



Scott Emergency Communications Center

400 West 4th Street
Davenport, Iowa 52801
(563) 328-4149



Consulting Services - Public Safety

REQUEST FOR PROPOSAL #SECC-08-01

Amendment #1

Dated: May 7, 2008

KEY PROPOSAL DATES	
Questions Due:	10:00 a.m. on May 16, 2008
Contact Name	Brian Hitchcock
Contact E-mail	bhitchcock@scottcountyiowa.com
Submission of Proposals	2:00 p.m. on May 30, 2008
Notice of Award	2:00 p.m. on or before July 15, 2008

REQUEST FOR PROPOSAL – CAD/RMS - Consulting Services - Public Safety

Submission Requirements:

This RFP is issued on behalf of Scott Emergency Communications Center (SECC), which is the sole point of contact during the procurement process.

***electronic e-mail proposals for furnishing services as specified below are to be received no later than 2:00 p.m. on May 30, 2008** Proposals are to be e-mailed to Brian Hitchcock at bhitchcock@scottcountyiowa.com. Please allow sufficient mail delivery time for proposals to be received by the deadline time/date.

Hard Copy proposals may also be mailed to SECC. If mailing hard copies, please include 5 copies and mail to:

Scott Emergency Communications Center
Attn: Director Brian Hitchcock
400 West 4th Street
Davenport, IA 52801

ALL PROPOSALS RECEIVED AFTER THE DATE AND TIME SPECIFIED WILL BE REJECTED

All proposals received in response to this request will become the property of SECC and will not be returned to the respondents.

PROPOSAL SUBMISSION REQUIREMENTS

- A. CLARIFICATIONS** - If additional information is needed to interpret the specifications/requirements, **e-mailed QUESTIONS MUST BE RECEIVED NO LATER THAN THE TIME/DATE AND ADDRESSED TO THE PERSON NOTED ON THE COVER PAGE.**

No information provided verbally, or by any other personnel, will be considered binding. All respondents should use this written document and its attachments as the sole basis for proposal at this time.

Additionally, SECC prohibits communication initiated by the respondent to any SECC official, representative from another entity or employee evaluating or considering the proposals, prior to the time a decision has been made.

- B. CONTENTS OF PROPOSAL** - All attachments, additional pages, addenda or explanations supplied by the vendor with this proposal will be considered as part of the proposal response.

If an oral presentation/interview is required of selected finalists, it shall be at the respondent's expense. However, an award may be made without discussion with the respondents. Therefore, respondents are cautioned that proposals should be submitted initially on the most favorable terms, from both a technical and cost standpoint. Unnecessarily elaborate brochures or other presentations beyond that required to present a complete and effective proposal are not desired.

- C. NONCONFORMING TERMS & CONDITIONS** - A response that includes contractual terms and conditions that do not conform to the contractual terms and conditions in the RFP document is subject to rejection as non-responsive. SECC reserves the right to permit the respondent to withdraw nonconforming terms and conditions from its response or negotiate changes to the contractual requirements prior to making a determination of responsiveness.

- D. ALTERNATE PROPOSALS** - An alternate proposal is viewed by SECC as a proposal describing an approach to accomplishing the requirements, which differs from the approach set forth in the solicitation. An alternate proposal may also be a second proposal submitted by the same respondent, which differs in some degree from its prime proposal.

SECC may consider or reject any or all alternate proposals submitted.

- E. RESERVATIONS** - This RFP does not commit SECC to award a contract, to pay any costs incurred in the preparation of a response to this request or to procure or contract for services or supplies. SECC reserves the right to accept or reject any or all proposals received as a result of this request, to waive minor irregularities in the procedure, to negotiate with any qualified source, or to cancel in part or in its entirety, this RFP, if it is in the best interest of SECC to do so.

- F. NON-INTEREST OF SECC EMPLOYEES AND OFFICIALS** - No official or employee on the evaluation committee shall have any financial interest, either direct or indirect, in the proposal or contract. No official or employee of the evaluation committee shall exercise any undue influence in the awarding of the proposal or contract.

- G. AMENDMENT OF PROPOSALS** -

By SECC: Requests for Proposals may be amended by the SECC in response to need for further clarification, specifications and/or requirements changes, new opening date, etc. Amendments will be sent electronically to all perspective applicants.

