscriber internal software <i>shall be</i> downloadable from a programming device (e.g., laptop, PDA) without the need to replace internal components for new software versions. Proposers <i>shall provide</i> radio subscribers equipped for over-the-air reprogramming of both system configuration parameters and internal operating software." [*]

Cover/Title Page

RFP Sample Cover / Title Page

**AGENCY/ENTITY
REQUEST FOR PROPOSAL
(RFP #0000)**

**P25 LAND MOBILE RADIO SUBSCRIBER UNITS
REPLACEMENT**

Issued: Month Day, Year

Proposal Due: Month Day, Year

Submissions Mailing Address:

AGENCY/ENTITY Name or Point of Contact Full Name

Address Line 1

City, State Postal Code

Anticipated Award: Month Day, Year

Contact Information:

Point of Contact Full Name

Address Line 1

City, State Postal Code

Agency Profile

All RFPs and RFIs should include basic information about the agency or entity releasing the request. The profile is typically included as part of the "long title" of the RFI or RFP (outlined on the first page of the RFI/RFP). The agency or entity information may include the following elements:

- Agency/entity name
- Contact information/point of contact
- Submission information, including mailing address
- RFP/RFI number (as applicable)
- Issue date

Background and Timeline

Issuing agencies should include a timeline (due date) so that the proposers have an expectation as to when to submit proposals. Additionally, the purpose and scope of the agency or entity's procurement inquiry and any relevant background information is useful for proposers.

Sample Language - Background and Timeline	
Background	The existing AGENCY/ENTITY systems includes ### LMR subscriber units, including ### mobile and ### portable radio units. The AGENCY/ENTITY system utilizes a conventional/Phase I trunked/Phase II trunked XYZ system with ### repeated tower sites throughout the AGENCY/ENTITY geographical area. XYZ Vendor accounts for ### of Model No. subscriber units.
Purpose	The primary objective of the AGENCY/ENTITY is to acquire LMR subscriber units to meet operability, interoperability, equipment, equipment support, and training needs.
Scope	<p>AGENCY/ENTITY requires professional grade portable/mobile radios that are ANSI/TIA/EIA-102 compliant commonly referred to as Project 25 (P25) that meet the minimum specifications (see attached P25 specifications). The radios must also be capable of operating on the AGENCY/ENTITY's existing XYZ Vendor X-- MHz (megahertz), analog, trunked radio system as well as P-25 X--/Y-- MHz trunking and conventional protocols.</p> <p>AGENCY/ENTITY anticipates that a quantity up to X radios may be purchased from this master contract, over the term of the contract, but makes no commitment to procure any specific minimum quantity.</p>

Timeline	<p>The timeline provided includes current dates and deadlines as a general guideline and is subject to change at the AGENCY/ENTITY's sole discretion. Unless stated otherwise, consider the dates below to be the projected deadlines for each stage of the RFP. The following events represent events that may require dates or timeframes in the RFP process:</p> <ul style="list-style-type: none">• Issue date• Mandatory pre-proposal conference (optional)• Site location survey visits (optional)• Written questions deadline• Bid opening date• Proposal due date (final deadline)• Scripted demonstrations• Anticipated award• Contract negotiations <p>(Note: Not inclusive to all events issuing agencies or entities may include as part of the proposal submission and selection process)</p>
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Formatting and Content Requirements

Many RFPs include formatting or content requirements to ensure uniformity among proposals received. This is helpful for ease of access, data comparison, and general organization.

