

Request for Proposal

September 4, 2026

Radio Communications System Consultant

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1 ACKNOWLEDGMENT RECEIPT FORM

Acknowledgement of Receipt of RFP

Addenda will only be forwarded to those firms that complete and submit the *RECEIPT OF RFP* form by:
SEPTEMBER 11, 2026

Name of Firm: _____

Contact Person: _____

Address: _____

Phone: _____

Email: _____

PLEASE RETURN TO:

Susan Pratt
County Administrator
Franklin County Commissioners
120 County Way, Suite 4
Farmington, Maine 04938

2 PROJECT OBJECTIVES

The Franklin Commissioners seek to procure the services of a qualified, professional public safety consulting engineering firm to assist and support Franklin County in assessing and improving the center's public safety functions.

The Franklin County Regional Communications Center [FCRCC] is located at 120 County Way, Farmington, Maine, and serves as an Enhanced 911 Public Safety Answering Point and Regional Dispatch Communications Center providing the critical communications link between the County's first responders, the FCRCC, and the citizens of Franklin County.

The project has two [2] phases as follows:

- **Phase-1** - Analysis, assessment, and recommendations phase. The primary focus is twofold:
 1. The consultant will conduct a high-level review of the 911 Dispatch Center facilities and operations and recommend changes.
 2. The consultant will conduct a thorough review of the FCRCC radio communication system and provide recommendations to improve radio coverage in Franklin County.
- **Phase-2** - Procurement specification phase. Assist the FCRCC in procuring new equipment and services for an upgraded or new system in compliance with approved recommendations, all necessary funding, and regulatory requirements.

Specifications for all equipment, installation, and other services required for FCRCC to incorporate into its final procurement and/or contract documents.

3 PROPOSAL REQUIREMENTS

RFP Point of Contact and Inquiries

Questions regarding this RFP shall be made in writing only and submitted to Susan Pratt, County Administrator, being received no later than five working days prior to the RFP opening.

All inquiries concerning any commercial or technical aspect of this project should be submitted via email and directed to:

Susan Pratt, County Administrator
spratt@franklincountymaine.gov
(207) 778-6614

Delivery Address:
Franklin County Commissioners
120 County Way, Suite 4
Farmington, Maine 04938

Clearly mark the email: "Questions for FCRCC Communications Study."

Questions received after September 18, 2026, will not be answered.

Proposer questions and the resulting answers will be in the form of a written addendum and sent via email to all bidders on record.

Pre-Proposal Conference

A pre-proposal conference will be held at the Franklin County Regional Communications Center on SEPTEMBER 11, 2026, starting at 9:30 a.m. The purpose of the pre-proposal conference is to answer questions about this solicitation and to tour the 911 Dispatch Center. No transmitter site visits are planned.

Attendance at the Pre-Proposal Conference is not mandatory but is strongly encouraged.

Proposal Submittal

Sealed proposals are to be submitted to the Franklin County Commissioners and received NO LATER THAN 3:00 PM on the date shown in the RFP timetable. LATE PROPOSALS WILL BE REJECTED. There will be a public opening of the proposals received. Proposals will be evaluated by the Franklin County Commissioners, and the evaluation process may include oral interviews.

Proposals shall be submitted in a sealed envelope addressed to the Franklin County Commissioners, 120 County Way, Suite 4, Farmington, Maine 04938, where they will be date and time stamped.

RFP Timetable

Project RFP distributed by the FCRCC.....	September 4, 2026
Pre-Proposal Conference.....	September 11, 2026
Date for last Questions.....	September 18, 2026
Questions answered via email.	September 23, 2026
Project RFP Due Date [3:00 PM]	September 25, 2026
Oral presentations by selected consultant (if required).....	October 9, 2026
Evaluation Complete	October 23, 2026
Award Contract to Successful Consulting Firm.....	November 2, 2026

3.1 Proposal Instructions

All proposers are required to submit the information detailed in this solicitation. Responses shall be organized and presented in a format to assist the FCRCC in reviewing proposals. Responses should be presented in appropriate detail to thoroughly respond to the requirements and expected services described herein.

By submitting a proposal, the proposer represents that it has thoroughly examined and has become familiar with the Scope of Services outlined in this RFP and can perform the work to achieve FCRCC's objectives.

Description of any exceptions taken into consideration for this RFP and if any proposal involves any exception from the stated requirements and specifications, they must be clearly noted as exceptions and attached to the proposal.

The study is to be completed **within four [4] months of contract award.**

Provide a commitment date so that the company will attest to project completion.

The consultant shall provide the earliest date available to assume these duties.

