



The Mid-America Regional Council will accept separate proposals from qualified persons or firms interested in providing the following, in accordance with the attached requirements/specifications:

**Regional Emergency Communication Strategy Feasibility Study
on behalf of Jackson County, Missouri
Issued: 09/11/2023**

PROPOSALS MUST BE RECEIVED BY: 10/16/2023 by 5:00pm CST.

RETURN PROPOSALS TO: Eric Winebrenner, Public Safety Program Director,
600 Broadway, Suite 200, Kansas City, Missouri 64105;
ewinebrenner@marc.org; 816-701-8211
Proposal in PDF format to be sent electronically and 10
hard copies mailed by closing date and time.

SUBJECT LINE: Regional Emergency Communications Feasibility Study
Closes: 10/16/2023 at 5:00pm CST.
Respondent Company Name

CLARIFICATIONS: Submit in writing to ewinebrenner@marc.org

CLARIFICATION DEADLINE: Clarification requests will not be accepted after 5:00 p.m.
on 9/25/2023.

NOTICE OF AWARD: Expect to announce by 10/31/2023

CONTRACT PERIOD: Through March 15, 2024

- MARC reserves the right to reject any, and all proposals, to waive technical defects in proposal, and to select the proposal(s) deemed most advantageous to the entities.
- If Proposers receive this document from sources other than direct mailing or at DemandStar.com, you must contact the Program Director to be added to the distribution list for any addendums, clarifications, or other proposal notices.
- It is the responsibility of each Proposer, before submitting a proposal, to examine the documents thoroughly, and request written interpretation or clarifications after discovering any conflicts, ambiguities, errors, or omissions in the documents.
- It is the responsibility of the person submitting a proposal by email to ensure that the proposal has been received by the appropriate MARC staff, and not blocked by a spam filter or rejected because of large attachments. To confirm receipt, you may contact the Program Director.

A. PURPOSE AND INTRODUCTION

The Mid-America Regional Council (MARC), the Metropolitan Planning Organization for the bi-state Kansas City metropolitan area is seeking proposals from qualified firms to conduct a comprehensive study of the possible solutions for regionalization of emergency communications dispatch services within Jackson County. The purpose of this study is to identify shared service opportunities to address staffing and resource challenges and improve the overall effectiveness of the public safety response to citizens of Jackson County.

B. BACKGROUND

Jackson County is in the western portion of Missouri, on the border with Kansas. As of the 2020 census, the population was 717,204, making it the second-most populous county in the state. It is the most populated county in the Kansas City metropolitan area. In Jackson County there are 11 Public Safety Answering Points (PSAP), eight primary, and three secondary PSAPs for the provision of public safety and public service telecommunication services. Law enforcement agencies act as primary PSAPs. These PSAPs are in Jackson County, Missouri, and the following cities in Missouri: Blue Springs, Kansas City, Grandview, Independence, Lee's Summit, and Raytown.

The three secondary PSAPs are American Medical Response (AMR), the Kansas City, Missouri Fire Department and the Lee's Summit Fire Department; these agencies are responsible for fire and EMS operations. The secondary PSAPs are not included in the scope of this feasibility study.

The Mid-America Regional Council operates the Regional 911 System on behalf of the Public Safety Communications Board. This board is made up of elected officials, police and fire chiefs, and other appointed individuals, from the eleven county MARC region. The region includes Cass, Clay, Jackson, Platte and Ray counties in Missouri and Atchison, Johnson, Leavenworth, Linn, Miami, and Wyandotte counties in Kansas. MARC owns and operates the centralized 911 system, delivering emergency calls as well as location/mapping and caller information. MARC owns the 911 infrastructure, hardware and call handling software which is used in the PSAPs of all eleven counties, including Jackson.

Jackson County has engaged with MARC to investigate the feasibility of changing the current model of answering and dispatching 911 calls from the current system of PSAPs within Jackson County. MARC desires professional consulting services to conduct a Feasibility Study that will provide a comprehensive overview of current conditions, financial considerations, drawbacks, benefits, and strategic options for changing the current PSAP model into a model that will work with the staffing constraints and future needs within Jackson County. It is understood that these options can include co-location, virtual options as well as other shared resource or services solutions. All these options, plus any other strategies, to include recruitment and retention of telecommunicators, should be explored in the feasibility study.

