

# **Request for Proposal (RFP) and Request for Information (RFI) Roles and Responsibilities for Land Mobile Radio (LMR) Subscriber Units Procurement**

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

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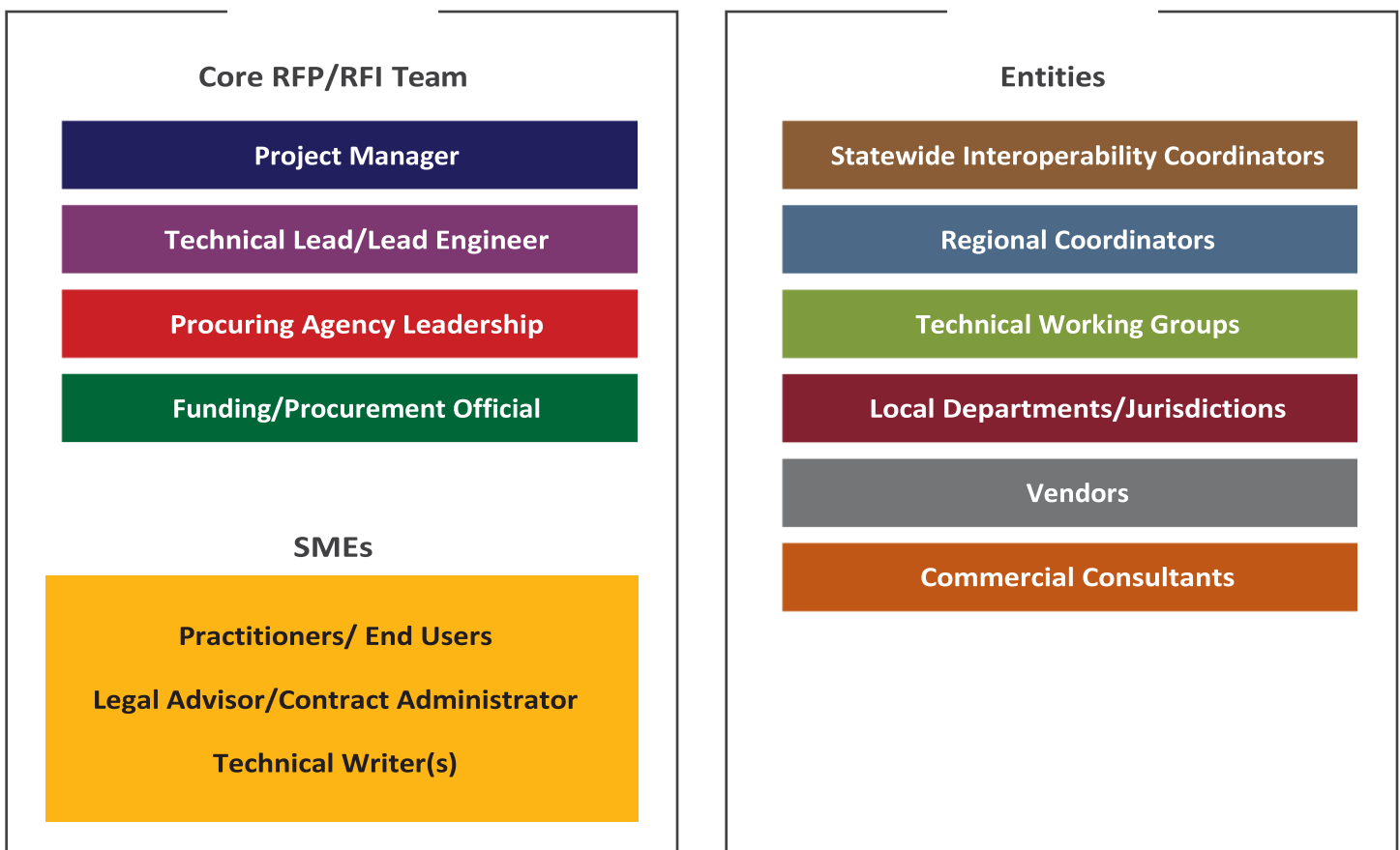
# Roles and Responsibilities

## Overview

Depending on the size of an LMR subscriber unit’s procurement, there are multiple roles that must be filled to develop the RFP and the preceding RFI, if needed.

The **internal roles** comprise your core development team, which should also include internal agency subject matter experts (SMEs) and decision makers. Each role within the team has assigned responsibilities, some of which may overlap (e.g., serving on the development and evaluation teams), which are essential to the success of a procurement.

The **external entities** support your core development team by sharing technical expertise and lessons learned and supporting the development, testing, and evaluation processes.



