

# COUNTY OF BOONE - MISSOURI



## REQUEST FOR PROPOSAL FOR A 911 CALL TRAINING SIMULATOR SYSTEM

**RFP # 03-19MAR18**

*Release Date: February 15, 2018*

**Submittal Deadline:  
March 19, 2018  
not later than 2:00 P.M. CST**

Boone County Purchasing  
613 E. Ash Street  
Columbia, Missouri 65201

Liz Palazzolo, Senior Buyer  
Phone: (573) 886-4392 Fax: (573) 886-4390  
E-mail: [lpalazzolo@boonecountymo.org](mailto:lpalazzolo@boonecountymo.org)



## NOTICE OF REQUEST FOR PROPOSAL

Boone County is accepting proposals in response to this Request for Proposals (RFP) for the following:

**RFP #: 03-XXFEB18 – 911 CALL TRAINING SIMULATOR SYSTEM - Term and Supply**

Sealed proposals will be accepted until **2:00 P.M. on March 19, 2018** in the Boone County Purchasing Office, Room 109, located at 613 E. Ash Street, Columbia, MO 65201.

Request for Proposals are available in the Purchasing Office and requests for copies may be made by phone (573) 886-4392; fax (573) 886-4390 or e-mail: [lpalazzolo@boonecountymo.org](mailto:lpalazzolo@boonecountymo.org).

Vendors may obtain further information on the Boone County Web Page at <http://www.showmeboone.com>.

Liz Palazzolo, CPPO, C.P.M.  
Senior Buyer

*Insertion: Thursday, February 15, 2018*  
**COLUMBIA MISSOURIAN**



## 1. INSTRUCTIONS AND GENERAL CONDITIONS

- 1.1 Delivery of Proposals: Sealed proposals, subject to Instructions and General Conditions and any special conditions set forth herein, will be received at the Boone County Purchasing office until the proposal closing date and time indicated herein for furnishing the County with a 911 Call Training Simulator System as detailed in the following request for proposal.
- 1.2 Proposal Closing: All proposals must be **delivered before 2:00 P.M.** Central Time on **March 19, 2018** to:
- Boone County Purchasing Department  
Liz Palazzolo, Senior Buyer  
613 E. Ash Street, Room 109  
Columbia, Missouri 65201-4460
- 1.2.1 The County will not accept any proposals received after 2:00 P.M. Late bids may be returned unopened if the vendor requests within ten (10) business days after bid opening. All returns will be made at the vendor's expense.
- 1.3 Sealed Proposals Required: Proposals must be submitted in a sealed envelope identified with the proposal number and date of closing. List the proposal number on the outside of the box or envelope and note "Response to Request for Proposal enclosed." No fax or electronic transmitted proposals will be accepted.
- 1.3.1 If the offeror chooses not to submit a proposal, please return the enclosed *No Bid Response Page* and note the reason.
- 1.4 Copies: The offeror is advised to submit one (1) original proposal, and two (2) copies of the proposal (for a total of three copies), plus an electronic copy of the original proposal on a thumb drive (USB memory stick).
- 1.5 Bid Opening: Proposals will be opened publicly shortly after 2:00 P.M. on March 19, 2018 but only the names of offerors will be read aloud at the proposal opening. Following contract execution or rejection of all proposal responses, all responses will become a part of the public record and will be released to any person or firm who requests access. **Missouri Sunshine Laws:** Due to applicable sunshine laws and regulations concerning public documents (e.g., Section 610.021 RSMo), the County's proposal file becomes part of the public record at time of contract execution or when all proposals have been rejected.

1.6 If the offeror has obtained this proposal document from the Boone County Purchasing Web Page or from a source other than the Boone County Purchasing Department, prior to submitting the proposal the offeror is advised to check with the Boone County Purchasing Department in order to ensure that the RFP solicitation package is complete, i.e., the offeror has all addenda and attachments as applicable. ***The Boone County Purchasing Department must not be responsible for providing RFP addenda if the vendor has not been added to the official Vendor list for this Request for Proposal.***

1.7 Guideline for Written Questions: ***All questions regarding this Request for Proposal should be submitted in writing, prior to the RFP opening and no later than 5:00 P.M., March 8, 2018*** (which allows enough time to issue an addendum answering the questions). All questions must be mailed, faxed or e-mailed to the attention of Liz Palazzolo. All such questions will be answered in writing, and such answers will be provided to all parties having obtained a Request for Proposal packet by the County by posting the addendum on the County Web site at [www.showmeboone.com](http://www.showmeboone.com) (Select Purchasing, then Current Bid Opportunities). Submit questions to:

Liz Palazzolo, Senior Buyer  
613 E. Ash Street, Room 109  
Columbia, Missouri 65201  
Phone: (573) 886-4392  
Fax: (573) 886-4390  
E-mail: [lpalazzolo@boonecountymo.org](mailto:lpalazzolo@boonecountymo.org)

1.8 RFP Addenda: In the event that it becomes necessary to revise any part of this RFP, written addenda will be issued. Any addendum to this RFP is valid only if in writing and issued by the Boone County Purchasing Department. Verbal conversations or agreements with any officer, agent, or employee of the County which modify any terms or obligations of this RFP are invalid.



## 2. INTRODUCTION AND GENERAL INFORMATION

### 2.1 Introduction:

2.1.1 This document constitutes a request for sealed proposals for a **911 Call Training Simulator System** as set forth herein.

2.1.2 Organization: This document, referred to as a Request for Proposal (RFP), is divided into the following parts:

- 1) Instructions and General Conditions
- 2) Introduction and General Information
- 3) Scope of Work
- 4) Proposal Submission Information
- 5) Vendor Response/Pricing Page(s)
- 6) Certification Regarding Debarment
- 7) Work Authorization Certification
- 8) "No Bid" Response Form
- 9) Boone County Standard Terms and Conditions

2.1.3 Purpose: The purpose of this Request for Proposal (RFP) is to obtain a contractor to provide a turnkey 911 Call Training Simulator System that can be effectively used to train personnel of Boone County Joint Communications.

2.1.4 The County of Boone - Missouri, hereafter referred to as "County," proposes to contract with an individual or organization, hereinafter referred to as the "contractor" for a Term and Supply contract(s) for a turnkey 911 Call Training Simulator and training on use of the simulator. Offerors responding to this RFP are required to quote firm and fixed pricing for a 911 Call Training Simulator that includes all hardware, software, materials, supplies, labor and support for a complete, turnkey training system including training as specified in this Request for Proposal.

### 2.2 Background Information:

2.2.1 Boone County is situated in central Missouri and includes nine communities, i.e., six cities and three towns. The County has a population of approximately 175,000 and contains 685 square miles.

2.2.2 Boone County Joint Communications is located at 2145 County Drive in Columbia, Missouri. The mission of the Boone County Joint Communications is to serve as a vital link between the citizens of Boone County and public safety personnel. Boone County Joint Communications helps to save lives and protect property as a "first responder" organization.