The following elements of a proposal submission are common formatting and content features:

- Sections of the proposal (e.g., technical requirements, pricing)
- Attachments or number of attachments
- Cover letter, executive summary, and/or table of contents
- References
- Timeline projections for implementation
- Pricing spreadsheet or equivalent
- Key personnel or points of contact
- Description of proposed capabilities or equipment
- Letter of Transmittal, Statement of Work (SOW), or other useful attachments

Submission Guidelines

In addition to the RFP deadline and formatting requirement, submission guidelines ensure that proposers are aware of agencies' expectations during the submission process. For example, some agencies may prefer to receive a physical copy of the proposal in the mail, while other agencies may prefer digital only. The submission guidelines will also alert the proposers of any attachments required as part of the proposal submission. The following list includes several other examples of guidelines:

- Authorized signature
- Changes to proposals
- Time of receipt and acceptance of proposals
- Financial statements
- License requirements or authorization to transact business
- Physical, digital, oral, or facsimile submission requirements (e.g., submission must be printed and submitted in three-ring binders; no submission will be accepted over the phone)
- Specified number of copies to be submitted

Technical Requirements for Subscriber Units

Considering the wide variance in subscriber unit needs, not all RFPs and RFIs will include the same formatting or level of technical detail.

If P25 is the desired choice for subscriber units, the agency may want to require compliance with the TIA-102 suite of Standards and consult resources such as the CAP P25 Approved Equipment List and RFPs from jurisdictions with similar needs (see Technical Resources section).

Below are two tables: the **first table** (page 11) includes a list from a user's sample RFP. The **second table** (page 12) includes capabilities enabled by the TIA-102 Standards for P25-compliant subscriber units (these capabilities reflect standards for FDMA voice services for P25 Trunking Phase I). Note that the features listed in either table do *not* represent a comprehensive list of all available subscriber units features.

Technical Requirements - Subscriber Unit Features from Sample RFP

Audible and visual signaling	<ul style="list-style-type: none"> • Emergency Activation/Reception • Dynamic Regrouping • Individual Call • Telephone Interconnect Call • Selective Alert • Console Alert Tone(s) • Subscriber-Generated Evacuation Tone • Mode Announcement (voice directory for programmable radio modes) • Failure Modes (e.g., loss of trunking control, loss of wide area communications) • Trunks Busy • Callback • Battery Life Indication • Charging Mode Indication • Transmit and Receive Indicate • Programming Mode Activation • Software Upgrade Mode Activation • Feature Acknowledgment • Channel Beacon • Voice Communications Mode • Data Communications Mode • Priority Scanning • Home Mode Activation • Talkaround/Direct Mode • Ready-to-Talk • Vehicular Repeater Mode.
Mobile Radio Unit features	<ul style="list-style-type: none"> • Power supply • Equipment housing • Radio unit display features • Enable/disable scanning • External data port • Microphone/microphone cord • Speakers/remote speakers • Keypad lock/unlock
Portable Radio Unit features	<ul style="list-style-type: none"> • Power supply • Batteries/adaptor/charger • Equipment housing • Radio unit display features • Channel selection switch/button/knob • Emergency status switch/button/knob • External data ports • Belt clip/radio unit holster • Volume control • Microphone • Headset/earpiece/Bluetooth accessories • Keypad lock/unlock • Date/time display

Technical Requirements - Capabilities Enabled by TIA-102 Standards for Subscriber Units

Voice Service - Common Air Interface (CAI)

The below list includes the P25 Frequency Division Multiple Access (FDMA) voice services - or Common Air Interface (CAI) services - for P25 Trunking Phase I defined in published TIA-102 Standard documents.