By Vendor: Proposals may only be amended after receipt by SECC by submitting a later dated proposal that specifically states that it is amending an earlier proposal. No proposal may be amended after the opening date unless requested by the SECC.

- H. WITHDRAWAL OF PROPOSALS** - Proposals may be withdrawn only in total, and only by a written request to SECC prior to the time and date scheduled for opening of proposals.

- I. **OTHER CONSIDERATIONS** - Factors which include, but are not limited to, quantity involved, time of completion, purpose for which required, competency and financial capacity of vendor, ability to render satisfactory service and past performance will be considered in determining status as a responsible vendor. SECC reserves the right to request additional information as may reasonably be required to make this determination and to further investigate the qualifications of the respondent as deemed appropriate.
- I. **RFP TABULATIONS** - RFP tabulations are available to the public after contract award, approximately 60-90 days from the date of opening.

CONTRACTUAL REQUIREMENTS

The successful contractor will be required to execute a service contract.

REQUEST FOR PROPOSAL # SECC-08-01 CONSULTING SERVICES – PUBLIC SAFETY

I. INTRODUCTION

Scott Emergency Communications Center (SECC) is interested in obtaining proposals from qualified public safety consultants to assist in doing market research to establish a budget, gather requirements, assist with establishing functional and design requirements and perform other related tasks necessary for SECC to issue a Request for Proposal (RFP) to establish a new Computer Aided Dispatch (CAD)/Records Management System (RMS) system, inclusive of Mobile Dispatch Communication (MDC) functionality, hereinafter the System. SECC wants to develop a comprehensive RFP that results in a system that best meets the needs of a consolidated dispatch center and current and future partners. SECC wishes to work with a consultant who is familiar with State of the Art public safety systems and who can act in an oversight capacity.

II. BACKGROUND

In 2007 Scott County, Iowa, the City of Davenport, Iowa, the City of Bettendorf Iowa and the Davenport Hospital Ambulance Corporation d/b/a MEDIC EMS signed an intergovernmental agreement materializing Scott Emergency Communications Center (SECC). SECC is now in the initial phases of building a new consolidated 911 center which will serve the needs of all emergency public service agencies within Scott County. SECC Anticipates initiation of full 911 center operations in the last quarter of 2010.

At present, Both Scott County and the City of Bettendorf utilize Cody CAD and RMS. The City of Davenport utilizes a CAD and RMS system from Infocell, this company went out of service in 1990. This system has been maintained internally by the City of Davenport since. MEDIC EMS uses a CAD system called Zoll, in which MEDIC EMS also uses for billing and business related functions.

Intentions are that Scott County and the Cities of Davenport and Bettendorf wish to utilize and new CAD and RMS package which best meets the needs of their agencies. In addition Scott County utilizes a jail software package from a company named DSI. Review needs to be performed as to whether link this system into CAD/RMS or replace the existing system. MEDIC EMS prefers the Zoll system they are presently using. Therefore linking between a new CAD/RMS and Zoll will need to be investigated.

There are several other factors that will need to be considered during the requested services. They include linking of present Mobile Data Terminal systems (MDC's) into a newly chosen CAD/RMS system. Linking with Positron (Viper) 911 phone systems, linking with Automatic Vehicle Locating (AVL) systems and Phase II wireless systems. Additionally, there several outlying smaller police departments and volunteer fire agencies and ambulance services that may need connectivity into a newly chosen CAD/RMS system.

Additional information may be obtained by visiting the SECC website at:
<http://www.scottcountyiowa.com/secc/>

III. SCOPE OF SERVICES/DELIVERABLES

A. General:

SECC requires the Contractor follow an organized approach and summarize the findings upon completion of each project phase. The Contractor will provide general oversight and coordination of the project. Although SECC feels the project steps noted under Section B document a logical progression of the project, Contractors should use their expertise and best judgment when preparing a project plan.

