

Request for Proposals

Next Generation 911 (NG911) Comprehensive Consulting Services

Issued by the Alabama 911 Board

This Request for Proposals (RFP) is issued in accordance with the requirements of Section 41-4-133 of the Code of Alabama (1975). This RFP does not constitute an offer to enter into a contract; rather it is a formal request for proposals from qualified and professional respondents. The submissions may serve as the foundation for subsequent negotiations leading to a potential contract or agreement.

Part I: Introduction and Purpose

The Alabama 911 Board (herein referred to as the Board) is charged with managing, overseeing, and coordinating 911 communications throughout the state, working in conjunction with local Emergency Communication Districts (ECDs) and Public Safety Answering Points (PSAPs). The public safety industry is experiencing a massive digital transformation, and the Board must continuously adapt its organizational strategy to leverage emerging technologies and drive interoperability across the public safety ecosystem.

As the Board prepares for its next generation of services and systems, it intends to solicit proposals for a Comprehensive Consulting Services Contract. The selected Contractor will support the Board through the development, issuance, evaluation, selection, contract negotiation, and implementation phases of its next round of Next Generation 911 (NG911) procurements—specifically targeting critical infrastructure components including network services, ESInets, core services, and Geographic Information Systems (GIS).

Part II: Question and Proposal Submission Instructions

Proposals must be submitted in the official name of the firm or individual under which business is conducted and must be signed by a person duly authorized to legally bind the person, partnership, company, or corporation submitting the proposal. Electronic signatures are accepted per Alabama Code Section 8-1A-7. The proposal document should include the official business address as well as an email address for a primary contact.

At the time a proposal is submitted, the firm or individual must hold all applicable licenses and comply with all Federal and State laws, rules, and regulations. The intended awardee must be completely registered in Alabama Buys to be awarded a contract or Purchase Order.

1) Question Submission

- Questions must be received by **June 26, 2026, 5:00 PM CST**.

- All questions must be submitted via email to **rfp.questions@procurement.alabama.gov**. The email subject line must include the solicitation number and title.
- Questions and answers will be posted via amendment to the RFP in STAARS.

2) Proposal Submission

- Proposals submitted by interested parties must be mailed/hand-delivered to the Division of Procurement in a sealed envelope or box by **July 16, 2026, 4:30 PM CST** (the "Submission Deadline") to:

Division of Procurement
100 N. Union Street, Suite 192
Montgomery, AL 36104

- The sealed envelope or box must be labeled with the solicitation number and title, containing one (1) electronic copy of the proposal on a USB drive.
- It is the sole responsibility of the Contractor to ensure submissions are received by the specified deadline.

Part III: Anticipated Timetable

- **June 26, 2026:** Question Submission Deadline
- **July 16, 2026:** Proposal Submission Deadline

Part IV: Requirements of Submission

Each proposal must be submitted per the submission instructions in Part II and include the following:

1. **Statement of Qualifications:** A summary of relevant experience in providing public safety consulting, technological assessment, and procurement management support as defined in Part VII, Scope of Work.
2. **References:** Documentation of successful strategic consulting or procurement management for public sector or state-level emergency communications systems. Submit a minimum of three (3) professional references. Each reference must include comprehensive contact information, such as the contact person's name, title, phone number, and email address, to facilitate verification by the Board.
3. **Proposed Management & Technology Approach:** A description of the methodology, tracking systems, and data-sharing systems to be utilized by the Contractor to collaborate with the Board during the procurement cycle.

4. **Cost Proposal:** A detailed pricing breakdown matching the phased delivery structure defined in Part V and Part VII, including fixed baseline phase pricing and structured methods for defining consecutive phases.
5. **Regulatory Documentation:** A copy of the Contractor's current business license, liability insurance, completed State of Alabama Disclosure Statement, and verification of enrollment in the E-Verify Program (including cover page, TIN page, and signature page).

Part V: Term of Agreement

This contract shall be for a term of twelve (12) months with the option to renew for two (2) additional 12-month periods. All initial agreements and subsequent renewals must be reviewed and approved by the Chief Procurement Officer, the Contract Review Committee, and the Governor before becoming effective. The provisions, conditions, and terms of any awarded contract are dependent upon the availability of funds to the Board. Notwithstanding any provision to the contrary, this contract may be terminated immediately for cause.