Franklin County reserves the right to postpone or cancel this RFP and reject any and all proposals for any reason. Franklin County is not liable for any costs incurred in the preparation of proposals or for any work performed. Late proposals will not be considered for evaluation. All submitted materials become the property of Franklin County. All proposals received will be evaluated by the County's Project Team, who reserve the right to award or not to award a contract. Franklin County also reserves the right to issue a new RFP as deemed appropriate.

3.2 Delivery of Proposals

The proposer shall submit ONE original proposal, FIVE copies, and ONE copy on thumb drive due on the date identified in the RFP timetable. Proposals must be marked received by the due date and time.

Delivery Address

Susan Pratt, County
Administrator
Franklin County Commissioners
120 County Way, Suite 4
Farmington, Maine 04938
spratt@franklincountymaine.gov

All proposals shall be clearly marked "REGIONAL EMERGENCY COMMUNICATIONS SYSTEM STUDY" on the outside of the proposal package.

3.3 Consulting Firm Capabilities and Requirements

The consultant shall demonstrate its track record with similar projects by Public Safety clients over the past five [5] years.

THREE references are to be included with the proposal and include descriptions of similar or relevant projects, with contact information for each project. Any additional information deemed relevant should be included.

Provide the person's name that is legally authorized to bind the firm to a contract in letter form.

Proposer should demonstrate enough staff resources to perform the task work within the required timeframe.

Proposer shall have the necessary engineering tools such as propagation prediction and microwave path profile software.

If any work will be in cooperation with sub-consultants, such sub-consultants shall be identified in the proposal.

Proposer shall have experience performing in frequency searches, FCC frequency coordination and licensing, lease agreements and to assist Franklin County to secure any new FCC frequencies or to modify current licenses.

3.4 Proposal Format

Introduction/Cover Letter. State the full name and address of your firm, including the name and telephone number of the person in your firm who has the primary responsibility for developing this proposal and to whom technical questions can be addressed.

Organizational Capabilities. Provide an overview of the firm and a description of similar consultant services projects your firm has completed.

Staff Qualifications. Please provide an organizational chart in the proposal that identifies **only** members of the firm's staff who would be assigned to work on this project, as well as their roles. A resume stating the background and qualifications of each individual named should be included in this section. Particular attention shall be given to the individual named as the Project Manager.

Experience/References. Proposals shall include a description of the firm's overall experience in handling projects similar in character or scope to this project. A list of references for similar projects from at least three different projects, including the customer's name, address, project value, telephone number and contact person shall be included in the proposal.

Project Schedule. As part of this proposal, the consultant shall submit a proposed project timeline identifying tasks and their durations. The consultant shall identify all assumptions and constraints on which the project schedule is based.

Proposed SOW. The following requirements must be addressed in the consultant SOW:

- Provide an explanation of your understanding of the tasks believed to be necessary to accomplish the objectives outlined in this RFP
- Discuss the overall approach the consultant proposes to use with this project
- Demonstrate a working knowledge of current state-of-the-art design practices and operations of Public Safety 9-1-1 dispatch centers and radio communications systems
- Provide detailed description of proposed work to be performed

Project Cost. The consultant shall prepare an estimate of hours for the project as well as all expenses. Provide the proposed cost of the required services above in terms of hourly rate and estimated hours per enumerated task, including, if applicable, the separate rates of individual staff members to be assigned to the project.

3.5 Evaluation Criteria

The FCRCC expressly reserves the right to negotiate with the selected Consulting Firm prior to an award of any contract pursuant to this RFP. Best value shall be determined by consideration of some or all the following factors as deemed appropriate by FCRCC:

- Accuracy, overall quality, thoroughness, and responsiveness to FCRCC's requirements as summarized herein.
- The qualifications and experience of the firm, the designated project manager, and other key personnel to be assigned to the project
- Successful performance of work involving consulting services for similar scope and complexity
- Approach to the FCRCC project and the proposed SOW
- Ability to meet schedule described herein
- The number, scope, and significance of conditions or exceptions attached or contained in the proposal

The FCRCC will evaluate all proposals received for completeness and the proposer's ability to meet all requirements as outlined in this RFP. Specific firms who best meet all criteria required will participate in an interview process. The FCRCC will then negotiate an agreement with the successful consultant based on the recommendations.

Additional technical information may be requested from any proposer for clarification purposes, but in no way changes the original qualification statement submitted.

The successful respondent will be expected to enter into a contract with Franklin County.

3.6 Insurance Requirements

The selected contractor shall always during the term of the contract maintain insurance in full force and effect acceptable to Franklin County that satisfies the minimum requirements outlined below. The selected contractor agrees to furnish the FCRCC with certificates of insurance or other evidence satisfactory to FCRCC as requested.