Voice calls	Conventional or Trunked subscribers	<ul style="list-style-type: none"> Group Voice Call Emergency Group Voice Call 	
	Conventional subscribers only	<ul style="list-style-type: none"> Unaddressed (Analog) Voice Call Individual Voice Call 	
	Trunked subscribers only	<ul style="list-style-type: none"> Broadcast Call Announcement Group Call System Call Individual Call with Availability Check 	<ul style="list-style-type: none"> Message Trunking Transmission Trunking Conventional Fallback Individual Voice Call without Availability Check
Supplementary services	Conventional or Trunked subscribers	<ul style="list-style-type: none"> Call Alert Discreet Listening Emergency Alarm Radio Check Radio Unit Inhibit/Uninhibit 	<ul style="list-style-type: none"> Radio Unit Monitoring Short Message Status Query Status Update Transport of Talking Party Identification
	Conventional subscribers only	<ul style="list-style-type: none"> Busy Channel Lockout Normal Squelch 	<ul style="list-style-type: none"> Monitor Squelch Selective Squelch
	Trunked subscribers only	<ul style="list-style-type: none"> Emergency Alarm Cancellation Group Emergency Cancellation Priority Call Pre-emptive Priority Call Call Interrupt (Wireline Console Outbound Audio Takeover) Radio Detach 	
Mobility and registration services	Trunked subscribers only	<ul style="list-style-type: none"> Unit Registration; Home SUs Unit Registration; Inter System SUs Unit Registration; Inter WACN SUs 	

		<ul style="list-style-type: none"> • Secure Unit Registration; (Radio Authentication); Home SUs • Secure Unit Registration; (Radio Authentication); Inter System SUs • Secure Unit Registration; (Radio Authentication); Inter WACN SUs • Location Registration • Unit Deregistration • Affiliation; Home Talkgroups • Affiliation; Inter System Talkgroups • Affiliation; Inter WACN Talkgroups • Call Restriction (Authorization) • RFSS Polling Request (without Capabilities) • RFSS Polling Request (with Capabilities) • RFSS Polling Response (without Capabilities) • RFSS Polling Response (with Capabilities) • RFSS Polling; RFSS Functional Capability • RFSS Polling; RFSS Adjacent Site Status • RFSS Polling; RFSS Unit/Group Roaming Capability • RFSS Polling; Known Status • RFSS Polling; RFSS Vocoder Mode Conveyance
Telephone interconnect	Conventional or Trunked subscribers	<ul style="list-style-type: none"> • Landline to Group Call • Landline to Unit Call • Unit to Landline Call • Dialing Side Tone • 34-digit Dialed Number • Generate Hook Flash • Conventional Disconnect Code • Overdial
	Trunked subscribers only	<ul style="list-style-type: none"> • Trunked Interconnect Availability Check
Voice encryption	Conventional or Trunked subscribers	<ul style="list-style-type: none"> • AES Encryption • DES Encryption

Data Bearer Services

The below list includes the P25 FDMA non-voice services related to Data Bearer Services defined in published TIA-102 Standard documents.

Block Encryption Service	Conventional or Trunked subscribers	<ul style="list-style-type: none"> • AES Encryption • DES Encryption
Conventional management services	Conventional subscribers only	<ul style="list-style-type: none"> • Static Registration • Dynamic Registration • Mobility Tracking • Data Scan
CAI data bearer service	Conventional subscribers only	<ul style="list-style-type: none"> • Confirmed Data Packet Delivery • Unconfirmed Data Packet Delivery
IP data bearer service	Conventional or Trunked subscribers	<ul style="list-style-type: none"> • Context Management • Confirmed IPv4 Datagram Conveyance • Unconfirmed IPv4 Datagram Conveyance • RFC-1144 TCP/IP Compression • RFC-2507 UDP/IP Compression • Challenge Handshake Authentication Protocol (CHAP) • Fixed Network Equipment (FNE) Controlled • SU Controlled
	Conventional subscribers only	<ul style="list-style-type: none"> • Static IP Address Binding • Dynamic IP Address Binding via ARP
	Trunked subscribers only	<ul style="list-style-type: none"> • SMDCP data Channel Allocation

CAI Data Bearer Service Applications

The below list includes the P25 FDMA non-voice services related to CAI Data Bearer Services Applications defined in published TIA-102 Standard documents.