Jackson County is home to 14 law enforcement agencies, seven fire departments/districts, eight primary PSAPS and three secondary PSAPS. The eight primary PSAPS handled 2,310,984 administrative and 911 calls in 2022. The three secondary PSAPS handled 539,721 administrative and 9-1-1 calls in 2022. In 2022, Jackson County PSAPS received 50.4% of all 911 calls made in the eleven county, MARC 911 service area.

Although the three secondary PSAPS in Jackson County (Kansas City Fire Department, Lee's Summit Fire Department, American Medical Response) are not part of the scope of this feasibility study, any strategic options proposed should include potential inclusion of these secondary PSAPS.

C. STUDY AREA

The study area will include Jackson County, Missouri, and the following cities in Missouri, Kansas City, Grandview, Independence, Lee's Summit, and Raytown.

D. PROJECT MANAGEMENT AND ADVISORY COMMITTEE

Steering Committee: The steering committee, comprised of representatives of each of the participating agencies, will provide oversight of the work and be accountable for final project recommendations.

Project Lead - MARC: MARC will provide staff support to the steering committee throughout the process including coordinating and overseeing all contractor work, scheduling meetings, preparing agendas, taking minutes, etc. MARC will be available for update meetings with agency leaders upon request.

Eric Winebrenner, Public Safety Program Director will be the lead assigned staff. He will attend all steering committee meetings and interviews.

E. SCOPE OF SERVICES: Note: Onsite meetings with stakeholders and onsite inspection of facilities and personnel is required. Enough time and personnel are expected to be deployed on site to meet this requirement.

1. **Benchmark current conditions for participating agencies.** Factors to be considered in benchmarking conditions should include but are not limited to:
 - a. Commonality of goals across different organizations
 - b. Current workloads
 - i. Volume, frequency, and duration of 9-1-1, 7-digit emergency/non-emergency lines, and incoming/outgoing administrative calls
 - ii. Volume of dispatch activity to include an analysis by dispatch zones (i.e., geographic sectors) by discipline (e.g., police/fire/EMS)
 - iii. Radio traffic P-T-Ts/duration by dispatch discipline/zones

- iv. Secondary radio channels/monitoring assignments
 - v. Special events/seasonal activity
 - vi. Other tasks performed (e.g., technical/radio support, response plans, GIS/mapping, database maintenance, training, administrative services)
 - vii. Tasks performed by staff that should not be performed by consolidated staff.
 - viii. Other system users, e.g., schools, highway departments, probation, NYS agencies, etc.
- c.) Staffing levels
- i. Staffing levels to include call takers, dispatchers, supervisors, technical support, training, administrative, and management personnel.
 - ii. Assess and compare training/certifications of all personnel in both centers.
- d.) Employee compensation
- i. Salary
 - ii. Differential by classifications/grades
 - iii. Differentials within classifications (e.g., steps)
 - iv. Salary enhancements (e.g., shift pay, holiday pay, educational incentive pay)
 - v. Benefits
 - vi. Retirement
 - vii. Time off
- e. Current and physical space requirements
- i. Identify current facilities, characteristics, advantages, disadvantages.
 - ii. Calculate space needs based on projected staffing and growth for next 20 years.
 - iii. Develop budget estimates to renovate, build new, or multiple facilities for singular centers and a consolidated center.
 - iv. Identify back-up sites - current facilities, characteristics, advantages, disadvantages.
 - v. Consider ancillary sites (e.g., radio towers)
- f. Commonality of equipment, systems, and procedures
- g. Budget overview
- h. Governance
- i. Client Agencies/stakeholders
 - ii. Interoperable radio system
 - iii. Common or conflicting individual agency policies
- i. Legal issues
- iv. Governance structure
 - i. Inter-municipal agreements
 - ii. Center management policies
 - iii. Cost/funding allocations
 - iv. Existing bonds/anticipated bonding