B. Scope:

- Requirements Gathering
- Budget Preparation
- Site Visits
- Document Preparation
- Response Evaluation

C. Deliverables:

Requirements Gathering: Develop RFP documents as follows to assist in developing the functional, technical and design requirements:

1. Confirm all noted functionality is current and accurate
2. Add functionality not currently listed that is required
3. Expound on areas that have been troublesome in the current system
4. Ensure redundancy and failover capabilities are addressed
5. Address all interface requirements; specifically to the following systems:
 - a) CAD, RMS and Jail Management Modules
 - b) Positron (Viper) 9-1-1 phone system
 - c) Fire paging
 - d) Netclock
 - e) GIS Systems
 - f) MDC Systems (These systems provide the backbone with car to car messaging, links to the RMS system and an interface to the State's I.O.W.A. crime system for vehicle and license checks)
 - g) State I.O.W.A. interface
 - h) Zoll Medical Dispatch CAD
 - i) Firehouse Fire Dispatch

Budget Preparation: SECC requires not-to-exceed budget documents to present to the appropriate SECC officials to develop a capital project for the replacement system. This information must be received by the SECC no later than October 15, 2008, to ensure inclusion in the 2009 budget. The budget document must delineate and incorporate all costs necessary to replace the system including, but not limited to software, hardware, staffing, training (end user, system administration and certification training for IT staff if applicable), implementation and ongoing support and maintenance costs.

Site Visits: The Contractor will work with staff and facilitate up to six (6) site visits to the dispatch centers which will operate under SECC.

Document Preparation: The Contractor will:

1. Prepare functional, technical and design requirements for the Request for Proposal Document
2. Determine a method for "scoring" these aspects of the RFP responses
3. Develop a pricing document to assure all costs for the purchase of the system are requested
4. Review the final RFP documents for accuracy
5. Provide company contacts for firms having systems meeting the SECC's requirements

Response Evaluation: The Contractor will act in an advisory role during the evaluation process including:

1. Meeting with evaluation committee prior to receipt of responses to review and apprise them of the evaluation process
2. Reviewing all responses received and providing a written summary of the assessment
3. Providing feedback to the committee and/or the pro's and con's of systems being proposed
4. Facilitating system demonstrations including preparation of scripts to assure requirements are met
5. Reviewing the life cycle costing to assure all costs have been properly captured

IV. SECC RESPONSIBILITIES

1. SECC will make available the following personnel for information gathering purposes.
 - Dispatch personnel for CAD and Mobile functions
 - Scott County for RFP document requirements (legal, insurance, contractual, etc.)
 - Radio Services for Interface requirements
 - Land Information Systems (LIS) for the ESRI GIS issues
 - Information technology personnel for hardware issues, including backup and redundancy issues
2. SECC will assist in the identification of and act as a liaison for current and future agencies of the center to assure their needs are addressed in this process. SECC will also assist in coordinating access to stakeholders on a timely basis.
3. SECC will make available a work area for the purposes of conducting interviews/focus groups, etc.

V. CONTRACTOR RESPONSIBILITIES

1. All subcontractors must be identified in your proposal response. If subcontractors are used, SECC will consider the proposing vendor to be the Prime Contractor and to be solely responsible in all contractual matters, including payment of any and all charges resulting from such subcontractor arrangements. The Contractor will be fully responsible for the acts, errors, and omissions of the subcontractor. The Contractor shall cause appropriate provision of its proposal to be inserted in all subcontracts ensuing to ensure fulfillment of all contractual provisions by subcontractors.
2. Contractors should provide the hourly rate in the Cost Proposal should additional services be required that are not listed in the Scope of Service. These amounts should not be included in the Vendor Response Document.
3. SECC will not be held responsible for payment of travel to and from job sites, nor will reimburse the consultant and/or firm for any expenses related to providing staff that reside outside of the area.
4. During this project, the Contractor shall be required to submit status reports on a bi-weekly basis identifying the current status, estimated time of completion, and cause of delay, if any, and a list of critical actions required of SECC.
5. All deliverables and/or other products of the contract, including but not limited to all procedures, reports, records, summaries, and other matter and materials prepared or developed by the

Contractor in performance of the contract, shall be the sole, absolute and exclusive property of SECC, free from any claim or retention of rights, thereto on the part of the Contractor, its agents, subcontractor, officers, or employees.