Tier 1 unit location	Conventional subscribers only	<ul style="list-style-type: none"> • Global Positioning System (GPS) Fix Data • Geographic position - Latitude and Longitude • GPS Dilution of Precision and Active Satellites • Satellites in View
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		<ul style="list-style-type: none"> • Recommended Minimum Specific Loran-C Data • Recommended Minimum Specific GPS/TRANSIT Data • Track made good and speed over ground
CAI layer OTAR	Conventional subscribers only	<ul style="list-style-type: none"> • CAI Layer OTAR
IP Data Bearer Service Applications		
The below list includes the P25 FDMA non-voice services related to Internet Protocol (IP) Data Bearer Services Applications defined in published TIA-102 Standard documents.		
Tier 2 unit location	Conventional or Trunked subscribers	<ul style="list-style-type: none"> • Immediate Location Service • Unsolicited Location Report Service • Location Protocol Version Service • Triggered Location Service (PTT, Periodic, Emergency, Power On/Off, Distance Change)
IP layer OTAR	Conventional or Trunked subscribers	<ul style="list-style-type: none"> • IP Layer OTAR
Data Terminal Service Applications		
The below list includes the P25 FDMA non-voice services related to Data Terminal Service Applications defined in published TIA-102 Standard documents.		
Subscriber Unit to terminal IP connectivity	Conventional or Trunked subscribers	<ul style="list-style-type: none"> • IPv4 over PPP/USB • IPv4 over SLIP/USB • IPv4 over PPP/TIA-232 • IPv4 over SLIP/TIA-232
Subscriber Unit to terminal management	Conventional or Trunked subscribers	<ul style="list-style-type: none"> • Radio Control Protocol (RCP) • Simple Network Management Protocol (SNMP) • Get Information • Get Configuration • Restore Default • Set Configuration • Restore Default Configuration • Set Configuration • Reset Operations Statistics • Get Operations Statistics • Radio Power Up Report • Radio Registration • Data Service Availability

Encryption Key Management

The below list includes the P25 FDMA non-voice services related to Encryption Key Management defined in published TIA-102 Standard documents.

Key fill device services	Conventional or Trunked subscribers	<ul style="list-style-type: none"> • Key Load • Key Erase • Erase All Keys • View Key Info • View Individual Radio Set ID (RSI) • Load Individual RSI • View KMF RSI • Load KMF RSI 	<ul style="list-style-type: none"> • View Message Number Period (MNP) • Load MNP • View Keyset Info • Activate Keyset • Inventory (List Active SU ID) • Inventory (list SU ID items) • Load Authentication Key • Delete Authentication Key
OTAR services	Conventional or Trunked subscribers	<ul style="list-style-type: none"> • Change Radio Set ID • Changeover • Delete Key • Modify Key • Hello • Rekey • Warm-Start • Zeroize 	<ul style="list-style-type: none"> • Registration • Deregistration • Capabilities • Delete Keyset • Inventory • Key Assignment • Modify Keyset Attributes • Set Date and Time
OTAR response types	Conventional or Trunked subscribers	<ul style="list-style-type: none"> • Delayed • Negative • No Service • Unable to Decrypt (only available with IP Layer Data service) 	

Pricing Requirements

Many RFPs utilize the following RFP sections or addenda to address cost and pricing considerations:

- Price proposal form, typically included as addendum to the RFP
- Pricing or financial proposal spreadsheet, typically attached to the RFP file
- Pricing schedule
- Contract payment schedule
- Request for financial statements, according to financial best practice (1-2 years of financial statements may suffice)
- Cost assumption by Proposer clause, stating that any costs incurred by the Vendor/Proposer while responding to the RFP or in anticipation of receiving a contract award are the sole expense of the Vendor/Proposer and will not be reimbursed by the AGENCY/ENTITY

Scoring Criteria and Evaluation

The scoring and evaluation section outlines the criteria by which Proposers will be evaluated, scored, and selected. Although including metrics or weighting methodology is a best practice for evaluation, not all RFPs include the scoring methodology in the language of the RFP.

Below are two examples of evaluation criteria; one includes the scoring methodology, the other does not.