### 3. SCOPE OF WORK:

#### 3.1 General Requirements:

- 3.1.1 The contractor shall provide and install a 911 Call Training Simulator System that simulates emergency calls coming into an Emergency Call Center for dispatching responses and is designed to teach personnel as Public Safety Emergency Telecommunicators. In addition, the contractor shall provide initial system-user training.
- 3.1.2 The 911 Call Training Simulator System must be a turn-key, complete all-in-one, system that contains all necessary hardware, software, materials and supplies necessary to perform emergency call simulations and dispatches. Materials shall include teacher guides with objectives, instructional videos, etc.
- a. The 911 Call Training Simulator System shall have telephone, radio and CAD software that integrates into one or more screens that allow the trainee/student to take the call and enter in a radio broadcast for training purposes.
  - b. The 911 Call Training Simulator System shall be capable of expansion, i.e., be modular where additional modules may be added as deemed appropriate and requested by the County.
- 3.1.3 It is preferred although not required that the 911 Call Training Simulator System operate fully on its own, and is a stand-alone unit that does not require dedicated hardware such as a server to operate.
- 3.1.4 The 911 Call Training Simulator System shall possess standard features and functions of computer-based telecommunications systems currently in use.
- a. The 911 Call Training Simulator must be in current production; the County shall not beta-test a product.
  - b. The 911 Call Training Simulator shall conform to all current and accepted business, industry, and safety standards for hardware and software used in computer-based training simulators.
- 3.1.5 The 911 Call Training Simulator System shall at minimum consist of the following three (3) components that can function alone or be integrated as one fully-coordinated system:
- a. Telephone simulator;
  - b. Radio simulator;
  - c. Computer Aided Dispatch (CAD) simulator.

3.1.6 The 911 Call Training Simulator shall be designed for training instructors/trainers, trainees, and role-players.

- a. The 911 Call Training Simulator System shall have at minimum one instructor/trainer and two (2) trainee/student positions. The 911 Call Training Simulator System shall be expandable and have several (e.g. as many as 50) trainee and role-playing positions/configurations available. It is preferred that the base system is equipped with several trainee/role-playing positions/configurations, and does not require additional modules to be purchased to obtain more trainee/role-playing positions/configurations.

### **3.2 Telephone Component Requirements:**

3.2.1 The telephone component of the 911 Call Training Simulator System shall possess at minimum the following functions and features:

- a. A minimum of forty (40) simulated lines for incoming and outgoing calls;
- b. Each line can be designated as either an emergency or non-emergency line;
- c. The trainee/student station has both an audible and visual indicator as to which line is being called;
- d. Visual signals that appear on all stations when a call is answered to indicate which line is being used;
- e. Full-duplex transmission, all lines;
- f. Visual signal (e.g., lit button) on each line to indicate when a call is placed in "hold" status;
- g. A call "Recall" (e.g., button) feature that allows a trainee/student to re-call a caller-hang-up call;
- h. Record-capability of all training conversations in WAV-file or other acceptable format that allows for easy retrieval and replay at any time;
- i. Calls sent to the trainee/student are editable for Automatic Number Identification (ANI) and Automatic Location Identification (ALI) for land line, cell, VoIP, TTY/TDD, and restricted call numbers/locations;
- j. Background noises, e.g., glass breaking, baby crying, screaming, and other sounds must be capable of being introduced and integrated into the recorded WAV files.
- k. Text, TTY and TDD calls shall be recorded in retrievable text files;
- l. Phase II calls must be shown in terms of latitude, longitude, cell tower and sector identification;
- m. An address book feature is included for use by the trainee/student;
- n. Telephone key pads are configurable to Local Area Exchanges (LEC's) and area codes;
- o. Trainee/student has the ability for instant call-replay via computer mouse-click.

### **3.3 Radio Component Requirements:**

3.3.1 The radio component of the 911 Call Training Simulator System shall possess at minimum the following functions and features:

- a. Each dispatch station must have a minimum thirty (30) simulated radio channels;
- b. Each radio channel must at minimum have each of the following features:
  - i. Select
  - ii. Simul Select
  - iii. Mute
  - iv. All Mute
  - v. Call Indicator
  - vi. Busy Indicator
- c. Background sounds must be capable of being integrated as WAVfiles, e.g., gunfire, sirens, etc.
- d. Other features at minimum include “select” speaker; “unselect” speaker, and a digital 24-hour clock;
- e. Channel labels shall be editable and reflect local agencies and department names;
- f. The system is equipped with a “Master Transmit” button/feature allowing transmission on multiple selected channels;
- g. The system includes a “Mute All” button/feature;
- h. There is an instant session replay feature;
- i. Trainee/student can call-out to role-players on non-emergency lines.

3.3.2 In addition to the above, it is highly desirable although not required that the radio features of the 911 Call Training Simulator system include the following:

- a. Alert tone generator;
- b. Tone encoder;
- c. Push-to-talk (PTT) Identifier (ID) decode;
- d. Field unit radio emergency button activation simulation.

### **3.4 Computer Aided Dispatch (CAD) Component Requirements:**

3.4.1 The Computer Aided Dispatch (CAD) component of the 911 Call Training Simulator System shall possess at minimum the following functions:

- a. ANI/ALI information;
- b. User-log-in information
- c. Zones
- d. Unit status;
- e. Unit categories;
- f. Call-type code lists;
- g. Unit types;
- h. Personnel files;
- i. Waiting incidents;
- j. Active incidents;
- k. Vehicle status;
- l. Keystroke history;
- m. Mapping technology;
- n. Vehicle location grid;
- o. User history reporting.



**3.5 System Delivery and Installation:**

- 3.5.1 The contractor shall deliver all system components to the Moberly Area Community College located at the following address:

Moberly Area Community College  
Parkade Center  
601 Business Loop 70 West  
Columbia, Missouri 65203  
Attention: Brandi Glover

- 3.5.2 The contractor must fully install the 911 Call Training Simulator System. Installation shall include testing the system for full functionality in accordance with manufacturer recommendations. The County shall not pay the contractor additionally for system installation and testing.

**3.6 Single Point of Contact:**

- 3.6.1 The contractor shall perform as a single point of contact for the County regarding all aspects and components of the 911 Call Training Simulator System. The contractor shall assign an Account Representative to the County who will perform as the single point of contact regarding all warranty and system performance issues.

**3.7 Repair or Replacement of Damaged Product:**

- 3.7.1 The contractor shall be responsible for repairing any item or components received in damaged condition at no cost to Boone County. In the event the item cannot be repaired or if the repair would otherwise compromise the integrity of the commodity and the manufacturer warranty, then the contractor must replace the item or component in its entirety at no additional cost to the County. This includes all delivery/transportation costs for returning non-functional items to the contractor for replacement.