Part VI: General Requirements

1. **General Experience:** The Contractor should possess a working knowledge of the laws and statutes affecting state public safety, emergency communications, and procurement practices in the State of Alabama. It is preferred that the Contractor have an understanding of the state's current NG911 infrastructure landscape.
2. **Conflicts of Interest:** The Contractor shall provide professional services utilizing the highest standard of ethics under the laws of the State of Alabama and avoid conflicts of interest. The Contractor must remain completely independent of any technology supplier, network provider, or GIS platform supplier competing for the subsequent NG911 systems contracts.
3. **Professional Code of Conduct:** The Contractor represents the Board during supplier analysis and stakeholder engagement and must always conduct themselves professionally. The Contractor will work as directed by the Board and will not act unilaterally.
4. **Status:** It is understood that neither the Contractor nor its employees are state employees and are not entitled to the merits of the State Merit System.
5. **Invoice and Payment Information:** Payment will be approved by the Board's authorized representative for services performed upon submission of an approved monthly invoice. Expenses directly attributable to the performance of the work (such as pre-approved travel) will be billed in addition to the baseline fees, adhering to state-employee reimbursement caps.

6. **Proposal Expenses:** All proposal preparation costs are the responsibility of the respondent.
7. **Termination Clause:** A contract for supplies may be canceled by the Chief Procurement Officer, for justifiable cause, by giving the supplier thirty (30) days written notice. A supplier may request cancellation and the Chief Procurement Officer may grant the request, in his or her sole discretion, if performance is prevented by an act of God, act of War, order of legal authority, or other unavoidable circumstances not attributable to the fault or negligence of the supplier. Contracts for services may be cancelled for justifiable cause by the Chief Procurement Officer by giving the vendor at least 72 hours' written notice. The burden of proof for such relief rests with the supplier. All correspondence pertaining to cancellation of a contract must be addressed to the Chief Procurement Officer with a copy to the using agency.
8. **Alternative Dispute Resolution Clause:** If a conflict arises regarding this solicitation or any resulting purchase or lease agreements, senior executives from both sides must first meet to attempt a good-faith resolution. If these discussions fail to resolve a monetary dispute, the supplier's exclusive recourse is to file a claim with the State of Alabama Board of Adjustment. For all other unresolved contractual disputes, the parties must participate in non-binding alternative dispute resolution, such as mediation. These proceedings will take place in Montgomery, Alabama. Where applicable, the parties will select a mediator from the Alabama State Bar Association's Center for Dispute Resolution roster.
9. **Immigration Clause:** The State of Alabama mandates that state agencies and political subdivisions entering into contracts as defined under section 31-13-9(l) ensure that the specific language from section 31-13-9(k) is included in every agreement. Additionally, contractors must provide proper verification confirming their enrollment and compliance with E-Verify requirements. To satisfy this obligation, the Immigration Compliance Certificate must be completed and submitted alongside each supplier's proposal.
10. **Act 2016-312:** Complete and attach Certificate of Compliance with Act 2016-312 as required by said Act.
11. **Act 2023-409:** In compliance with Ala. Act No. 2023-409, by signing this contract, Supplier provides written verification that Supplier, without violating controlling law or regulation, does not and will not, during the term of the contract engage in economic boycotts as the term "economic boycott" is defined in Section 1 of the Act. Under Section 2 of the Act, the written verification may be waived if the contracting governmental entity determines based on cost and quality factors that such a waiver is clearly in the best interest of the public.

12. **Non-Appropriation and Proration:** According to Section 41-4-144(c) of the Code of Alabama 1975, if funds are not appropriated or made available to sustain a contract into a subsequent fiscal period, the agreement will be canceled, and the supplier will be reimbursed for any reasonable, non-recurring costs that were incurred but not yet recovered through the delivery of goods or services, with cancellation expenses paid from any available appropriations. Furthermore, despite any conflicting contractual provisions, if the State fails to make a scheduled payment due to a partial shortage of state revenues when the governor has declared a proration of appropriated funds under Section 41-4-90, the supplier retains the right to either renegotiate the terms and schedule of the payments or terminate the contract entirely, in addition to pursuing any other remedies specified in the agreement.
13. **Assignment Clause:** Any contract which results from this solicitation shall not be assignable by supplier without written consent of the State of Alabama. Any assignment or other transfer in violation of this provision will be null and void.
14. **Non-Responsive Proposals:** Any Proposal that does not satisfy requirements of the RFP may be deemed non-responsive and may be disregarded without evaluation. Clarification or supplemental information may be required from any Offeror. The Alabama 911 Board reserves the right to reject any and all proposals and cancel this Request if, in the exercise its sole discretion, it deems such action to be in its best interest.
15. **Legislative Contract Review Committee:** Personal and professional services contracts with the State may be subject to review by the Contract Review Permanent Legislative Oversight Committee in accordance with Section 29-2-40, et seq. of the Code of Alabama 1975. The vendor is required to be knowledgeable of the provisions of that statute and the rules of the committee. These rules can be found at <https://alison.legislature.state.al.us/contractreview>. If a contract resulting from this RFP is to be submitted for review the service provider must provide the forms and documentation required for that process.

Part VII: Scope of Work

The State of Alabama requires a comprehensive and potentially multi-phased approach to support the continued modernization of its statewide emergency infrastructure. The selected Contractor will provide the following public safety consulting services divided across four structured phases:

Phase 1: Project Kickoff, Discovery, and Procurement Assessment

The Contractor will lead a comprehensive discovery and baseline assessment phase to establish a total understanding of the Board's operations, current statutes, financial sustainability, and supplier environment. This phase serves as the technical foundation for the development of upcoming NG911 procurements and may include the following:

- **Executive Director & Staff Capability Analysis:** Conduct structured interviews and review organizational charts and existing staff duties to align job profiles and resource capacities with upcoming strategic technological initiatives.
- **Funding Sustainability and Disbursement Evaluation:** Evaluate current revenue streams, allocation methods, and disbursement processes to build a financial foundation that ensures the long-term fiscal sustainability of next-generation procurements.
- **Review of Governance and Statutes:** Review organizational bylaws and relevant Alabama legislative acts—including Alabama Act 2012-293, Act 2014-431, Act 2019-70, Act 2022-387, and Act 2026-371—to ensure all operational and procurement strategies remain legally compliant.
- **Inventory of Current Supplier Contracts:** Collect, catalog, and review existing supplier agreements across network, core services, and GIS systems to document current terms, performance metrics, and costs. This will be used to explicitly identify economies of scale, reduce contract redundancies, and highlight gaps for future technical requirements.
- **Preferred Supplier Procurement Framework:** Evaluate current procurement and service delivery practices to outline the foundational framework for a future Preferred Supplier Program. This includes identifying key supplier categories, critical performance criteria, and opportunities for bulk purchasing.

Phase 2: Program Development and Structural Recommendations

Building upon the discovery findings, the Contractor will design and formalize actionable frameworks and blueprints to ready the Board for solicitation issuance:

- **Procurement Structural Optimization:** Establish clear organizational reporting structures and operational frameworks to manage large-scale multi-supplier environments.
- **Preferred Supplier Program Design:** Create a highly structured blueprint to guide the technical procurement of future NG911 systems. This task involves explicitly defining supplier evaluation benchmarks, standardizing procurement categories, and drafting key performance requirements for core service providers, network administrators, and GIS data integrators.
- **Funding Framework Integration:** Refine the financial disbursement program framework to align with long-term capital deployments required by the new systems.

Phase 3: Implementation and Procurement Execution

The Contractor will support the Board through the operational deployment, transition, evaluation, and rollout of the modernized procurement framework:

Launch of the Preferred Supplier Program: Operationalize the designed procurement blueprint to transition into active solicitation evaluation and supplier selection.

- **Standardized Procurement Execution:** Ensure that newly established performance criteria, supplier tracking categories, and procurement practices are systematically applied during proposal evaluation and selection to eliminate systemic redundancies and maximize fiscal efficiency.
- **Contract Negotiation and Migration Support:** Assist the Board during negotiation phases with selected core services, network, and GIS suppliers to secure optimal service level agreements (SLAs).

Phase 4: Strategic Plan and Governance Modernization

The final phase will synthesize all discovery, evaluation, selection, and technical execution data into a long-term strategic plan:

- **Strategic Plan Development:** Assist in drafting a new comprehensive strategic plan reflecting updated state priorities, technological performance metrics, and multi-year procurement roadmaps for the state's ECDs and PSAPs.
- **Governance and Bylaw Alignment:** Provide clear recommendations for updates to bylaws, policies, and statutory language to reflect modern technical advancements, ensuring the Board remains positioned to navigate the continuously evolving public safety technology landscape.

Part VIII: Proposal Evaluation

The criteria provided below will be used to evaluate proposals submitted in response to this RFP.

| Evaluation Criteria | Weight |
|---|---------------|
| Qualifications and Experience: Proven track record in state-level public safety systems consulting, strategic planning, statutory alignment, and procurement analysis. | 20% |
| Proposed Management System: The depth, clarity, and effectiveness of the proposed phased methodology, project delivery timelines, and risk mitigation strategies. | 45% |
| Technology and Data Security Capabilities: The quality of data protection, clean desk policies, online backup capabilities, and proprietary record security systems. | 15% |

| Evaluation Criteria | Weight |
|--|------------|
| Cost Proposal: Total cost, clarity of fee breakdown per phase, and value provided relative to proposed resources. | 20% |