Sample Language - Evaluation Criteria

The AGENCY/ENTITY will evaluate the responses to the RFP and make its determination as to which proposal offers best value to the AGENCY/ENTITY, on the basis of the following criteria and in accordance with the designated percentage weight indicated in the following chart:

	Criteria	Points
1.	Technical Approach	30
2.	Qualifications and Experience	30
3.	Quality Control, Warranty, Spare Parts, and Training Program	15
4.	Price	25
	TOTAL	100

The evaluation criteria listed below are in descending order of importance and will be weighted in the evaluation of the Offeror's written and oral proposals accordingly. Proposals should give clear, concise information in sufficient detail and in the order presented below to allow an evaluation based on these requirements. Although some of the elements listed below will be weighted more heavily than others, all requirements are considered necessary for evaluation. If minimum requirements for eligibility (mandatory minimums) are included in the evaluation criteria, failure to satisfy these mandatory minimum requirements will be considered disqualifying, and the proposal will not be considered for award.

Evaluation Criteria are as follows:

- Section 1 – Minimum Requirements for Eligibility will be evaluated on a pass/fail basis.
- Section 2 – System Function and Approach
- Section 3 – Experience, Proposed Organization, Management and Staffing
- Section 4 – Price

Legal Compliance and Liability

Legal and Statutory Compliance

The procurement process involves statutory and policy requirements of which /issuing agencies should be aware. Additionally, the procurement process includes multiple stages of interaction between public and private entities, which requires strict adherence to legal and ethical standards, both on the part of the agencies and the vendors. To ensure that no legal, statutory, compliance, or ethical issues arise, the RFI and RFP should include clauses detailing the expected standards of conduct that Proposers and Issuers alike will follow. When possible, legal counsel should be sought to assure that all relative clauses are put in place.

Examples of such clauses include (but are not limited to) those listed below. Not every agency, entity, or jurisdiction will be required by law to include each clause listed.

- Conflict of interest
- Non-discrimination
- Assistance to proposers with a disability
- Disclosure of proposal contents
- Severability
- Licensing/right to do business
- Arbitration, dispute resolution, or choice of court
- Non-collusion (or non-collusion affidavit)
- Indemnity (or indemnity negotiation)
- Remedies (or scope of remedies or remedies negotiation)
- Right of refusal

Insurance and Liability

Many RFPs request proof of insurance or provide insurance requirements for contracting parties.

Sample Language - Insurance

Contractor shall obtain, and at all times keep in effect, Commercial General Liability Insurance in the amounts listed below for its activities and operations. The insurance shall include coverage for personal injury, property damage, discrimination and civil rights violation claims. All such insurance shall name AGENCY/ENTITY, individual members, their employees, and agents as ADDITIONAL INSURED. A copy of the certificate of insurance shall be filed with AGENCY/ENTITY and/or participating Agencies prior to the time any services are provided. Coverage shall be in the amount, no less than, \$X per occurrence, \$Y general aggregate and \$Z for property damage. Coverage shall be written on an occurrence form.

Training and Education

Many RFPs include provisions about training or user education about the use of equipment, newly integrated technologies, or interoperability.

Sample Language - Training

TRAINING

1. The successful Vendor shall provide:
 - 1.1. Operator training:
 - 1.1.1. Vendor shall provide complete and comprehensive operational training that covers the features, operation and special care associated with the equipment supplied. Operator training shall include six classes with a maximum of ten people per class in the following categories:
 - 1.1.1.1. Dispatch console operation
 - 1.2. Technical/system management training:
 - 1.2.1. Vendor shall identify and provide complete and comprehensive technical training in the theory, maintenance and repair of each type of equipment and system provided for the project. This training shall include, at a minimum, one class with a maximum of ten people on system theory, troubleshooting, repair and servicing techniques as applicable to the selected system. Technical training shall include the following categories:
 - 1.2.1.1. Infrastructure maintenance and troubleshooting