**3.8 Warranty:**

- 3.8.1 At minimum, the contractor shall provide the manufacturer's standard product warranty on parts and labor for all components of the 911 Call Training Simulator System. Whenever required by the specifications of the Request for Proposal, the contractor warrants that all equipment and materials provided must be new. Warranty coverage shall commence upon the County's acceptance of the 911 Call Training Simulator System.
- a. It is highly desirable that the contractor act as a liaison between the County and the manufacturer on all product issues which may arise regarding products purchased under the contract.

- b. The terms of the contract shall supersede any language to the contrary on invoices or other documents provided by the contractor, manufacturer(s), or other sources regarding any warranty terms.
- c. The warranty shall commence upon delivery and acceptance of the item(s) by the County.
- d. The contractor shall guarantee the products provided under contract shall be free from defects in materials and workmanship, given normal use and care. The contractor shall agree to repair and/or immediately replace without charge (including freight both ways) any product or part thereof, which proves to be defective or fails within the warranty period as determined by the County.

### **3.9 Extended Warranty and Support Option:**

- 3.9.1 The contractor must provide a three (3)-year extended service agreement which shall begin upon expiration of the one-year warranty period described in paragraphs 3.8.1-3.8.1(d). The extended service agreement shall extend for three (3) additional years subsequent to the warranty period. The option to purchase the extended service agreement shall be at the sole discretion of the County.
- 3.9.2 As part of the extended warranty coverage, the contractor shall perform remote diagnostics and repair, and on-site repair within 24-hours of request. All labor, materials, supplies and travel costs shall be built into the total price quoted on the contract Vendor Response and Pricing Pages for the three-year extended warranty. It is highly desirable although not required that coverage be provided 24X7X365.
- 3.9.3 The County will pay the contractor for extended warranty coverage pursuant to specific pricing quoted on the contract Vendor Response and Pricing Pages.

### **3.10 Training and On-Going Support:**

- 3.10.1 The contractor shall provide system instruction on-site in Boone County once the system is fully installed, tested, and operational. Training shall be a one-time initial system user training session, and include all necessary labor, personnel, travel, food and lodging, and all instruction materials including instruction manuals at no additional cost to the County other than the cost identified on the Vendor Response Pricing Pages of the contract. All instruction manuals shall become property of the County. The actual date(s) and time(s) for the training shall be mutually agreed between the contractor and the County.
  - a. Training shall cover all basic user instruction for instructors/trainers to learn how to use, maintain, and program the system.
  - b. As its on-going support to the County, the contractor shall provide support as needed and upon request through website support, Help-Desk support, and/or a toll-free phone number at no additional cost to the County, see also paragraph 3.6.1 herein.

### **3.11 System Expansion:**

3.11.1 At the sole discretion of the County, the system may be expanded by adding modules/upgrades if deemed necessary and in the best interest of the County. In the event the system is expanded, or modified in any way from its base configuration, then the contract must be formally amended in writing by the Boone County Purchasing Office on behalf of Boone County Joint Communication, and approved by the Boone County Commission. Verbal modifications shall have no binding effect. The cost for any system expansion shall be determined at the time of request using the contractor's then-current best government pricing for system expansion components/service.

### **3.12 Invoices:**

3.12.1 The contractor must submit an itemized invoice upon delivery, set-up, and acceptance testing of the 911 Call Training Simulator System. Payment will be made within thirty (30) calendar days from receipt of an accurate statement.

3.12.2 The contractor's invoices, packing slips and delivery tickets must contain the County contract number. All pricing shall be invoiced in accordance with contract pricing shown in the Vendor Response Pages of the contract.

### **3.13 Insurance Requirements:**

3.13.1 The contractor must not commence work under the contract until they have obtained all insurance required under this paragraph and such insurance has been approved by the County, nor must the contractor allow any subcontractor to commence work on their subcontract until all similar insurance required of the subcontractor has been so obtained and approved. All policies must be in amount(s), form(s) and company(ies) satisfactory to the County which must carry an A-6 or better rating as listed in the A.M. Best or equivalent rating guide. Insurance limits indicated below may be lowered at the discretion of the County.

- a. The contractor must purchase and maintain in force, at its own expense, property insurance covering any loss or damage of the County owned records.
- b. Employer's Liability and Worker's Compensation Insurance: The contractor must take out and maintain during the life of the contract, Employee's Liability and Worker's Compensation Insurance for all of their employees employed at the site of work, and in case any work is sublet, the contractor must require the subcontractor similarly to provide Worker's Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the contractor. Worker's Compensation coverage must meet Missouri statutory limits. Employers' Liability limits must be \$500,000.00 each employee, \$500,000.00 each accident, and \$500,000.00 policy limit. In case any class of employees engaged in hazardous work under the contract at the site of the work is not protected under the Worker's Compensation Statute, the contractor must provide and must cause each subcontractor to provide

Employers' Liability Insurance for the protection of their employees not otherwise protected.

- c. Commercial General Liability Insurance: The contractor must take out and maintain during the life of the contract, such comprehensive general liability insurance as must protect them and any subcontractor performing work covered by the contract, from claims for damages for personal injury including accidental death, as well as from claims for property damages, which may arise from operations under this contract, whether such operations be by themselves or for any subcontractor or by anyone directly or indirectly employed by them. The amounts of insurance must be not less than \$2,000,000.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death. If the contract involves any underground/digging operations, the general liability certificate must include X, C, and U (Explosion, Collapse, and Underground) coverage. If providing Comprehensive General Liability Insurance, then the Proof of Coverage of Insurance must also be included.
- d. Business Automobile Liability: The contractor shall maintain during the life of the contract, automobile liability insurance in the amount of not less than \$2,000,000.00 combined single limit for any one occurrence, covering both bodily injury, including accidental death, and property damage, to protect themselves from any and all claims arising from the use of the contractor's own automobiles, teams and trucks; hired automobiles, teams and trucks; non-owned and both on and off the site of work.
- e. Subcontractors: The contractor shall cause each subcontractor to purchase and maintain insurance of the types and amounts specified herein. Limits of such coverage may be reduced only upon written agreement of the County. The contractor shall provide to the County copies of certificates of insurance evidencing coverage for each subcontractor. The subcontractors' commercial general liability and business automobile liability insurance shall name the County as Additional Insured and have the Waiver of Subrogation endorsements added.
- f. Owner's Contingent or Protective Liability and Property Damage: The contractor must provide the County with proof of Owner's Protective Liability and Property Damage Insurance, which must protect the County against any and all claims which might arise as a result of the operations of the contractor in fulfilling the terms of this contract during the life of the contract. It is preferred that this policy includes a provision for damage, recovery, and cost of effort to replace damaged records. The minimum amounts of such insurance will be \$1,000,000.00 per occurrence, combined single limits. Should any work be subcontracted, these limits must also apply.

