LINCOLN COUNTY, GEORGIA

REQUEST FOR PROPOSAL (RFP)

Computer-Aided Dispatch (CAD) System

for the Lincoln County E911 Communications Center

RFP 2026-004

Issue Date: October 26, 2026

Issuing Agency: Lincoln County Board of Commissioners

Mandatory Pre-Proposal Conference: November 18, 2026

Questions Due by November 25, 2026 2:00 PM ET
Responses to be Issued by December 7, 2026

Proposal Due Date: December 30, 2026 by 2:00 PM ET

1. Introduction and Purpose

Lincoln County, Georgia (the "County") is soliciting sealed proposals from qualified vendors to furnish, install, configure, test, train, and support a modern, Next Generation 911 (NG911)-capable Computer-Aided Dispatch (CAD) system for the Lincoln County E911 Communications Center (the "Center"). This document (the "RFP") describes the County's requirements, the information Offerors must submit, and the process by which proposals will be evaluated and a contract awarded.

The successful Offeror shall provide a complete turnkey solution, including all required hardware, software, licensing, implementation services, training, documentation, testing, warranty, and ongoing maintenance. The County intends to award a contract to the Offeror whose proposal represents the best overall value to the County, considering technical capability, vendor experience and stability, demonstrated public safety implementation history, and total cost of ownership, as further described in Section 9, Evaluation Criteria.

2. Background

Lincoln County is a rural county located in northeast Georgia approximately 40 miles north of Augusta along the Savannah River. The Lincoln County E911 Communications Center operates three (3) dispatch positions on a 24-hour basis, providing emergency call-taking and dispatch services for law enforcement, fire, and emergency medical services (EMS) within the County. Only two of the three positions currently have CAD access. The Director does not have CAD access at her desk.

The Center's current 911 telephony system is the Motorola CallWorks ECW platform, and the County's designated local E911 service provider is Relyant Communications, which provides three E911 trunks and four POTS lines. The Center's current CAD system is Ryzyliant EZ911. Today there is no connection between CAD and the radio system or CAD and the recording system. Audio playback for the Dispatch consoles using CallWorks.

The County is seeking a modern CAD replacement that positions the Center for NG911 operations and improves interoperability, situational awareness, and field communications for first responders.

The current E911 Communications Center opened in September 2025. The existing data wiring and electrical infrastructure should be sufficient for the new CAD. The E911 technology support room should have sufficient rack space and other resources for the new CAD.

Desktop/countertop space usage is a concern. The current CAD has two 24" monitors per Dispatch console station. One is used for CAD entry, and the other is used for CAD mapping. A keyboard and a mouse are shared via Adderbox between the CAD workstation, the CallWorks workstation, and a County workstation used for GCIC and other purposes. The current five monitors are not stacked as stacking creates operational issues.

Current Position 1 in Lincoln County E911 Communications Center:



3. Project Objectives

The County seeks a CAD system that:

- Improves dispatcher efficiency and reduces call-processing time
- Enhances responder safety through accurate, real-time information sharing
- Supports current and future NG911 standards
- Integrates with the County's existing communications systems and data providers
- Supports mobile and field operations for law enforcement, fire, and EMS
- Minimizes system downtime through redundant, resilient architecture
- Provides long-term vendor support and a clear upgrade path

4. Scope of Work

The selected vendor ("Offeror") shall provide a complete, turnkey CAD solution, including all hardware, software, licensing, interfaces, installation, configuration, data conversion (if applicable), testing, training, documentation, and warranty/maintenance support necessary for a fully operational system supporting three (3) dispatch positions and a management position, as described in this RFP. The Scope of Work includes, at minimum:

- Delivery, installation, and configuration of a CAD system supporting three (3) concurrent dispatch positions.
- All interfaces described in Section 5, Technical Requirements, including the Motorola CallWorks ECW telephony interface, the RapidSOS interface, and the ANI/ALI feeds.
- A mapping/GIS component integrated with CAD for call and unit location display.
- Mobile data capability for field units, including Mobile Data Terminals (MDTs) and support for current available mobile/field device technology. Procuring MDTs or other field devices is NOT a part of this RFP, but the County needs to ensure the new CAD has the capability to adequately interface with those devices.
- Conversion of existing data from the County's current CAD system (Ryzyliant EZ911), offered as an optional line item as described in Section 8.
- Project management, system testing/acceptance testing, and cutover planning.
- Training for Dispatch personnel, administrators, and IT staff.
- Ongoing maintenance and technical support, priced per Section 8.
- System documentation, including administrator and user manuals.
- Ability to expand to a fourth Dispatch position.

5. Technical Requirements

At a minimum, the proposed CAD system shall meet the following requirements. Offerors shall address each requirement in their technical proposal using a compliance matrix indicating "Comply," "Comply with Exception," or "Does Not Comply" for each item, with a detailed explanation for any exception or requirement not fully met.

Three (3) workstations, one for each dispatcher console, are to be provided. The minimum specifications for each workstation are:

- 32GB RAM unless the CAD applications require more
- 1TB SSD storage unless the CAD applications require more
- CPU: Intel Core Ultra 7 265T
- Support at least two (2) monitors with minimum resolution of 1920 x 1080 each.
- Two 24” or one larger monitor, depending on the screen display capabilities of the proposed application. Physical desktop/countertop space is limited and must be considered in the solution chosen.

5.1 NG911 Capability

- The system shall be NG911-capable and consistent with applicable NENA i3 standards for Next Generation 911 call handling, GIS-based call routing, and CAD integration.
- The system shall support the ingestion of and integration with additional data types associated with NG911 calls (e.g., text-to-911, rich location data, supplemental caller data), to the extent supported by the County's NG911 network provider.
- The system shall support future integration with an Emergency Services IP Network (ESInet) and be compatible with Georgia's statewide NG911 initiatives. Offeror shall describe current NG911 compliance and its future development roadmap.

5.2 Telephony Interface — Motorola CallWorks ECW

- The system shall provide a certified, bidirectional interface with the County's existing Motorola CallWorks ECW telephony/call-handling system.
- The interface shall support automatic population of call data (ANI/ALI, callback number, call type) from CallWorks ECW into the CAD incident record.
- Offeror shall identify any prior or planned integration work with Motorola Solutions necessary to support this interface, any required middleware or third-party components, and any associated costs.

5.3 RapidSOS Interface

- The system shall interface with RapidSOS to receive and display supplemental emergency data (e.g., enhanced location, medical/device data) associated with incoming 911 calls, within the CAD call-taking and dispatch workflow, with automatic population of CAD incident data where available.
- Offeror shall identify existing RapidSOS integrations at other customer sites.

5.4 Local E911 Provider and ANI/ALI Data

- The County receives ANI/ALI data in the following ways:
  - ANI from Relyant on E911 Trunks
  - ALI for wired and VOIP calls from Motorola 911 Datamaster via local servers connected to CallWorks
  - ALI for cellular calls from Comtech/Allerium via two data circuits connected to CallWorks
  - RapidSOS website
- The system shall be compatible with the County's local E911 service provider, Relyant Communications, and shall accept and process standard ANI data feeds supplied through Relyant's infrastructure.
- The system shall automatically populate relevant incident and location fields in CAD from ANI/ALI data and shall support future NG911 location services.
- Offeror shall describe any coordination required with Relyant Communications, to implement and support the proposed system.

5.5 Mapping and GIS

- The existing CAD mapping system will not be used for data migration. Current GIS data will be provided by the County’s GIS vendor, GIS1 (https://www.gis1.net/).
- The system shall include integrated, real-time GIS mapping visible at each dispatch console, displaying caller/incident location, unit locations, and unit status.
- Mapping capabilities shall include, at minimum: interactive mapping with pan/zoom, address validation and automatic geocoding, closest-unit recommendations, jurisdiction display (fire districts, law enforcement zones, EMS response areas), landmarks, road closures, and GPS-based unit (AVL) tracking, with configurable map layers.
- Map layers shall include, at minimum, hydrant locations (where GIS data is available) and Automated External Defibrillator (AED) locations.
- The Offeror must describe the GIS update process in its CAD proposal. This description must address timing, difficulty, and involved steps/process.

- ESRI-compatible GIS data formats are preferred. Offeror shall describe supported GIS data formats, map data maintenance requirements, aerial imagery support, and whether the County's existing GIS data can be utilized.

5.6 Mobile and Field Device Support

- The system shall support Mobile Data Terminals (MDTs) and current mobile/field device technology (e.g., laptops, tablets, rugged mobile computers, smartphones) for unit status updates, incident assignment and details, mapping/navigation, and AVL in the field.
- The mobile client shall support secure authentication and encrypted communications between field devices and the CAD system.
- The system shall support unit-to-unit and unit-to-dispatch text messaging.
- Offeror shall identify supported mobile hardware/operating systems and any mobile application licensing costs.
- Mobile devices may include those operated by law enforcement, EMS, and fire services.

5.7 Dispatch and Call-Taking Functions

- The CAD system shall provide, at minimum, the following dispatch and call-taking functionality:
    - Incident creation, quick incident entry, and duplicate call detection
    - Recommended-unit assignment and unit status tracking
    - Support for multiple simultaneous active incidents and cross-jurisdiction incidents
    - Fire paging and mutual aid support
    - BOLO (Be On the Lookout) management
    - Premise hazard and officer safety alerts, and premise/caller history
    - Common place name lookup and event timers
    - Incident queue management and administrative messaging between dispatch and units
    - Towing company assignment using a rotation drawn from a County-approved list, with the ability to honor a vehicle owner's requested towing company without altering that company's position in the standard rotation
    - Emailing of call/incident reports to designated recipients, such as EMS or fire agency staff

5.8 GCIC Interface (Optional)

- As an optional feature, the system shall support an interface to the Georgia Crime Information Center (GCIC), Georgia's interface to NCIC, allowing dispatchers to submit queries and import the returned information into the appropriate fields of the CAD incident record. Offeror shall describe the proposed GCIC interface, any required certifications, and associated costs, and shall price this item separately in Section 8.

5.9 Data Export — State Reporting Standards

- The system shall be able to export EMS incident data in the NEMSIS (National EMS Information System) standard format and fire incident data in the NERIS (National Emergency Response Information System) standard format, consistent with the data format required by Georgia's statewide ImageTrend implementation.
- The system shall be able to export traffic crash data in the format required by Georgia's Electronic Accident Reporting System (GEARS).

5.10 General System Requirements

- Raw data must be exportable in CSV format. Formatted reports must be exportable as PDFs.
- Support for three (3) concurrent dispatch/call-taking positions, with capacity to add positions in the future.
- Redundancy/failover capability and a documented disaster recovery approach.
- Role-based security, configurable password policies, and audit logging of system access and record changes.

- Standard and custom reporting capability, including statistical/response-time reporting and state/NENA-required reporting where applicable.
- System administration tools, including backup utilities and system health monitoring. – Notification via email to list provided by County (example: E911 Director and IT Director).
- Data conversion or export capability from the County's current CAD system (Ryzyliant EZ911), offered as an optional item priced separately in Section 8.
- Vendors must provide an Acceptance Testing Plan (ATP) with their proposal. If the Contractor's installed solution does not perform in accordance with the contract, as verified by acceptance testing, a punch list will be developed by the County and submitted to the Contractor for corrective action. A 30-day "burn-in" after the successful completion of the ATP shall commence on the first day of live system cutover. If a major failure occurs during this burn-in period, the Contractor shall complete necessary repairs and the burn-in period will restart for 30 days. The final Acceptance Testing Plan, its various test elements, and what constitutes a major versus a minor failure, will be determined during contract negotiations with the successful Offeror.

6. Vendor Qualifications and References

- Offerors shall demonstrate relevant experience and organizational capacity to deliver and support the proposed system. At a minimum, Offerors shall submit the following:
    - Company overview, including years in business providing public safety CAD systems, number of employees, ownership structure, number of active CAD installations, and financial stability information sufficient to demonstrate the Offeror's ability to complete and support this contract.
    - A list of locations (customers) installed within the past two years that are currently using the proposed CAD system, including customer name, location (city/state), agency type, number of dispatch positions, population served, and go-live date. Preference will be given to Offerors with installations of similar size and scope (rural/small county public safety answering points) and with experience in Georgia.
    - A list of installations within the past five (5) years where the customer discontinued use of the proposed system (including terminations, non-renewals, or replacements), with the customer name, location/state, approximate dates of service, and, to the extent known, the general reason for discontinuation. Offerors shall affirmatively state if no such instances exist. Failure to disclose known discontinued installations may result in proposal rejection.
    - Description of the Offeror's implementation team, project management approach, and support/helpdesk structure (hours of coverage, escalation process, response times, and Service Level Agreements).

7. Proposal Format and Content

Proposals shall be organized into the following sections, tabbed or clearly labeled:

- Cover Letter and Executive Summary
- Company Qualifications and References (per Section 6)
- Technical Proposal, addressing each requirement in Section 5 and describing the overall system architecture, hardware, software, and interfaces
- Compliance Matrix, indicating "Comply," "Comply with Exception," or "Does Not Comply" for each requirement in Section 5, with detailed explanations for any exceptions
- Implementation Plan and Schedule, including a proposed project timeline from contract award to go-live
- Training Plan
- Maintenance and Support Plan (post-warranty), including service levels
- Pricing Proposal, in the format described in Section 8
- Draft/Sample Contract or License Agreement Terms

- Exceptions to RFP Requirements, if any, clearly noted

Proposals should be concise and organized to allow ease of evaluation. Marketing material not directly relevant to the requirements should be limited or included as an appendix.

8. Warranty

Offerors shall provide a clear statement of warranty coverage for hardware and software components. This must indicate what is and is not covered, and the duration of coverage for those items covered.

9. Evaluation Criteria

Proposals will be evaluated by a County evaluation committee based on the following criteria:

Criterion	Weight
Compliance with technical requirements (Section 5)	30%
Vendor qualifications, references, and installation history (Section 6)	20%
Implementation plan and proposed schedule	15%
Training and ongoing support/maintenance approach	10%
Total cost of ownership (Section 8)	25%

The County reserves the right to request oral presentations, demonstrations, or site visits from one or more Offerors as part of the evaluation process, and to reject any or all proposals in the County's best interest.

10. Submission Instructions

Proposals must be received no later than December 30, 2026, at 2:00 PM (ET). Late proposals will not be considered.

Proposals shall be submitted to:

Lincoln County Board of Commissioners
Attn: County Clerk
210 Humphrey St, Lincolnton GA 30817
countyclerk@lincolncountyga.gov
706-359-4444

Offerors shall submit five (5) hard copies and one (1) electronic copy (USB drive which won't be returned) of their proposal. Pricing is to be provided on the form in Attachment A.

11. RFP Questions & Answers

All questions regarding this RFP shall be submitted via email to Johnny Walton at jwalton@lincolncountyga.gov by November 25, 2026 2:00 PM ET. Answers will be provided to all prospective Offerors via written addendum.

12. General Terms and Conditions

1. This RFP does not commit the County to award a contract, to pay any costs incurred in the preparation of a proposal, or to procure or contract for services or supplies.

2. The County reserves the right to reject any and all proposals, to waive minor informalities, to request clarification, and to negotiate with one or more Offerors.
3. Any contract resulting from this RFP is subject to approval by the Lincoln County Board of Commissioners and applicable Georgia procurement law.
4. The selected Offeror will be required to comply with all applicable federal, state, and local laws, including Georgia public records requirements.
5. For each requirement in this RFP, Offerors shall indicate "Comply," "Comply with Exception," or "Does Not Comply" in the Compliance Matrix required under Section 7, with a detailed explanation for any exception.
6. Insurance and bonding requirements:
    - Statutory Worker's Compensation Insurance
        - Employees Liability:
            - Bodily Injury by Accident - $100,000 each accident
            - Bodily Injury by Disease- $50,000 policy limit
            - Bodily Injury by Disease - $100,000 each employee
    - Comprehensive General Liability Insurance
        - $1,000,000 limit of liability per occurrence for bodily injury and property damage
    - Auto Liability Insurance
        - $500,000 limit of liability per occurrence for bodily injury and property damage
        - Comprehensive form covering all owned, non-owned and hired vehicles
    - Professional Liability Insurance - $1,000,000 limit - Insurance company must be authorized to do business in the State of Georgia
    - Lincoln County Board of Commissioners should be shown as an additional insured on General Liability and Auto Liability policies.
    - The cancellation provision should provide thirty (30) days notice of cancellation.
    - Certificate Holder should read:
      Lincoln County Board of Commissioners
      Post Office Box 340
      182 Humphrey Street
      Lincolnton, Georgia 30817
    - Insurance company, except Worker's Compensation carrier, must have an A.M. Best rating of A-6 or higher. Certain Worker's Compensation funds may be acceptable by the approval of the Risk Management Division.
    - Insurance company must be licensed to do business by the Georgia Department of Insurance. *See above note regarding Professional Liability
    - Certificates of Insurance, and any subsequent renewals, must reference specific bid/contract by projected name and project/bid number.
7. Federal Work Authorization Program Affidavit required for the Offeror and a separate form will be required for all subcontractors.

13. Anticipated Schedule

This schedule is subject to change at the County's discretion.

Milestone	Date
RFP Issued	October 26, 2026
Mandatory On-site Pre-proposal Conference (at EOC with E911 tour)	November 18, 2026
Deadline for Written Questions	November 25, 2026
Addendum with Answers Issued	December 7, 2026
Proposals Due	December 30, 2026

Milestone	Date
Evaluation / Vendor Presentations (if needed)	February 1, 2027
Anticipated Award	February 9, 2027
Anticipated Go-Live	June 30, 2027

Attachment A. Pricing Proposal

Offerors shall submit pricing that is complete and all-inclusive, covering all hardware, software (including licensing), and services necessary for a fully functional system as described in this RFP. Pricing shall be itemized using the format below, at minimum. Add rows as needed.

A.1 One-Time / Implementation Costs

Item	Price
CAD Software Licensing (3 positions) (including required interfaces)	
CAD Software Licensing for Director	
Servers / Core System Hardware	
Dispatch Workstation Hardware (3 positions)	
Mapping / GIS Component	
GCIC Interface (Optional — see Section 5.8)	
Data Conversion from Ryzyliant EZ911 (Optional — see Section 5.10)	
Installation and Configuration Services	
Training (specify hours/sessions)	
Other (specify)	
Total One-Time Cost	

A.2 Annual Maintenance and Support Pricing (Years 1–5)

Offerors shall provide annual maintenance/support pricing for each of the first five (5) years following system acceptance, including software support, hardware maintenance/warranty, and any hosting or subscription fees. State whether Year 1 maintenance is included in the one-time cost above or priced separately.

Cost Component	Year 1	Year 2	Year 3	Year 4	Year 5
Software Maintenance/Support					
Hardware Maintenance/Warranty					
Mapping/GIS Maintenance					
Total Annual Maintenance					

Total Five-Year Cost of Ownership (One-Time Costs + Years 1–5 Maintenance): $_____

Pricing shall remain firm for at least ninety (90) days following the proposal due date. Offerors shall disclose any assumptions, optional items, or costs not included in the above (e.g., travel, third-party licensing, network circuits) as a separate note.

A.3 Optional Items

Offerors shall separately itemize pricing for the following optional items, to the extent not already included above:

- Additional dispatcher positions beyond the three (3) required

- GCIC interface (Section 5.8)
- Data conversion from the County's current CAD system, Ryzyliant EZ911 (Section 5.10)
- Other optional modules or future expansion pricing, including software license options for MDTs and other mobile devices.