6. SECC shall be entitled to request the removal of individuals working on any project for any of the following grounds, provided that such request be in writing and shall specify the reasons for SECC's dissatisfaction: (i) unsatisfactory performance that causes negative operational impact at SECC or causes the SECC to commit additional resources to avoid operational impact; (ii) dishonesty or belligerent conduct; (iii) lack of compatibility with SECC or affiliated agency staff; or (iv) violation of SECC rules or policies. Upon such written request, the SECC and CONTRACTOR shall decide on a course of action to cure any such problems, provided that there shall be no cure opportunity required for problems involving categories (ii) or (iv) in the preceding sentence. In the event CONTRACTOR does not cure the problem within (7) days from the date of notice, CONTRACTOR shall remove such person and shall promptly provide a qualified replacement. SECC will be liable for payment of services only up to the time of dismissal and provided then only if services rendered meet the minimum requirements of SECC.
7. The Contractor(s) shall establish and maintain procedures and controls for the purpose of assuring that no information in its records or obtained from SECC or from others in carrying out its functions under the contract shall be used or disclosed by it. SECC reserves the right to review such procedures to ensure acceptability to SECC. If information and/or records are requested of the successful Contractor(s) by anyone other than SECC personnel, SECC shall be notified immediately. SECC will address all requests.

VI. ASSUMPTIONS

When preparing your response, consider the following:

1. SECC will not have a full-time (100%) project manager.
2. The Contractor is responsible for activities directly related to the development of deliverables.
3. Contractor will provide appropriate introduction and preparatory materials in coordination with project manager to stakeholders during project initiation to ensure these stakeholders are informed and educated prior to project commencement and interviews.
4. Consultant will be responsible for the identification and acquisition of data and materials required for input to the development of the various deliverables to be produced.

VII. TERM OF CONTRACT, PRICING AND PAYMENT

The contract term will begin upon contract execution and end upon SECC awarding a contract with the CAD vendor.

NOTE: This schedule is what SECC is currently striving for; however, we do not want it to negatively impact on the quality of the final product. Therefore, respondents should provide SECC, in their best professional judgment, any adjustments to a full functioning product by June 2010, including anticipated starting dates, critical milestone projections, and the completion dates based on what their organization and process can do.

Pricing: The cost proposal should include a “not to exceed” fee for the project, inclusive of items which are normally referred to as **reimbursable expenses**, i.e., travel, meals, lodging and overtime work requiring higher than regular rate for which no additional compensation will be due. This will be the cost to be used in determining point scores for cost evaluation purposes. A separate fee will be requested for any optional deliverables.

Payment: Payment for services provided will be tied to specific milestones and/or deliverables. Invoices will be paid within 30 days of receipt of a properly documented invoice and acceptance of the milestones/and or deliverables to date. SECC will retain the final fifteen percent (15%) of the maximum compensation until the project has been completed and all tasks have been accepted.

VIII. INSURANCE

The Contractor shall have in force during the period of the contract, insurance as listed below:

1. Bodily Injury and Property Damage Insurance: The CONTRACTOR shall take out and maintain during the life of this contract, bodily injury and property damage liability insurance under a comprehensive general form and automobile injury and property damage insurance under a comprehensive general form.

The required limits of this insurance shall not be less than:

General Liability:

Personal Injury -	each person	\$1,000,000
Personal Injury -	each occurrence	\$1,000,000
Personal Injury -	Aggregate	\$1,000,000
Personal Damage -	each occurrence including Broadform Liability Extension	\$1,000,000

Automobile Liability - Owner, Non-Owned and Hired
Vehicles:

Personal Injury -	each person	\$1,000,000
Personal Injury -	each occurrence	\$1,000,000
Personal Damage -	each occurrence	\$1,000,000

The above insurance shall cover the contractor's employees, the public and SECC, its boards, commissions, agencies, officers, employees and representatives must be named as additional insured so stated on the certificate of insurance.

2. Certificates of Insurance: The CONTRACTOR shall deliver to SECC, Attn: Brian Hitchcock, 400 West 4th St., Davenport, IA, 52801 certificates of insurance covering all above insurance in duplicate. Such certificates shall provide ten days prior notice by registered mail of any material change in, or cancellation of this insurance. Contractor shall maintain this coverage on a standard CGL form for the benefit of Owner and the general public throughout the term of this agreement, and if a carrier or policy is changed, CONTRACTOR shall provide Owner with a replacement Certificate of Insurance.
3. Contractual liability Insurance: The CONTRACTOR shall take out and maintain during the life of this contract, liability insurance.