- g. Proof of Carriage of Insurance: The contractor must furnish the County with Certificate(s) of Insurance which name the County as additional insured in an amount as required in the contract, contain a description of the project or work to be performed, and requiring a thirty (30) day mandatory cancellation notice. In addition, such insurance must be on occurrence basis and must remain in effect until such time as the County has made final acceptance of the facility contracted.
- h. Indemnity Agreement: To the fullest extent permitted by law, the contractor must indemnify, hold harmless and defend the County, its directors, officers, agents, and employees from and against all claims, damages, losses and expenses (including but not limited to attorney's fees) arising by reason of any act or failure to act, negligent or otherwise, of the contractor, of any subcontractor (meaning anyone, including but not limited to consultants having a contract with contractor or a subcontract for part of the services), of anyone directly or indirectly employed by contractor or by any subcontractor, or of anyone for whose acts the contractor or its subcontractor may be liable, in connection with providing these services. This provision does not, however, require the contractor to indemnify, hold harmless, or defend the County of Boone from its own negligence.

### 3.14 Other Contract Terms and Conditions:

- 3.14.1 The contractor must be prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement or its rights, title or interest therein, or its power to execute such agreement to any other person, company or corporation without the prior consent and approval in writing by the County.
- 3.14.2 Contract Period: The initial contract period shall run **Date of Award through December 31, 2018**. The contract shall have three (3), one (1)-year renewal periods, or any portion thereof, following the completion of the initial/original contract term. After the completion of the final renewal term, the contract will continue on a month-to-month basis until either party terminates the contract by providing the other party with thirty (30) calendar days prior written notice.
- 3.14.3 Cancellation Agreement: The County reserves the right to cancel the contract without cause by giving not less than thirty (30) calendar days prior notice to the contractor in writing of the intention to cancel, or with cause, if at any time the contractor fails to fulfill or abide by any of the terms or conditions specified. Failure of the contractor to comply with any of the provisions of the contract may be considered a material breach of contract and must be cause for immediate termination of the contract at the discretion of Boone County. Boone County may allow the contractor reasonable opportunity to cure material breach, but is not required to do so.
- 3.14.4 Fiscal Non-Funding Clause: In the event sufficient budgeted funds are not available for a new fiscal period, the County must notify the provider of such

occurrence and the contract must terminate on the last day of the current fiscal period without penalty or expense to the County.

3.14.5 Estimated Usage: All orders will be placed by the County on an “as needed” basis. The estimate presented herein does not constitute a guarantee on the part of the County.

3.14.6 Pricing: The contract will be awarded on a firm, fixed price basis for the entirety of the initial/original contract period. Prices are subject to adjustment only upon renewal of the contract period, subject to quotations on the Vendor Response Page for the specific renewal period; adjusted pricing must be effective on the renewal date and must remain firm through the entirety of the specific renewal period.

a. Price Increase: It shall be the responsibility of the contractor to notify the County sixty (60) calendar days prior to the end of the current contract period of any pending price increase which will take effect at the beginning of the ensuing renewal period.

b. If the option for renewal is exercised by the County, the contractor must agree that the prices for the renewal period must not exceed the maximum percent of increase for the applicable renewal period stated on the Vendor Response Pages of the contract.

c. If renewal percentages are not provided, then prices for the renewal period(s) shall be the same as during the initial/original contract period. All pricing adjustments shall be calculated using the initial/original pricing.

3.14.7 Confidentiality: The contractor must be responsible for maintaining the confidentiality of the County records and data, which cannot be sold, shared or otherwise disclosed to other companies or individuals without written permission from the County Employee Benefits Plan officials.



#### 4. PROPOSAL SUBMISSION INFORMATION

##### 4.1. SUBMISSION OF PROPOSALS:

4.1.1 When submitting a proposal, the offeror should include the **original and two (2) copies for a total of three (3) copies**. **The offeror should also include an electronic copy of the proposal on a removable storage drive.**

c. The offeror must submit the proposal to:

Boone County Purchasing Department  
Attn: Liz Palazzolo, Senior Buyer  
613 E. Ash Street, Room 109  
Columbia, MO 65201

d. The proposals must be delivered no later than **2:00 P.M. on March 19, 2018**. Proposals will not be accepted after this date and time.

4.1.2 **Terms and Conditions:** The offeror agrees that by submitting an offer, Boone County's Terms and Conditions as incorporated herein must become part of the contract, and in the event of conflict between any terms the offeror submits, the terms and conditions of the County must govern.

##### 4.2 ORGANIZATION OF PROPOSAL:

4.2.1 To facilitate the evaluation process, the offeror is encouraged to organize their proposal into distinctive sections that correspond with the individual evaluation categories described herein.

- a. Each distinctive section should be titled with each individual evaluation category and all material related to that category should be included therein.
- b. The signed response page from the original RFP and all signed amendments should be placed at the beginning of the proposal.
- c. The offeror is advised that the proposal should, at a minimum, address all mandatory and desired services, equipment, materials, etc. Responses will fully describe how the requirements will be met.

4.2.2 The offeror is cautioned that it is the offeror's sole responsibility to submit information related to the evaluation categories, and that the County is under no obligation to solicit such information if it is not included with the proposal.

The offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal. Any offeror whose responses deviate from the outlined specifications may automatically be disqualified.

#### **4.3 OFFEROR'S CONTACTS WITH PURCHASING:**

4.3.1 Offeror's Contacts: Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any County employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.

#### **4.4 VALIDITY OF PROPOSAL RESPONSE:**

4.4.1 Offerors must agree that proposals must remain firm for a period of ninety (90) calendar days after the date specified for the return of proposals.

#### **4.5 EVALUATION OF PROPOSALS**

4.5.1 Evaluation and Award Process: After determining a responsible offeror and a responsive proposal through the determination that the proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) will use both objective analysis and subjective judgment in conducting a comparative assessment of the proposal. The evaluation will include an assessment of cost, the offeror's experience and reliability, technical capabilities of the system, and contractor support.

4.5.2 In order to conduct an evaluation of proposals, the vendor is advised to complete the Vendor Response Pages, all parts, and to return the completed pages with the vendor's proposal. Failure to provide information necessary to evaluate the vendor's response may render the proposal incapable of award consideration. While the County reserves the right to obtain clarification from the offeror regarding any part of the proposal, the County is not obligated to obtain any information from the offeror necessary for evaluation. When evaluating responses, the County reserves the right to consider relevant information and fact, whether gained from the response, from a vendor, from the vendor's references, or from any other source.

4.5.3 After an initial evaluation process, a question and answer interview or product demonstration may be conducted with the offeror, if deemed necessary by the County. The offeror may be asked to make an oral presentation of their proposal, or perform a product demonstration to the evaluation team at a designated Boone County location. Attendance cost must be solely at the offeror's expense. All arrangements and scheduling will be coordinated by the County.



4.5.4 Competitive Negotiation of Proposals: The offeror is advised that under the provisions of this Request for Proposal, the County reserves the right to conduct negotiations of the proposals received or to award a contract without negotiations. If such negotiations are conducted, the following conditions must apply:

- a. Negotiations may be conducted in person, in writing, or by telephone.
- b. Negotiations will only be conducted with potentially acceptable proposals. The County reserves the right to limit negotiations to those proposals, which received the highest rankings during the initial evaluation phase.
- c. Terms, conditions, prices, methodology, or other features of the offeror's proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the offeror may be required to submit supporting financial, pricing and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.
- d. The mandatory requirements of the Request for Proposal shall not be negotiable and must remain unchanged unless the County determines that a change in such requirements is in the best interest of the entities.