- 1.3. Vendor shall identify and provide complete and comprehensive technical training for AGENCY/ENTITY technical staff charged with managing the system. This training shall include, but is not limited to: planning and setting up the system and network; performing database-management functions; monitoring and managing the system's performance; and writing and printing system reports.
2. Vendor shall fully describe all proposed training programs detailing how Vendor intends to provide training. The training description shall include the following:
 - 2.1. A list of all subjects with a description of each
 - 2.2. Class material to be provided by Vendor
 - 2.3. Number of classes
 - 2.4. Class duration
 - 2.5. Need for recurring training
 - 2.6. Class size
3. Vendor shall coordinate with the AGENCY/ENTITY regarding the number of attendees and schedule.
4. Classes shall be scheduled as near to system cutover as possible. Vendor shall work with the AGENCY/ENTITY to develop the schedule.
5. Vendor shall train AGENCY/ENTITY employees or designated individuals. Vendor shall provide all instructional materials, including printed manuals, audio, video, interactive self-paced personal computer programs, and complete equipment operating instructions for all technical and operational training classes. Actual and/or exact model and series of equipment being delivered shall be made available for hands-on use and operation during training. All instructional materials shall be subject to the approval of the AGENCY/ENTITY and shall become property of the AGENCY/ENTITY.

Technical Resources

SAFECOM and NCSWIC RFP Best Practices for LMR Subscriber Units Procurement Toolkit

Request for Proposal (RFP) and Request for Information (RFI) Roles and Responsibilities for Land Mobile Radio (LMR) Subscriber Units Procurement. SAFECOM and NCSWIC, January 2019.

<https://www.dhs.gov/technology>

Request for Proposal (RFP) and Request for Information (RFI) Development Timeline for Land Mobile Radio (LMR) Subscriber Units Procurement. SAFECOM and NCSWIC, January 2019,

<https://www.dhs.gov/technology>

Request for Proposal (RFP) Best Practices for Land Mobile Radio (LMR) Subscriber Units Procurement

SAFECOM and NCSWIC, January 2019. <https://www.dhs.gov/technology>

Project 25 (P25)

Project 25 Technology Interest Group. <http://project25.org/>

A Guide to Project 25 Subscriber and Infrastructure Equipment Capabilities as Standardized in the TIA-102 Series. Project 25 Technology Interest Group, March 2015. http://project25.org/images/stories/ptig/docs/PTIG_P25Capabilities_Guide_v1.7.pdf

Approved (Grant-Eligible) Equipment. Department of Homeland Security P25 Compliance Assessment Program, 2017/2018. <https://www.dhs.gov/science-and-technology/approved-grant-eligible-equipment>

Approved Project 25 Standards. Project 25 Technology Interest Group, February 2017. http://www.project25.org/images/stories/ptig/P25_Standards_Documents/P25_SC_17-01-003_20170202_Pending_P25_TIA_Standards_Q1-2017_Draft.pdf

P25 CAP Compliant Subscriber Products. Department of Homeland Security Science and Technology, September 2017. https://www.dhs.gov/sites/default/files/publications/P25-CAP_Compliant-Subscriber-Products_170906-508.pdf

P25 Compliance Assessment Program (CAP). Department of Homeland Security Science and Technology. <https://www.dhs.gov/science-and-technology/p25-cap>

SAFECOM Guidance Frequently Asked Questions: Understanding P25 Standards and Compliance.

SAFECOM, May 2017. https://www.dhs.gov/sites/default/files/publications/SAFECOM%20Guidance%20FAQ_P25%20Compliance_05-08-2017_508.pdf

Telecommunication Industry Association (TIA)

Telecommunications Industry Association. <https://www.tiaonline.org/>

TR-8 Mobile and Personal Private Radio Standards. Telecommunications Industry Association. <http://standards.tiaonline.org/all-standards/committees/tr-8>

First Responder Network Authority (FirstNet)

First Responder Network Authority. <https://firstnet.gov/>

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