4. Products and Completed Operations Liability Insurance: The CONTRACTOR shall also take out Products and Completed Operations Liability Insurance of limits not less than any of the above limits specified in these qualifications.
- 5.. Workmen's Compensation and Employer's Liability:
 - (a) The CONTRACTOR shall maintain during the life of this contract, the statutory workmen's compensation and employer's liability insurance for all his employees to be engaged in the maintenance work under the contract.
 - (b) The amount of Employer's Liability Insurance shall not be less than One Million (\$1,000,000) dollars.

IX. INDEMNIFICATION

1. To the fullest extent permitted by law, the CONTRACTOR shall indemnify and hold harmless the Owner and their agents and employees from and against all claims, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from the performance of the WORK, provided that any such claim damage, loss or expense (1) is attributed to bodily injury, sickness, disease or death or to injury to or destruction of tangible property (other than the WORK itself) including the loss of use resulting there from, and (2) is caused in whole or in part by any negligent act or omission of the CONTRACTOR and subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or otherwise reduce and otherwise exist as to any party or person described in this paragraph.
2. In any and all claims against the Owner or any of their agents or employees by any employee of the CONTRACTOR, any subcontractor, anyone directly or indirectly employed by any of them or anyone whose acts any of them may be liable, the indemnification obligation under this paragraph shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for the CONTRACTOR or any subcontractor under workers' or workmen's compensation acts, disability benefit acts or other employee benefit acts.
3. SECC reserves the right to reject any or all bids or proposals submitted without cause. Further, Scott County reserves the right to re-bid or re-solicit for proposals for this project at any time in the future. By submitting a proposal or bid each CONTRACTOR acknowledges these rights and authorizes SECC to exercise them.

X. CLARIFICATIONS

Any questions concerning this RFP must be submitted by e-mail to Brian Hitchcock at bhitchcock@scottcountyjowa.com by **10:00 a.m. on May 16, 2008.**

Firms are expected to raise any questions, exceptions, or additions they have concerning the RFP document prior to the submission of the proposal.

If you discover any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency exists in the RFP, the vendor should immediately notify the above of such error and request modification or clarification of the RFP document. In the event that it becomes necessary to provide additional clarifying data or information, that revises any part of this RFP, supplements or revisions will be provided to all recipients of this initial RFP via written amendment.

XI. PROPOSAL SUBMISSION & FORMAT – TECHNICAL RESPONSE

Proposal Format

In order for the committee to adequately compare proposals and evaluate them uniformly and objectively, firms must complete **ONLY** the Vendor Response document; i.e. do not submit the Vendor Response document and a response in another form/format.

Failure to use the Vendor Response Document may result in your response being rejected. If both our Vendor Response document and another submittal format are received, only the Vendor Response document will be evaluated.

Although additional documents/attachments may be submitted with your hard copy, they should not be excessively long or submitted in an elaborate format. Unnecessary attachments beyond those sufficient to present a complete, comprehensive and effective response should not be included. Proposals will not be evaluated on the aesthetics of the package.

XII. EVALUATION OF PROPOSALS

Proposals will be evaluated in accordance with the criteria listed below. Award will be made to the responsive, responsible firm who complies with the requirements and score the highest total on the evaluation criteria as it pertains to the overall needs of SECC.

Firm experience and qualifications in providing consulting services of a similar nature and firm’s experience with units of government.	15%
Experience of personnel assigned to this project; specifically with public safety systems analysis. This includes the education of individuals and completeness of resumes provided evidencing their ability to meet the requirements.	35%
Proposal responsiveness including a clear understanding of the project scope, approach to informational gathering, budget and document preparation and a detailed work plan including timeline for completion	25%
Cost	25%

XIII. PROPOSAL DATES

The following dates are provided for your information and planning purposes. Although every effort will be made to follow this schedule, we reserve the right to modify the dates as necessary.