4.5.5 Evaluation of the Vendor's Experience and Reliability: The experience and reliability of the offeror's organization are considered subjectively in the evaluation process. Therefore, the offeror is advised to submit any information, which documents successful and reliable experience providing 911 Call Training Simulator Systems to other public entities such as Boone County.

- a. Name other government agencies/municipalities for which the vendor has provided 911 Call Training Simulator Systems in the last three (3) years and provide a current contact name, email address and phone number for each account.

4.5.6 Evaluation of the Technical Capabilities of the Vendor's System: Proposals will be subjectively evaluated based on the technical capabilities of the offeror's 911 Call Training Simulator System as related to its ability to meet the requirements of the RFP, including system modularity and expansion. Therefore, the offeror should present a written narrative, which demonstrates how the proposed 911 Call Training Simulator System satisfies RFP requirements. The offeror is provided a section on the Vendor Response and Pricing Pages where the offeror is strongly encouraged to confirm adherence to each stated RFP requirements and to also elaborate as necessary. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of action. The County will be evaluating the offeror's adherence to mandatory performance requirements as well as other features of the offeror's proposed approach to performing the Scope of Work described herein.

- a. Offerors are cautioned about the use of specific words in the RFP. Where the words "must" or "shall" are used, they signify a required minimum function of system capacity that will heavily impact the offeror's final

response rating. Where the words “should,” “may” or “desired” are used, they signify that the feature or capacity is desirable but not mandatory; therefore, the specifications in question will possess minimal impact on the offeror’s final response rating.

- b. The method by which the proposed method of performance is written will be left to the discretion of the offeror. However, the offeror should address each specific paragraph and subparagraph of the specifications by paragraph and page number as an item for discussion. Indicating that the vendor “Complies” or “Understands” the requirement is a good start, but it may not provide enough relevant detail to explain how the proposal performs the requirements which then allows subjective consideration of the vendor’s product capabilities.

#### 4.5.8 Rejection / Withdrawal of Proposals Response:

- a. Rejection of Proposals: The right is reserved by the County at its discretion to reject any or all proposals or parts thereof. The County reserves the right to waive defects or informalities, to negotiate with offerors and to accept the proposal deemed to be in the best interest of the County.
- b. Withdrawal of Proposals: Proposals may be withdrawn on written request from the offeror at the address shown in the solicitation prior to the time of acceptance.
- c. Negligence on the part of the offeror in preparing the proposal confers no right of withdrawal after the time fixed for the acceptance of the proposals.



5. VENDOR RESPONSE AND PRICING PAGES

In compliance with this Request for Proposal and subject to all the conditions thereof, the offeror agrees to furnish the services/equipment/supplies requested and proposed and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below. (Note: This form must be signed. All signatures must be original and not photocopies).

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Federal Tax ID (or Social Security #): \_\_\_\_\_

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

**NOTE:** The offeror must clearly state in writing any restrictions or deviations from specifications and requirements stated herein. In the absence of such statement, the County will assume that all items/services offered are in strict compliance with specifications stated in the RFP, including all technical and cost requirements, terms and conditions. The vendor must agree that the proposal if selected for award by the County will be included as part of the final contract with the County.

(Continued on Next Page)

**5.1. PRICING:**

As applicable to the offeror's choice as described above, the offeror must submit firm, fixed pricing that includes all hardware, software, equipment, materials and supplies for provision of a complete turn-key 911 Call Training Simulator System as defined herein.

ITEM	DESCRIPTION	UNIT PRICE
1.	1	QTY
	<b>Total Price:</b>	\$ _____
	Total price for a 911 Call Training Simulator System that includes all required hardware and software including materials and supplies to perform as a complete, turn-key system with telephone, radio, and computer assisted dispatch components, initial user training and training materials. All pricing shall be quoted FOB Destination Freight Prepaid and Allowed, i.e., built into the total price. All pricing shall be considered firm and fixed.	

**2. Itemization of Above Quoted Total Price:**

The offeror shall provide an itemization of the above quoted total price for the proposed 911 Call Training Simulator System below:

**Hardware** (Identify components, quantity, and unit price included in the total price quoted as line item 1 below):

Identification of Hardware Item	Quantity	Unit Price Per Each	Sub-Total for The Specific Hardware Item

**Software** (Identify components, quantity, and unit price included in the total price quoted as line item 1 below):

Identification of Software	Quantity	Unit Price Per Each	Sub-Total for The Specific Software


**Materials/Supplies** (Identify components, quantity, and unit price included in the total price quoted as line item 1 below):

Identification of Necessary Materials/Supplies Item	Quantity	Unit Price Per Each	Sub-Total for The Specific Materials/Supply Item

**Training Including Training Materials** (Identify components, quantity, and unit price included in the total price quoted as line item 1 below):

Identification of Training Session or Material	Quantity	Unit Price Per Each or Per Each Session	Sub-Total for Training

**All Other Cost Components** (Identify other cost components, quantity, and unit price below included in the total price quoted as line item 1):

Identification of Item	Quantity	Unit Price Per Each	Sub-Total for The Specific Item

3. **Total Firm, Fixed Price for Three-Year Extended Warranty on the 911 Call Training Simulator System:** \$ \_\_\_\_\_

The quoted total price shall include three-years of continuous and full warranty coverage and support, and shall commence subsequent to completion of the initial manufacturer's warranty.

4. **Firm, Fixed Discount Off Current Manufacturer Standard Retail Pricing for Other Modules, Materials, Supplies, And Related Items:** Quote a firm, fixed discount to be applied to current MSRP pricing for other modules, materials, supplies and related items that the County may order at a later time in order to expand or enhance the 911 Call Training Simulator: \_\_\_\_\_%

5. **Renewal Options**

The County shall have the sole option to renew the contract in one-year increments, or any portion thereof, for a total accumulated period of three (3) additional years following the initial term. If the options are exercised, pricing must be the same as quoted for the initial contract period subject to the specific percentage of price adjustment quoted below for the applicable renewal contract period. Prices for the renewal period must not exceed the maximum percent of increase for the applicable renewal period stated on the Pricing Page of the contract.

The vendor must respond with a firm, fixed percentage of increase or decrease. Do not quote BOTH a Maximum Increase and a Minimum Decrease – quote one or the other. Statements such as "a percentage of the then-current price" or "consumer price index" are NOT ACCEPTABLE i.e., reference to a CPI adjustment shall be deemed unacceptable.

If a percentage is not proposed (i.e., left blank), the County shall have the right to execute the option at the same price(s) proposed for the initial contract period.

In conducting the cost evaluation, Boone County will evaluate pricing that determines the potential maximum financial liability to the County.

