

Cynthiana-Harrison Co.

E-911 Dispatch Center

Request for Proposal

Computer-Aided Dispatch (CAD) Software System

10/27/2026

RFP Checklist

- ☐ Have you signed the transmittal letter?
- ☐ Have you signed the required additional forms?
- ☐ Have you included 5 client references?

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Introduction

The Harrison County Fiscal Court, on behalf of the Cynthiana-Harrison Co. E-911 Dispatch Center, hereby requests that vendors submit proposals for a computer-aided dispatch software system. These proposals shall provide all of the material requested herein, including detailed cost proposals for the necessary hardware, software, and services. A vendor's failure to follow any of the provided instructions may result in rejection of the vendor's proposal.

The Harrison County Fiscal Court reserves the right to overlook any errors or omissions on the part of the vendor during the RFP process.

The Cynthiana-Harrison Co. E-911 is seeking to replace its CAD system. The Cynthiana-Harrison Co. E-911 is looking for a contemporary, completely integrated solution that is one application, with one database, provided by one vendor. In addition, the Cynthiana-Harrison Co. E-911 would like the CAD solution vendor to not only provide but to also maintain the software and servers (including OS) under the vendor's annual subscription fee.

Contacts

All communications regarding this RFP should be directed to:

Name: Deegee Roe

Title: E-911 Director

Address: 104 E. Pleasant St.

City, State, Zip: Cynthiana, KY 41031

Email: d.roe@cynthianaky.com

Phone: 859-234-7164

No vendor employee or consultant shall contact anyone else at the Cynthiana-Harrison Co. E-911 for purposes of soliciting information about this RFP, the evaluation of the proposals, or the selection process until after such time as the Cynthiana-Harrison Co. E-911 announces its intent to award the contract or otherwise completes the RFP process.

Dates

10/16/2026	RFP is released to vendors.
10/23/2026 12 EST or 11 CST	Questions are due from vendors via email.
10/26/2026 12 EST or 11 CST	Answers are due back to vendors via email.
10/27/2026 12 EST or 11 CST	Proposals are due from vendors.
As needed	Vendor demonstrations and/or site visits begin.
10/30/2026 12 EST or 11 CST	Vendors are notified of the intent to award the contract.

Deliverables

As of the date specified in the Dates section for the proposals to be due, the vendor must submit the following to the Harrison County Fiscal Court at 111 S. Main St., Ste 201, Cynthiana, KY 41031:

- A sealed copy of proposal

The proposal shall follow the structure specified in the Content section.

Profile

The Cynthiana-Harrison Co. E-911 provides dispatch services to Boyle County in Kentucky. The county includes a population of approximately 30,000. The Cynthiana-Harrison Co. E-911 consists of 60 sworn officers and 15 non-sworn personnel, who are anticipated to use the new system as follows:

Dispatch Seats	14
Mobile Units	45

The Cynthiana-Harrison Co. E-911 needs a contemporary, easy-to-use public safety system to reduce redundant data entry, simplify the report review and approval process, provide straightforward access to information, and otherwise streamline the Cynthiana-Harrison Co. E-911's processes.

Current System

At present, Cynthiana-Harrison Co. E-911 is using GeoConex. This system has been in place for 8 years.

Interfaces Required: Total Response (EMD software), Rapid Deploy and/or Rapid SOS, AVL, Radio, NCIC, Data Migration

Interfaces Desired: ePCR/RMS- ESO, ePCR/RMS-Emergency Networking

Scope of Services

It is the intention of these specifications that the selected vendor furnish to the Cynthiana-Harrison Co. E-911 Center a mature CAD system that will enable the effective and efficient operation of Cynthiana-Harrison Co. E-911. At a minimum, the system shall support the following:

Computer-Aided Dispatch, Integrated Standard Operating Procedures, Analytics/Statistics, Agency Paging, Address Alerts/Notifications, Mobile CAD (MDT/MDC), System Status Management, AVL/Locator, Agency-Wide Memo Management, and Customizable Fields/Settings.

Please note the following:

- The Cynthiana-Harrison Co. E-911 Center is open to new technology and would like to obtain as much information as possible about the software requirements and recommendations for the new system from the respective vendors.
- The Cynthiana-Harrison Co. E-911 is interested in an off-the-shelf system.
- The system must be scalable and must be able to integrate with the existing and future options the Cynthiana-Harrison Co. E-911 may implement.
- The system shall allow the Cynthiana-Harrison Co. E-911 Center to efficiently organize, track, and access the vast amount of information that flows through the system daily, must be easy to use, and must be searchable.

- The selected vendor needs to provide all services including, but not limited to, installation, implementation, data conversion, training, monitoring, technical support, and ongoing maintenance for the Cynthiana-Harrison Co. E-911 Center to enter into and maintain full use of the system.
- Acquisition and implementation of a new CAD is a project that will impact the Cynthiana-Harrison Co. E-911 Center for years to come. Key goals for the project are to:
 - Replace the legacy system currently being used with an off-the-shelf solution that meets or exceeds the needs of the Cynthiana-Harrison Co. E-911 Center
 - Deliver a fully integrated CAD on time and within budget
 - Achieve sufficient knowledge transfer through training to allow staff to be capable of and confident in using the new system
 - Provide a technologically sound platform for expansion of information services into the future
 - Establish a subscription pricing-based contract

Additional Project Objectives:

- Provide real-time access to public safety data;
- Automate data input processes;
- Reduce paper-based documentation and tracking;
- Leverage new technologies to anticipate the future needs of the Cynthiana-Harrison Co. E-911;
- Successfully implement the system with minimal disruption to users and operations.