- j. Contracts (e.g., collective bargaining, leased equipment, software licensing, maintenance agreements) to be reviewed.
- k. Technical systems in use and condition/issues, to include:
 - i. Voice radio systems
 - 1. Fleet mapping
 - 2. Fire & EMS alerting/paging
 - 3. Coverage
 - 4. Telephony
 - 5. Interoperable communications
 - ii. Computers systems, networks, and interfaces
 - 1. CAD
 - 2. Call-taking
 - 3. Mapping/Imagery
 - 4. Public safety agency notification systems/alerting
 - 5. Text-to-911
 - 6. Agencies internal alarm and notification systems
 - 7. Public alerting/emergency notification systems
 - 8. Logging recorders
 - 9. Administrative computers
 - 10. Connections between Counties and between tower sites
 - 11. Third party notification systems
 - iii. Alarm monitoring – commercial, residential, agency owned facilities
 - iv. Useful lifecycles of equipment in use/short term replacement needs.
 - v. Workstations
 - vi. Utility infrastructure (Telco, power, VoIP)
 - vii. Data conversion needed.
 - viii. GIS/Mapping
 - ix. Mobile data infrastructure and applications
 - x. Networking and connectivity issues
 - xi. Cyber-attack resiliency
- l. Operational/workflow issues
 - i. Level of service expected by PSAP
 - 1. Current levels
 - 2. Stakeholder expectations
 - 3. Public expectations
 - ii. Call taking a dispatch protocol
 - iii. Differences in dispatch policies, procedures, protocol
 - iv. Define best practices/policy and procedures
 - v. Quality assurance/quality improvement practices
 - vi. Records access (CAD, radio/telephone audio)
- m. Financial issues
 - i. Options for the cost of facilities
 - 1. Cost of current facilities

- 2. Cost of establishing a new/combined facility including building or renovation costs
 - 3. Cost of maintaining both sites under consolidated management
 - ii. Options for backup facilities
 - 1. Current back up centers
 - 2. Cost of a new/combined back up facility including building or renovation costs.
 - 3. Cost of maintaining both back up sites under a consolidated management
 - iii. Cost of personnel and systems/differences
 - 1. Salaries
 - 2. Fringe benefits
 - 3. Retirement plan(s)
 - 4. Time off
 - iv. Training costs
 - 1. Cost of current training
 - 2. Cost to train all personnel to facilitate consolidation.
 - 3. Cost of future training
 - v. Ongoing costs of individual operations and a combined operation
 - vi. Revenue receipt and allocation for both counties
 - vii. Effect on grants to participating municipalities.
 - viii. Ensure remaining activities are accounted for

2. Develop a case to consider both advantages and disadvantages consolidation/regionalization

- a. Identify/discuss potential the obstructions and benefits of consolidation, such as:
 - i. Improved/diminished service levels to citizens and first responders.
 - ii. Improved/diminished first responder safety and satisfaction.
 - iii. Improved/diminished coordination of service.
 - iv. Improved/diminished consistency/equality in service delivered to the public across the region.
 - v. Improved/diminished incident management/response to unusual occurrences.
 - vi. Improved/diminished levels of supervision/quality management.
 - vii. Improved/diminished buying power (e.g., maintenance agreements, hardware)
 - viii. Improved/diminished benefits to employees (e.g., specialization, vertical and horizontal promotional opportunities, advanced training)
 - ix. Improved/diminished ability to offer classroom training.
 - x. Improved/diminished interagency cooperation and sharing of information.
 - xi. Improved/diminished ability to leverage other information systems (e.g., CHAIRS, mobile data)