**ALL PERCENTAGES SHALL BE APPLIED TO THE FIRM PRICING QUOTED FOR THE INITIAL CONTRACT PERIOD.** The offeror is cautioned that percentages that are the same value for successive renewal options shall be calculated against original, not compounded, pricing.

5.1 **Renewal Option Percentage Price Adjustment**

**1<sup>st</sup> Renewal Period: January 1, 2019 – December 31, 2019**

\_\_\_\_\_ %  
Applied to original bid pricing  
Vendor must identify below by checking appropriately as an INCREASE OR  
DECREASE: Maximum Increase: \_\_\_\_\_  
OR Minimum Decrease: \_\_\_\_\_

**5.2 Renewal Option Percentage Price Adjustment**  
**2nd Renewal Period: January 1, 2020 – December 31, 2020**

\_\_\_\_\_ %  
Applied to original bid pricing  
Vendor must identify below by checking appropriately as an INCREASE OR  
DECREASE: Maximum Increase: \_\_\_\_\_  
OR Minimum Decrease: \_\_\_\_\_

**5.3 Renewal Option Percentage Price Adjustment**  
**3rd Renewal Period: January 1, 2021 – December 31, 2021**

\_\_\_\_\_ %  
Applied to original bid pricing  
Vendor must identify below by checking appropriately as an INCREASE OR  
DECREASE: Maximum Increase: \_\_\_\_\_  
OR Minimum Decrease: \_\_\_\_\_

**6. Vendor's Experience and Reliability:**

The evaluation of the vendor's proposed experience and reliability will be subjective based on the ability of the vendor to perform the requirements stated herein. Therefore, the vendor should present detailed information regarding their experience and reliability. The following information should be provided by the vendor in order to assist Boone County in the evaluation of the vendor's experience and reliability. The County reserves the right to use this information, including information gained from any other source, in the evaluation process.

Failure to submit requested information may negatively impact the evaluation of the proposal. The County is under no obligation to obtain information from the vendor not submitted with the proposal that may impact the subjective evaluation of the vendor's proposal.

**Company History:** The vendor should describe in the available space the company's background in provision of 911 Call Training Simulator Systems, e.g., when the company was founded, how long the company has been serving the national and Missouri markets, etc:

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The offeror should provide reference contact information below regarding provision of 911 Call Training Simulator Systems similar to what is being offered to Boone County:

**Vendor's References:**

Company/Entity Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact's Title: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_  
Telephone Number and Area Code: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_  
Description of Equipment/Services Furnished: \_\_\_\_\_  
Availability of Reference: \_\_\_\_\_  
\_\_\_\_\_

Company/Entity Name: \_\_\_\_\_  
Contact Name: \_\_\_\_\_  
Contact's Title: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_  
Telephone Number and Area Code: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_  
Description of Equipment/Services Furnished: \_\_\_\_\_  
Availability of Reference: \_\_\_\_\_  
\_\_\_\_\_

Company/Entity Name: \_\_\_\_\_  
Contact Name: \_\_\_\_\_  
Contact's Title: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_  
Telephone Number and Area Code: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_  
Description of Equipment Furnished: \_\_\_\_\_  
Availability of Reference: \_\_\_\_\_

7. **Vendor's Proposed Technical Capabilities of Proposed 911 Call Training Simulator System:**

The offeror should complete the following table to indicate clearly that the proposed system meets RFP requirements by indicating "Yes," or "Confirmed" and then provide detail about how the requirement is met.



Requirement	Confirm That the Requirement is Provided
Paragraph 3.1.1: The 911 Call Training Simulator System simulates emergency calls coming into an Emergency Call Center for dispatching responses and is designed to teach personnel as Public Safety Telecommunicators.	
Paragraph 3.1.1: The proposal includes provision of the 911 Call Training Simulator System as well as installation and training.	
Paragraph 3.1.2: The 911 Call Training Simulator System must be a turn-key, complete all-in-one, system that contains all necessary hardware, software, materials and supplies necessary to perform emergency call simulations and dispatches. Materials shall include teacher guides with objectives, instructional videos, etc.	
Paragraph 3.1.2(a): The 911 Call Training Simulator System shall have telephone, radio and CAD software that integrates into one or more screens that allows the trainee/student to take the call and enter it a radio broadcast for training purposes.	
<p>Paragraph 3.1.2(b): The 911 Call Training Simulator System shall be capable of expansion, i.e., is modular where additional modules may be added as deemed appropriate and requested by the County.</p> <ul style="list-style-type: none"> <li>• Provide detail about expansion modules that are not included in the 911 Call Training Simulator being offered to the County and priced in the total price quoted for item 1.</li> </ul>	
Paragraph 3.1.3: It is preferred although not required that the 911 Call Training Simulator System operate	

<p>fully on its own, and is a stand-alone unit that does not require dedicated hardware such as a server to operate.</p> <ul style="list-style-type: none"> <li>• If the system is not a stand-alone system, then address what hardware may be necessary to operate the system.</li> </ul>	
<p>Paragraph 3.1.4: The 911 Call Training Simulator System shall possess standard features and functions of computer-based telecommunications systems currently in use.</p>	
<p>Paragraph 3.1.4(a): The 911 Call Training Simulator must be in current production; the County shall not beta-test a product.</p>	
<p>Paragraph 3.1.4(b): The 911 Call Training Simulator shall conform to all current and accepted business, industry, and safety standards for hardware and software used in computer-based training simulators.</p>	
<p>Paragraph 3.1.5-(c) The 911 Call Training Simulator System shall at minimum consist of the following three (3) components that can function alone or be integrated as one fully-coordinated system:</p> <ul style="list-style-type: none"> <li>• Telephone simulator;</li> <li>• Radio simulator;</li> <li>• Computer Aided Dispatch (CAD) simulator.</li> </ul>	
<p>Paragraph 3.1.6-(b): The 911 Call Training Simulator shall be designed for training both instructors/trainers, trainees/students, and role-players.</p> <ul style="list-style-type: none"> <li>• The 911 Call Training Simulator System shall have at</li> </ul>	

