

NOTICE FOR
REQUEST FOR INFORMATION
9-1-1 DISPATCH SERVICE

Faulkner County is requesting information (hereinafter “RFI”) for a 9-1-1 Dispatch service to serve the residents of Faulkner County, Arkansas. Services shall include, but not be limited to, establishing and maintaining a 9-1-1 call processing and emergency communication service for the City of Conway and Faulkner County.

Entities should be informed that the total PSAP calls for the City of Conway and Faulkner County in 2019 was 167,938. Entities submitting information should be able maintain communication services for a similar call volume.

Entities submitting information acknowledge that any agreement to provide 9-1-1 Dispatch services may extend for more than one year; however, pursuant to Arkansas law, the agreement shall be reviewed, and modified if necessary, no less than one-time per.

Further, entities are encouraged to demonstrate qualifications as they relate to the required specialized education, experience, and credentials. Further, any submitting entity shall comply with all federal, state, and local laws or any related guidelines or regulations imposed upon the emergency service provider industry.

Interested parties may obtain an RFI from the Faulkner County Judge’s Office located at 801 Locust Street, Conway, Arkansas 72034. All submissions must be sealed and received no later than 9am, Monday, April 6, 2020. The submissions shall be to the attention of 9-1-1 Dispatch Services. Further inquiries shall be directed to Shelia Bellott, Faulkner County OEM Director by mail to the abovementioned address, by phone to 501-450-4935, or by e-mail at shelia.bellott@oem911.net

County Website: <https://www.faulknercounty.org/business/rfp>

Judge Jim B. Baker
County Judge
Faulkner County, Arkansas