3. Consider the feasibility of Jackson County Regional Emergency Communications Center.

- a. Determine the political feasibility of consolidation, to include:
 - i. Work with County and participating city administrations to identify key stakeholders (e.g., government leaders, employee groups, public safety clients, organizations, individuals)
 - ii. Assist in surveying and consulting with stakeholders to determine if consolidation efforts would likely be successful.
 - iii. Provide an accurate measurement of the current political climate.
 1. Identify any applicable drivers or preventers of consolidated/communications services (e.g., public policy forces, emerging technologies, evolution of governments, communications failures, cost saving mandates)
 2. Identify any political challenges or obstacles to regional consolidation
- b. Project workload of a regional communications center, to include:
 - i. Volume, frequency, and duration of 9-1-1, 7-digit emergency/non-emergency calls, and incoming/outgoing administrative calls
 - ii. Volume of dispatch activity to include a recommendation for dispatch zones (i.e., geographic sectors) by discipline (e.g., police/fire/EMS) based on projected dispatch workload
 - iii. Volume, frequency, and duration of 9-1-1, 7-digit emergency/non-emergency calls, and incoming administrative calls that experience a hold or automated recording
 - iv. Recommended configuration and staffing of primary and secondary radio channels
 - v. Identify tasks now performed that should not be performed by a regional communications center
- c. Determine the technical feasibility of consolidation and any technical roadblocks to consolidation, to include, but not be limited to:
 - i. Voice radio systems
 - ii. Computers systems, networks, redundancies, and interfaces (e.g., CAD, call-taking, mapping/imagery, text-to-911, public alerting/emergency notification systems, logging recorders, network connections between Counties)
 - iii. Alarm monitoring
 - iv. Short term replacement needs
 - v. Call taking/dispatch workstations
 - vi. Utility infrastructure (Telco, power, VoIP)
 - vii. Data conversion needed
 - viii. GIS/Mapping
 - ix. Mobile data infrastructure and applications
 - x. Networking and connectivity issues
- d. Identify and address personnel/human resource issues/roadblocks, to include:
 - i. Civil service/classifications compatible/match

- ii. Collect bargaining agreements
- iii. Disparity in wages and benefits
- iv. Seniority issues
- v. Shift and pass day assignment issues
- vi. Selecting supervisory and management personnel
- vii. Employee convenience/travel
- viii. Employee turnover
- e. Identify any management issues or concerns
- f. Identify any legal and financial roadblocks/issues
 - i. Governance
 - ii. Inter-municipal agreements
 - iii. Center policies and procedures
 - iv. Cost/funding allocations
 - v. Existing bonds/anticipated bonding

4. Provide a thorough cost-benefit analysis.

- a. Detail estimated regional communications center one-time start-up costs.
- b. Project first year and long-term (20 years) operating and capital costs, to include:
 - i. Personnel costs (salary and benefits) based upon proposed staffing and to include a comparison of current and post-consolidation personnel costs
 - ii. Technological costs, to include a comparison of current and post-consolidation:
 - 1. CAD (including database conversions, mapping, etc.)
 - 2. Call taking equipment
 - 3. Radio Consoles
 - 4. System integration/networking
 - 5. Interoperable radio communications system maintenance to include towers, tower facilities, shelters and internal systems, county and agency owned radio subscriber equipment, site surveillance
 - 6. Cost for procurement and maintenance of required systems
 - 7. Whenever practical, the use of existing equipment shall be considered
 - iii. A comparison of current and post-consolidation maintenance costs
 - iv. Facility construction costs, to include capital costs for new or renovated facilities.
- c. Estimate cost savings or loss over a 20-year post implementation period, to include:
 - i. Combined resources and shared responsibility
 - ii. Operating costs (salaries, benefits, overhead, supervision, management, etc.), to include:
 - 1. Salary savings
 - 2. Employee benefits

3. Reductions in aggregate personnel needs
 4. Reduced overhead costs
 5. Equipment costs
 6. Equipment maintenance costs
 7. Software/licensing costs
 8. Facility and system maintenance costs
 9. Cost avoidance factors
- iii. Aggregate costs for large capital investments such as facilities, technology systems, and shorter equipment lifecycles (e.g., CAD changes/refreshes/upgrades, radio infrastructure, migration to NG9-1-1 and other technologies, needs for expansion, new hire and in-service training of personnel, technical support, staffing attrition, overtime costs, economies of scale)
 - d. Identify costs to cover non-dispatch related tasks, if no longer provided by communications center personnel

5. Consider Alternative Consolidation/Shared Service Models

- a. Consider alternative options to include:
 - i. Shared services/resources (e.g., CAD, call taking system, technical support, training)
 - ii. Virtual consolidation (i.e., separate locations with common equipment operating in tandem)
 - iii. Hybrid
 - iv. Other
- b. Discuss viability of these options
 - i. Benefits
 - ii. Disadvantages
 - iii. Costs/Savings
 - iv. Cost Increases

6. Provide Recommendation(s)

Provide a recommended course of action for Jackson County and participating agencies to include, but not be limited to:

- a. Organization type
 - i. Single regional department
 - ii. Joint municipal
 - iii. Independent stand-alone agency funded through surcharge revenues and agency shares
- b. Governance model
 - i. Communities and residents
 - ii. Jackson County officials to include political, management, Emergency Management, and Sheriff
 - iii. Public Safety Agency clients
 - iv. Other stakeholders (e.g., IT, Planning, Facilities, District Attorneys)

- c. Using industry standards, estimated the numbers and type of staff that will be required to operate the consolidated communications center.
 - i. Recommend staffing levels to include call takers, dispatchers, ancillary channel dispatchers, supervisors, technical support, training, quality assurance, administrative, clerical, facility support, and management personnel
 - ii. The estimate shall consider PSAP operational factors that impact staffing such as call and dispatch volume, employee classification/discipline needs, and staffing needed to fill seats on a 24/7 basis.
 - iii. Reconcile with any identified Civil Service or collective bargaining Impact on current personnel (e.g., transferability, classifications, etc.)
 - iv. Identify needs for common level of training
- d. Personnel/Human Resources, to include:
 - i. Pay scale disparities
 - ii. Benefit packages
 - iii. Time off disparities
 - iv. Seniority
 - v. Shift and pass day assignment
 - vi. Specialized assignment
 - vii. Retirement packages, including any impact on current retirement plans
 - viii. Representation/collective bargaining agreements
 - ix. Automatic transfer or re-hire of existing employees
- e. Classification/job titles
- f. Management structure
- g. Organizational structure to include organizational chart
- h. Allocation and distribution of personnel (e.g., total allocation and classifications of personnel needed, distribution by division/component, temporal distribution of operations personnel by classification)
- i. Identify facility locations and options to meet projected operational needs based on 20-year regional growth predictions
- j. Funding model, to include consideration of
 - i. Potential grants revenues
 - ii. Equitable cost sharing
 - iii. Ancillary revenue sources
 - iv. Revenue receipt and allocation
 - v. Expected impact on local dollars
- k. Technical systems, to include:
 - i. Voice radio systems
 - 1. Fleet mapping
 - 2. Fire & EMS alerting/paging
 - 3. Coverage
 - 4. Interoperable communications
 - ii. Computers systems, networks, redundancies, and interfaces
 - 1. CAD

- 2. Call-taking
 - 3. Telephony
 - 4. Mapping/Imagery
 - 5. Public safety agency notification systems/alerting
 - 6. Text-to-911
 - 7. Public alerting/emergency notification systems
 - 8. Logging recorders
 - 9. Administrative computers
 - 10. Connections between Counties
 - 11. NextGen 911
- iii. Alarm monitoring
 - iv. Useful lifecycles of equipment in use/short term replacement needs.
 - v. Workstations
 - vi. Utility infrastructure (Telco, power, VoIP)
 - vii. Database maintenance
 - viii. Data conversion
 - ix. GIS
 - x. Mobile data infrastructure and applications
 - xi. Network/systems connectivity
- l. Pre/post consolidation training needs and anticipated hours per classification.
 - m. Recommend key operational/workflow issues.
 - i. Level of service expected by PSAP and all stakeholders.
 - ii. Call taking and dispatch.
 - iii. Practices/policy and procedures
 - n. Identify any management issues or concerns.
 - o. Identify other partnering opportunities with other entities.

a.

F. STUDY SCHEDULE

Delivery of the feasibility study and recommendations are anticipated to be completed by May 31, 2024, or sooner. The final project schedule will be determined during contract negotiations.

Tasks	Activities	Months											
		1	2	3	4	5	6	7	8	9	10	11	12
1	Kick-off meeting with MARC staff and Steering committee (discuss concerns and future needs)	*											
2	Stakeholder interviews (information gathering, analyze existing systems, operations, concerns and needs)	*											
3	Facilities site visits: PSAPs, towers, backup locations		*										
4	Review recommendations for Operations, Personnel/Staffing, Governance, Technology, Facilities/Physical Space, Financial, Stakeholder Expectations.				*								