<p>minimum one instructor/trainer and two (2) trainee/student positions. The 911 Call Training Simulator System shall be expandable and have several (e.g. as many as 50) trainee and role-playing positions/configurations available. It is preferred that the base system is equipped with several trainee/role-playing positions/configurations, and does not require additional modules to be purchased to obtain more trainee/role-playing positions/configurations.</p>	
<p>Paragraph 3.2.1: The telephone component of the 911 Call Training Simulator System shall possess at minimum the following functions and features:</p>	
<p>3.2.1(a): A minimum of forty (40) simulated lines for incoming and outgoing calls;</p>	
<p>3.2.1(b): Each line can be designated as either an emergency or non-emergency line;</p>	
<p>3.2.1(c): The trainee/student station has both an audible and visual indicator as to which line is being called;</p>	
<p>3.2.1(d): Visual signals that appear on all stations when a call is answered to indicate which line is being used;</p>	
<p>3.2.1(e): Full-duplex transmission, all lines;</p>	
<p>3.2.1(f): Visual signal (e.g., lit button) on each line to indicate when a call is placed in "hold" status;</p>	
<p>3.2.1(g): A call "Recall" (e.g., button) feature that allows a trainee/student to re-call a caller-hang-</p>	

up call;	
3.2.1(h): Record-capability of all training conversations in WAV-file or other acceptable format that allows for easy retrieval and replay at any time;	
3.2.1(i): Calls sent to the trainee/student are editable for Automatic Number Identification (ANI) and Automatic Location Identification (ALI) for land line, cell, VoIP, TTY/TDD, and restricted call numbers/locations;	
3.2.1(j): Background noises, e.g., glass breaking, baby crying, screaming, and other sounds must be capable of being introduced and integrated into the recorded WAV files.	
3.2.1(k): Text, TTY and TDD calls shall be recorded in retrievable text files;	
3.2.1(l): Phase II calls must be shown in terms of latitude, longitude, cell tower and sector identification;	
3.2.1(m): An address book feature is included for use by the trainee/student;	
3.2.1(n): Telephone key pads are configurable to Local Area Exchanges (LEC's) and area codes;	
3.2.1(o): Trainee/student has the ability for instant call-replay via computer mouse-click;	
Paragraph 3.3.1: The radio component of the 911 Call Training Simulator System shall possess at minimum the following functions and features:	
Paragraph 3.3.1(a) Each dispatch	

station must have a minimum thirty (30) simulated radio channels;	
<p>Paragraph 3.3.1(b): Each radio channel must at minimum have each of the following features:</p> <ul style="list-style-type: none"> <li>• Select</li> <li>• Simul Select</li> <li>• Mute</li> <li>• All Mute</li> <li>• Call Indicator</li> <li>• Busy Indicator</li> </ul>	
Paragraph 3.3.1(c): Background sounds must be capable of being integrated as WAVfiles, e.g., gunfire, sirens, etc.	
Paragraph 3.3.1 (d): Other features at minimum include “select” speaker; “unselect” speaker, and a digital 24-hour clock;	
Paragraph 3.3.1 (e): Channel labels shall be editable and reflect local agencies and department names;	
Paragraph 3.3.1 (f): The system is equipped with a “Master Transmit” button/feature allowing transmission on multiple selected channels;	
Paragraph 3.3.1 (g): The system includes a “Mute All” button/feature;	
Paragraph 3.3.1 (h): There is an instant session replay feature;	
Paragraph 3.3.1 (i): Trainee/student can call-out to role-players on non-emergency lines.	
Paragraph 3.3.2(a): It is highly desirable although not required that the Radio Component of the 911 Call Training Simulator System have an Alert tone generator;	

Paragraph 3.3.2(b): It is highly desirable although not required that the Radio Component of the 911 Call Training Simulator System have a tone encoder;	
Paragraph 3.3.2(c): It is highly desirable although not required that the Radio Component of the 911 Call Training Simulator System have a Push-to-talk (PTT) Identifier (ID) decode;	
Paragraph 3.3.2(d): It is highly desirable although not required that the Radio Component of the 911 Call Training Simulator System have a Field unit radio emergency button activation simulation;	
Paragraph 3.4.1: The Computer Aided Dispatch (CAD) component of the 911 Call Training Simulator System shall possess at minimum the following functions:	
3.4.1(a): ANI/ALI information;	
3.4.1(b): User-log-in information	
3.4.1(c): Zones	
3.4.1(d) Unit status;	
3.4.1(e): Unit categories;	
3.4.1(f): Call-type code lists;	
3.4.1 (g): Unit types;	
3.4.1 (h): Personnel files;	
3.4.1(i): Waiting incidents;	
3.4.1(j): Active incidents;	
3.4.1(k): Vehicle status;	
3.4.1(l): Keystroke history;	
3.4.1(m): Mapping technology;	

3.4.1(n): Vehicle location grid;	
3.4.1(o): User history reporting.	

The offeror may provide other details in the following available space about their proposed 911 Call Training Simulator System that are not already covered above:

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**Delivery:**

The desired delivery is thirty (30) calendar days after the receipt of a properly executed order. If vendor's delivery is different, the vendor should state delivery in days after receipt of order: calendar days ARO.

**Basic Manufacturer Warranty:**

The vendor should state the basic manufacturer warranty period which shall cover parts and labor. The warranty shall commence upon delivery and acceptance of the equipment/supplies by Boone County.

Warranty on Parts: \_\_\_\_\_

Warranty on Labor: \_\_\_\_\_

**Extended Warranty:**

The vendor should state the terms of the three-year extended warranty period which shall provide on-going coverage on parts and labor. The warranty shall commence after the basic manufacturer warranty has been completed:

Warranty on Parts: \_\_\_\_\_

Warranty on Labor: \_\_\_\_\_

**Cooperative Procurement:** The vendor should indicate by checking "Yes" or "No" in the indicated space if the vendor will honor the submitted prices and terms for purchase by other entities in Boone County that participate in cooperative purchasing with Boone County, Missouri?

\_\_\_\_\_ Yes                      \_\_\_\_\_ No

*(The vendor should complete and return with the proposal)*

**Certification Regarding  
Debarment, Suspension, Ineligibility and Voluntary Exclusion  
Lower Tier Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98 Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR  
CERTIFICATION)

- (1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant must attach an explanation to this proposal.

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Name and Title of Authorized Representative

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Signature

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Date



Liz Palazzolo  
Senior Buyer



Boone County Purchasing  
613 E. Ash Street, Room 109  
Columbia, MO 65201  
Phone: (573) 886-4392  
Fax: (573) 886-4390

## INSTRUCTIONS FOR COMPLIANCE WITH HOUSE BILL 1549

House Bill 1549 addresses the Department of Homeland Security's and the Social Security Administration's E-Verify Program (Employment Eligibility Verification Program) that requires the County to verify "lawful presence" of individuals when we contract for work/service; verify that contractor has programs to verify lawful presence of their employees when contracts exceed \$5,000; and a requirement for OSHA safety training for public works projects.

The County is required to obtain certification that the bidder awarded the attached contract participates in a federal work authorization program. To obtain additional information on the Department of Homeland Security's E-Verify program, go to:

[http://www.dhs.gov/xprevprot/programs/gc\\_1185221678150.shtm](http://www.dhs.gov/xprevprot/programs/gc_1185221678150.shtm)

Please complete and return form *Work Authorization Certification Pursuant to 285.530 RSMo* if the contract amount is in excess of \$5,000. Attach to this form the *E-Verify Memorandum of Understanding* that the vendor completed when enrolling. The link for that form is:  
<http://www.uscis.gov/files/nativedocuments/save-mou.pdf>

Additional information may be obtained from:  
<http://www.uscis.gov/files/nativedocuments/MOU.pdf>

If the vendor is an Individual/Proprietorship, then the vendor must return the attached *Certification of Individual Bidder*. On that form, the vendor may do **one of the three options** listed. Be sure to attach any required information for those options as detailed on the *Certification of Individual Bidder*. If the vendor chooses option number two, then the vendor will also need to complete and return the attached form *Affidavit*.