RFP Released	May 7, 2008
Questions Due:	10:00 a.m., May 16, 2008
Amendment Posted	COB on May 22, 2008
Proposals Due:	2:00 p.m., May 30, 2008
**Interviews (if required):	Thursday, June 17, 2008
Notice of Award:	On or before July 15, 2008

**SECC anticipates sending notification by June 5, 2008 to the proposers selected for an interview, if any. Proposers not selected will be notified that their proposer will no longer be considered unless the Committee finds, after the completion of interviews, that additional proposers should be interviewed.

Please set aside June 17, 2008 for interviews – no exceptions/extensions will be given.

END OF DOCUMENT

VENDOR RESPONSE
RFP # SECC-08-01
CONSULTING SERVICES
PUBLIC SAFETY

Transmittal: Summarizing your understanding of the RFP. Indicate who will be the Respondent's authorized representative; give name, title, address, e-mail address, phone and fax. The person identified shall be empowered to make binding commitments for the Respondent.

Vendor Response:

Section 1. Information on Firm

Provide a description of the organization submitting the proposal, including describing its size, organization, legal status (corporation or partnership, etc.), major type of activity or areas of consulting. If you have multiple offices, provide specific information on the office that will be servicing SECC's account.

Vendor Response:

Identify the individual(s) in your firm responsible for managing/overseeing this type of project to assure that due diligence has been exercised and that all requirements are complied with.

Vendor Response:

Provide a summary of your recent (past five years) experience in the performance of similar projects. Include the number of similar services you have provided, preferably with at least one that included the preparation of a budget document and can attest to the accuracy of this document. Please provide the name of each referenced agency, contact person, telephone number, and approximate beginning and ending dates of your involvement at these sites.

Vendor Response:

Describe any unique approaches or techniques developed and used by the firm that would give it an advantage in this specific type of project.

Vendor Response:

Do you provide any Value Added Services (VAS)? VAS is defined as services that would be a benefit to the SECC but not necessarily add cost.

Vendor Response:

Section 2 – Staff Experience

Provide information on the personnel who will be handling this project listing pertinent experience and professional qualifications. The format of individual resumes for key personnel should be as follows:

- a. Name, position title and in what capacity they will serve on this project.
- b. Total years experience with current firm and others
- c. Education (degree, major, institution, year)
- d. Summary of pertinent experience and qualifications with respects to Public Safety Systems; specifically CAD.
- e. Of the similar projects you identified in Section 1, indicate whether or not this individual was involved in the project, and what their role was on the project.
- f. Provide any other information that would assist SECC in determining the qualifications of the individuals and their ability to complete the services required.

In addition, the hourly rate for each individual or skill set should be listed in the **Cost Proposal only**, in the event additional services are required.

Vendor Response:

Are any of the above individuals considered Subject Matter Experts (SME) in Public Safety Systems and if so, why?

Vendor Response:

Have any of these individuals worked together on prior projects?

Vendor Response:

Have any of these individuals prepared budget documents before? How do they gather the necessary information to assure it is accurate?

Vendor Response:

Have any of these individuals been involved in Requirements and/or the preparation of an RFP?

Vendor Response:

Have any of these individuals been involved in the evaluation of public safety systems? What role did they play?

Vendor Response:

Section 3- Scope of Services – Work Plan/Approach

Describe in detail the project plan and approach recommended by your firm to insure the timely and accurate completion of the project, including submission of the budget document and other deliverables identified in the Scope of Services. This plan must highlight all milestones and deliverables and include for each task, the individual to be assigned and the number of hours that will be contributed to the task. Be sure to also specify the level of involvement, number of hours and specific tasks you will require of the SECC Project Manager and/or stakeholders for each step of the project.

Vendor Response:

Specifically speak to your ability to prepare and provide to SECC the budget documents required by October 15, 2008.

Vendor Response:

Identify the conditions of the Project Managers continued availability throughout the project and for follow-up work if necessary. Once identified, the project leader(s) cannot be changed without the approval of SECC's Project Manager.

Vendor Response:

Describe the intellectual resources that would be utilized in this engagement, including best practices, case studies, or empirical works authored by your firm.

Vendor Response:

Section 4 – Exceptions

Indicate any exceptions you are taking to the terms and conditions, contractual and other requirements defined in the RFP, or the Service Contract posted with the solicitation. If exceptions are taken, cite the paragraph involved, the exception taken, and state alternative language acceptable to the Respondent. Alternative language is subject to negotiation and/or approval.

Vendor Response:

