White County
GEORGIA

REQUEST
FOR PROPOSAL

911 Call Handling System

ISSUING AGENCY	White County Board of Commissioners 1235 Helen Highway, Cleveland, GA 30528 Phone: 706-865-2235 Fax: 706-865-1324
ISSUING DATE	**Monday, November 2, 2026**
RFP CLOSING DATE	**Friday, December 4, 2026**
RFP CLOSING TIME	**5:00PM EST**
PROJECT NUMBER	2026-WC911-002

REQUEST FOR PROPOSAL

White County Board of Commissioners is issuing this Request for Proposal to solicit proposals from qualified vendors for the purchase, installation, implementation, configuration, training, support, and ongoing maintenance of a Next Generation 911 (NG911) compliant call handling and telephone system for White County 911 Communications. The proposed system must provide a modern, reliable, scalable, and user-friendly platform that supports emergency and administrative call handling, text-to-911, caller location information, and continuity of operations.

At the time of this project's implementation, White County will be using CentralSquare Computer Aided Dispatch (CAD). The proposed call handling solution must integrate with CentralSquare CAD to support the transfer of available caller information, location data, and other required call information. Vendors must identify the interfaces, licensing, implementation services, coordination, and associated costs necessary to provide this integration.

The selected vendor must provide all necessary hardware, software, licensing, project management, installation, system configuration, testing, training, technical support, maintenance, and required interfaces or integrations. Implementation must include a coordinated transition that maintains emergency call answering capabilities throughout installation and cutover. Vendors shall submit detailed information regarding their proposed solution, implementation approach, qualifications, support services, references, and pricing.

A Mandatory Pre-Bid Meeting will be held on Thursday, November 12, 2026, at 2:00 PM EST. The meeting will be held at White County Public Safety Headquarters, 1241 Helen Highway, Ste. 100, Cleveland, Georgia 30528. All vendors, or a designated representative, must attend in person to submit a proposal. **See Section 1.4 for details.**

Sealed proposals will be received by the White County Board of Commissioners Finance Department, 1235 Helen Highway, Cleveland, Georgia 30528, until 5:00 PM EST on Friday, December 4, 2026. Late proposals will not be considered nor returned.

The Request for Proposal documents and specifications are available for inspection at the White County Board of Commissioners, 1235 Helen Highway, Cleveland, Georgia 30528, and on the County website at whitecountyga.gov under Bids and RFPs.

Proposals may not be withdrawn for sixty (60) days after the time and date set for closing, except as allowed by the OCGA. White County reserves the right to reject any and all proposals and to waive any technicalities.

1.0 INTRODUCTION

1.1 Purpose of Procurement

This Request for Proposal is intended to solicit proposals from qualified vendors for the purchase, installation, implementation, configuration, training, support, and ongoing maintenance of a NG911 compliant call handling and telephone system for White County 911 Communications. The proposed system must provide a modern, reliable, and user-friendly platform that supports emergency and administrative call handling, continuity of operations, and future growth. Vendors must address the requirements outlined in this solicitation and provide detailed information regarding their proposed solution, implementation approach, support services, and pricing.

1.2 Schedule of Events

This Request for Proposal shall be governed by the following schedule:

Issuance of Request for Proposal	Monday, November 2, 2026 | 8:00AM EST
Mandatory Pre-Bid Meeting	**Thursday, November 12, 2026 | 2:00PM EST**
Deadline for written questions	Tuesday, November 17, 2026 | 5:00pm EST
Answers for written questions (Addendum)	Friday, November 20, 2026 | 5:00pm EST
Proposals Due	**Friday, December 4, 2026 | 5:00pm EST**
Acknowledgement of Proposals Received	Monday, December 7, 2026 | 2:00pm EST

1.3 Restrictions on Communications

From the issue date of this Request for Proposal until a contractor is selected and the award is announced, contractors are not allowed to communicate **for any reason** with any County staff or elected officials except: 1) through the listed contact person in the terms below or 2) as provided by existing work agreement(s). The County reserves the right to reject the submittal of any bidder violating this provision.

1.4 Pre-Bid Meeting

A Mandatory Pre-Bid Meeting will be held on **Thursday, November 12, 2026, at 2:00 PM EST**, at White County Public Safety Headquarters, 1241 Helen Highway, Ste. 100, Cleveland, GA 30528.

All vendors, or a designated representative, must attend the Pre-Bid Meeting **in person** to be eligible to submit a proposal.

The meeting will provide an opportunity for vendors to receive additional information, ask questions, and review the requirements for the NG911 call handling and telephone system.

1.5 Questions & Addenda (Answers)

All questions concerning this proposal **must be submitted in writing** (email is preferred but mail may be used) to the Public Information Officer no later than **Tuesday, November 17, 2026, 5:00pm EST**.

The inquiries must be directed to:

Bryce Barrett, Public Information Officer
1241 Helen Highway, Ste 100, Cleveland, GA 30528
Phone: 706-865-9500
Email: bbarrett@whitecountyga.gov

Any and all emails concerning this solicitation should include the County issued project number and "Phone System RFP" i.e. **"Project # 2026-WC911-002 Phone System RFP Question"**

No response to inquiries other than written will be binding upon the County. White County reserves the right to issue written addenda to any inquiries that alter the scope of the Request for Proposal. Addenda shall be posted to the county website, www.whitecountyga.gov under the Bids & RFPs tab no later than **Friday, November 20, 2025, 5:00pm EST**. A signed copy of any addenda shall accompany submitted proposals. Responsive contractors are advised to check the website for addenda before submitting their proposals.

1.6 Bonds

Bid Bonds	Not required
Performance and Payment Bonds	Not required

1.7 Submission of Proposals

One (1) original of the complete signed submittal and two (2) copies must be received no later than **Friday, December 4, 2026, 5:00pm, EST**. Proposals must be submitted in a sealed envelope stating on the outside, the contractor's name, address and **"2026-WC911-002"** to:

Misti Lane, Finance Assistant
White County Board of Commissioners
1235 Helen Highway, Cleveland, GA 30528

a. **Proposals submitted by fax or electronic mail (email) will NOT be accepted.**

b. Hand delivered proposals may be delivered to the above stated address between the hours of 8:00AM and 5:00PM EST, Monday through Friday, excluding holidays observed by the White County Government. For a complete listing of holidays please visit www.whitecountyga.gov.

c. Contractors are advised to allow adequate time for shipping. **Many express mail and delivery services do not guarantee overnight delivery by 5:00pm to White County.** Any proposals received after **5:00pm on December 4, 2026,** will not be opened.

1.8 Acknowledgement of Proposals Received

Proposals submitted in response to this Request for Proposal will be publicly opened at the date, time, and location listed below. During the opening, the names of the responding firms will be read aloud, and White County will confirm receipt of all required components.

Proposal Opening and Evaluation — **Tuesday, December 8, 2026 | 2:00pm EST**
White County Board of Commissioners
Conference Room
1235 Helen Highway, Cleveland, GA 30528

1.9 Withdrawal of Proposal Due to Errors

Contractors shall have up to forty-eight (48) hours to notify the White County Finance Director or Finance Assistant, in writing, of an obvious clerical error made in the calculation of proposal in order to withdraw a proposal after opening. Proposals may be withdrawn from consideration if the price was substantially lower than the other proposals due solely to a mistake. The contractor shall provide evidence that the proposal was submitted in good faith, and that the mistake was a clerical mistake as opposed to a judgment mistake. The contractor's original work papers shall be the sole acceptable evidence of error or mistake. If a proposal is withdrawn under this provision, the lowest remaining responsive proposal shall be deemed low bid.

No contractor who is permitted to withdraw a proposal shall for compensation, supply any material or labor, perform any subcontract or other work agreement for the person, or firm to whom the contract is awarded.

Proposal withdrawal is not automatically granted and will be allowed solely at White County's discretion.

1.10 Determination of Award

Any purchase order or contract awarded pursuant to this Request for Proposal shall be awarded to the responsive and responsible contractor whose proposal is determined to best meet the requirements and specifications set forth in this solicitation and is deemed to be in the best interest of White County.

A "responsive bidder" or "responsive contractor" is a contractor who has submitted a proposal that conforms in all material respects to the Request for Proposal. A "responsible bidder" or "responsible contractor" is a contractor who has the capacity, qualifications, experience, integrity, and reliability necessary to fully perform the contract requirements and assure good faith performance.

The White County Board of Commissioners reserves the right to evaluate all proposals, reject any and all proposals, waive technicalities or irregularities, and determine which contractor should be awarded the project based on the best interest of the County.

2.0 GENERAL TERMS AND CONDITIONS

See Section 1.0 Introduction for submission requirements specific to this Request for Proposal.

2.1 Request for Proposal Amendments

The County reserves the right to amend this solicitation prior to the bid due date. All addenda and additional information will be posted to the County website, www.whitecountyga.gov. It is the Contactor's responsibility to check the website for addenda before submitting a bid. A signed copy of any and all addenda is to be included with the original proposal submission.

2.2 Proposal Withdrawal

A submitted proposal may be withdrawn prior to the due date by a signed written request to the Finance Director or Finance Assistant.

2.3 Cost for Preparing Proposal

The cost for developing the proposal is the sole responsibility of the contractor. The County will not provide reimbursement for such costs.

2.4 Conflict of Interest

If a contractor has any existing client relationship that involves White County, the contractor must disclose each relationship.

2.5 Vendor Selection

White County reserves the exclusive right to determine which contractor should be awarded the project. The County also reserves the right to reject any or all proposals at its discretion with or without cause.

2.6 Negotiations with Apparent Winner

Prior to awards, the apparent winning contractor will be required to enter into discussions with the County to resolve any contractual differences. These discussions are to be finalized within one (1) week of notification unless extending the time period is advantageous to the County. Failure to resolve differences will lead to rejection of the vendor's proposal.

The County reserves the right to negotiate modifications and costs with the successful Contractor provided that no such modifications affect the evaluation criteria set forth herein.

The Contractor shall commence work only after the transmittal of a fully executed contract and Notice to Proceed from the County.

2.7 Contract Terms

The contract for these services shall begin on a date mutually agreed upon by White County and the awarded contractor. The initial contract period shall include procurement, installation, configuration, integration with CentralSquare CAD and other required systems, training, testing, and deployment of the NG911 call handling and telephone system.

Following successful implementation and written system acceptance by White County, the contract shall transition into an annual subscription and maintenance agreement. Annual costs shall include applicable software licensing, hosting, technical support, hardware and software maintenance, updates, and other ongoing services included in the awarded proposal. Vendors shall clearly identify all recurring costs and any services priced separately.

Any proposed price increase for annual subscription, maintenance, support, hosting, or related services must be submitted in writing to White County no less than 180 days prior to the renewal date. Renewal of the annual agreement and any proposed price increases shall be subject to review and approval by White County.

2.8 Taxes

White County is exempt from taxes; however, the Contractor shall pay all taxes required of them by law. White County cannot exempt others from tax.

2.9 Bid/Proposal Bonds, Payment Bonds, Performance Bonds (<u>if required</u>)

NOT APPLICABLE FOR PROJECT # 2026-WC911-002

2.10 Compliance with Laws

The Contractor will comply with all State and Federal laws, rules, and regulations.

2.11 Cancellation

White County reserves the right to terminate the contract immediately in the event that the Contractor discontinues or abandons operations; is adjudged bankrupt or is reorganized under any bankruptcy law; or fails to keep in force any required insurance policies or bonds.

Failure of the successful contractor to comply with any section or part of the contract will be considered grounds for immediate termination of the contract by the County without penalty to White County. White County shall pay for services rendered up to the point of termination. Notwithstanding anything to the contrary contained in the contract between the County and the successful contractor, the County may, without prejudice to any other rights it may have, terminate the contract for convenience and without cause, by giving thirty (30) days written notice to the successful contractor.

If the termination clause is used by the County, the successful contractor will be paid by the County for all scheduled work completed satisfactorily by the successful contractor up to the termination date set forth in the written termination notice.

2.12 Rejection of Submissions/Cancellation of Proposals

White County reserves the right to reject any or all proposals, to waive any irregularity or informality in a proposal, and to accept or reject any item or combination of items, when to do so would be to the advantage of White County. It is also within the rights of White County to reject proposals that do not contain all elements and information requested in this document. White County reserves the right to cancel this Request for Proposal at any time. White County will not be liable for any cost/losses incurred by the Contractors throughout this process.

2.13 Non-discrimination

White County does not discriminate on the basis of race, religion, color, sex, national origin, age, or disability.

By submitting their proposals, all proposers certify to White County and any municipality therein, that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended and comply with Form FHWA-1273, Required Contract Provisions Federal-Aid Construction Contracts.

In every contract of over $10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:

    a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

    b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.

    c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

2. The contractor will include the provisions of 1. above in every subcontract or purchase order of over $10,000 so that the provisions will be binding upon each subcontractor or vendor.

2.14 Payment

Contractor shall itemize all invoices in full. The original of the invoice shall be mailed to:

White County Board of Commissioners
Attn: Accounts Payable
1235 Helen Highway
Cleveland, GA 30528

Payment terms are NET 30 Days. White County and Municipalities therein are exempt from all Federal, State, local and excise taxes. Invoices are to be mailed to the appropriate government agency (County or Municipality) which activated the contract within the County.

A 10% retainage will be held on each invoice until project is 50% complete. A 5% retainage will be held on each invoice thereafter for remainder of project.

Each invoice must include the following information:

1. Date of Invoice
2. Service Performed
3. Billing Period
4. Terms
5. All billable items must me itemized
6. Appropriate Unit of Measure

Contractor must furnish documentation identifying that this work has been completed in accordance with specifications, quantities, and price as set forth in the contract.

Invoices missing any of the information listed above <u>will not</u> be accepted for payment but will be returned to the Contractor for correction.

2.15 Insurance

The Contractor shall be responsible for his work and every part thereof, and for all materials, tools, equipment, appliances, and properties of any and all description used in connection with this project.

The Contractor assumes all risks of direct and indirect damage or injury to the property of persons used or employed on or in connection with the work contracted for, and of all damage or injury to any person or property wherever located, resulting from any action, omission, commission or operation under the Contract, or in connection in any way whatsoever with the contracted work.

The Contractor shall, during the continuance of all work under the Contract, provide the following:

1. Maintain statutory Worker's Compensation and Employer's Liability insurance in an amount of not less than $1,000,000.00 to protect the Contractor from any liability or damages for any injuries (including death and disability) to any of its employees, volunteers, or sub-contractors, including any and all liability or damage which may arise by virtue or any statute or law in force within the State of Georgia, or which may be herein after enacted.

2. The Contractor agrees to maintain Comprehensive General Liability insurance in an amount of not less than $1,000,000.00 per occurrence to protect the Contractor, its sub-contractors, and the interest of the County, against any and all injuries to third parties, including bodily injury and personal injury, wherever located, resulting from any action or operation under the Contract or in connection with the contracted work. The General Liability insurance shall also include the Broad Form Property Damage Liability endorsement, in addition to coverage for explosion, collapse, and underground hazards, where required.

3. If applicable, the Contractor agrees to maintain Automobile Liability Insurance in an amount of not less than $500,000 per occurrence. Such insurance shall include coverage for owned, hired, and non-owned automobiles.

4. The Contractor further agrees to protect, defend, indemnify, and hold harmless White County, its commissioners, officers, agents, and employees from and against any and all liability incurred whatsoever as a result of the work performed pursuant to the terms of this RFQ.

5. The Contractor shall notify the County, in writing, sixty (60) days prior to any change in insurance coverage, including cancellation, non-renewal, etc. The Contractor shall furnish a new certificate prior to any change or cancellation date. The failure of the Contractor to deliver a new and valid certificate shall result in suspension of all payments until the new certificate is furnished.

Additionally, contract work may be suspended until the new certificate is furnished to the County.

6. Insurance coverage required in these specifications shall be in force throughout the Contract term. Should the Contractor fail to provide acceptable evidence of current insurance within five (5) days of written notice at any time during the Contract term, the Owner shall have the absolute right to terminate the Contract without any further obligation to the Contractor. Further, the Contractor shall be responsible for the cost of procuring the uncompleted portion of the Contract at the time of termination.

7. Contractual and other Liability insurance provided under this Contract shall not contain a supervision, inspection, or engineering services exclusion that would preclude the County from supervising and/or inspecting the project as to the end result. The Contractor shall assume all on-the-job responsibilities as to the control of persons under its direct employment and of the sub-Contractors and any persons employed by the sub-Contractor.

8. The Contractor and all sub-Contractors shall comply with the Occupational Safety and Health Act of 1970, and amendments, as it may apply to this Contract.

9. If the Contractor does not meet the insurance requirements of the specifications, alternate insurance coverage satisfactory to the County may be considered. The Contractor shall be responsible for the costs of any and all alternate insurance coverage so obtained.

   A "Certificate of Insurance" showing White County Board of Commissioners as the Certificate Holder must be provided prior and incorporated as part of the award contract.

2.16 Project Coordination

The Contractor shall employ and assign only qualified and competent personnel to perform any service or task involved in this project. The Contractor shall designate one such person as a Project Manager, and the Project manager shall be deemed to be the Contractor's authorized representative, who shall be authorized to receive and accept any and all communications from the County. The County shall name a Project Manager who shall be authorized to generate, receive and accept communication as an authorized representative of the County.

The Contractor hereby agrees to replace any personnel or sub-contractor, at no cost or penalty to the County, if the County reasonably determines that the performance of any sub-contractor or personnel is unsatisfactory.

2.17 County Point of Contact

Contractors can contact Bryce Barrett, White County Public Information Officer at the below contact information for any questions that are wished to be addressed in addenda. Any unauthorized contact shall not be used as a basis for responding to this Request for Proposal and also may result in the disqualification of the vendor's submittal. Refer to section 1.5 for criteria and procedure to question and answers.

Vendors may not contact any elected official or other county employee to discuss the proposal process or proposal opportunities except: 1.) through the point of contact named herein, or 2.) as provided by existing work agreement(s). This policy shall be strictly enforced, and the County reserves the right to reject the submittal of any vendor violating this provision.

White County Office of Public Safety Point of Contact:

Bryce Barrett, Public Information Officer
1241 Helen Highway, Ste 100, Cleveland, GA 30528
Phone: 706-865-9500
Email: bbarrett@whitecountyga.gov

2.18 News Releases by Contractor

As a matter of policy, the County does not endorse the products or services of a Contractor. News releases concerning any resultant contract from this solicitation shall not be made by a Contractor without the prior written approval of the County. All proposed news releases shall be routed to the White County Clerk for review and approval.

2.19 Severability/Cancellation

It is understood and agreed by the parties hereto that if any part, term, or provision of this Contract is held illegal or in conflict with any law of the State, the validity of the remaining portions or provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Contract did not contain the particular part, term, or provisions held to be invalid.

The County and the Contractor agree to resolve through negotiation or mediation prior to filing any cause of action. The venue for any litigation arising from this contract shall be White County, Georgia**.**

2.20 Drug Free Workplace

By submission of a Proposal, the Contractor certifies that the provisions of Code Sections 50-24-1 through 50-24-6 of the Official Code of Georgia Annotated, relating to the "Drug-free Workplace Act", have been complied with in full. The Contractor further certifies that:

1. A drug-free workplace will be provided for the Contractor's employees during performance of the contract; and

2. Each Contractor who hires a sub-Contractor to work in a drug-free work place shall secure from that sub-Contractor the following written certification:

3. As part of the subcontracting agreement with Contractor's, Subcontractor's certifies to the Contractor that a drug-free workplace will be provided for the sub Contractor's employees during the performance of this Contract pursuant to Paragraph (7) of Sub-section (b) of Code Section 50-24-3".

4. The Contractor further certifies that they will not engage in the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana during the performance of the Contract.

2.21 Assignment of Contractual Rights

It is agreed that the Contractor will not assign, transfer, convey, or otherwise dispose of a contract that may result from this proposal or his right, title, or interest in or to the same, or any part thereof, without written consent of the County.

2.22 Indemnity

To the fullest extent permitted by law, the Contractor will indemnify, defend, and hold White County harmless from and against any and all claims, damages, losses, and expenses, including, but not limited to, fees and charges of attorneys and court and arbitration costs, arising out of or resulting from the negligent acts, negligent omissions, willful misconduct, or reckless misconduct of the Contractor or anyone for whom the Contractor is responsible.

2.23 Non-Collusive Bidding

By submitting a response to this Request for Proposal (RFP), the vendor, contractor, or bidder represents and warrants that such proposal or bid is genuine and not a sham or collusive, or made in the interest or on behalf of any person not therein named. The vendor, contractor, or bidder further represents and warrants that they have not directly or indirectly induced or solicited any other vendor, contractor, or bidder to submit a sham proposal or bid, or any other person, firm, or corporation to refrain from submitting. Additionally, the vendor, contractor, or bidder affirms that they have not sought by collusion to secure any advantage over any other vendor, contractor, or bidder. Furthermore, by submitting a proposal or bid, the vendor, contractor, or bidder confirms that no official or employee of White County Government or any municipalities within White County has, in any manner, an interest, directly or indirectly, in the proposal or bid, the contract that may result from it, or any expected profits arising therefrom.

2.24 Open Records

All materials submitted in connection with this RFP will be public documents and subject to the Open Records Act and all other laws of the State of Georgia, the United States of America and the open records policies of White County or its municipalities. All such materials shall remain the property of White County and will not be returned to the respondent.

2.25 Georgia Security and Immigration Compliance

To comply with the State of Georgia's Security and Immigration Compliance Act, all contractors must comply with regulations by completing the provided affidavits relative to the Compliance Act. All applicable affidavits have been included with this Request for Proposal and must be signed and provided with the Proposal submission.

2.26 Appropriation of Funds

The initial contract and any continuation contract(s) shall terminate immediately and absolutely at any such time as there are no appropriated and otherwise unencumbered funds available to satisfy the County's obligations under said contract(s).

2.27 Documents Deemed Part of Contract

Unless otherwise modified by the Contract, White County's Request for Proposal and any addendums issued thereto, and the Project Manual containing Specifications and Special Provisions shall be deemed part of the contract. No documentation or information provided by the Contractor shall be deemed part of the contract unless expressly incorporated.

2.28 Accuracy of Work

The Contractor shall be responsible for the accuracy of the work performed and shall promptly correct its errors and omissions without additional compensation. Acceptance of the work by the County will not relieve the Contractor of the responsibility for subsequent correction of errors, the clarification of any ambiguities, or the costs associated with any additional work caused by negligent acts, errors, or omissions by the Contractor or latent defects in the products sold by the Contractor.

At any time during the execution of this contract or during any phase of work performed by others based on data secured by the Contractor under this Agreement, the Contractor shall confer with the County for the purpose of interpreting the information supplied by the Contractor and to correct any errors or omissions. The above consultations, clarifications, and/or corrections shall be made without added compensation to the Contractor. The Contractor shall give immediate attention to these changes so there will be minimum delay to others. The Contractor shall be responsible for errors and omissions and save harmless the County and its agents as provided in this Agreement.

2.29 Ownership

Reports, plans, data, statistics, specifications, and other supporting records compiled or prepared in the performance of the Services required by this Contract, shall be the absolute property of the County and shall not be used by the Contractor for purposes unrelated to this Contract without the prior written approval of the County. Such original documents shall be turned over to the County upon completion of the contract except that Contractor shall have the right to retain copies of the same.

All data entered into, stored in, generated by, or maintained within the phone system shall remain the property of White County. The vendor shall provide White County with access to its data upon request and shall describe the process, format, timeline, and any associated costs for exporting or transferring data in the event of contract termination, non-renewal, system replacement, or transition to another vendor. The vendor shall ensure that data can be provided in a usable, industry-standard format.

2.30 Condition of Materials

It is understood and agreed that materials delivered shall be new, of latest design, and in first quality condition and must meet building code specifications.

2.31 Continuity of Operations

Installation and cut-over related to **Project # 2026-WC911-002** are expected to be completed in a manner that does not disrupt the 24 hour / 7 day a week operations of Public Safety Personnel. This includes day-to-day operations of all work sites including critical communications facilities.

2.32 Work Hours

Site Work is limited to Monday – Friday 8:00am to 6:00pm unless scheduled otherwise.

3.0 SCOPE OF WORK

3.1 Purpose

The purpose of this project is to strengthen the reliability, efficiency, and operational capability of White County 911 Communications through the procurement and implementation of a modern NG911 compliant call handling and telephone system. The selected system must support emergency communications personnel in receiving, answering, processing, and transferring emergency and administrative calls accurately and efficiently.

By replacing the current telephone system, White County seeks to improve call handling capabilities, access to caller location information, and continuity of operations while providing a scalable platform that supports text-to-911 and emerging technologies. The solution must integrate with the CentralSquare CAD system that White County will be using at the time of implementation. This investment is intended to support dependable emergency communications services for White County's citizens, visitors, and public safety response agencies..

3.2 Scope of Work

The selected vendor shall provide a complete Next Generation 911 (NG911) call handling and telephone system for White County 911 Communications. The vendor shall provide all hardware, software, licensing, installation, configuration, implementation, training, support, maintenance, and technical assistance necessary for successful deployment and continued operation.

At a minimum, the selected vendor shall provide:

- A modern call handling system supporting emergency and administrative voice calls, text-to-911, and available caller identification and location information;
- Project management and coordination throughout implementation;
- System configuration to support White County 911 Communications' operational workflows;
- Integration with the CentralSquare CAD system that White County will be using at the time of implementation;
- Required interfaces with call recording, mapping, radio equipment, and other related systems identified in this solicitation;
- Redundancy, failover, and backup capabilities to support continuity of operations;
- Training for call takers, dispatch personnel, supervisors, administrators, and other designated users;
- System testing, interface verification, and a coordinated cutover that maintains emergency call answering capabilities;
- Technical support, hardware and software maintenance, and system updates; and
- A scalable platform capable of supporting future growth and emerging NG911 technologies.

The proposed system shall be reliable, user-friendly, and capable of supporting timely and accurate call processing. Vendors shall identify all required components, third-party services, integration dependencies, and associated costs.

4.0 PROPOSAL CHECKLIST

Vendors shall organize proposals using the following tabs. Responses must identify all proposed equipment, software, services, costs, dependencies, and exceptions to the solicitation requirements. Clearly distinguish capabilities included at implementation from optional features, third-party services, and future enhancements.

4.1 Tab 1 – Executive Summary

Present a brief summary of the proposed NG911 call handling and telephone system, the implementation approach, and the vendor's qualifications and capabilities.

Include the name, title, address, email, and telephone number of the person authorized to make representations on behalf of the vendor. The signer must declare that the proposal is submitted in good faith, without collusion or fraud, and that the signer has authority to bind the proposing company.

4.2 Tab 2 – Company Experience and Qualifications

Provide information demonstrating the vendor's ability to furnish, implement, integrate, and support an NG911 call handling system for a public safety answering point or emergency communications center. Include:

- Company overview, history, and organizational structure;
- Experience implementing and supporting emergency call handling systems for agencies of similar size and scope;
- Company leadership and key personnel proposed for this project;
- Financial stability and ability to support the system throughout the contract;
- Proposed subcontractors and their responsibilities;
- Manufacturer authorizations, certifications, partnerships, and relevant professional qualifications;
- Experience integrating call handling systems with CentralSquare CAD; and
- Current public safety customer base and any additional capabilities relevant to this project.

4.3 Tab 3 – Software Solution and Technical Capabilities

Describe the proposed NG911 call handling and telephone system and how it meets the requirements of this solicitation. At a minimum, address:

- System architecture, including whether the solution is cloud-based, on-premises, or hybrid;
- Emergency and administrative call answering, hold, transfer, conferencing, callback, and abandoned-call handling;
- Caller identification, location information, location updates, and associated call data;
- Text-to-911 capabilities, required delivery services, and transcript retention;
- TTY/TDD support and other accessibility capabilities;
- User interface, configurable workflows, and supervisor functions;
- Instant recall recording and integration with the County's logging recorder;
- Reporting, call statistics, audit records, search, and data export;
- Integration with CentralSquare CAD and other required public safety systems;
- Compatibility with existing radio consoles, headsets, mapping, and administrative telephone services;
- Applicable NG911 standards, supported versions, and demonstrated interoperability;
- Cybersecurity, user permissions, authentication, remote support access, and applicable CJIS requirements;
- Hardware, software, licensing, network, power, and facility requirements; and
- Capacity, licensing limits, expansion options, and support for emerging NG911 technologies.

At the time of implementation, White County will be using CentralSquare CAD. Vendors shall explain how the proposed solution will exchange available caller information, location data, and other required call information with CentralSquare CAD. Identify all required interfaces, licenses, third-party coordination, limitations, and associated costs.

Vendors shall describe redundancy, failover, disaster recovery, and backup-site capabilities. Explain system behavior during loss of a workstation, critical equipment, network connectivity, hosted services, or the primary facility. Identify which functions remain available, the effect on active and incoming calls, recovery time objectives, recovery point objectives, and any required operator actions. For cloud-based or hybrid solutions, specifically explain local capabilities and alternate call routing during an external connectivity outage.

4.4 Tab 4 – Understanding of Project Requirements

Describe the vendor's understanding of White County 911 Communications' operational needs and how the proposed system will support dependable emergency call processing.

Address continuity of operations, ease of use, accurate delivery of caller information, integration with CentralSquare CAD, and future growth. Explain how the proposed solution will support personnel serving law enforcement, fire, emergency medical, and other public safety response partners.

Identify project assumptions, County responsibilities, third-party dependencies, exclusions, and any exceptions to the solicitation requirements. Explain the operational and financial effects of each exception.

4.5 Tab 5 – Implementation Approach and Project Management

Provide a detailed implementation plan identifying project phases, anticipated duration, milestones, responsibilities, and the process for achieving final system acceptance. Include:

- Assigned project manager, key personnel, and their relevant experience;
- Project kickoff, site survey, and facility readiness assessment;
- System design, equipment procurement, staging, installation, and configuration;
- Coordination with telephone carriers, ESInet providers, text-to-911 providers, CentralSquare, and other interface providers;
- Transfer of existing telephone configurations, directories, and other necessary information, as applicable;
- Interface testing, functional testing, failover testing, and correction of deficiencies;
- Training schedule and readiness verification;
- Cutover procedures, alternate call answering arrangements, and rollback plan;
- Onsite and remote support during cutover and stabilization;
- Communication, progress reporting, risk management, and issue resolution; and
- Final documentation, acceptance testing, and transition to ongoing support.

The implementation plan shall explain how emergency call answering capabilities will be maintained throughout installation and cutover. Vendors shall identify proposed acceptance criteria and distinguish authorization to begin live operations from final system acceptance..

4.6 Tab 6 – Training, Support, and Maintenance

Describe the training, technical support, maintenance, and ongoing customer service included in the proposal. At a minimum, include:

- Training for call takers, dispatchers, supervisors, administrators, and designated technical personnel;
- Training schedules accommodating operational shifts;
- Instructor-led, hands-on, and train-the-trainer options;
- Class sizes, instructional hours, training materials, and user guides;
- Training on emergency voice calls, text-to-911, transfers, callback, recording recall, and backup operations;
- Technical support hours and availability of emergency assistance 24 hours a day, seven days a week;
- Help desk procedures, issue severity classifications, response and restoration targets, and escalation procedures;
- Onsite support availability and equipment replacement procedures;
- System monitoring, preventive maintenance, security patching, and software updates;
- Warranty coverage, duration, exclusions, and commencement date;
- Product lifecycle, end-of-support notifications, and upgrade requirements; and
- Additional charges for training, support, maintenance, upgrades, or replacement equipment.

4.7 Tab 7 – Past Performance and References

Provide a list of similar emergency call handling system projects completed within the past five years. Older projects may also be included when relevant.

Provide at least five (5) references for contracts of similar size and scope, if available. Identify references using the proposed architecture and, where available, references with CentralSquare CAD integration. Each reference shall include:

- Agency name and address;
- Contact name, title, email, and telephone number;
- Date the agency became a client and system implementation date;
- Products, services, and integrations provided;
- Brief project description, including system size and deployment approach; and
- Current system status.

Reference information must be current. References may be contacted as part of the evaluate on process.

4.8 Tab 8 – Pricing and Contract Terms

Provide an itemized cost proposal identifying all one-time and recurring costs necessary to implement and operate the proposed system. Include:

- Hardware, software, licenses, and hosted services;
- Project management, installation, configuration, and testing;
- CentralSquare CAD integration and all other required interfaces;
- Training, travel, shipping, and cutover support;
- Annual subscription, support, maintenance, and hosting charges;
- Required third-party services and fees, including costs billed separately to the County;
- Warranty extensions, equipment replacement, and required upgrades;
- Optional features, additional positions, and future expansion;
- Data storage, retention, export, and transition assistance; and
- Proposed payment milestones, contract terms, renewal conditions, and annual price escalation.

Clearly distinguish base pricing from optional items and identify all assumptions and exclusions. Recurring costs shall be itemized by contract year for the proposed term. Any proposed annual price increase must comply with the solicitation's requirement for written notice at least 180 days before renewal and is subject to County review and approval.

4.9 Tab 9 – White County, Georgia Documents

Complete and attach all required White County forms and documents included in this solicitation package. Required documents may include, but are not limited to:

- Appendix A – Contractor Information
- Appendix B – Contractor Certification, Statement of Non-Collusion
- Appendix C – Contractor Reference Form
- Appendix D – E-Verify Affidavit
- Appendix E – Pricing Sheet and Certification
- Appendix F – Subcontractors
- Appendix G – Addenda Acknowledgement

5.0 EVALUATION AND SCORING PROCESS

Proposals submitted in response to this solicitation will be reviewed and evaluated by White County. Proposals will first be reviewed for responsiveness and completeness, including attendance at the mandatory pre-bid meeting and submission of all required proposal sections, documents, and pricing information.

Responsive and complete proposals will then be evaluated using the scoring criteria established in this solicitation. The evaluation will consider the proposed NG911 call handling and telephone system, integration with CentralSquare CAD, reliability and continuity capabilities, implementation approach, training, support, vendor qualifications, and cost.

White County reserves the right to request clarification, additional information, demonstrations, interviews, or presentations as part of the evaluation process.

The award, if made, shall be made to the responsive and responsible vendor whose proposal best meets White County's needs and is determined to be in the County's best interest.

5.1 Pass/Fail Requirements

The following requirements will be reviewed on a pass/fail basis. Failure to meet a mandatory requirement or submit required materials may result in the proposal being deemed non-responsive and removed from further consideration.

Requirement	Evaluation
Proposal submitted by required deadline	Pass/Fail
Attendance at the mandatory pre-bid meeting by the vendor or its designated representative	Pass/Fail
Required proposal tabs and response sections included	Pass/Fail
Required White County documents completed and submitted	Pass/Fail
Itemized pricing and recurring costs submitted as required	Pass/Fail
Addenda acknowledged, if applicable	Pass/Fail
Authorized signatures provided where required	Pass/Fail

5.2 Scored Evaluation Criteria

Proposals will be evaluated using a weighted point system for a total possible score of 100 points. Scores will be based on the proposal and supporting materials, together with any demonstrations, interviews, clarifications, or reference checks conducted during the evaluation process.

Evaluation Criteria	Max Points
5.3.1 Proposed System, Architecture, and Technical Capabilities	30
5.3.2 Implementation Approach, Project Management, and Timeline	15
5.3.3 Training, Customer Support, Maintenance, and System Updates	20
5.3.4 Vendor Experience, Qualifications, Past Performance, and References	15
5.3.5 Pricing Proposal and Five-Year Cost of Ownership	15
5.3.6 Organization, Completeness, and Quality of Proposal	5
TOTAL	**100**

5.3 Evaluation Criteria Description

5.3.1 Proposed System, Architecture, and Technical Capabilities – 30 Points

This category will evaluate the proposed NG911 call handling and telephone system's ability to meet the operational and technical needs of White County 911 Communications. Evaluation may include:

- System architecture and suitability for the County's operations;
- Emergency and administrative call answering, hold, transfer, conferencing, callback, and abandoned-call handling;
- Caller identification, location information, and location updates;
- Text-to-911 and accessibility capabilities;
- User interface, ease of use, and supervisor functions;
- Integration with CentralSquare CAD, including available data exchange, required interfaces, and implementation dependencies;
- Integration with logging recorders, mapping, radio equipment, and other required systems;
- Instant recall recording, reporting, search, and data export;
- Reliability, redundancy, failover, backup-site operation, and disaster recovery;
- Continued call handling or alternate call routing during equipment, connectivity, hosted service, or facility outages;
- Cybersecurity, authentication, access controls, audit logs, and applicable CJIS requirements; and
- Capacity, scalability, NG911 interoperability, and support for emerging technologies.

5.3.2 Implementation Approach, Project Management, and Timeline – 15 Points

This category will evaluate the vendor's approach to implementation and successful project delivery. Evaluation may include:

- Proposed schedule, milestones, and equipment or service lead times;
- Project management approach and assigned personnel;
- Site assessment, facility readiness, equipment installation, and system configuration;
- Coordination with CentralSquare, carriers, ESInet providers, text-to-911 providers, and other required vendors;
- Transfer of existing telephone configurations, directories, and other necessary information, as applicable;
- Functional, interface, failover, and acceptance testing;
- Cutover planning, alternate call answering arrangements, and rollback procedures;
- Onsite and remote support during go-live and stabilization;
- Communication, risk management, and issue resolution; and
- Clearly defined vendor, County, and third-party responsibilities.

5.3.3 Training, Customer Support, Maintenance, and System Updates – 20 Points

This category will evaluate the vendor's ability to prepare users for operation and provide dependable ongoing support. Evaluation may include:

- Training for call takers, dispatchers, supervisors, administrators, and technical personnel;
- Training schedules accommodating operational shifts;
- Hands-on, end-user, and train-the-trainer options;
- Training on emergency voice calls, text-to-911, interfaces, and backup operations;
- Training materials, user guides, and continuing education resources;
- Technical support availability, including emergency assistance 24 hours a day, seven days a week;
- Response and restoration commitments, escalation procedures, and onsite support;
- Hardware warranty coverage and equipment replacement procedures;
- System monitoring, preventive maintenance, security patches, and software updates; and
- Product lifecycle support and advance notice of required upgrades or end-of-support dates.

5.3.4 Vendor Experience, Qualifications, Past Performance, and References – 15 Points

This category will evaluate the vendor's qualifications and experience delivering and supporting similar emergency call handling systems. Evaluation may include:

- Company history and public safety communications experience;
- Projects for agencies of similar size, scope, and deployment architecture;
- Experience integrating call handling systems with CentralSquare CAD;
- Qualifications of the project manager and key personnel;
- Financial stability and ability to support the system throughout the contract;
- Manufacturer authorizations, partnerships, and relevant certifications;
- Past performance and references from emergency communications customers; and
- Subcontractor qualifications and assigned responsibilities.

5.3.5 Pricing Proposal and Five-Year Cost of Ownership – 15 Points

This category will evaluate the complete cost of implementing and operating the proposed system over five years and its overall value to White County. Evaluation may include:

- Hardware, software, and licensing costs;
- Project management, installation, configuration, and testing;
- CentralSquare CAD integration and other required interfaces;
- Training, travel, cutover, and stabilization support;
- Annual subscriptions, hosting, maintenance, and technical support;
- Required carrier, text delivery, and other third-party services;
- Equipment replacement, storage, retention, and required upgrades;
- Optional features and expansion costs, identified separately;
- Five-year total cost of ownership; and
- Pricing clarity, exclusions, assumptions, renewal increases, and other potential charges.

Vendors shall provide itemized costs for implementation and each of the first five years of operation. Required costs shall be distinguished from optional items, and costs billed directly to the County by third parties shall be identified. The County will compare proposals using a consistent scope and operating period.

5.3.6 Organization, Completeness, and Quality of Proposal – 5 Points

This category will evaluate how clearly and completely the proposal presents the information needed for County review. Evaluation may include:

- Compliance with the required tab structure;
- Complete and direct responses to solicitation requirements;
- Clear explanations and supporting documentation;
- Consistency among technical descriptions, implementation commitments, and pricing; and
- Identification of exceptions, assumptions, limitations, and dependencies.

5.4 Evaluation of Proposed Capabilities

Technical capabilities will be evaluated within the categories listed in Section 5.2.

Vendors shall clearly distinguish features available at implementation from optional features, third-party services, custom development, and planned future enhancements. Identify the associated costs, delivery dates, dependencies, and limitations.

White County may request demonstrations or supporting evidence to verify proposed capabilities. Features dependent on future development will be evaluated based on their availability within the proposed implementation schedule and the certainty of the vendor's delivery commitment. Missing, unsupported, or conflicting information may negatively affect the applicable category score.

5.5 Pricing Evaluation

Pricing will be evaluated based on the total proposed cost, clarity of pricing, and overall value to White County. The lowest-priced proposal will not automatically receive the highest overall score. White County may consider the relationship between cost, functionality, support, implementation approach, long-term maintenance, and the ability of the proposed system to meet the County's needs.

5.6 Demonstrations, Interviews, and Clarifications

White County reserves the right to request demonstrations, interviews, oral presentations, or clarification from one or more vendors. Vendors may be asked to demonstrate specific system capabilities, clarify pricing, or provide additional information related to implementation, support, maintenance, and system functionality.

5.7 Accuracy of Proposal Information

Material misstatements, inaccuracies, or omissions in the information submitted by a vendor may be grounds for rejection of the proposal. If such misstatements, inaccuracies, or omissions are discovered after award, they may be grounds for termination of the agreement at the discretion of White County.

Submission of a proposal indicates the vendor's acceptance of the evaluation criteria and acknowledgment that both objective and subjective judgments may be made by White County during the evaluation process.

APPENDIX A – CONTRACTOR INFORMATION

911 Call Handling System

Project# 2026-WC911-002

CONTRACTOR INFORMATION
(Type or Print)

_____
Name of Company

_____
Address

_____
City, State, Zip

_____
Phone Number

_____
Email Address

_____
Tax ID Number or Social Security Number

NAME AND MAILING ADDRESS
(Where to send payment)

_____
Name of Company

_____
Address

_____
City, State, Zip

_____
Phone Number

_____
Email Address

Name and Title of Person Authorized to Sign

_____
Name

_____
Title

_____
Signature

Contractor Primary Point of Contact

_____
Name

_____
Title

_____
Office Phone Number / Extension

_____
Cell Phone Number

_____
Email Address

Contractor Secondary Point of Contact

_____
Name

_____
Title

_____
Office Phone Number / Extension

_____
Cell Phone Number

_____
Email Address

APPENDIX B

CONTRACTOR CERTIFICATION STATEMENT OF NON-COLLUSION

911 Call Handling System

Project# 2026-WC911-002

I, the undersigned, certify that this Proposal is submitted without prior understanding, agreement or connection with any corporation, firm or person submitting a Proposal for the same goods/services and is in all respects fair and without collusion or fraud. I understand that collusive bidding is a violation of state and Federal law and can result in fines, prison sentences and civil damages awards. I agree to abide by all conditions of this proposal and certify that I am authorized to sign this proposal for the contractor.

I certify that there has been no contact or communication by the proposer or the proposer's associates with any County or City staff, or elected officials since the date this RFP was issued except: 1) through the Public Information Officer, who is listed at the contact person in the RFP, or 2) as provided by existing work agreement(s).

I agree to abide by all conditions of this proposal and certify that I am authorized to sign this proposal.

_____

Company Name

Name and Title of Person Authorized to Sign

_____ _____

Name Title

_____

Signature

Proposals not signed shall be declared as "Non-Responsive" and may not be considered for the award.

APPENDIX C – CONTRACTOR REFERENCE FORM

911 Call Handling System

Project# 2026-WC911-002

All references must be from customers for whom your company has provided similar services as the specifications of this Request for Proposal. *(Invalid contact information will result in default of references and may cause the proposal to be disqualified.)*

COMPANY NAME: _____

1. Company: _____

Street Address: _____City, State, Zip: _____

Contact Person Name: _____ Title: _____

Phone: _____ Email: _____

Describe Scope of Work and dates of project/service:

_____

_____

2. Company: _____

Street Address: _____City, State, Zip: _____

Contact Person Name: _____ Title: _____

Phone: _____ Email: _____

Describe Scope of Work and dates of project/service:

_____

_____

3. Company: _____

Street Address: _____City, State, Zip: _____

Contact Person Name: _____ Title: _____

Phone: _____ Email: _____

Describe Scope of Work and dates of project/service:

_____

_____

APPENDIX D – E-VERIFY AFFIDAVIT

911 Call Handling System

Project# 2026-WC911-002

Georgia Security & Immigration Compliance (GSIC) Act
(CONTRACTOR) E-VERIFY AFFIDAVIT AND AGREEMENT

White County Commissioner and Contractor agree that compliance with the requirements of O.C.G.A. § 13-10-91 and Rule 300-10¬1-.02 of the Rules of the Georgia Department of Labor are conditions of this Agreement for the physical performance of services.

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm, or corporation which is contracting with the White County Commissioner has registered with and is participating in the federal work authorization program known as "E-Verify", web address https://e-verify.uscis.gov/enroll/ operated by the United States Citizenship and Immigration Services Bureau of the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 [(IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O.C.G.A. § 13-10-91. The undersigned Contractor also verifies that he/she/it is using and will continue to use the federal work authorization program throughout the contract period.

The undersigned Contractor agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to the contract with the White County Commissioner, Contractor will secure from such subcontractor(s) similar verification of compliance with O.C.G.A. § 13-10-91 on the Subcontractor Affidavit provided in Rule 300¬10-01-.08 or a substantially similar form. Contractor further agrees the Contractor will advise the White County Commissioner of the hiring of a new subcontractor and will provide White County Commissioner with a Subcontractor Affidavit attesting to the Subcontractor's name, address, user identification number, and date of authorization to use the Federal Work Authorization Program within five (5) days of the hiring before the Subcontractor begins working on the Project. Contractor also agrees to maintain all records of such compliance for inspection by White County Commissioner at any time and to provide a copy of each such verification to the White County Commissioner at the time the subcontractor(s) is retained to perform such services.

_____
E- Verify Employment Eligibility Varication User Identification Number

_____
Date of Authorization to Use Federal Work Authorization Program

_____
Name of Contractor

_____
Title of Authorized Officer or Agent of Contractor

_____
Signature and Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____ , 20_____.

_____ _____
Notary Public My Commission Expires

* As of the effective date of O.C.G.A. § 13-10-91, the applicable federal work authorization program is the "EEV / Basic Pilot Program" operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA). Authority O.C.G.A. § 13-10-91. History: Original Rule entitled "Contractor Affidavit and Agreement" adopted F. May 25, 2007; eff. June 18, 2007, as specified by the Agency.

APPENDIX E –
PRICING SHEET AND CERTIFICATION

911 Call Handling System

Project# 2026-WC911-002

Contractor Information (Type or Print)	**Contractor Primary Point of Contact**
_____ Name of Company	_____ Name
_____ Address	_____ Title
_____ City, State, Zip	_____ Office Phone Number / Extension
_____ Phone Number	_____ Cell Phone Number

I, the undersigned, hereby certify that the following pricing sheet, for the attached proposal is accurate and complete to the best of my knowledge. I am the authorized representative of the below stated business and affirm that all information in the estimate is true and correct.

By signing this, I acknowledge that the below stated business is committed to honoring the terms and conditions outlined in the attached pricing sheet. Furthermore, I certify that this price sheet is provided willingly and in good faith. I am aware of the legal implications of making false statements or misinterpretations in this document.

_____
Name of Company

_____ Authorized Representative *(print name)*	_____ Signature

_____
Date

Appendix E – Pricing Sheet

Required System and Services		
Line Item	**Description**	**Cost**
Hardware and Equipment	Workstations, monitors, headsets, servers, network equipment, backup equipment, and other required components	$
Software and Licensing	Call handling software, position licenses, text-to-911, instant recall, reporting, and required backup licenses	$
Implementation and Configuration	Project management, site assessment, installation, configuration, and migration of necessary telephone settings and directories	$
CentralSquare CAD Integration	All interfaces, licensing, configuration, and testing necessary to integrate with CentralSquare CAD	$
Other Required Integrations	ESInet, text delivery, logging recorder, mapping, caller data, radio/headset, and administrative telephone interfaces, as applicable	$
Training	Training for call takers, dispatchers, supervisors, administrators, and technical personnel, including materials	$
Testing and Go-Live Support	System and failover testing, acceptance support, cutover, and stabilization	$
Hosting and Storage	Hosting, storage, backup, and redundancy services, as applicable	$
Support and Maintenance	Technical support, hardware and software maintenance, patches, and updates	$
Required Third-Party Services	Required carrier, connectivity, text delivery, or other services not included above	$
Other Required Costs	Specify, including travel and shipping if not included elsewhere	$
	TOTAL	$

Appendix E – Pricing Sheet (continued)

Optional Modules or Services		
Optional Item	**One-time Cost**	**Annual Cost**
	$	$
	$	$
	$	$
	$	$
TOTAL	$	$

Five-Year Cost Summary			
Year	**One-Time Costs**	**Annual Subscription / Maintenance**	**Total**
Year 1			
Year 2			
Year 3			
Year 4			
Year 5			
		Five-Year Total Cost of Ownership	$

Vendors should identify any additional costs not listed above, including hardware, third-party software, travel expenses, after-hours support, additional storage, additional users, future interfaces, future system enhancements, or any assumptions/exclusions related to pricing.

APPENDIX F – SUBCONTRACTORS

911 Call Handling System

Project# 2026-WC911-002

Please list Subcontractors you propose to use on this project. If you do not propose any Subcontractors for this project, check the box and acknowledge below.

Name	City, State	Type of Work

____ I will not be subcontracting work for the above stated project.

_____
Name of Company

_____ _____
Authorized Representative *(print name)* Signature

_____
Date

APPENDIX G – ADDENDA ACKNOWLEDGEMENT

911 Call Handling System

Project# 2026-WC911-002

The vendor has examined and carefully studied the Request for Proposals and the following Addenda, receipt of all of which is hereby acknowledged:

Addendum No. _____ _____
Sign to Acknowledge

Addendum No. _____ _____
Sign to Acknowledge

Addendum No. _____ _____
Sign to Acknowledge

Addendum No. _____ _____
Sign to Acknowledge

Vendors must acknowledge any issued addenda. Proposals which fail to acknowledge the vendor's receipt of any addendum will result in the rejection of the offer if the addendum contained information which substantively changes the Owner's requirements.

_____
Name of Company

_____ _____
Authorized Representative *(print name)* Signature

_____
Date