## Internal RFP and RFI Roles and Responsibilities

### Core RFP/RFI Team

#### Project Manager

Manages and coordinates the entire procurement

#### Technical Lead/Lead Engineer

Provides technical subject matter expertise during the procurement process

#### Procuring Agency Leadership

Serves as lead decision-maker and champion for the RFP effort

#### Funding/Procurement Official

Reviews all RFPs and manages the procurement financial process

### SMEs

#### Practitioners / End Users

Provide practical input based on daily technical and usability requirements; commonly known as “front-line users” or “first responders”

#### Technical Writer(s)

Develops and edit RFI and/or RFP content

#### Legal Advisor / Contract Administrator

Provides legal review and oversight and administer contracts in accordance with applicable federal, state, local, and tribal laws

## Internal RFP and RFI Roles and Responsibilities

### Project Manager

#### Key Role

Manages and coordinates the entire procurement

#### Tasks

- ▶ Ensures key stakeholder roles are represented throughout the development and issuance of the RFP and coordinates stakeholder meetings
- ▶ Manages the requirements gathering process
- ▶ Ensures public safety procurement officers and financial decision makers (e.g., elected officials) have a basic understanding of land mobile radio and the agency’s current communications environment prior to the procurement
- ▶ Determines, with the support of SMEs, if third-party support should be hired to develop the RFP and coordinates with funding/procurement officials to ensure available funding to support RFI and/or RFP development
- ▶ Ensures proper spectrum licensing is obtained by the procuring agency
- ▶ Serves as the primary point of contact for the vendor(s) to ensure consistent information sharing and response to vendor questions
- ▶ Ensures agency/organization leadership is kept up-to-date on the status of the procurement and any risks that may arise
- ▶ Establishes the RFI and/or RFP Evaluation Team(s)

### Technical Lead/Lead Engineer

#### Key Role

Provides technical subject matter expertise during the procurement process

#### Tasks

- ▶ Collects, reviews, and consolidates input from public safety end users and submit recommendations on products that will meet their needs in the field
- ▶ Ensures technical requirements are identified and documented
- ▶ Works with the project manager to ensure proper spectrum licensing has been obtained from the Federal Communications Commission (FCC) by the procuring agency prior to subscriber units procurement
- ▶ Coordinates submission of public safety user inputs and technical requirements to the project manager for consideration
- ▶ Ensures relevant technical details are accurately and consistently communicated throughout the RFI and/or RFP
- ▶ Ensures Project 25 (P25) compliancy of vendor equipment
- ▶ Oversees compliance and/or conformance testing (if needed as a part of the procurement process)
- ▶ Reviews comments from the RFI and/or RFP Evaluation Team(s)

## Internal RFP and RFI Roles and Responsibilities

### Funding/Procurement Official

#### Key Role

Reviews all RFPs and manages the procurement's financial process

#### Tasks

- ▶ Ensures all business requirements are identified and documented
- ▶ Ensures the RFP is in compliance with applicable federal, state, local, or tribal purchasing/procurement requirements and regulations
- ▶ Determines the most appropriate RFP/ Business Model to procure subscriber units (e.g., buy versus rent, maintenance and upgrade schedules and costs)
- ▶ Identifies funding sources and opportunities to reduce funding costs
- ▶ Ensures funding program requirements are identified and being met
- ▶ Publically solicits the final RFP to the proper state/local procurement registry in accordance with solicitation posting requirements
- ▶ Purchases products and services at a competitive price from a reputable source per the specifications outlined by public safety end users and technical lead
- ▶ Coordinates with the project manager, legal advisor, and contract administrator to maintain proper records/internal audits in case there is a protest or need for an external audit
- ▶ If the procuring agency decides not to bid, establishes a Sole Source Committee to establish sourcing and obtain appropriate authorization if the funding source is confidential or equipment is classified

### Procuring Agency Leadership

#### Key Role

Serves as lead decision-maker and champion for the RFP effort

#### Tasks

- ▶ Coordinates with other agency/government leaders and decision-makers to ensure awareness of the RFI, RFP and future procurement and helps ensure buy-in and approval
- ▶ Provides the approval needed to release the RFI and/or RFP and funding needed to support the procurement
- ▶ Maintains awareness of the schedule and risks involved with the procurement and signs off on major changes, as needed
- ▶ Signs off on major procurement decisions
- ▶ Champions the procurement to other agency/government leaders, and external stakeholders (e.g., elected officials, media), as needed

## Internal RFP and RFI Roles and Responsibilities

### Practitioners / End Users

#### Key Role

Provide practical input based on daily technical and usability requirements

#### Tasks

- ▶ Provide critical input on current system and equipment capabilities, challenges, user needs, and functions required to support successful equipment operations during in field, day-to-day operations
- ▶ Support equipment testing of vendor product samples to ensure the equipment meets technical (operable and interoperable) and operational needs
- ▶ Provide input if trade-offs between cost and capabilities are needed
- ▶ Staff the RFI and/or RFP Evaluation Team

### Legal Advisor/Contract Administrator

#### Key Role

Provide legal review and oversight and administer contracts in accordance with federal, state, local, and tribal laws, as applicable

#### Tasks

- ▶ Ensure all legal and contract requirements are identified and met throughout the RFP planning, development, and review process
- ▶ Ensure the RFI and/or RFP complies with all applicable federal, state, tribal, county, and local policies and guidelines

### Technical Writer(s)

#### Key Role

Develop and edit RFI and/or RFP content

#### Tasks

- ▶ Coordinate with the project manager to identify the key components of the RFI and/or RFP
- ▶ Coordinate with the project manager to ensure all technical requirements are met
- ▶ Coordinate with the funding/procurement official(s) to ensure content meets all business requirements
- ▶ Coordinate with the legal and contract administrators to ensure content meet all legal and contractual requirements

## External RFP and RFI Roles and Responsibilities Overview

### External Entities Who Can Support the RFP and/or RFI Planning and Development Effort

#### Statewide Interoperability Coordinators

Coordinate and support statewide interoperable communications planning and initiatives

#### Regional Coordinators

Coordinate and support regional operable and interoperable communications planning and initiatives

#### Technical Working Groups

Provide a forum for engagement and collaboration with stakeholders to support the delivery of interoperable public safety communications systems and equipment

#### Local Departments/Jurisdictions

Provide lessons learned and technical communications system and equipment information for their department/jurisdiction

#### Vendors

Provide technical equipment information and test equipment to support RFP planning and development

#### Commercial Consultants

Provide technical consultant expertise to assist with requirements development and equipment evaluation and testing

## External RFP and RFI Roles and Responsibilities Overview

### Statewide Interoperability Coordinators

#### Definition

As the central coordination point for their state or territory, the SWIC plays a critical role in a state’s interoperability effort by working with emergency response leaders across all levels of government to implement a statewide strategic vision for interoperability

#### Key Role

Coordinate and support statewide interoperable communications planning and initiatives

#### Tasks

- ▶ Serve as the central coordination point for a state or territory to manage statewide interoperability planning and coordination
- ▶ Work with emergency response leaders across all levels of government and provide insight on communications equipment, systems, and programs
- ▶ Help develop technical requirements and identify opportunities to benefit from the experiences and lessons learned from other RFIs, RFPs, and equipment purchases
- ▶ Help identify opportunities to purchase equipment in conjunction with other agencies/ jurisdictions to help reduce purchasing, maintenance, training costs, and support operable and interoperable equipment

### Regional Coordinators

#### Definition

Department of Homeland Security (DHS) Office of Emergency Communications (OEC) Regional Coordinators build trusted relationships, enhance collaboration, and share best practices and information between all levels of government, critical infrastructure owners and operators, and key non-government organizations to improve the nation’s operable and interoperable emergency communications

#### Key Role

Coordinate and support regional operable and interoperable communications planning and initiatives

#### Tasks

- ▶ Provide technical expertise to help determine if equipment meets industry or federal standards (e.g., Project 25-compliant)
- ▶ Provide insight regarding communications systems and equipment used by the regional and local public safety community



## External RFP and RFI Roles and Responsibilities Overview

### Local Departments/Jurisdictions

#### Key Role

Provide lessons learned, technical communications system and equipment information, and interoperability requirements for their department/jurisdiction

#### Tasks

- ▶ Provide technical specifications for their communications system and equipment and how it operates/interoperates with other neighboring departments and jurisdictions
- ▶ Assist with testing of vendor-provided test equipment
- ▶ Potentially provide an opportunity to decrease vendor costs if there is an opportunity for joint equipment purchase agreements
- ▶ Can share lessons learned and/or best practices from past procurements

### Technical Working Groups

#### Key Role

Provide a forum for engagement and collaboration with stakeholders to support the delivery of interoperable public safety communications systems and equipment

#### Tasks

- ▶ Provide information and resources at all levels of government to support successful operable and interoperable communications
- ▶ Serve as a forum for sharing lessons learned and best practices about statewide and regional communications systems and the equipment best suited to operate/interoperate with those systems and equipment

## External RFP and RFI Roles and Responsibilities Overview

### Commercial Consultants

#### Key Role

Provide technical consultant expertise to assist with requirements development and equipment evaluation and testing

#### Tasks

- ▶ Assist project manager with requirements development
- ▶ In some situations, provide subject matter expertise in writing the RFP
- ▶ Provide technical insight regarding equipment specifications and capabilities
- ▶ Support equipment testing efforts
- ▶ If also an equipment provider, provide cautionary statements to the procuring agency to ensure awareness and address potential conflict of interest concerns

### Vendors

#### Key Role

Provide technical equipment information and test equipment to support RFP planning and development

#### Tasks

- ▶ Provide technical specifications for equipment
- ▶ Provide equipment to support pre-purchase testing by the procuring agency's Evaluation Team(s) to ensure the technical and usability needs of stakeholder end users will be adequately met