Service Requirements

Project Management

The vendor must provide a dedicated project manager as part of the project. This person will be responsible for interacting directly with his or her counterpart here at the Cynthiana-Harrison Co. E-911 Center for the duration of the project.

System Configuration and Setup

The vendor must provide detailed system configuration and setup services to the Cynthiana-Harrison Co. E-911 Center as part of this project. These services are necessary to ensure that the new system is configured to match the processes and workflow of the Cynthiana-Harrison Co. E-911 to reduce the learning curve and improve the rate of adoption by the users.

Training

The vendor must provide custom training on the new system to all users. This training may be a mix of train-the-trainer and end-user training, as agreed upon by the vendor and the Cynthiana-Harrison Co. E-911 Center. The Cynthiana-Harrison Co. E-911 Center will provide the training facilities, workstations, network, etc., which are required for the training. The vendor will provide training which is specific to both the products on which the users are trained and the processes and workflows with which the users are already familiar. Training shall be performed using a copy of the Cynthiana-Harrison Co. E-911 Center's data which has been converted from the existing system.

Technical Requirements

Functional and technical requirements are in the attached Excel spreadsheet: *Cynthiana-Harrison Co. E-911 CAD Technical Requirements.xlsx*. The vendor must complete this spreadsheet as part of the proposal. Failure to answer all the requirements in accordance with the provided instructions may result in rejection of the vendor's proposal.

Content

The vendor must provide its proposal in accordance with the structure and content specified in the following sections:

Cover Page

This must include the vendor's legal name and contact information, as well as the name of the RFP and the date the proposal is due.

Transmittal Letter

This must be provided on the vendor's letterhead and summarize the vendor's understanding of the RFP and why the vendor believes itself to be best qualified to provide these services.

Table of Contents

This must include a paginated list of the information provided within the proposal.

Executive Summary

This must include a minimum of the following information:

Company Overview

Describe the solutions offered by the company and experience/position in the marketplace.

Company Executives

Provide a detailed list of company executives, including education, experience, and current responsibilities within the company.

Benefits

Describe how working with the vendor would be to the Cynthiana-Harrison Co. E-911's particular benefit.

Support and Maintenance

This must include a complete description of the maintenance and support services which are offered by the vendor as part of this proposal.

Software Overview

This must include a brief overview of the software solution, including how all of the products and modules work together.

Technical Requirements

This must include the completed *Cynthiana-Harrison Co. E-911 CAD Technical Requirements* spreadsheet and any extended explanations which may be needed for the vendor's answers to particular requirements.

Implementation

This must include both an overview of the general implementation process as well as timeline which shows the major milestones of the project from contract signing all the way through system acceptance. This section should also include:

Training

This must include both an overview of the general approach to training, as well as a sample training plan.

Agency References and Experience

The vendor needs to provide a summary of its experience in implementing a system of this nature and relate its relevance to the proposed project in terms of the technical scope, tasks involved, deliverable products, etc.

Provide a minimum of 5 references of a similar size and scope to the Cynthiana-Harrison Co. E-911. Each reference must include the following information:

- Agency name and address
- Contact person with email and telephone number
- Date agency became a client
- Products purchased

The vendor must ensure that all information for the references is current and that the contact person is willing to provide a reference. References are likely to be checked by phone and will require a minimum of 10 to 15 minutes of the contact person's time.

Pricing

This must include detailed subscription pricing for the software, hardware, and services included in this proposal. In addition, subscription costs must be included for five (5) years.

Also include any terms or conditions associated with the pricing.

Also include a description of the costs associated with new releases (what does it cost to move from Version X to Version X.1?).

Evaluations

The Cynthiana-Harrison Co. E-911 Center reserves the right to select the proposal which best meets its needs, regardless of the cost of that proposal relative to other proposals received.

The evaluation process will begin after the proposals are due and is anticipated to take several days/weeks. During this review process, the evaluators may request additional clarifying information from the vendor.

Evaluation criteria include the following:

- **Completeness** – Did the vendor provide everything which was requested and in the proper format?
- **Functionality** – Does the proposed solution include the functionality which is essential to the Cynthiana-Harrison Co. E-911?
- **Cost** – Does the proposed solution provide the needed functionality at a reasonable cost to the Cynthiana-Harrison Co. E-911?
- **Maintenance and Support** – Thoroughness of support program, reputation of company with customer's responsiveness, thoroughness of testing, and availability and overall cost of support and upgrades.
- **References and Experience**– Quality of overall system, experience with implementation, experience with existing Cynthiana-Harrison Co. E-911 systems, degree to which projects went over budget/schedule, company references.

As part of the evaluation process, the evaluators may request site visits and demonstrations or oral presentations (in person or via teleconference) on the part of the vendor.

Appendices

The appendices include the additional forms which are required for this response.

Appendix A: Debarment and Judgment Affidavit

By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals, and any subcontractors named in this proposal:

- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from bidding or working on contracts issued by any government agency;
- b. Have not within the five (5) year period preceding the submission of this proposal:
 - i. Been convicted of or had a civil judgment rendered against them for fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, State, or Local government transaction or contract;
 - ii. Been convicted of or had a civil judgment rendered against them for violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or Local) with commission of any of the offenses enumerated in paragraph (b), subparagraphs (i) and (ii) of this certification;
- d. Have not within the five (5) year period preceding the submission of this proposal had one or more Federal, State, or Local government transactions terminated for cause or default.

Name: <i>Melody McClure</i>	Title: <i>Harrison County Treasurer</i>
Authorized Signature: <i>Melody McClure</i>	Date: <i>10.16.2026</i>