G. PROPOSAL SUBMITTAL REQUIREMENTS

Open Records Act and Proprietary Information

The Mid-America Regional Council (MARC) is a public organization and is subject to the Missouri Open Records Act (Chapter 610, RSMo). All records obtained or retained by MARC are considered public records and are open to the public or media upon request unless those records are specifically protected from disclosure by law or exempted under the Missouri Sunshine Law. All contents of a response to a Request for Bids, Qualifications, Proposals or information issued by MARC are considered public records and subject to public release following decisions by MARC regarding the bid request. If a proposer has information that it considers proprietary, a bidder shall identify documents or portions of documents it considers containing descriptions of scientific and technological innovations in which it has a proprietary interest, or other information that is protected from public disclosure by law, which is contained in a Proposal. After either a contract is executed pursuant to the Request for Bids, RFQ or RFP, or all submittals are rejected, if a request is made to inspect information submitted and if documents are identified as "Proprietary Information" as provided above under Missouri Sunshine Law, MARC will notify the proposer of the request for access, and it shall be the burden of the proposer to establish that those documents are exempt from disclosure under the law."

To be eligible for consideration, proposals must be received by MARC as designated on the cover page of the RFP.

The following items must be addressed in all proposals:

1. **SCOPE OF WORK:** MARC staff has developed a general outline of work tasks associated to the Scope of Work. The Contractor will be required to recommend and expand and/or revise this study's Scope of Work. Contractor recommendations will demonstrate and propose strategies that exemplify best practices in planning, analysis and recommending regional emergency call handling strategies and solutions. Respondents must provide a detailed scope of work including specific methodologies and/or approaches that will be used to develop the Regional Emergency Communication Strategy Feasibility Study. Innovative approaches for completion of the Scope of Work are encouraged.
 - A. The name and address of the contracting firm, together with the name, telephone and fax number, and e-mail address of the primary contact person for purposes of this proposal
 - B. A listing of all proposed subcontractors, if any

2. **CONTRACT PRICE:** Proposals should indicate the cost of the services to be provided. Also required is a schedule by task of man-hours, equipment, and services.

3. **QUALIFICATIONS:** Proposals should indicate general and specific qualifications of the proposer in planning and disciplines appropriate to this project. A brief narrative (four pages maximum) regarding the firm’s capabilities to carry out this project, including special assets, areas of expertise, analytical tools, and data sources, etc. to which the firm may have access. Proposals shall also include:
 - A. A listing and written samples of similar projects undertaken within the last five (5) years, by proposing firm and/or its subcontractors, showing contract amounts, description of work performed, client contact persons, phone numbers, and e-mail addresses.
 - B. Resumes of key professional staff who will be assigned to this project.
 - C. Description of the workload of individuals assigned to this project during the period of this study. Any reassignment of designated key staff will not occur without mutual consultation and consent by MARC.
 - D. Firms and subcontractors’, if any,
 - E. References

4. **DISADVANTAGED BUSINESS ENTERPRISE (DBE) REQUIREMENTS AND PARTICIPATION:** MARC’s DBE policy requires that qualified DBE’s be afforded an equitable opportunity to participate in contracts. Proposers are encouraged to involve DBEs in subcontracts or joint ventures. MARC’s 2011 DBE goal is 14 percent.

DBE proposers should submit, with their proposals, Intent to Perform As A Disadvantage Business Enterprise (DBE), Attachment F, for each proposed DBE contractor, subcontractor, or joint venture. Certification of DBEs will be made in accordance with MARC’s Disadvantage Business Enterprise Program.

5. **AFFIRMATIVE ACTION CHECKLIST:** If applicable, proposers must complete and enclose with their proposal the company’s Affirmative Action Plan (see Attachment C Affirmative Action Checklist).

6.

H. SELECTION PROCEDURE

A short list, of not more than four (4) and no less than two (2), proposers and/or proposer teams will be selected on or about 10/23/2023 by MARC, after MARC and the study’s selection committee analyzes all proposal information. Short-list proposers should be available for interviews and/or presentations prior to the selection of a Contractor. The final selection of a Contractor shall occur on or about 10/31/2023 (contingent upon approval by MARC’s Board of Directors). MARC reserves the right to negotiate a contract, including a scope of work, and contract price, with any proposers or other qualified party.

This Request for Proposal does not commit MARC to award a contract, to pay any cost incurred in preparation of a response to this Request, or to procure or contract for services or supplies. MARC reserves the right to accept or reject all responses received as a result of this Request or cancel this Request in part or in its entirety if it is in the best interests of MARC to do so. Proposers shall not offer any gratuities, favors, or anything of monetary value to any officer, employee, agent, or director of MARC for the purpose of influencing favorable disposition toward either their proposal or any other proposal submitted because of the Request for Proposal.

MARC reserves the right to suggest to any or all proposers to the Request for Proposals that such proposers form into teams of consulting firms or organizations deemed to be advantages to MARC in performing the Scope of Work. MARC will suggest such formation when such relationships appear to offer combinations of expertise or abilities not otherwise available. Proposers have the right to refuse to enter any suggested relationships.

All Proposals submitted hereunder become the exclusive property of MARC.

I. PROPOSAL EVALUATION CRITERIA

The proposals submitted by each Contractor, Firm, or Contractor Team, will be evaluated according to the following factors, in order of priority:

- A) Specialized experience and technical competence of the contractor and assigned staff relative to the scope of work and task requirements outlined in this RFP.
 - 1) Experience of the project manager
 - 2) Experience of the prime contractor(s) and subcontractor(s)
 - 3) Amount of dedicated time of key staff allocated to the project.
 - 4) Experience of other assigned individuals

- B) Understanding the nature of the project
 - 1) Understanding the proposed scope of work
 - 2) General understanding of the regional significance of the project
 - 3) General organization and clarity of the proposal

- C) Assignment of key project staff.

- D) References reflecting previous work experience of the project team and satisfactory accomplishment of contractor responsibilities.
 - 1) Quality of final product.
 - 2) Ability to meet work schedules.
 - 3) Responsiveness to client input.

- E) Project cost, schedule of persons – hour commitment
 - 1) Total hours committed for the project manager.

- 2) Total person – hour commitment
- 3) Project schedule and timeliness of products
- 4) Total project cost

J. ON-SITE PRESENTATIONS

The project selection team may require oral presentation of those firms identified on the proposer’s short list. Presentations will be held at MARC, or a site designated by MARC.

K. CONTRACT AWARD

MARC will notify the selected candidate by telephone, e-mail and in writing. Following verbal notification, MARC will negotiate a standard professional service agreement with the selected candidate (see Attachment E “Contracting Agreement”). The selected candidate’s proposal will be incorporated by reference in the contract. Additionally, MARC will notify, in writing, the candidates who are not selected.

L. PROTEST PROCEDURES

In the course of this solicitation for proposals and the selection process, a proposer (bidder of offer or whose direct economic interest would be affected by the award of the contract) may file a protest when in the proposer’s opinion, actions were taken by MARC staff and /or the selection committee which could unfairly affect the outcome of the selection procedure. All protest should be in writing and directed to Mr. David Warm, Executive Director, Mid-America Regional Council, 600 Broadway, Suite 200, Kansas City, MO 64105. Protest should be made immediately upon occurrence of the incident in question but no later than three (3) days after the proposer receives notification of the outcome of the section procedure. The protest should clearly state the grounds for such a protest.

Upon receipt of the protest, MARC’s Executive Director will review the actual procedures followed during the selection process and the documentation available. If it is determined the action(s) unfairly changed the outcome of the process, notifications with the selected proposer will cease until the matter is resolved.

M. PROCUREMENT SCHEDULE

The following is a tentative schedule for the Contractor selection process:

Activities	Schedule
RFP issued	September 11, 2023
Proposals Due	5:00 PM. Central Time, October 15, 2023

Pre-Bid Conference	<p>September 27, 2023 at 1:00 CST Microsoft Teams Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 257 398 416 850 Passcode: n4SECv Download Teams Join on the web Or call in (audio only) +1 816-702-6598,,837016181# United States, Kansas City Phone Conference ID: 837 016 181#</p>
Short List Announced	October 23, 2023
On site presentations	As scheduled by MARC
Selection/MARC Board Approval	October 31, 2023/November 28
Contract Execution/ Notice to proceed	TBD after contract negotiation
Project Completion	TBD after contract negotiation

N. PROJECT BUDGET

The level of funding for this project will be based on the scope of work. Jackson County, Missouri and MARC have committed funds to this project. The final level of contractor funding and contract price will be negotiated between MARC and the contractor.

- Estimated project range: **up to \$200,000.**
- Period of Performance: **through May 31, 2024**