Workers Compensation & Employers Liability	Statutory
Employer's Liability	\$500,000
Bodily Injury Liability Aggregate	\$1,000,000 each occurrence/\$2,000,000
Excess Umbrella Liability Errors and Omissions	\$1,000,000 each occurrence \$1,000,000

4 PHASE-1 /ASSESSMENT OF CURRENT STATE AND RECOMMENDATIONS

The prospective consultant will assist the Franklin County Regional Communications Center in the assessment of the current Center. The consultant shall attend meetings with FCRCC management as necessary to interview, perform, sufficiently plan, analyze, review, and summarize decisions and findings.

The proposer is expected to be present at meetings with County officials. Specifics will be identified prior to start of work in conjunction with the consultant. The proposer will work closely with Franklin County officials, throughout all phases of the project. Franklin County will, where applicable, provide access to properties, and make available plans and drawings.

4.1 Project Information.

Franklin County is located in western Maine, with its county seat in Farmington. The County borders Somerset County to the north and east, Androscoggin County to the south, Kennebec County to the southeast, and Oxford County to the west.

The population of Franklin County is estimated at 30,824 people (July 1, 2025), covering approximately 1,697 square miles of land area.

The Franklin County Regional Communications Center (FCRCC) provides regional emergency communications and dispatch services for law enforcement, fire, EMS, and other public safety agencies throughout Franklin County and surrounding communities, as applicable.

Dispatch

The Franklin County Regional Communications Center is an active regional public safety communications facility.

Radio Systems

The County's public safety communications environment includes radio, dispatch, CAD, telephone, network, and related systems. The consultant shall validate current radio architecture, frequencies, coverage, site infrastructure, interoperability, equipment age, and system resiliency as part of the assessment.

The consultant assesses connectivity between the Dispatch Center and all transmitter, receiver, tower, shelter, and remote communications sites, including microwave, IP, fiber, wireless, or other backhaul technologies.

Franklin County seeks an independent assessment of its public safety communications capabilities, including identification of coverage, capacity, technology, interoperability, resiliency, and operational issues that may affect first responders.

The consultant should identify operational and technical issues that may affect reliable communication between dispatchers and first responders and recommend practical, cost-effective remedies.

Franklin County has determined that a third party should conduct a comprehensive study to assess and evaluate the current emergency communications environment and provide recommendations for improvements.

4.2. Proposed Scope of Work

In order for the proposed consultant to understand the current workings, systems, and infrastructure of the FCRCC, the successful consultant shall conduct interviews with the appropriate staff and users of the FCRCC. The use of questionnaires, site evaluations, document reviews, the review of prior completed studies and field visits shall be part of the consultant's information gathering task for the conceptual design.

To summarize:

1. Attend kick-off meetings and finalize the scope of work
2. Interview appropriate public safety personnel and elected officials
3. Survey the existing 911 communication center
4. Conduct transmitter site visits
5. Identify radio system issues and radio signal coverage
6. Review of existing related documents
7. Identify existing equipment and new equipment to be replaced or newly implemented
8. Identification of problems to resolve
9. Identify existing radio equipment budgets for the county and for all towns
10. Provide report on findings, with recommendations and projected costs

4.2.1 9-1-1 Dispatch Center

The proposer should provide a report discussing existing conditions and provide recommendations. The Consultant will work with Franklin County to:

1. Identify current facilities, characteristics, advantages, and disadvantages, with a focus on expandability
 - a. Calculate space needs based on projected growth for the next 20 years
 - b. Develop budget estimates for each of the proposed recommendations for upgrade or improvements as it relates to the radio infrastructure.
2. Examine technology that may need improvement or to be implemented, assist the FCRCC and provide comments on the following:
 - a. IT systems, CAD, databases - local and remote
 - b. Information flows, interconnect methods, servers, LAN equipment; servers/network; Wi-Fi requirements
 - c. Telephone systems - seven digits, wireless and wireline 911
 - d. Consoles call taker, operator, and supervisor dispatch positions
 - e. Instant recall and logging recorders
 - f. Premise cable system for phone, audio, video, and data
 - g. Access control for doors; facility security systems
 - h. Power and electrical systems; emergency power generator; uninterruptible and back-up power supplies
 - i. Alarm systems for generators, UPS; alarm systems both internal and from external sources
 - j. HVAC requirements
 - k. Video display systems, cable TV
 - l. Acoustics
 - m. Surge protection, lightning protection, and grounding system
 - n. Master time system
 - o. GPS location
 - p. Office machines (computers, printers, fax, copier etc.)
 - q. Reference material storage (books, maps, supplies, forms, etc.)

4.2.2 Radio Communications Systems

The project will focus on developing the framework for a conceptual design that will identify the requirements to upgrade the Public Safety communications radio system and future procurement specifications.

The consultant shall assess the condition, age, lifecycle, reliability, and replacement needs of critical radio subsystems, including repeaters, site equipment, backhaul, and associated infrastructure.

Technology

The consultant will assess the following and make recommendations:

1. Provide technology assessment of available technologies that may be beneficial to Franklin County
2. Analog or Digital modulation; dual mode
3. Transmitter simulcast and receiver voting
4. Microwave/IP site connectivity requirements
5. Voice encryption
6. Unit ID
7. Back up and redundancy
8. Tower sites and shelters
9. System monitoring and alarms
10. Fire alarm system, station alerting system, fire whistle, and all other needed fire equipment that may need to be replaced or implemented
11. Identify local radio vendors and describe their capabilities; infrastructure support and programming competences.
12. Identify level of training for portable and mobile radios users at the department level; provide recommendations

Transmitter Site Visits

1. The consultant will perform site visits of each radio transmitter site to evaluate existing conditions while determining each site's viability to support additional equipment/systems
2. Check list items shall include ownership, infrastructure, tower and shelter space, security, primary power and backup power, and grounding systems
3. Identify any site deficiencies, such as overloaded towers, interference potential, cable management, and/or poor installation practices,
Provide a site equipment inventory, identifying manufacturer, equipment models and approximate age of equipment
4. Provide an inventory of mobile, portable radio, and alert paging radios for each department

Radio Signal Coverage

1. The proposer will examine radio system issues, especially radio signal coverage for handheld portables, alert paging, and mobile radio
2. The consultant will provide coverage maps depicting existing coverage performance for mobile, portable radios and alert paging
3. Identify coverage issues and propose remedies for reliable coverage; additional sites if needed
4. The consultant will provide coverage maps depicting proposed coverage performance for mobile, portable, and alert paging radios
5. Identify coverage problems in Franklin County

Frequency Spectrum

The consultant shall:

1. Review the existing channel plan; use of existing radio frequencies
2. Review FCC licenses
3. Identify availability of potential new radio frequencies in applicable bands.
4. Assess communications with adjacent municipalities or other public safety entities, use of available channels for wide-area, tactical, fire ground, or joint operations

4.3 Communications Plan and Report Deliverable

Information collected during the needs and technical assessment phases will be used to develop a Communications Plan for the system upgrade, replacement, and/or operational enhancements. The conceptual design plan will address the system operational requirements from a user perspective; the County's technical performance objectives; and personnel requirements for system operation and/or maintenance. The consultant shall provide various detailed supporting diagrams depicting their proposed solution.

Designs will be based on meeting end user's needs. The consultants' approach will be to provide the County with a comprehensive solution that satisfies the system design goals for Dispatch Operations and the First Responder community.

The report should also include a technology assessment overview. The purpose of the technology overview is to provide the FCRCC with prospective cost-effective technologies that may be used to improve operations and increase overall efficiencies.

Summarizing

1. Prepare a draft Communications Plan document addressing all the identified tasks
2. Identify short- and long-term implementation strategies based on sub-systems, budgets, etc.
3. Develop a planning project timeline and implementation plan
4. Prepare a planning budget estimate for radio communications infrastructure that encompasses all related costs.
5. Meet with key FCRCC staff to discuss the draft report solutions, estimated budget, and implementation plan to finalize an approved final document
6. **Annual maintenance plans and estimated costs for the infrastructure**

5 Meet with elected County officials as deemed appropriate by the FCRCC project team PHASE-2 /DEVELOPMENT OF PROCUREMENT SPECIFICATIONS

Based on the final approval of the Communications Report by the FCRCC project team, the consultant will develop procurement specifications, and any best practices to ensure full, fair, and open competition for all equipment and services, including system delivery, installation, testing, and acceptance. This phase of the project is contingent upon funding and approval of the Franklin County Commissioners.

The consultant is expected to assist the county with the following:

1. Specification development and supporting diagrams
2. Assist in the bid process to include pre-proposal conference, site tour, etc.
3. Assist the FCRCC in answering and clarifying all questions during the bid process; resolve potential issues
4. Assist the FCRCC with planning and attending selected vendor oral presentations
5. Review of all bid proposals to verify that bid documents meet, or do not meet, the FCRCC specifications
6. Answer technical questions from the FCRCC project team
7. Provide a written review for each bid submission detailing if bidder has met all required specifications

8. Provide vendor cost analysis
9. Assist the County in recommending an award to the selected vendor
10. Assist the County with contract negotiations, including leases for sites or purchasing sites
11. Assist FCRCC in acquiring or modifying FCC licenses, as needed

6 PRICING SHEET

Total Quote Price:

Hourly Rate: _

Phase-1: \$_____

Est Hours: _____

Est Hours: _____

Phase-2: \$_____

TOTAL: \$_____

Name: _____

Company: _____

Email: _____

Address: _____

Phone Number: _____

Date: _____

Proposed Project Completion Date for Phase-1: _