**CERTIFICATION OF INDIVIDUAL BIDDER**

Pursuant to Section 208.009 RSMo, any person applying for or receiving any grant, contract, loan, retirement, welfare, health benefit, post-secondary education, scholarship, disability benefit, housing benefit or food assistance who is over 18 must verify their lawful presence in the United States. Please indicate compliance below. Note: A parent or guardian applying for a public benefit on behalf of a child who is citizen or permanent resident need not comply.

**Options**

- \_\_\_\_ 1. I have provided a copy of documents showing citizenship or lawful presence in the United States. (Such proof may be a Missouri driver's license, U.S. passport, birth certificate, or immigration documents). Note: If the applicant is an alien, verification of lawful presence must occur prior to receiving a public benefit.
  
- \_\_\_\_ 2. I do not have the above documents, but provide an affidavit (*copy attached – see following page*) which may allow for temporary 90-day qualification.
  
- \_\_\_\_ 3. I have provided a completed application for a birth certificate pending in the State of \_\_\_\_\_. Qualification must terminate upon receipt of the birth certificate or determination that a birth certificate does not exist because I am not a United States citizen.

\_\_\_\_\_  
Applicant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

**AFFIDAVIT**  
**(Only Required for Certification of Individual Bidder (Option #2))**  
*- see previous page -*

State of Missouri                    )  
  )ss  
County of \_\_\_\_\_            )

I, the undersigned, being at least eighteen years of age, swear upon my oath that I am either a United States citizen or am classified by the United States government as being lawfully admitted for permanent residence.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Social Security Number  
or Other Federal I.D. Number

\_\_\_\_\_  
Printed Name

On the date above written \_\_\_\_\_ appeared before me and swore that the facts contained in the foregoing affidavit are true according to his/her best knowledge, information and belief.

\_\_\_\_\_  
Notary Public

My Commission Expires:



***“No Bid” Response Form***

**Boone County Purchasing**  
613 E. Ash Street, Room 109  
Columbia, MO 65201

Liz Palazzolo, Senior Buyer  
(573) 886-4392 Fax: (573) 886-4390  
E-Mail: lpalazzolo@boonecountymo.org

**“NO BID RESPONSE FORM”**

**NOTE: THE VENDOR SHOULD COMPLETE AND RETURN THIS FORM ONLY IF THE VENDOR DOES NOT WANT TO SUBMIT A BID**

If the vendor does not wish to respond to this bid request, but would like to remain on the Boone County vendor list **for this service/commodity**, please remove form and return to the Purchasing Department by mail, e-mail or fax.

**Bid: RFP #03-19MAR18 – 911 Call Training Simulator System**

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Contact: \_\_\_\_\_

Date: \_\_\_\_\_

Reason(s) for Not Submitting Proposal Response :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## STANDARD TERMS AND CONDITIONS - BOONE COUNTY, MISSOURI

1. Contractor shall comply with all applicable federal, state, and local laws and failure to do so, in County's sole discretion, shall give County the right to terminate this Contract.
2. Responses shall include all charges for packing, delivery, installation, etc., (unless otherwise specified) to the Boone County Department identified in the Request for Bid and/or Proposal.
3. The Boone County Commission has the right to accept or reject any part or parts of all bids, to waive technicalities, and to accept the offer the County Commission considers the most advantageous to the County. Boone County reserves the right to award this bid on an item-by-item basis, or an "all or none" basis, whichever is in the best interest of the County.
4. Bidders must use the bid forms provided for the purpose of submitting bids, must return the bid and bid sheets comprised in this bid, give the unit price, extended totals, and sign the bid. The Purchasing Director reserves the right, when only one bid has been received by the bid closing date, to delay the opening of bids to another date and time in order to revise specifications and/or establish further competition for the commodity or service required. The one (1) bid received will be retained unopened until the new Closing date, or at request of bidder, returned unopened for re-submittal at the new date and time of bid closing.
5. When products or materials of any particular producer or manufacturer are mentioned in our specifications, such products or materials are intended to be descriptive of type or quality and not restricted to those mentioned.
6. Do not include Federal Excise Tax or Sales and Use Taxes in bid process, as law exempts the County from them.
7. The delivery date shall be stated in definite terms, as it will be taken into consideration in awarding the bid.
8. The County Commission reserves the right to cancel all or any part of orders if delivery is not made or work is not started as guaranteed. In case of delay, the Contractor must notify the Purchasing Department.
9. In case of default by the Contractor, the County of Boone will procure the articles or services from other sources and hold the Bidder responsible for any excess cost occasioned thereby.
10. Failure to deliver as guaranteed may disqualify Bidder from future bidding.
11. Prices must be as stated in units of quantity specified, and must be firm. Bids qualified by escalator clauses may not be considered unless specified in the bid specifications.
12. No bid transmitted by fax machine or e-mail will be accepted.
13. The County of Boone, Missouri expressly denies responsibility for, or ownership of any item purchased until same is delivered to the County and is accepted by the County.
14. The County reserves the right to award to one or multiple respondents. The County also reserves the right to not award any item or group of items if the services can be obtained from a state or other governmental entities contract under more favorable terms. The resulting contract will be considered "Non-Exclusive". The County reserves the right to purchase from other vendors.

15. The County, from time to time, uses federal grant funds for the procurement of goods and services. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to the funds used by the County for said procurement, and contract clauses required by the federal government in such circumstances are incorporated herein by reference. These clauses can generally be found in the *Federal Transit Administration's Best Practices Procurement Manual – Appendix A*. Any questions regarding the applicability of federal clauses to a particular bid should be directed to the Purchasing Department prior to bid opening.
16. In the event of a discrepancy between a unit price and an extended line item price, the unit price shall govern.
17. Should an audit of Contractor's invoices during the term of the Agreement, and any renewals thereof, indicate that the County has remitted payment on invoices that constitute an over-charging to the County above the pricing terms agreed to herein, the Contractor shall issue a refund check to the County for any over-charges within 30-days of being notified of the same.
18. For all bid responses over \$25,000, if any manufactured goods or commodities proposed with bid/proposal response are manufactured or produced outside the United States, this MUST be noted on the Bid/Proposal Response Form or a Memo attached.
19. **For all titled vehicles and equipment the dealer must use the actual delivery date to the County on all transfer documents** including the Certificate of Origin (COO,) Manufacturer's Statement of Origin (MSO,) Bill of Sale (BOS,) and Application for Title.
20. **Equipment and serial and model numbers** - The contractor is strongly encouraged to include equipment serial and model numbers for all amounts invoiced to the County. If equipment serial and model numbers are not provided on the face of the invoice, such information may be required by the County before issuing payment.

*Revised 1/17/2018*